



cw audit
internal audit services

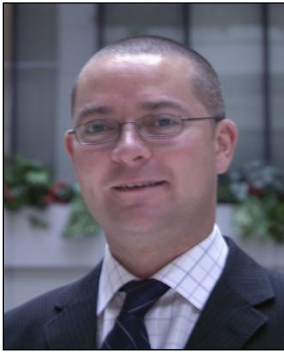
Responding to your views

Our annual customer satisfaction survey
results 2016/17

June 2017



Introduction from our Consortium Director



"Each year we conduct a customer survey of our clients' executive management team and those non-executive directors and lay members who sit on Audit Committees. We do this to gauge satisfaction with our services, and to respond to suggested improvements. I am pleased to present to you our annual customer satisfaction survey report for 2016/17.

The following pages describe our clients' views on our internal audit offering, and the actions we plan to take in response to your ideas for improving our service.

I am very encouraged by our achievements and the survey results this year, which continue to demonstrate a very high level of satisfaction and improved scores in most areas over last year. Given the severe challenges faced by our clients both financially and operationally, I am particularly pleased that 94% of respondents rated added value at 7 or above and 98.6% would continue to recommend our services to others.

We value your feedback. As such, I would encourage you to discuss the results of this survey, and raise any issues or further ideas for improvement, with either myself or your Head of Internal Audit. I would also like to offer my thanks to those who responded to the survey."

A handwritten signature in black ink, appearing to read 'Paul Dudfield', written in a cursive style.

Paul Dudfield, Consortium Director
May 2017

The highlights

What our customers think

From 70 respondents:

- **97% rated their overall satisfaction as 7 or above (with 10 = excellent), compared to 95% last year**
- **98.6% would recommend our service to others, equivalent to last year**
- **94% rated added value as 7 or above (compared to 91% last year).**

How we will respond to your views on improvement

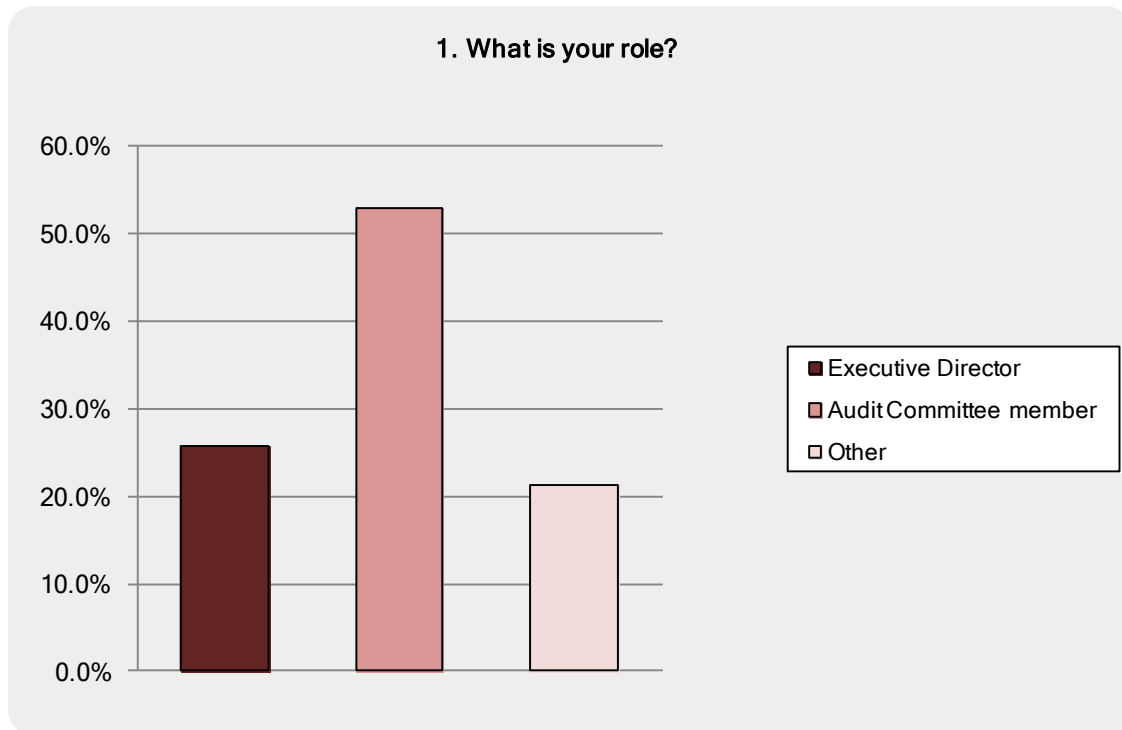
We will put in place plans to address the areas that you have told us we could improve. We will:

- **ensure we deliver our internal audit plans across the year to avoid 'back-ending' of reports to our Audit Committees.**
- **become increasingly proactive in identifying risks and issues to audit, to ensure that our input is providing maximum value and assurance.**

Survey results

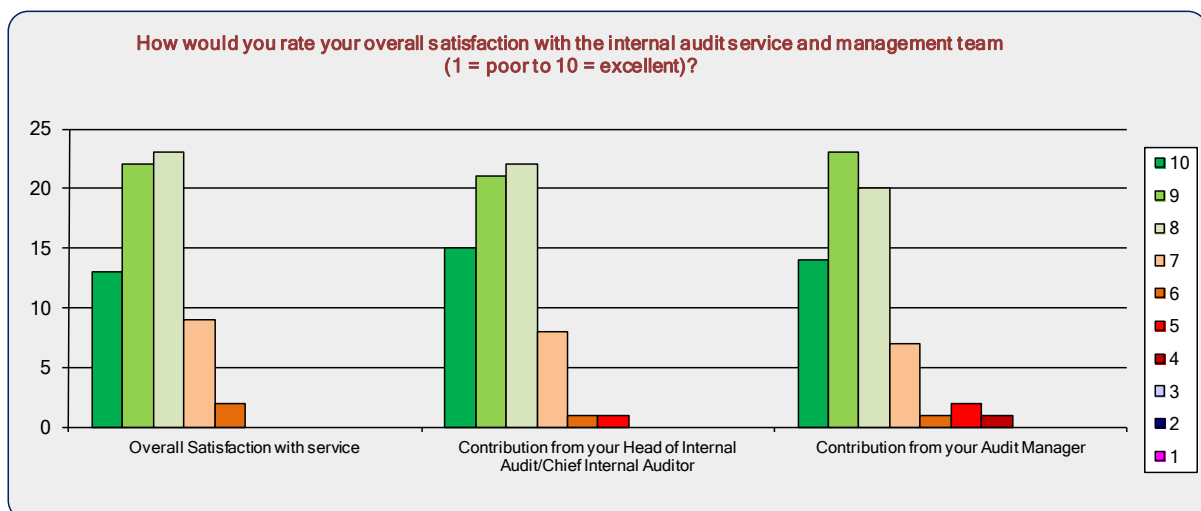
Respondents

70 client staff responded (48% response rate) to the survey from 21 different organisations including NHS Foundation Trusts, NHS Trusts, clinical commissioning groups and local authorities.



Overall satisfaction

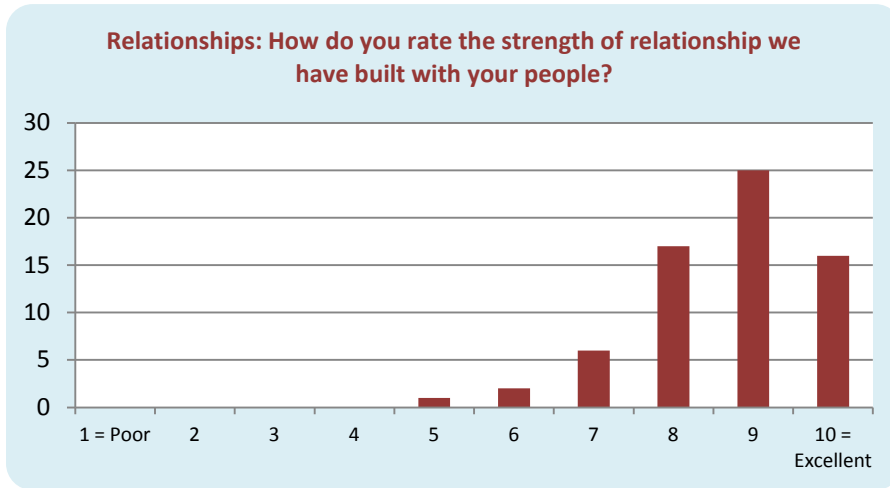
Overall satisfaction was rated 7 or above by 97% (95% last year) of respondents. The contribution of our Heads of Internal Audit/Chief Internal Auditors and Audit Managers was scored 7 or above by 97% and 94% of respondents respectively.



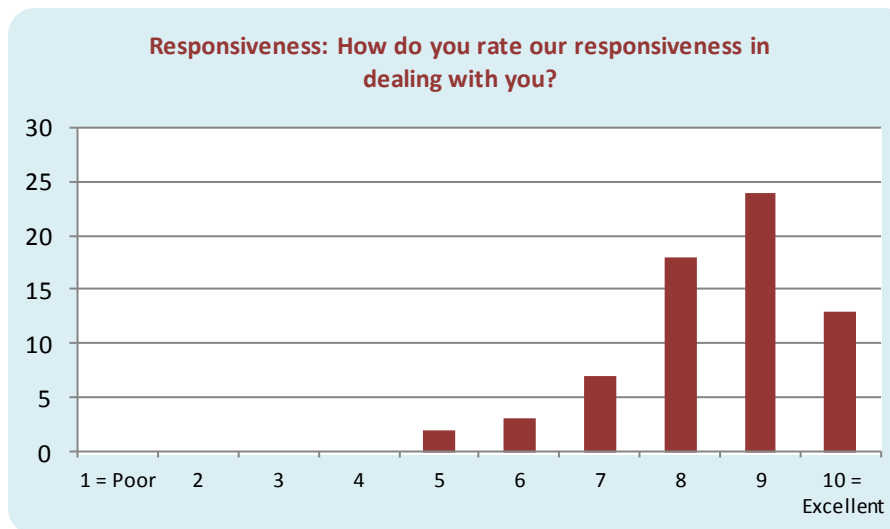
Only 1 respondent said that they were unsure if they would recommend our services to others. 98.6% said that they would.

General responses

We asked our client staff a series of questions related to relationships; responsiveness; professionalism; independence; competence; delivery; quality; contribution and added value (*last year's result is in brackets/italics*).



**96% responded
7 or above
(93%)**

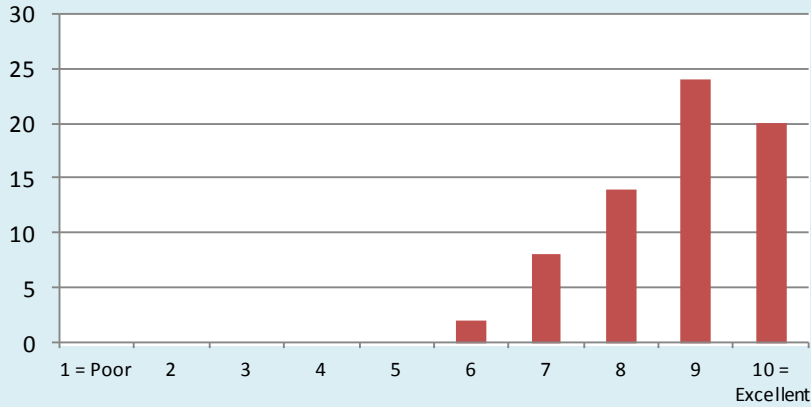


**93% responded
7 or above
(88%)**



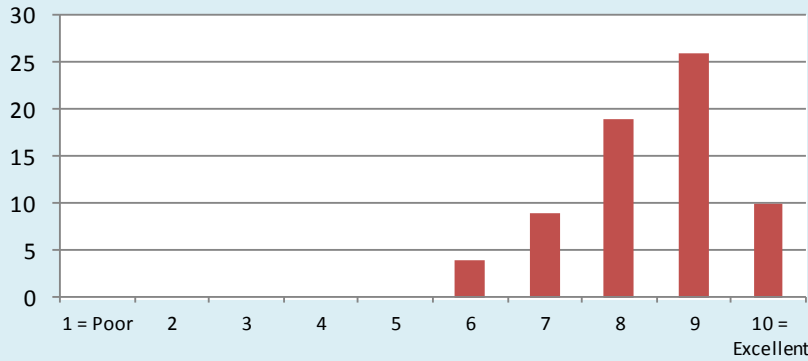
**99% responded
7 or above
(95%)**

Independence and objectivity? How do you rate our independence and objectivity in our dealings with you?



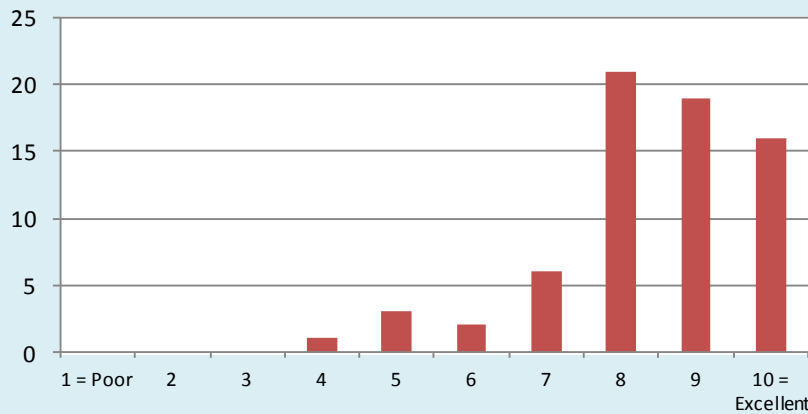
97% responded 7 or above (96%)

Technical competence: How do you rate our technical competence with regard to internal audit and assurance in general?



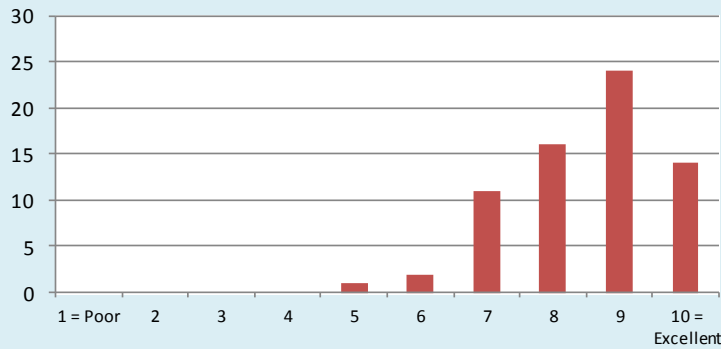
94% responded 7 or above (96%)

Delivery: How do you rate our delivery on time performance and our commitment to meet your delivery expectations?



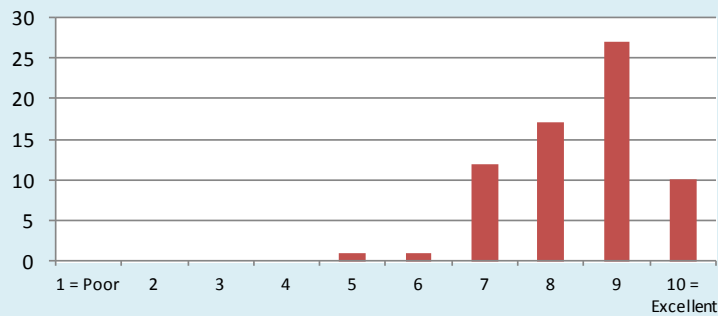
91% responded 7 or above (96%)

Quality: How do you rate the quality of the reports we provide to management and the audit committee?



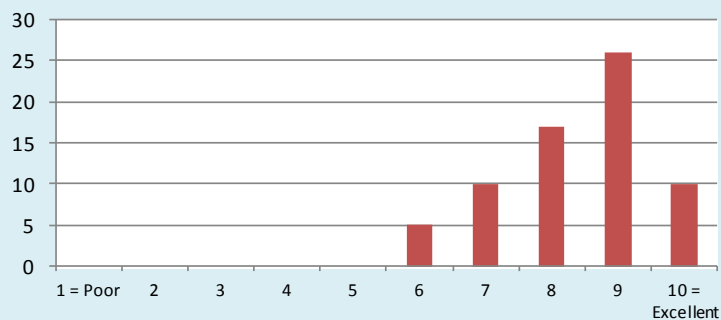
96% responded 7 or above (91%)

Contribution: How do you rate the contribution we make to your organisation in terms of the advice and assurance we provide?



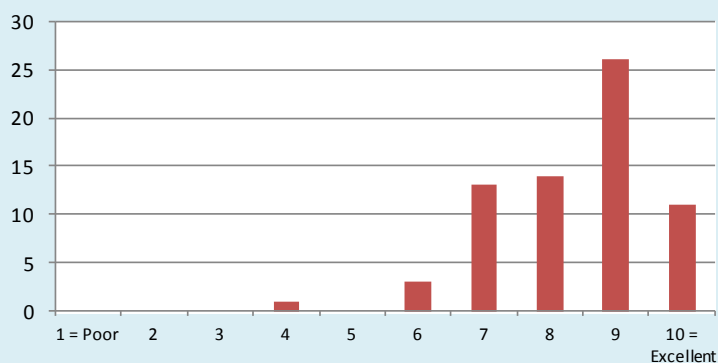
97% responded 7 or above (93%)

People: How do you rate the ability of the people within our consortium to deliver your overall assurance needs?



93% responded 7 or above (93%)

Added value: How do you rate the value we add to your organisation?



94% responded 7 or above (91%)

Listening to improve

Our clients highlighted some areas last year where we could do better. This is how we have responded:

Areas for improvement	Our response
More support helping to monitor and provide assurance that management deliver agreed actions arising from our audit work	We agreed support required by clients in this area on a case-by-case basis. In some cases, this has meant additional time facilitating updates to teamcentral.
In some cases, more senior presence at audit committees has been suggested. Some clients believe that this will help to strengthen our ability to respond to their needs more effectively.	We have increased senior presence at Head of Internal Audit / Consortium Director level where required by specific clients.

The following areas for improvement have been raised this year:

Areas for improvement	Our response
Continued focus on timeliness and phasing of work to avoid back-ending of reports to our audit committees	We agree phased audit plans with all our clients before the end of quarter one, and report achievement of this to audit committees. Our performance in this area has improved, but needs to be sustained.
Become increasingly proactive in identifying risks and issues to audit, to ensure that our input is providing maximum value and assurance.	We will review our audit plans throughout the year, to ensure that they remain properly focused upon emerging risks. We will use our experience from our wider client base to highlight common risk themes.