



**cw audit**  
internal audit services

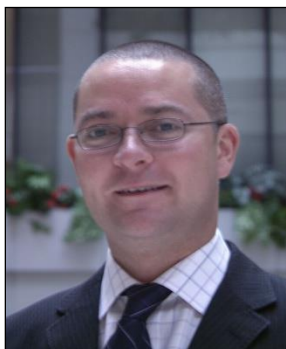
# Learning from our clients

Our annual customer satisfaction survey results 2018/19

July 2019



# 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 2018/19.

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. We are very proud that we continue to demonstrate high levels of satisfaction in what has been another very challenging year for the health and local government sectors.

This year has seen improved feedback on a number of key measures including our added value score. 65% of those who responded rated us as excellent\* in this domain, with 96% scoring this 7 or higher. This is a great result.

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'.

**Paul Dudfield, Consortium Director**  
**July 2019**

\* 9 or 10 score

# The highlights

## What our customers think

From 59 respondents:

- 98% rated their overall satisfaction as 7 or above (with 10 = excellent), compared to 92% last year
- 98% would recommend our service to others, compared to 95% last year
- 96% rated added value as 7 or above, compared to 89% last year.

## How we will respond to your views on improvement

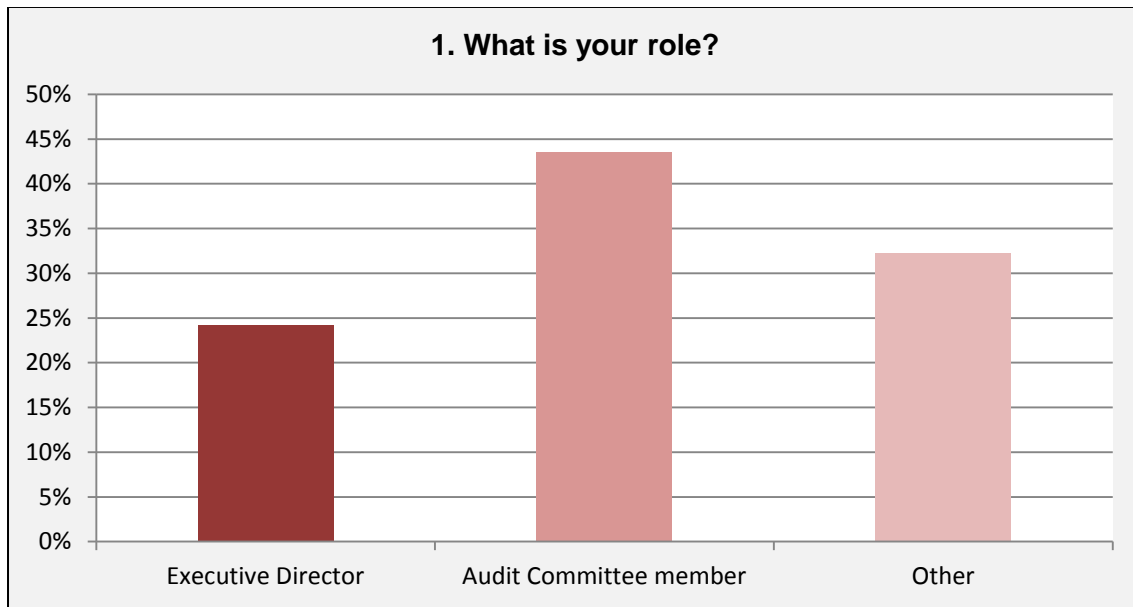
We will put in place plans to address the areas that you have told us we could improve. We will:

- Seek to improve our follow-up processes to make these more effective
- Make good practice comparisons where these are available across our client base

# Survey results

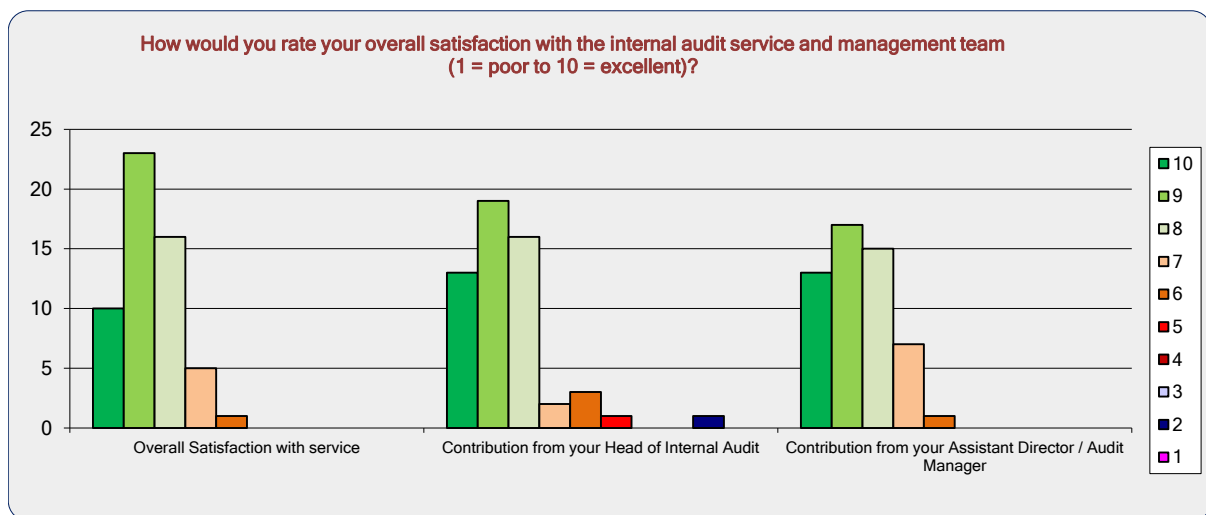
## Respondents

59 client staff responded (60% response rate) to the survey from 23 different organisations including NHS Foundation Trusts, NHS Trusts, clinical commissioning groups and local authorities.



## Overall satisfaction

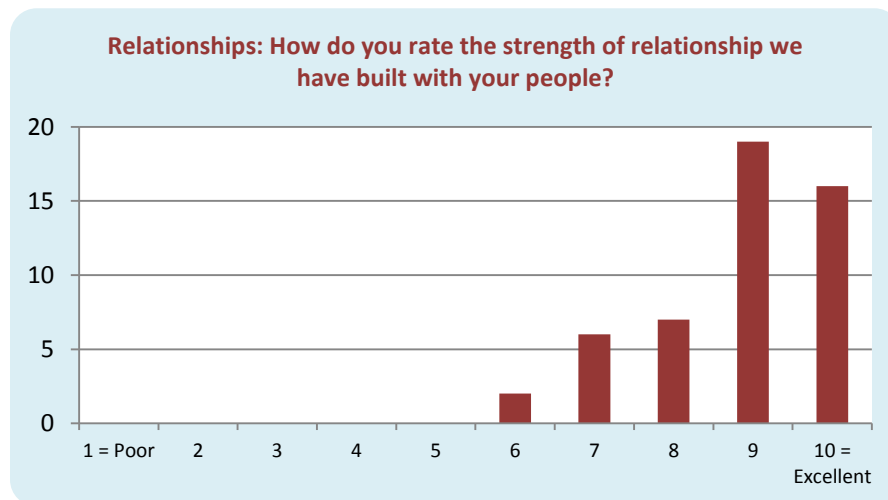
Overall satisfaction was rated 7 or above by 98% (92% last year) of respondents. The contribution of our Heads of Internal Audit and Assistant Directors / Audit Managers was scored 7 or above by 91% and 98% of respondents respectively.



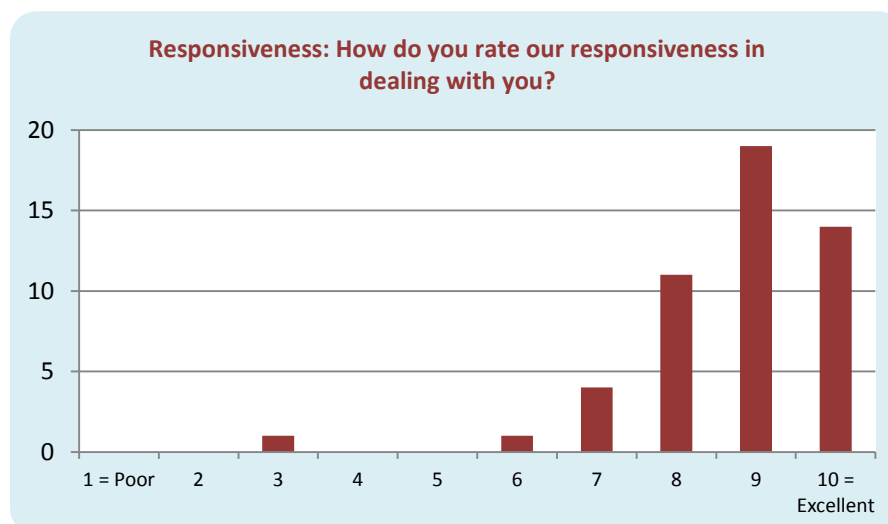
**98% of respondents said that they would recommend our services to others**

## 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%)**

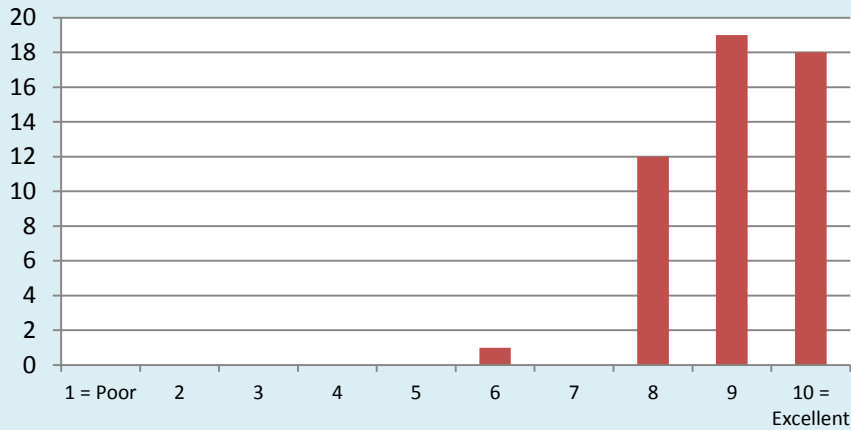


**96% responded  
7 or above  
(90%)**



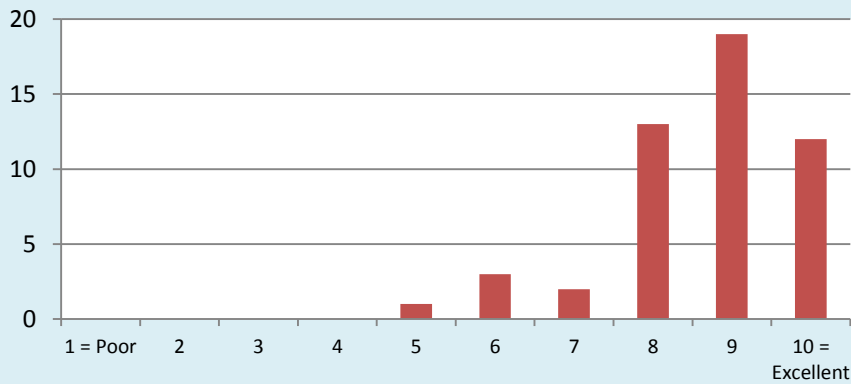
**100%  
responded 7 or  
above (95%)**

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



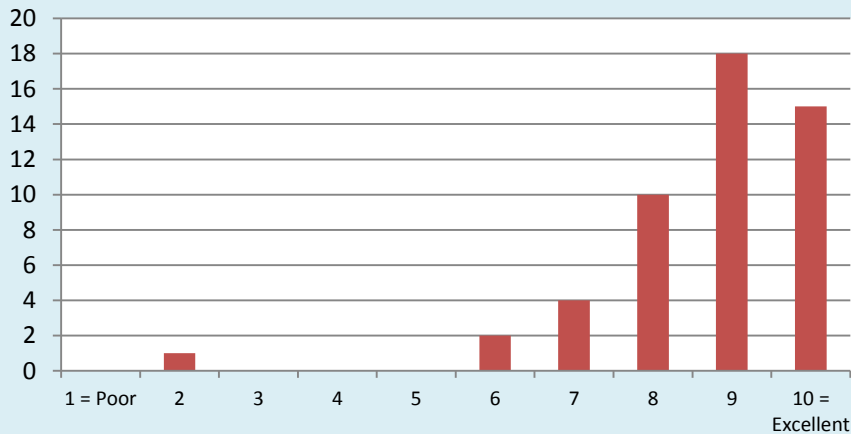
**98% responded 7 or above (98%)**

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



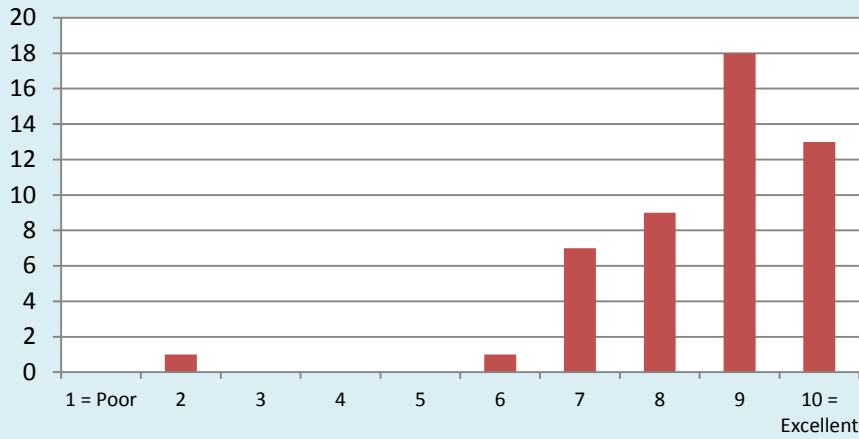
**92% responded 7 or above (93%)**

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



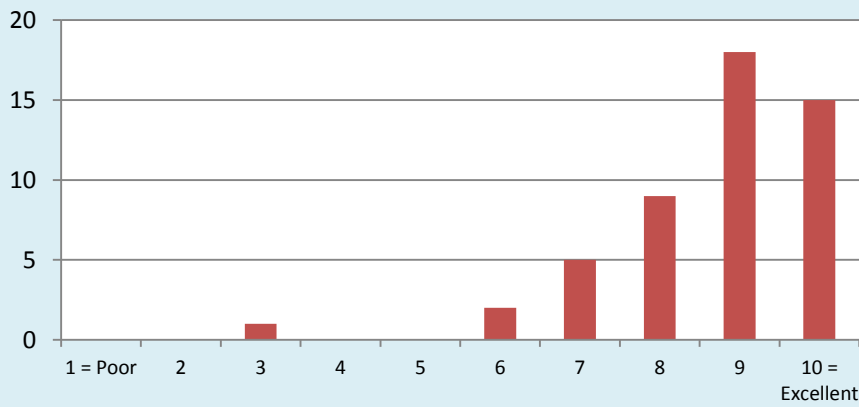
**94% responded 7 or above (90%)**

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



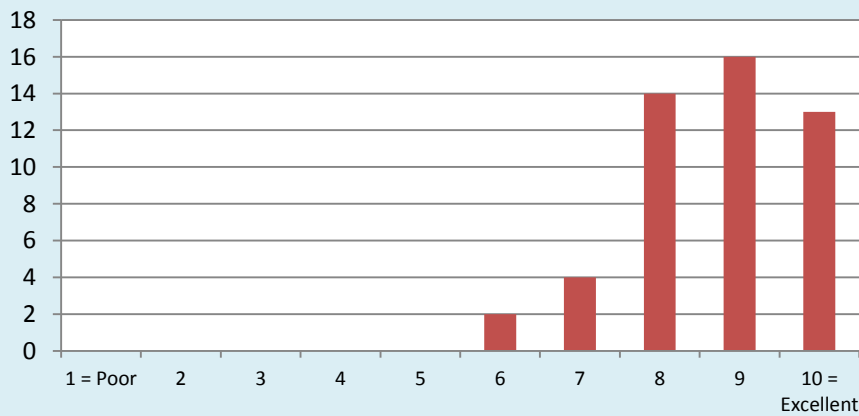
**96% responded 7 or above (90%)**

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



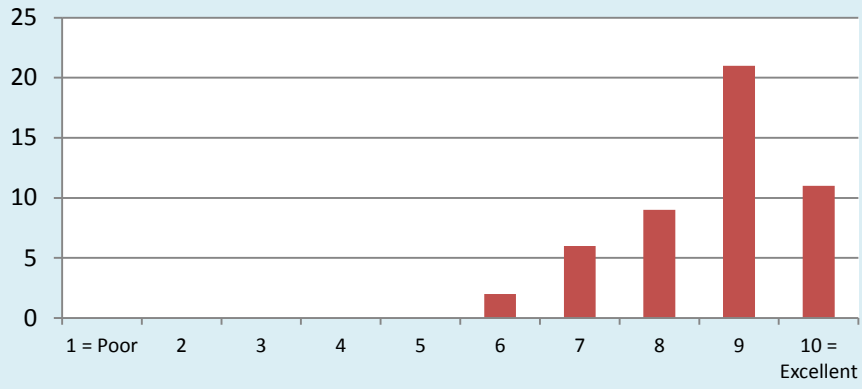
**94% responded 7 or above (89%)**

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



**96% responded 7 or above (92%)**

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



**96% responded 7 or above (89%)**



# 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
<p>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.</p>	<p>We have increased senior presence at Head of Internal Audit level where required by specific clients.</p>
<p>Become increasingly proactive in identifying risks and issues to audit, to ensure that our input is providing maximum value and assurance. This is a consistent theme with last year as the NHS continues to change apace and face significant risks/issues.</p>	<p>We review our audit plans throughout the year, to ensure that they remain properly focused upon emerging risks. Where necessary, changes are made to the programme of work.</p> <p>In 2018/19 we identified the audit universe for our clients, and utilised this as part of our audit planning process. We also ensured that we include appropriate work in areas raised within the revised NHS Audit Committee Handbook (for our NHS clients)</p>

The following areas for improvement have been raised this year:

Areas for improvement	Our response
<p>Some clients want to see overall improvement in the way that agreed actions arising from our audit work are completed, followed up and sustained</p>	<p>We will review our follow up response, and that of our clients to seek to improve the effectiveness of the processes in place. Where necessary we will provide additional client training on the use of our web based tracking system</p>
<p>Some clients want to see more comparison with good practice at other organisations</p>	<p>We will seek to draw comparisons across our client base (and where possible across the wider public sector) where this is relevant and available</p>