



cw audit
internal audit services

Learning from our clients

Our annual customer satisfaction survey results 2019/20

September 2020



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 2019/20.

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. In this, my first satisfaction report as Consortium Director, I am very proud that we have continued to demonstrate high levels of satisfaction in the face of unprecedented times: with our clients facing down the impact of a global pandemic. Now, more than ever, we are proud to be part of the NHS family.

This year has seen great feedback on a number of key measures including our added value score. 94% of those who responded rated us as 7 or above, with half of all respondents rating us as excellent* in this domain.

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."

**Paul Capener, Interim Consortium Director
September 2020**

* 9 or 10 score

The highlights

What our customers think

From 54 respondents:

- 98% rated their overall satisfaction as 7 or above (with 10 = excellent), equivalent to last year
- 98% would recommend our service to others, equivalent to last year
- 94% rated added value as 7 or above, compared to 96% last year.

How we will respond to your views on improvement

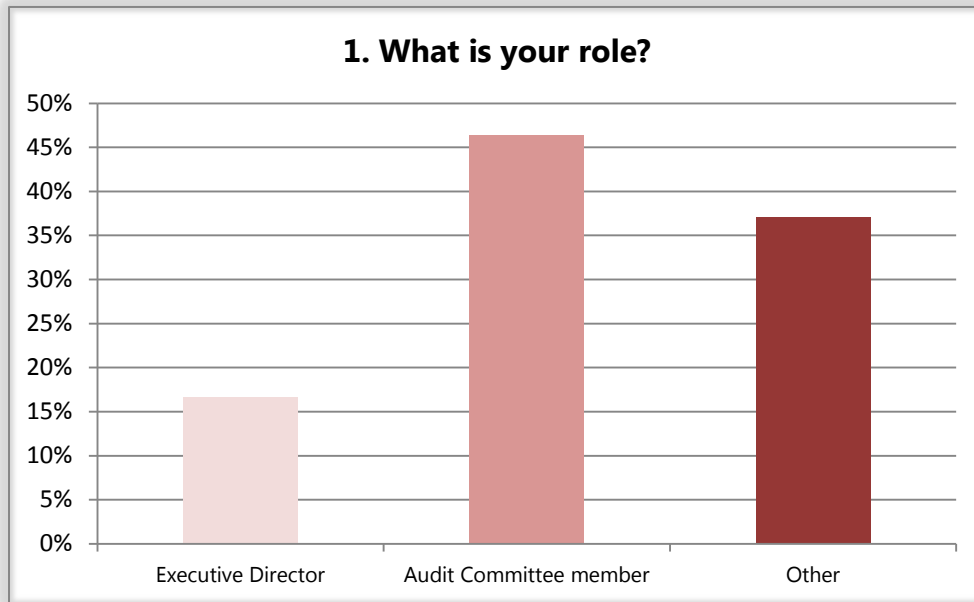
We will put in place plans to address the areas that you have told us we could improve. We will:

- Deliver more thought pieces during the year, on governance developments within the public sector. We will also continue to seek our clients engagement in national benchmarking exercises, to support our clients to continually assess and improve their governance arrangements

Survey results

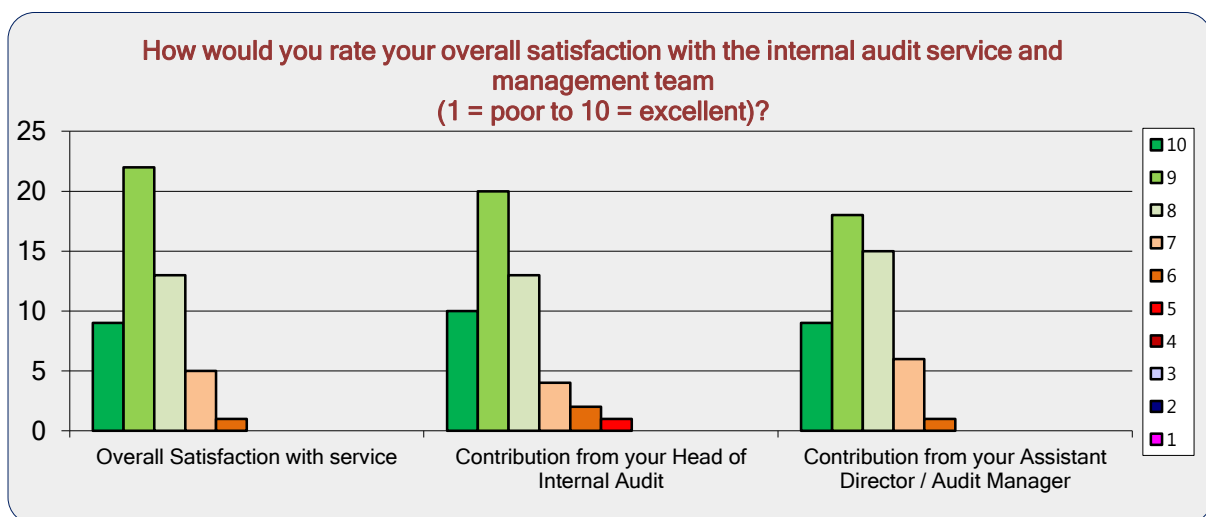
Respondents

54 client staff responded (54% response rate) to the survey from 21 different organisations including NHS Foundation Trusts, NHS Trusts, clinical commissioning groups and local authorities.



Overall satisfaction

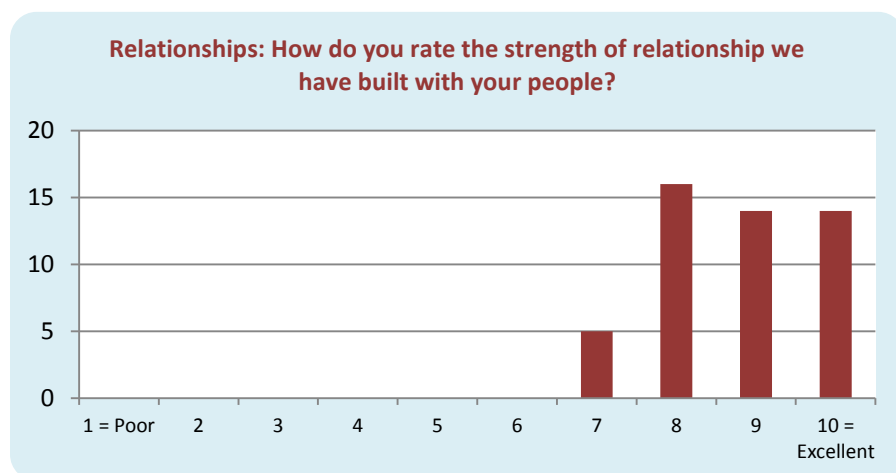
Overall satisfaction was rated 7 or above by 98% (98% last year) of respondents. The contribution of our Heads of Internal Audit and Assistant Directors / Audit Managers was scored 7 or above by 94% and 98% of respondents respectively.



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*).



100%
responded 7
or above (*96%*)

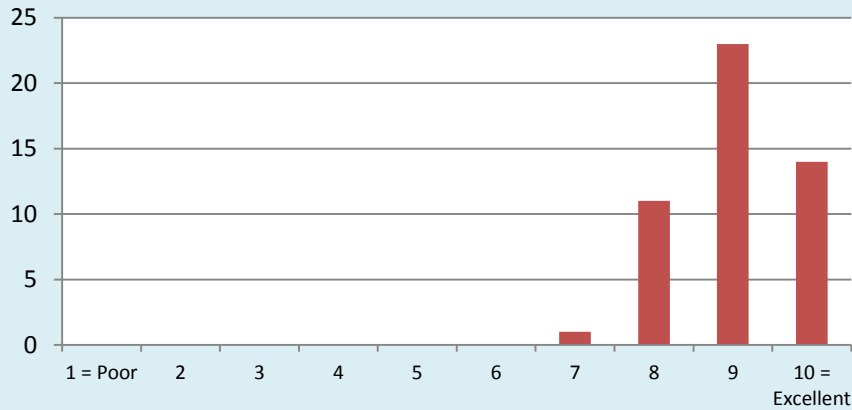


96%
responded 7
or above (*96%*)



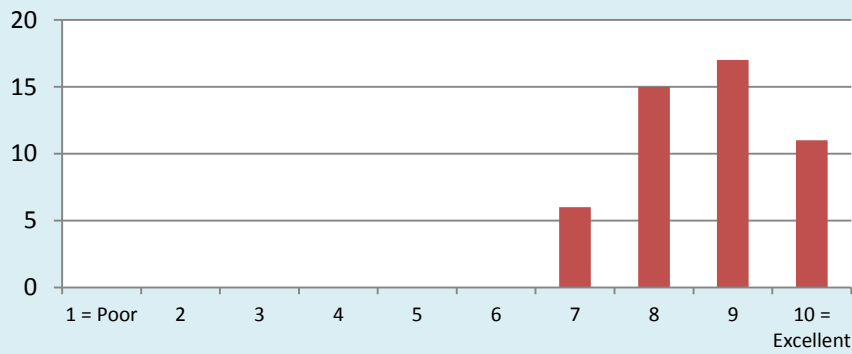
100%
responded 7
or above
(*100%*)

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



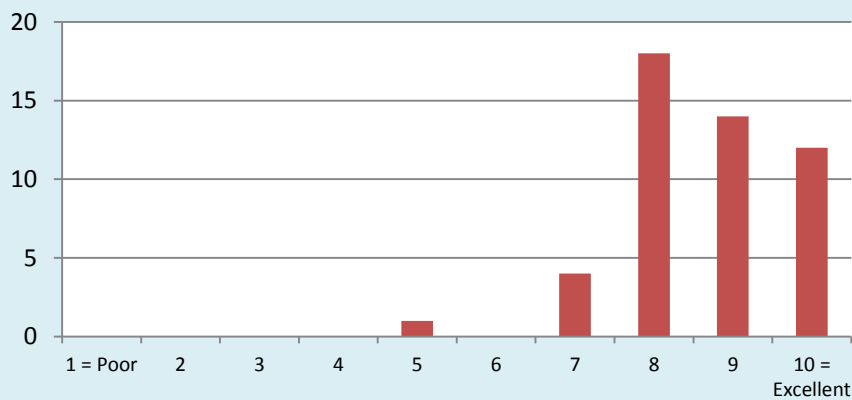
**100% responded
7 or above (98%)**

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



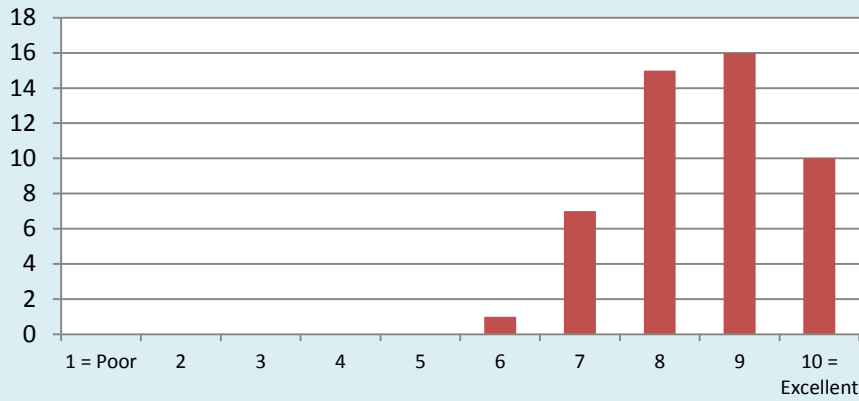
**100% responded
7 or above (92%)**

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



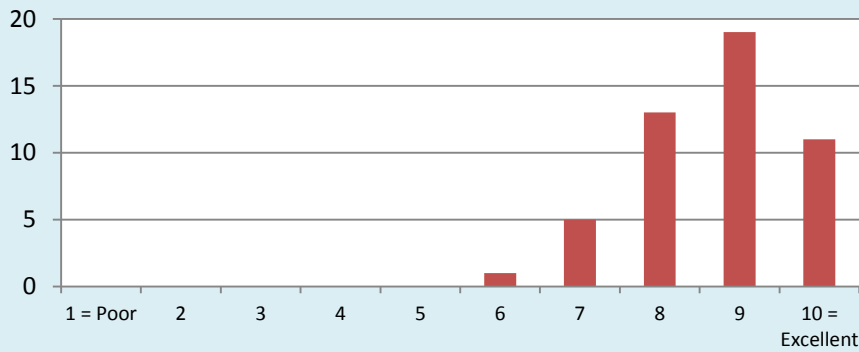
**98% responded
7 or above (94%)**

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



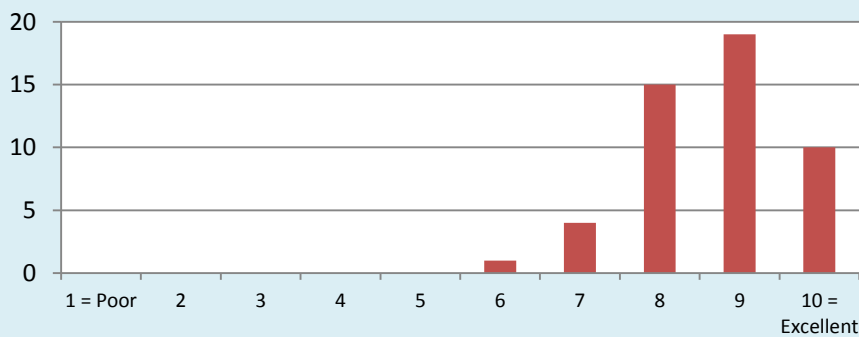
**98% responded
7 or above (96%)**

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



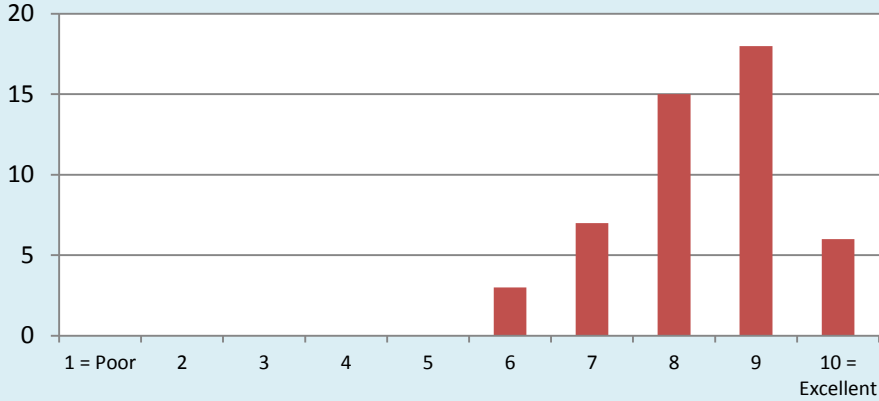
**98% responded
7 or above (94%)**

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



**98% responded
7 or above (96%)**

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



**94% responded
7 or above (96%)**

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
Some clients want to see overall improvement in the way that agreed actions arising from our audit work are completed, followed up and sustained	We are currently upgrading our servers and TeamMate / TeamCentral to improve the stability and access / response times. We continue to report the outcome of follow-up work to all audit committees. This year has seen a significant reduction in the total number of agreed actions that remain outstanding compared to last year at a significant number of our clients
Some clients want to see more comparison with good practice at other organisations	We seek to draw comparison across our client base. Increasingly we are engaging nationally in benchmarking exercises with our NHS partners (The Internal Audit Network, NHS) and reporting the results of these to audit committees.

The following areas for improvement have been raised this year:

Areas for improvement	Our response
Some clients want see us lead the discussion on governance, sharing our insights and what is good elsewhere	We will respond to this by delivering more thought pieces during the year, on governance developments within the public sector. We will also continue to seek our clients engagement in national benchmarking exercises