

cw audit services

audit and assurance services

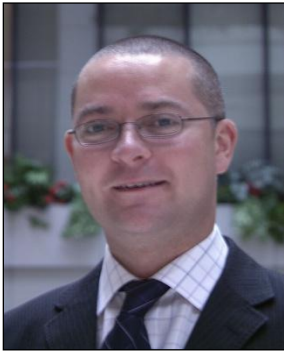
Responding to your views

Our annual customer satisfaction survey
results 2012/13

August 2013



Introduction from our Consortium Director



"Each year we conduct a customer survey of our clients' executive management team and those non-executive directors who sit on Audit Committees. We do this to gauge satisfaction with our services, and to learn from any improvement areas suggested. I am pleased to present to you our 2012/13 annual customer satisfaction survey report.

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

As an organisation, we value your feedback. As such, I would encourage you to discuss the results of this survey, or raise any issues or further ideas for improvement, with either myself or your Head of Internal Audit. Please share the results of this survey with your Audit Committees.

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

August 2013

The highlights

What our customers think

From 70 respondents:

- 85% rated their overall satisfaction as 8 or above (with 10 = excellent), compared to 82% last year
- 98% would recommend our service to others, equivalent to last year
- 76% rated added value as 8 or above, compared to 72% last year

How we will respond

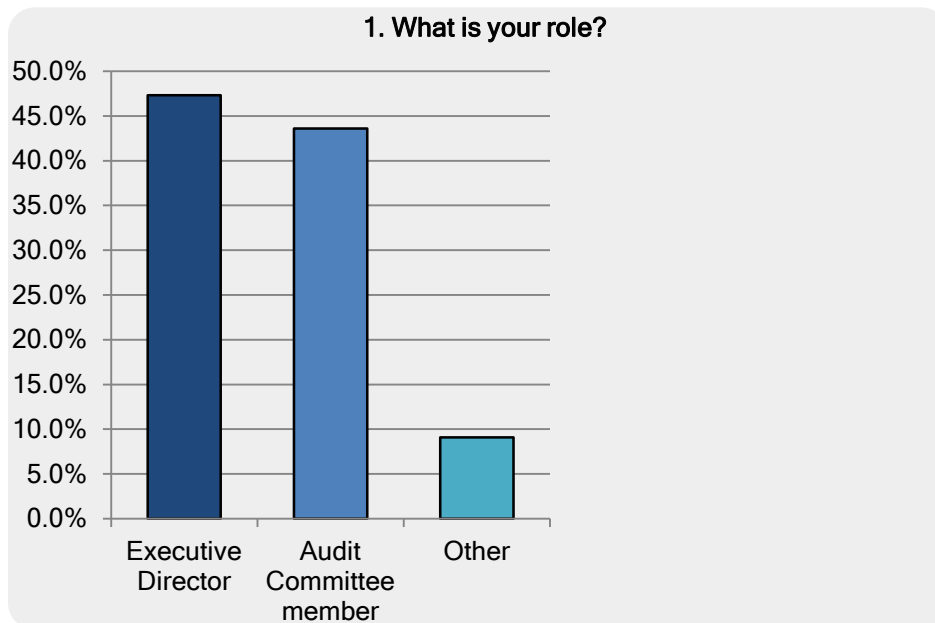
We have put in place plans to address the areas that you have told us we could improve. We will:

- Consider new ways of sharing our findings with a wider range of staff and service users
- seek to phase our work more evenly across the year
- bringing you examples of better practice from other organisations

Survey results

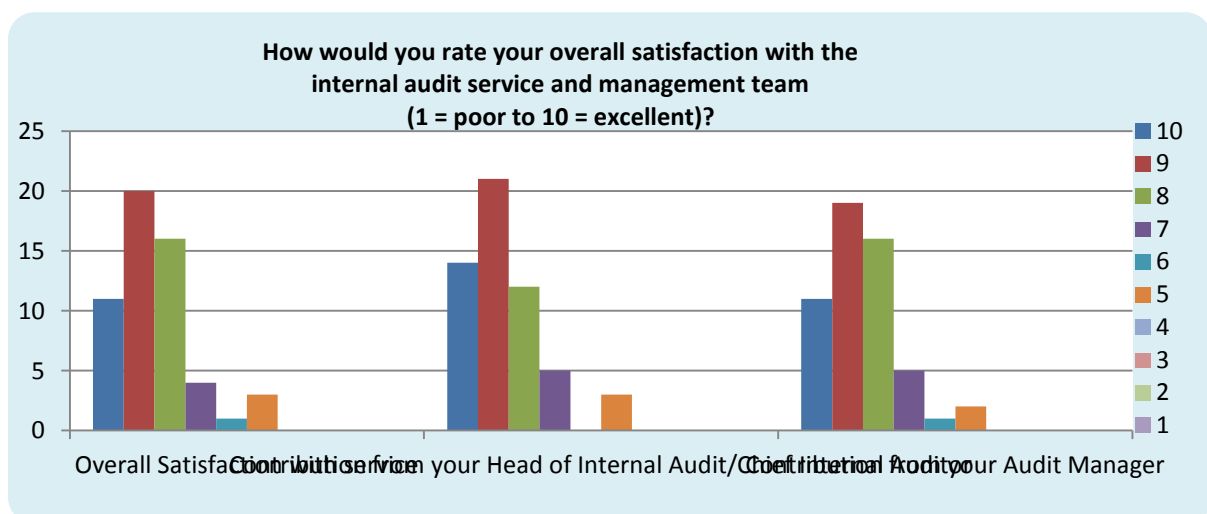
Respondents

55 client staff responded to the survey from 18 different organisations including NHS Foundation Trusts, NHS Trusts, PCT Clusters and local authorities.



Overall satisfaction

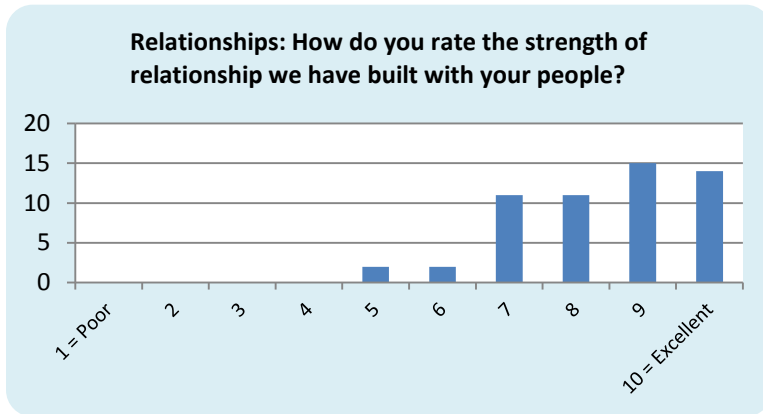
Overall satisfaction was rated 8 or above by 85% of respondents. The contribution of our Heads of Internal Audit/Chief Internal Auditors and Audit Managers was scored 8 or above by 85% of respondents in each case.



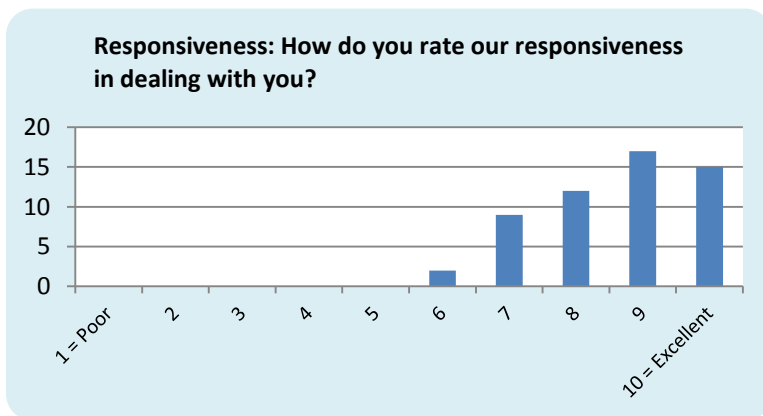
98.1% of respondents said that they would recommend our services to others.

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*).



73% responded 8 or above (78%)

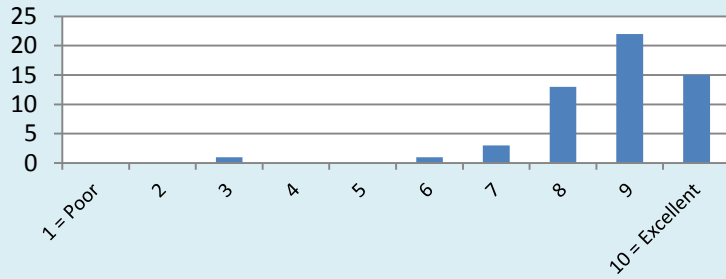


80% responded 8 or above (77%)



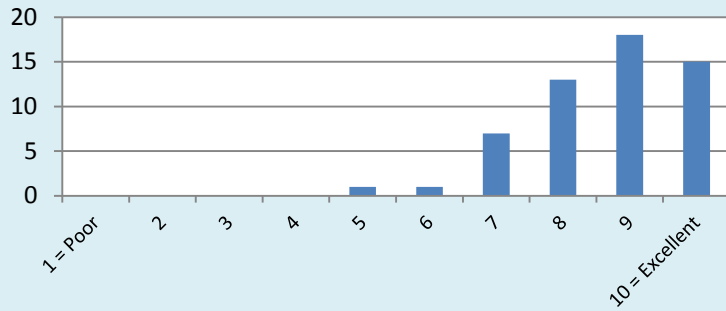
89% responded 8 or above (81%)

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



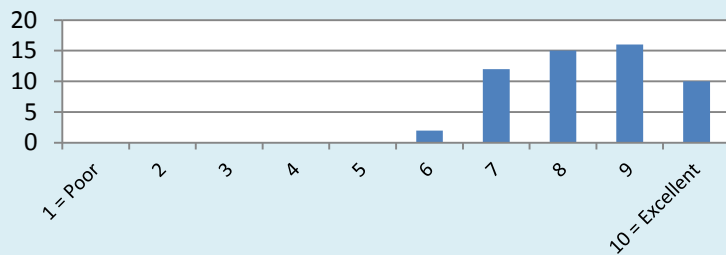
91% responded 8 or above (82%)

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



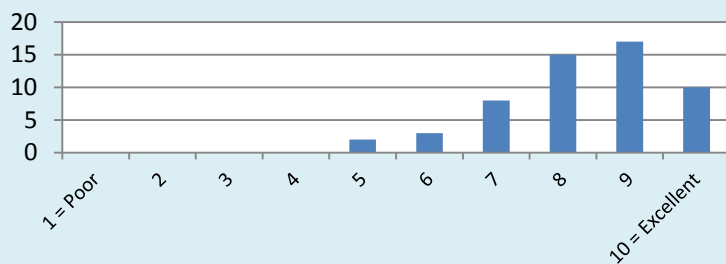
84% responded 8 or above (73%)

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



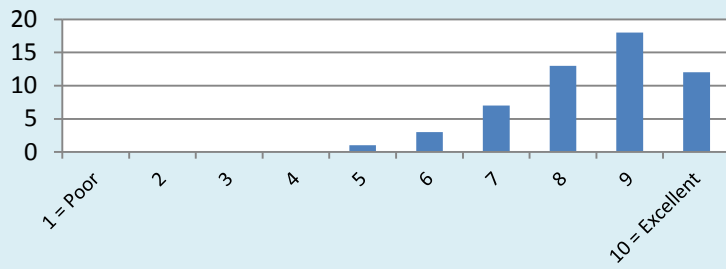
75% responded 8 or above (75%)

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



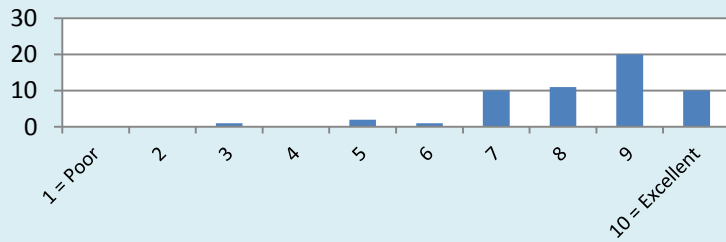
76% responded 8 or above (77%)

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



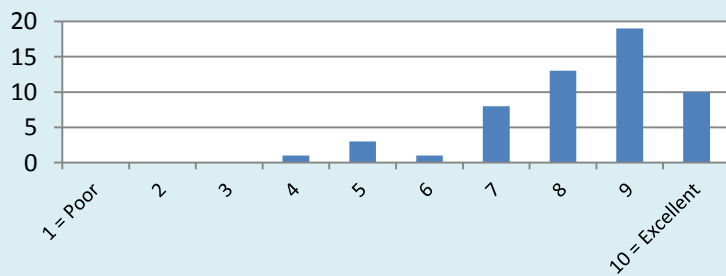
80% responded 8 or above (75%)

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



75% responded 8 or above (76%)

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



76% responded 8 or above (72%)

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 timely follow up arrangements and better use of TeamCentral web-base	We have upgraded TeamCentral, which will improve its functionality. This is being rolled out across the summer of 2013.
Reporting style needs to be refreshed for some clients	We have agreed changes to our reporting style on a client basis. We are currently reviewing our assignment, progress and annual reports in light of new PSIA standards.
More effective phasing of audit work throughout the year	We still need to improve this area, with our clients' support. 2012/13 proved difficult to ensure work was phased due to the impact of NHS re-organisation. We will establish phased plans with all clients.
Broader skill base	We sought to broaden our skill base at given clients through the use of specialists, and greater cross-working across our geographic teams. Our contribution and added value client ratings (8 or above) both increased over last year.

The following areas for improvement have been raised this year:

Areas for improvement	Our response
More proactive sharing of best practice from other organisations	We have established benchmarking and knowledge sharing arrangements nationally through our membership of NHS Audit England. We will share the results of national surveys etc with our NHS clients. We are exploring new ways of sharing our local government experience.
Reporting style needs to be refreshed for some clients to ensure departmental staff and service users hear what we have to say	We will consider appropriate media to communicate key audit findings to a wider audience, as required.