

INTERNAL AUDIT CUSTOMER SATISFACTION SURVEY 2011/12

1. INTRODUCTION

This report provides members with the details from the recently completed customer satisfaction survey issued to Corporate Management Team. A total of 6 survey questionnaires were completed.

2. FINDINGS FROM THE SURVEY

The survey asked customers specific questions under the following areas:

- Services provided;
- Audit staff;
- Conduct of Audits;
- Audit Reporting;
- Customer Service.

A summary of the text questions and answers from the Internal Audit Survey is attached as Appendix B.

A copy of the survey is attached for reference as Appendix C.

Overall, the response to the survey was very positive and the performance of the Internal Audit Team was in the majority of cases Excellent/good.

Taken from the average response, the most important areas for the customer are:

- Investigation of Allegations;
- The timing of the audit is appropriate;
- Audits focus on significant risks;
- Reports are well written and easily understood;
- Reports are factually correct;
- Conclusions are appropriate and supported by adequate evidence;
- Recommendations are constructive, practical and cost effective;
- Responses to issues raised are appropriately reflected in the report.

From the responses received, the worst performing areas of Internal Audit are:

- Knowledge of IT systems;
- Audits focus on significant risks;
- Recommendations are constructive, practical and cost effective.

Internal Audit Services are continually working to improve the service they provide and respond to the customer needs as required.

As part of the service improvement, the worst performing areas highlighted in the survey have been examined and service improvements identified.

Knowledge of IT Systems

Knowledge of IT systems is limited as we do not have a specialist IT Auditor. Within Staffordshire, there is a Computer Audit Group which is facilitated by an IT Auditor. This provides an avenue to learn some areas of IT auditing and to share knowledge and audit programmes.

In order to improve our knowledge of IT systems, we will endeavour to share learning and keep up to date our IT awareness.

Audit focus on significant risks

Comments made within the questionnaire related to Internal Audit demonstrating a greater understanding of context, not just understanding the business ie around other implications. Other comments related to the assessment of the level of risk /priority being subjective and the difference in perspective between high priority internal audit recommendations and not necessarily being seen as high risk by External Audit.

Internal Audit have a set criteria for the identification of high priority actions which are discussed with the auditee at the pre audit stage. We also ensure that any high risk areas identified by the auditee are noted at the pre audit stage and included in the audit.

In order to improve the service provided, we will review the criteria set for high priority actions. The pre audit template will be updated to include any other implications that should be factored into the audit.

Recommendations are constructive, practical and cost effective

Comments made included that “audit support is appreciated and their advice is helpful. However the level of assurance they seek is not possible or appropriate to the resources available. In these situations, I would appreciate a more problem solving approach that seeks to make the best of what we have”.

Internal Audit are always available to be called upon in a consultative manner for new projects, ideas etc and their time is not limited to audits.

In order to improve we will ensure that time spent with the auditee is kept to a minimum and raise awareness with managers of the consultancy service we can offer.

From the issues identified the following improvement plan will be completed

3. INTERNAL AUDIT IMPROVEMENT PLAN

Area of Improvement	Completed by
IT skills – share learning and keep up to date IT awareness	On-going
Review the criteria set for high priority actions	Immediately
Update the pre audit template to include any other implications that should be factored into the audit	Immediately
Ensure that the time spent with the auditee is kept to a minimum	Immediate & on-going
Raise awareness with managers of the consultancy service we can offer	On-going

Summary of Text Questions and Answers from Internal Audit Survey.

How can Internal Audit better meet your needs?

Internal IT trained auditors.

Improve understanding of operational issues. Continue to meet to jointly plan Audit topics.

Assessment of the level of risk / priority is subjective – where lower level risks are identified these should be excluded from formal reporting (especially if actioned/resolved immediately and arose from a one-off mistake). There seems to be a difference between internal and external audit – high priority internal audit recommendations are not necessarily high risk (as could be perceived by External Audit).

By demonstrating a greater understanding of context, not just understanding the business i.e. financial, resource, staffing and capacity implications should be factored into audits and referred to in reports.

How can the quality of Internal Audit be measured?

This survey is a good start but a bit limited by methodology it could be supported by some qualitative measures.

Qualitative measures are difficult – either survey responses (like this one) or number of audit recommendations arising (which could be read both ways). Number of outstanding actions / those not implemented could also be considered.

Reductions in non-compliance, occurrences in fraud etc. Measure what matters i.e. the outputs of good audit.

Comments.

Very effective approach to investigations and the production of fact based summary reports connected with same.

Responses to questions include assessment of third parties commissioned by Internal Audit.

Audit support is appreciated and their advice is helpful. However at times the level of assurance they seek is not possible or appropriate for the resources available. In these situations I would appreciate a more problem solving approach that seeks to make the best of what we have.

For a small team I believe Internal Audit perform well.