

AUDIT & GOVERNANCE COMMITTEE

22ND SEPTEMBER 2011

Report of the Head of Internal Audit Services

INTERNAL AUDIT CUSTOMER SATISFACTION SURVEY 2011/12

EXEMPT INFORMATION

None

PURPOSE

To report on the outcome of Internal Audit's Customer Satisfaction Survey - to provide members with assurance of the ongoing effective operation of an internal audit function.

RECOMMENDATIONS

That the Committee endorses the attached report and raises any issues it deems appropriate.

Executive Summary

As identified in the Review of the Audit & Governance Committee effectiveness, summaries of quality questionnaires from managers are not presented and reviewed by the Audit & Governance Committee. Quality questionnaires are issued to managers at the start and the end of each audit completed but these are rarely completed and returned to the Internal Audit section. In order to fill this gap, we have issued a standard questionnaire adapted from a recent CIPFA questionnaire. This questionnaire was issued to members of Corporate Management Team and a total of 6 questionnaires were returned. The attached report details the findings from the survey and Internal Audit's intended actions to improve the worst performing areas. A summary of the response received is detailed at **Appendix A** and **B** and the questionnaire issued is detailed at **Appendix C**.

RESOURCE IMPLICATIONS

None

LEGAL/RISK IMPLICATIONS BACKGROUND

None

SUSTAINABILITY IMPLICATIONS

None

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LIST OF BACKGROUND PAPERS

None

APPENDICES

Appendix A Internal Audit Customer Satisfaction Survey 2011/12

Appendix B Summary of Text Questions and Answers from Internal Audit Survey

Appendix C Internal Audit – Customer Satisfaction Survey Questionnaire

