

27<sup>th</sup> July 2017

### Report of the Head of Internal Audit Services

#### INTERNAL AUDIT CUSTOMER SATISFACTION SURVEY 2016/17

##### EXEMPT INFORMATION

None

##### PURPOSE

To report on the outcome of Internal Audit's customer satisfaction survey.

##### RECOMMENDATION

**That the Committee considers this report and raises any issue it deems appropriate.**

##### EXECUTIVE SUMMARY

Public Sector Internal Audit Standard (PSIAS) 1300 requires the development and maintenance of a Quality Assurance and Improvement Programme (QAIP). The Institute of Internal Auditors (IIA) guidance for the development of a QAIP states that as part of the Quality Assurance process, on-going monitoring should be completed on an audit by audit basis (achieved by reviewing work completed by the auditor) supported by other additional mechanisms including acquiring feedback from audit clients and other stakeholders. To fulfil this requirement, we send out a short questionnaire at the end of each audit assignment. The results of the questionnaire are detailed in the table below. We wanted to keep the questionnaire short to gather the information that was important for us to know and to ensure that management time was not taken in completing them. In total, we received 34 questionnaires back.

The questionnaire asked three questions relating to the delivery of the internal audit service and details along with the average scores are detailed below:

Question	2016/17	2015/16
	Average score (Max 5)	Average score (Max 5)
The scope of the audit reflected the risks in the area.	4.5	3.8
The audit added value to your department's operations by assisting in improving your business processes and internal controls.	4.1	3.7
The audit findings were accurate and led to constructive recommendations.	4.1	3.9

The results of the questionnaires show that the Internal Audit Service is performing well with all scores above average.

**RESOURCE IMPLICATIONS**

None

**LEGAL/RISK IMPLICATIONS**

Failure to report would lead to non-compliance with the requirements of the Annual Governance Statement and the Public Sector Internal Audit Standards.

**SUSTAINABILITY IMPLICATIONS**

None

**BACKGROUND INFORMATION**

None

**REPORT AUTHOR**

Angela Struthers, Head of Internal Audit Services ex 234

**LIST OF BACKGROUND PAPERS**

None

**APPENDICES**

None