

### Internal Audit Customer Satisfaction Survey 2013/14

#### 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

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

Taken from the average responses made, the most important areas for the customers are:

- Internal control reviews
- Positive attitude
- Unbiased and objective
- Opportunity is given to change/comment on the audit brief
- Audits focus on significant risks
- The degree of interaction with Internal Audit management
- The extent to which Internal Audit meets your needs

These areas of importance fall into the audit staff and conduct of audits areas. These areas of importance are significantly different to the last time the survey was completed. The previous results show that more importance was placed on audit reporting and secondly the conduct of audits.

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

- Knowledge of IT systems
- Audit of IT systems and controls
- 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/Audit of IT systems and controls**

Knowledge of IT systems is limited due to the fact that we do not have a qualified IT Auditor. We presently buy in some IT Audit from a qualified IT Auditor. We are constantly improving our knowledge in this area and looking at the possibility of obtaining an IT qualification. We will still endeavour to keep up to date with IT awareness and improve knowledge and skills.

### **Recommendations are constructive, practical and cost effective**

Comments made on the survey included “where issues are actioned/resolved immediately (and are low level and arose from a one-off error/mistake for example) these should be excluded from formal reporting”. In the majority of cases, this now occurs – we do not report on low priority recommendations but do include them as discussion points so as to highlight to the manager the issues identified. Internal Audit have a set criteria for recommendations that fall into the high priority area – should a one off error/mistake fall into this category it will be reported. We will continue to monitor and review the criteria set for high priority recommendations. Internal Audit will continually reviewing the way they work and areas for improvement, looking at ways to make recommendations more constructive.

### **INTERNAL AUDIT IMPROVEMENT PLAN**

<b>Area of Improvement</b>	<b>Completed by</b>
IT skills – share learning and keep up to date IT awareness	On-going
IT skills – consider a member of staff obtaining an IT qualification	On-going
Review the criteria set for high priority actions	Immediately
Ensure the management quality check completed challenges the recommendations made to ensure that they are constructive, practical and cost effective.	On-going