



**cw audit**  
internal audit services

# Learning from our clients

Our annual customer satisfaction survey results 2021/22

July 2022



# Introduction from our Consortium Director



"Each year we conduct a customer survey of our clients' executive management team and those non-executive directors and lay members who sit on Audit Committees. We do this to gauge satisfaction with our services, and to respond to suggested improvements. I am pleased to

present to you our annual customer satisfaction survey report for 2021/22.

The following pages describe our clients' views on our internal audit offering, and the actions we plan to take in response to your ideas for improving our service. I am very proud that we have continued to demonstrate high levels of satisfaction in the face of the COVID 19 pandemic. Over the past few years we have seen dramatic changes to the way we engage with you, with many of our interactions being virtual.

Throughout this time, we have had to reflect on how best to maintain the strong relationships we have always had with our clients, because it is so intrinsic to an effective service.

As such, we are heartened to see such great feedback on a number of key measures including our added value score. 97% of those who responded rated us as 7 or above, with 55% of all respondents rating us as excellent\* in this domain.

We value your feedback. As such, I would encourage you to discuss the results of this survey, and raise any issues or further ideas for improvement, with either myself or your Head of Internal Audit. I would also like to offer my thanks to those who responded to the survey."

**Paul Capener, Interim Consortium Director**  
**July 2022**

\* 9 or 10 score

# The highlights

## What our customers think

From 43 respondents:

- 98% rated their overall satisfaction as 7 or above (with 10 = excellent), equivalent to our last survey
- 98% would recommend our service to others, equivalent to our last survey
- 97% rated added value as 7 or above, compared to 94% previously.

## How we will respond to your views on improvement

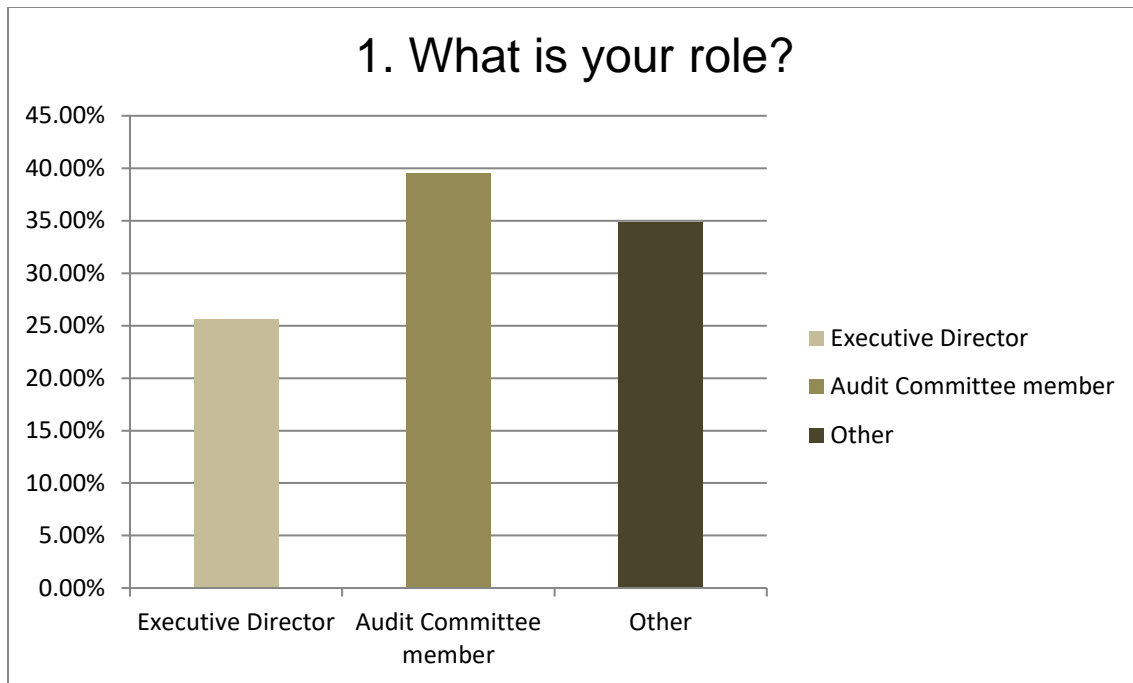
We will put in place plans to address the areas that you have told us we could improve. We will:

- Respond to your desire for increased on-site presence, as the pandemic subsides. We expect the number of face to face contacts to increase over time, whilst seeking to maintain the efficiencies achieved from virtual working.

# Survey results

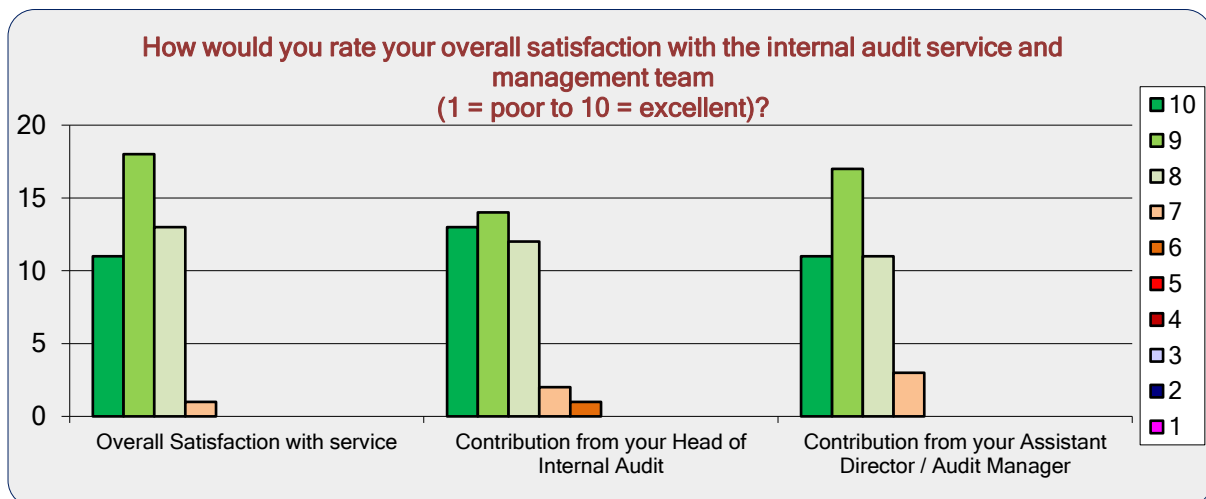
## Respondents

43 client staff responded (64% response rate) to the survey from 12 different organisations including NHS Foundation Trusts, NHS Trusts, clinical commissioning groups/ICBs and local authorities.



## Overall satisfaction

Overall satisfaction was rated 7 or above by 100% (98% previously) of respondents. The contribution of our Heads of Internal Audit and Assistant Directors / Audit Managers was scored 7 or above by 98% and 100% of respondents respectively.

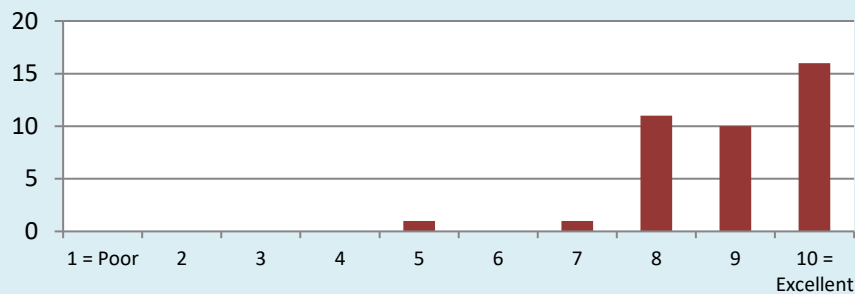


**98% of respondents said that they would recommend our services to others**

## General responses

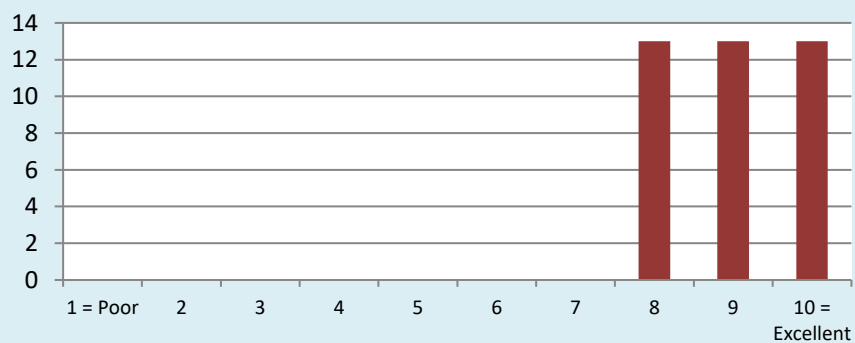
We asked our client staff a series of questions related to relationships; responsiveness; professionalism; independence; competence; delivery; quality; contribution and added value (*previous survey's result is in brackets/italics*).

**Relationships: How do you rate the strength of relationship we have built with your people?**



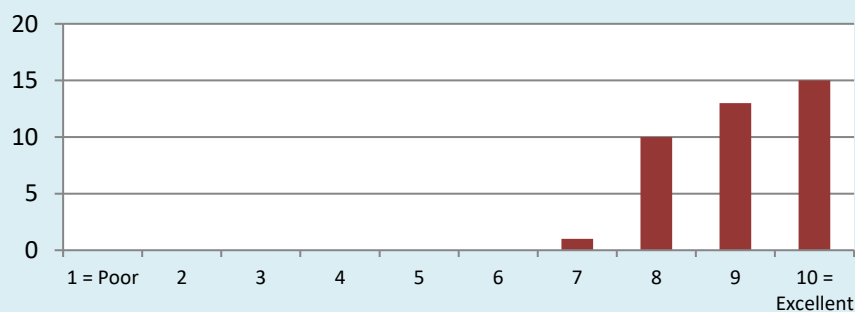
**97% responded 7 or above (100%)**

**Responsiveness: How do you rate our responsiveness in dealing with you?**



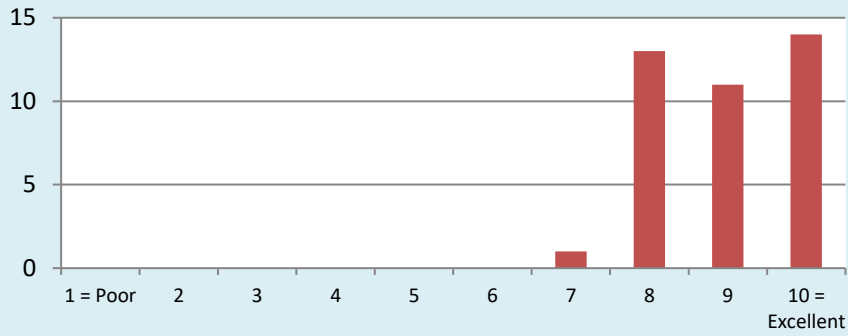
**100% responded 7 or above (96%)**

**Professionalism: How do you rate our professionalism in dealing with you?**



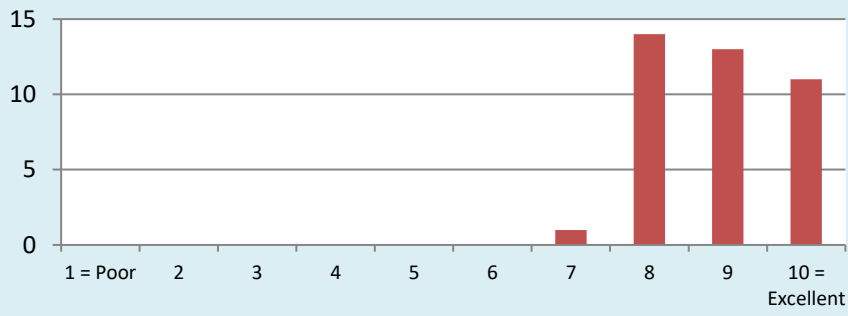
**100% responded 7 or above (100%)**

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



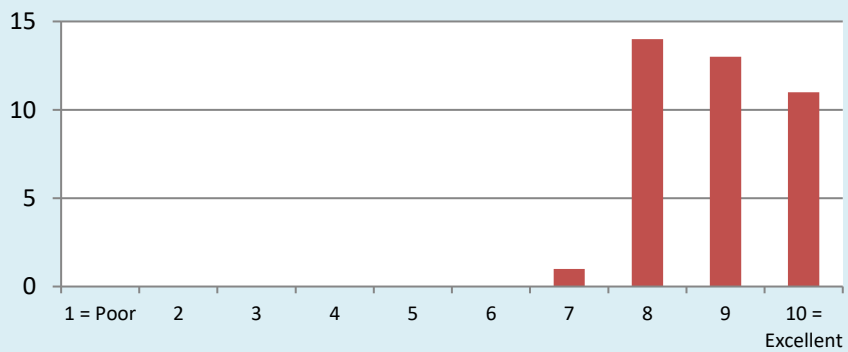
**100%  
responded  
7 or above  
(100%)**

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



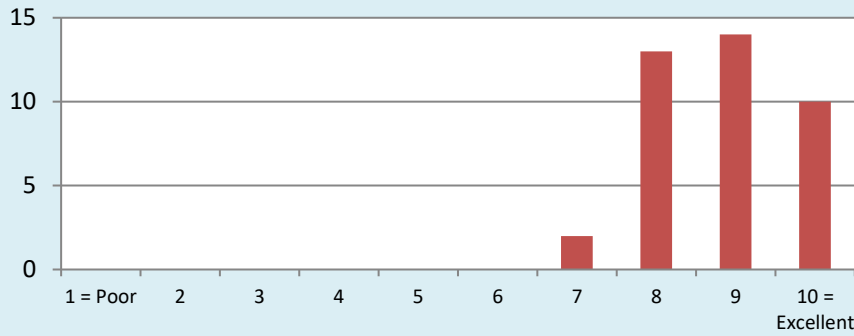
**100%  
responded  
7 or above  
(100%)**

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



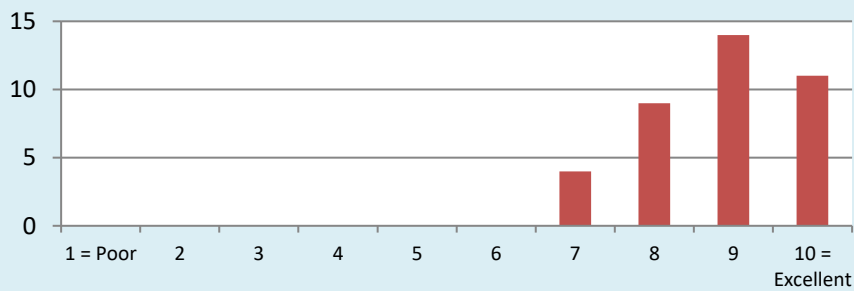
**100%  
responded  
7 or above  
(98%)**

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



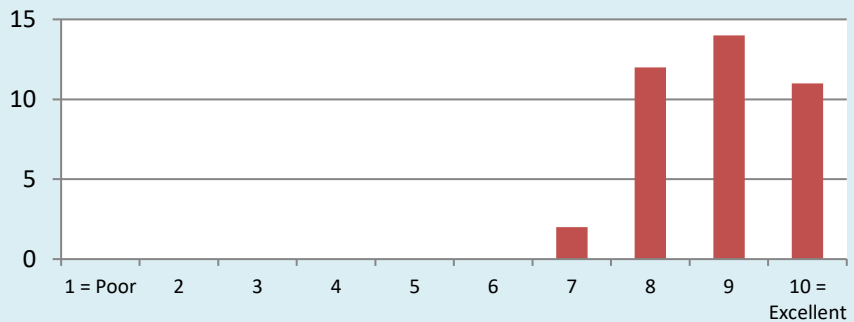
**100%  
responded  
7 or above  
(98%)**

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



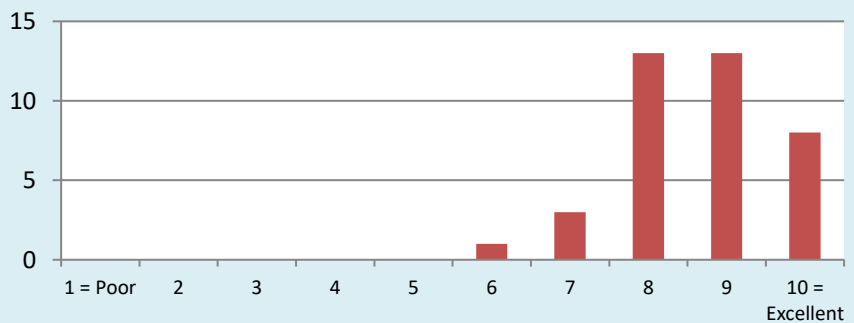
**100%  
responded  
7 or above  
(98%)**

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



**100%  
responded  
7 or above  
(98%)**

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



**97%  
responded  
7 or above  
(94%)**

# Listening to improve

Our clients highlighted some areas last survey where we could do better. This is how we have responded:

Areas for improvement	Our response
Some clients wanted see us lead the discussion on governance, sharing our insights and what is good elsewhere	We have responded to this by delivering more thought pieces (via our relationship with TIAN) on governance developments. We will also continue to seek our clients' engagement in national benchmarking exercises

The following areas for improvement have been raised this year:

Areas for improvement	Our response
Some clients expressed a desire to step back up face-to-face contact and on-site presence when the pandemic subsides	We will continue to respond to clients' needs regarding meeting on-site or virtually, depending upon extant circumstances.