

Subject: Internal Audit Service client satisfaction survey 2006

Status: For publication

Report to: Overview and Scrutiny Audit Task Group

Date: 25 January 2007

Report of: Head of Internal Audit

Portfolio Holder:

Key Decision:

NO/YES (Please highlight)

Forward Plan
Relevant Box

General Exception

Special Urgency

"X" In

1. PURPOSE OF REPORT

1.1 To present the Internal Audit Service client satisfaction survey 2006.

2. CORPORATE PRIORITIES

2.1 The matters discussed in this report are linked to and support the following corporate priorities:

3. RISK ASSESSMENT IMPLICATIONS

3.1 n/a

4. BACKGROUND AND OPTIONS

- 4.1 The Audit Committee's terms of reference require it periodically to receive "quality assurance reports on the internal audit function".
- 4.2 The Internal Audit Service has received feedback from a client satisfaction survey undertaken on behalf of the Service by CIPFA's Benchmarking Club.
- 4.3 In the context of fulfilling its responsibility to consider the quality of the Audit Service, the Audit Committee is asked to consider the report attached at Appendix 'A' which summarises the findings of our client satisfaction survey 2006.

5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES

- 5.1 n/a

6. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES

- 6.1 n/a

7. COMMENTS OF THE HEAD OF HUMAN RESOURCES

- 7.1 n/a

8. CONCLUSION

- 8.1 n/a

9. RECOMMENDATION(S)

- 9.1 The Committee is asked to consider the summary of findings of the Internal Audit Service client satisfaction survey.

10. CONSULTATION CARRIED OUT

- 10.1 Not applicable.

Contact Officer	
Name	Ruth Lowry
Position	Head of Internal Audit
Service / Team	Lancashire Audit Service
Telephone	01772 534898
Email address	Ruth.lowry@fin.lancscc.gov.uk

No background papers