

STRATEGIC FINANCE AND AUDIT - OUR CUSTOMER FOCUS

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Our role

WE

- ***Regulate***
- ***Safeguard***
- ***Enable***
- ***Promote and champion***

THE COUNCILS RESOURCES



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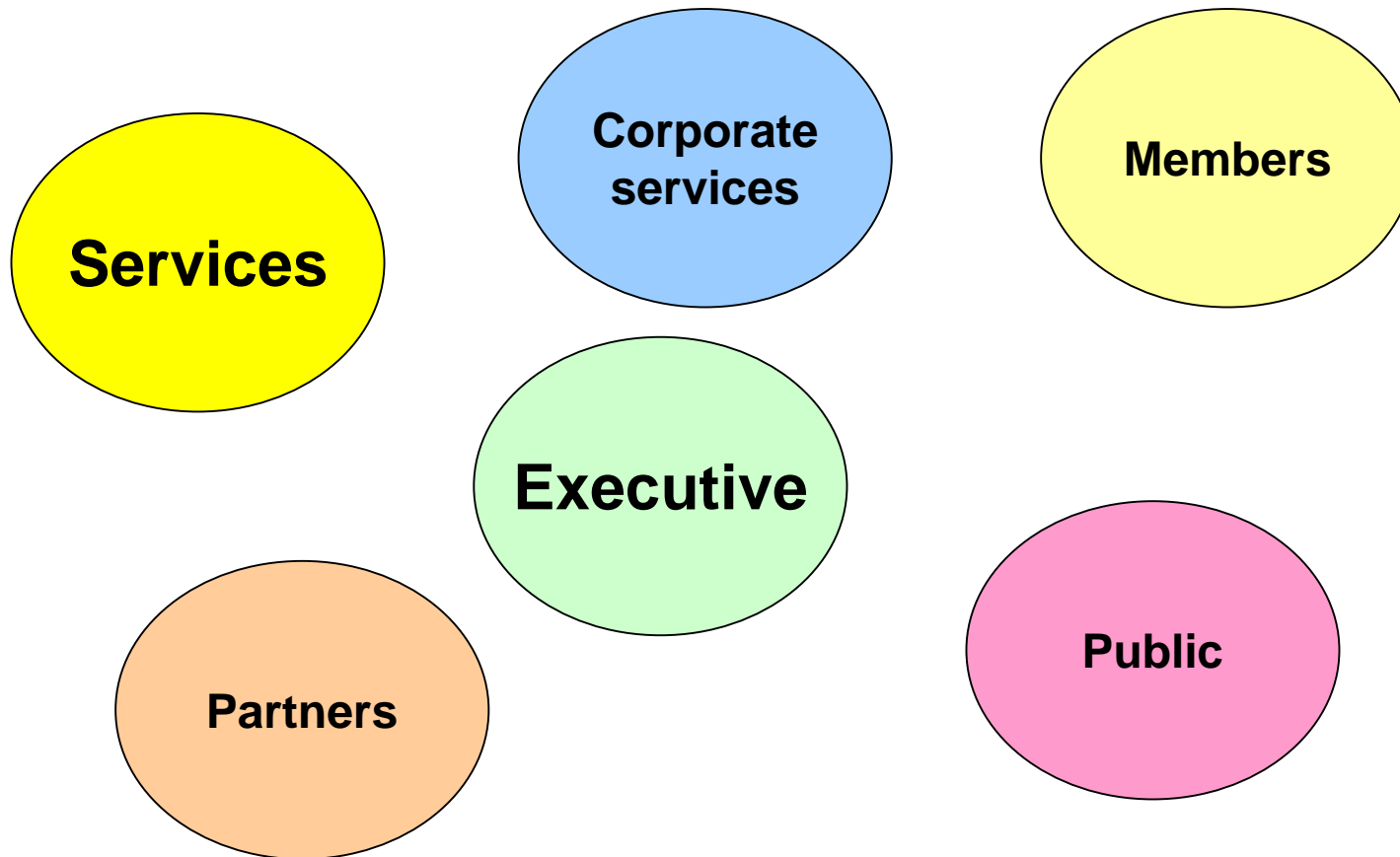
Our services

- Internal audit - assurance and anti fraud
- Procurement – buying smartly
- Capital monitoring – spending wisely
- Risk and insurance – manage risk or insure against it
- External funding – developing a strategic approach to what we bid for



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Who are our customers?



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What do we do for our customers?

- Services – improve VFM, support efficiency and procurement, review control systems
- Corporate – support governance, regulate
- Members – assurance, advice
- Partners – managing risks, sharing assurance
- Public – claims, queries, confidence
- Executive – assurance on risk and control



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How do we measure satisfaction?

A challenge for a corporate/regulatory service, but:

Audit satisfaction surveys

Insurance claims and contacts

Via workshops and seminars; e.g. on VFM

CMT views

Via member contact

Public responses to whistle blowing



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Improving our customer focus

- Promoting awareness – on issues such as anti fraud, smarter procurement, internal control, risk
- Encouraging feedback – intranet surveys
- Meeting with partners
- Member workshops – e.g. recent VFM and risk training
- Publicising success



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