

# Memorandum

To: See circulation below  
From: Lucy Lonergan  
Ext: 2036  
Date: 12 April 2012

## CUSTOMER SERVICE STANDARDS - FOLLOW UP

A review of Customer Service Standards was undertaken as part of the 2009/10 Internal Audit annual plan, which has been developed from a risk assessment and consultation process. A report was issued on 2 March 2011 detailing the findings of the review and the agreed action to the recommendations made. This follow up was started in September 2011, 10 teams were revisited and evidence requested, there was a delay in response from some of these teams which has led to a delay in the issue of this follow up memo.

This was a corporate review and a report was issued with 13 recommendations made at a corporate level. These recommendations are to be rolled out to the whole authority. A sample of 10 service areas/teams were chosen to establish their level of customer service standards and individual reports were also issued and a total of 44 recommendations were made.

It was established that all 13 recommendations made at a corporate level were implemented and evidence was obtained to support this.

It was further established that of the action agreed across the 10 teams, 73% of recommendations made has been fully implemented and evidence was obtained to support this. It was further established that 18% are partially/in the process of being implemented, 2% are planned for implementation, 2% have not been implemented and 5% are no longer applicable.

The overall report issued on 2 March was an Amber report with 77% of expected controls operating effectively, 3% substantially operating, 13% partially in place with a further 7% not operating.

Follow up has established that for the overall corporate report it is now a **Green** report with 100% of the overall expected controls now operating effectively. (It has been assumed that the controls that were originally operating are still operating effectively during follow up and these have not been re-tested).

Overall

Risk Ranking	Implemented	Part Implemented / In Progress	Planned	Not Implemented / Planned
H	4			
M	9			
L				

Lucy Lonergan  
Internal Audit

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## **Internal Audit**