

INTERNAL AUDIT FEEDBACK

APPENDIX 2

10 audit feedback questionnaires were returned for work completed in 2010/2011 (4 were received in 2009/2010). Responses were received from:

Corporate Strategy
Economy, Leisure and Property
Finance
HR, IT and Customer
Legal and Democratic Services
Management Team

AUDIT PLANNING AND SCOPE OF WORK

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
1. Consultation on the scope and coverage of the audit	4 (2)	4 (2)	1 (0)	0 (0)	1 (0)	0 (0)
2. Minimal disruption to daily activities	6 (0)	3 (4)	0 (0)	1 (0)	0 (0)	0 (0)

COMMUNICATION

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
3. Consultation and communication during the audit	3 (0)	5 (4)	0 (0)	1 (0)	1 (0)	0 (0)
4. Communication of audit findings and recommendations	3 (0)	5 (4)	2 (0)	0 (0)	0 (0)	0 (0)

QUALITY OF AUDIT REPORT

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
5. Clarity and conciseness of the audit report	5 (0)	1 (4)	3 (0)	1 (0)	0 (0)	0 (0)
6. Fulfilment of the audit scope and objectives	3 (0)	5 (4)	2 (0)	0 (0)	0 (0)	0 (0)
7. Accuracy, validity and significance of the audit findings	2 (2)	4 (2)	4 (0)	0 (0)	0 (0)	0 (0)
8. Audit recommendations - constructive, practical and logical	2 (2)	4 (2)	3 (0)	0 (0)	0 (0)	1 (0)

PROFESSIONAL PROFICIENCY

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
9. Professionalism of the auditor(s)	5 (2)	3 (2)	1 (0)	1 (0)	0 (0)	0 (0)
10. Advice given by the auditor(s)	3 (2)	5 (2)	1 (0)	1 (0)	0 (0)	0 (0)

GENERAL

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
11. Usefulness of audit in identifying risks and improving controls	4 (0)	2 (4)	4 (0)	0 (0)	0 (0)	0 (0)
12. Overall evaluation of the quality of the audit service provided	3 (2)	5 (2)	2 (0)	0 (0)	0 (0)	0 (0)

TOTALS

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
	43 (12)	46 (36)	23 (0)	5 (0)	2 (0)	1 (0)

OTHER COMMENTS RECEIVED

This was a complex area to audit as provisions of single equality act and equality framework are many and varied. For this reason the audit did not really add anything to our existing understanding, beyond reassurance that the issues we had identified for action were the correct ones. The scope of the audit included access to council buildings – minimum work appears to have been carried out on this and no recommendations made. However, the way in which the audit was conducted was perfectly ok, it was just way too big a topic.

I received very little feedback during the investigation and it would have been helpful to discuss recommendations whilst they were being drafted rather than having them presented as a fait a compli.

As ever, the audit process with Sandy was very positive. Sandy is constructive and clear and we feel we can discuss issues with her practically and logically in order to clarify/improve services and processes. It feels like it is a collaborative process where our opinions are heard and clear practical advice is given. Sandy is also a pleasure to work with. Many thanks as ever.

The report is very brief, as all checks carried out were passed. Feedback was very useful, and raised some wider issues to consider. The audit offered a chance for our processes to be checked in an objective way, which is great to ensure we are operating correctly.