

## **INTERNAL AUDIT FEEDBACK**

## **APPENDIX 4**

6 audit feedback questionnaires were returned for work completed in 2011/2012 (10 were received in 2010/2011). Responses were received from:

Economy, Leisure and Property  
Finance/Capita  
Health and Housing  
HR, IT and Customer Services  
Strategic Management Board

### **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	3 (4)	3 (4)	0 (1)	0 (0)	0 (1)	0 (0)
2. Minimal disruption to daily activities	2 (6)	3 (3)	0 (0)	1 (1)	0 (0)	0 (0)

### **COMMUNICATION**

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

### **PROFESSIONAL PROFICIENCY**

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
9. Professionalism of the auditor(s)	2 (5)	4 (3)	0 (1)	0 (1)	0 (0)	0 (0)
10. Advice given by the auditor(s)	2(3)	3 (5)	1 (1)	0 (1)	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	3 (4)	1 (2)	2 (4)	0 (0)	0 (0)	0 (0)
12. Overall evaluation of the quality of the audit service provided	2 (3)	4 (5)	0 (2)	0 (0)	0 (0)	0 (0)

## TOTALS

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
	27 (43)	26 (46)	11 (23)	0 (5)	0 (2)	1 (1)

## OTHER COMMENTS RECEIVED

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.

This report and input from Sandy is extremely helpful as we implement the housing team restructure.

At times, the audit report seems to show a lack of understanding by the auditor of the area being audited and occasionally relies too much on anecdotal evidence without checking.