

INTERNAL AUDIT FEEDBACK

APPENDIX 3

7 audit feedback questionnaires were returned for work completed in 2012/2013 (6 were received in 2011/2012). Responses were received from:

Benson Parish Council
Corporate Strategy
Economy, Leisure and Property
Finance
Health and Housing

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	5 (3)	2 (3)	0 (0)	0 (0)	0 (0)	0 (0)
2. Minimal disruption to daily activities	4 (2)	2 (3)	1 (0)	0 (1)	0 (0)	0 (0)

COMMUNICATION

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
3. Consultation and communication during the audit	5 (2)	2 (4)	0 (0)	0 (0)	0 (0)	0 (0)
4. Communication of audit findings and recommendations	7 (2)	0 (3)	0 (1)	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 (2)	2 (2)	0 (2)	0 (0)	0 (0)	0 (0)
6. Fulfilment of the audit scope and objectives	6 (3)	0 (2)	0 (1)	0 (0)	0 (0)	0 (0)
7. Accuracy, validity and significance of the audit findings	5 (2)	0 (2)	1 (2)	0 (0)	0 (0)	1 (0)
8. Audit recommendations - constructive, practical and logical	5 (2)	1 (1)	0 (2)	0 (0)	0 (0)	1 (1) No recs made

PROFESSIONAL PROFICIENCY

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
9. Professionalism of the auditor(s)	7 (2)	0 (4)	0 (0)	0 (0)	0 (0)	0 (0)
10. Advice given by the auditor(s)	6 (2)	1 (3)	0 (1)	0 (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	5 (3)	2 (1)	0 (2)	0 (0)	0 (0)	0 (0)
12. Overall evaluation of the quality of the audit service provided	5 (2)	2 (4)	0 (0)	0 (0)	0 (0)	0 (0)

TOTALS

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
	65 (27)	15 (26)	2 (11)	0 (0)	0 (0)	2 (1)

OTHER COMMENTS RECEIVED

The audit process was smooth and painless and the post audit exit discussions were very helpful. The audit highlighted a risk that had been previously identified by the investigations team but was not enforced by another department. This audit adds weight to the risk identified and hopefully can be cross-referenced when the HR team are audited.

Dates changed from those originally planned, which it would have been useful to have more notice on, but apart from that the audit was very good.

We were very pleased with the way the audit was carried out and appreciated the friendliness and helpfulness of the auditors. We also recognise the very favourable rate. The audit was very thorough, such that a similar audit would only be needed every 4/5 years. Would you consider a 'light-touch' audit for the intermediate years?

It was very useful, as ever, to have this full internal audit. Our auditor identified areas to look at well and was swift at coming to a basic understanding of our business in order to be able to evaluate it. Thank you very much and thanks to Sheeraz for a very good audit process. The process was smooth and useful and the advice from the auditor was helpful. We are of course also pleased to have a positive audit report on our whole business with I hope a relatively minor number of low risk recommendations – which we are of course actioning.