

## INTERNAL AUDIT FEEDBACK

## APPENDIX 2

Three audit feedback questionnaires were returned for work completed in 2013/2014 (seven were received in 2012/2013). Responses were received from:

Henley Town Council  
Economy, Leisure and Property  
Finance

### 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	9 (5)	1 (2)	0 (0)	0 (0)	0 (0)	0 (0)
2. Minimal disruption to daily activities	10 (4)	0 (2)	0 (1)	0 (0)	0 (0)	0 (0)

### COMMUNICATION

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
3. Consultation and communication during the audit	9 (5)	1 (2)	0 (0)	0 (0)	0 (0)	0 (0)
4. Communication of audit findings and recommendations	9 (7)	1 (0)	0 (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	10 (5)	0 (2)	0 (0)	0 (0)	0 (0)	0 (0)
6. Fulfilment of the audit scope and objectives	10 (6)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
7. Accuracy, validity and significance of the audit findings	9 (5)	1 (0)	0 (1)	0 (0)	0 (0)	0 (1)
8. Audit recommendations - constructive, practical and logical	9 (5)	0 (1)	0 (0)	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)	9 (7)	1 (0)	0 (0)	0 (0)	0 (0)	0 (0)
10. Advice given by the auditor(s)	8 (6)	1 (1)	0 (0)	0 (0)	0 (0)	1 (0)

### GENERAL

	Very Good	Good	Satisfactory	Poor	Very Poor	Did Not Answer
11. Usefulness of audit in identifying risks and improving controls	7 (5)	3 (2)	0 (0)	0 (0)	0 (0)	0 (0)
12. Overall evaluation of the quality of the audit service provided	10 (5)	0 (2)	0 (0)	0 (0)	0 (0)	0 (0)

## TOTALS

	<b>Very Good</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Did Not Answer</b>
	109 (65)	9 (14)	0 (2)	0 (0)	0 (0)	2 (2)

## OTHER COMMENTS RECEIVED

Painless and constructive. The quality of reporting was the best we've ever seen, done with minimal fuss in the minimal amount of time. Excellent.

I welcome the audits of the services which I am involved in providing. Due to their variety and complexities and, the fact that most of our operations are outsourced, independent audits of our procedures and controls help to identify gaps and risks that might sneak into our processes. Where these are identified it helps me (and my contractor) to improve the efficiency and effectiveness of our operations and thus the integrity of our systems. This gives us as service providers and, our stakeholders, confidence in our processes.

Over recent years our auditors have tended to be more of critical friends and partners who are genuinely interested in helping us to improve our procedures and controls and this has been most welcome. However, this has not in any way diminished their independence and there will still be debates regarding observations and recommendations – and this is how it should be.

The audit was undertaken mid-office move with minimal disruption and in very good spirit. The auditor clearly understood the challenge of moving files, an imminent external audit and the eventual need to archive the files and went above and beyond what was required.