

Comments made by auditees in response to individual audits during 2014/15

1. The auditor was very approachable and made the audit very much a 2 way exercise which meant that we felt very comfortable to ask for advice regarding any areas of uncertainty. It was very helpful to have a summary of which areas were going to be looked at on which day so that we had time to get the necessary paperwork available in advance without having to do it on the spot.
2. Whilst there were some inaccuracies in the first draft of the report, the first feedback meeting enabled these to be picked up and rectified. This was reassuring and gave us confidence in the process. The audit was welcomed as it allowed us to bench mark the progress we have made in developing a DP system that is fit for purpose as well as highlighting where further improvements can be made.
3. The issues raised by the report have been addressed but I do feel that due to the original system configuration and functionality plus the considerable time that has elapsed between going live with FRE and the audit commencing has caused some additional issues in reconciling the data involved and gaining total clarity of the underlying problems.
4. Always find our auditor extremely supportive, helpful and accurate.
5. The auditor provided an excellent service throughout the audit and I will be more than happy to work with him again.
6. We were very impressed throughout the audit from the planning stage through to the final feedback and report, because the Auditor was at all times professional, thorough, knowledgeable and took time to understand our context and to provide detailed explanations as required.
7. There were some issues re: the timing of the audit (nothing to do with the audit process per se), hence I have marked down this element. However, the audit itself was conducted thoroughly and provides a fair, accurate and helpful assessment of the current position.
8. The auditor was a pleasure to work with. He listened and asked appropriate questions. Thank you
9. Managers who had their services audited appreciated the level of understanding of the fit of operational services to the systems we are operating.
10. The auditor was very easy to get on with and whilst I cannot say it was a pleasure to go through it, she made it less stressful than I found previous ones. Would recommend!
11. A personalised general comment would be appreciated to humanise the report and findings, together with an acknowledgment of things done well so that the focus isn't just on the negative.
12. I was initially worried about the audit as I am relatively new in post but all I can say is that I shouldn't have been. The auditor was brilliant. She put me at ease from the start, and although she had a job to do herself she took time to explain any points that she found as she went along and was able to give me tips on how to take things forward. For me, the audit was a really positive experience and I know moving forward the school will benefit greatly by being able to working on the findings.

13. The audit was conducted in a professional manner with clear requests for information which was provided by the PH Contract and Quality Team in a clear format (coded to ease access by the audit team).
14. Much of this audit covered the transition period, and we had identified many of the lessons already through the process.
15. The auditor had a good understanding of the audit area and made some useful comments. Due to the changes to e-mail and the unhelpful archiving regime it took me a while to find some of the information the auditor wanted. The other area of concern is the amount of time we have to dedicate to Audits in the future....although I see how helpful they are, officers will have less time to dedicate to the process in the future. Although my comments are not something Audit can influence I feel as though consideration should be given to this in the future.
16. Although I was not the only person the auditor saw during the audit process, it was always clear, what she needed and was happy to sit with all required parties in order to achieve the required outcome. When needing further information, she was patient (as we had to get some of this from archive) and communicated clearly what information was needed and why. The auditor sat with a number of members of my team including myself and questioned why or how we do certain things. I know there is room for improvement and the report confirmed this.
17. As a new scheme, I am grateful for Audit's input. It afforded us the opportunity to reflect both on the process employed to date and to test out requirements / any changes required for future rounds of the Capital Fund. Not a suggested improvement per se but it might be suggested that as standard practice, Audit be brought in at the planning phase of new projects across the authority, simply to ensure that good / expected practice is referenced at such an early stage.
18. There has been a delay in the department responding to the audit, however the responsibility for this rests entirely with the department.
19. The auditor was diligent, kind, professional and thorough whilst being unobtrusive and discreet.
20. As this was my first school audit it was difficult to know what to expect. I found it very thorough and helpful and the auditor put me at ease and answered any queries I had. The only thing I would comment on is the audit recommendations (high, medium and low) and it would be useful to know how many errors/recommendations you can have to achieve a 'high' rating - for feedback and also for the governors - as you could achieve one mark off a high but look just achieve a medium rating.
21. The whole process went smoothly, the report was completed quickly. The auditor made my first audit experience as stress free as she could and gave good advice. She always welcomed questions (of which I had a few!) and answered them openly. I certainly learned a lot.
22. It was really helpful to look at a mix of residential homes and then have time to look at the recommendations with the auditor. I think this gave another opportunity to both reassure those present, and to take up suggestions for improvement and transparency. The auditor's knowledge and experience of residential is very helpful in understanding some of the challenges we face when trying to provide a home for very vulnerable Children and young people.
23. Our thanks to the auditor for making the audit as bearable as possible.

24. Having been in post for 10 months, and after being dropped in at the deep end with regard to school finance, this Audit came at a perfect time for me. The auditor was helpful and informative and the advice and recommendations give me a clear path to improve our procedures and systems. I have developed a "Post Audit Action Plan" to ensure we implement all the advice notes and recommendations, I also have a clearer vision of the schools priorities with regard to finance following the audit and will better be able to communicate key finance messages to governors, staff and other stakeholders. The auditor herself was great. She is knowledgeable and has an understanding of the challenges facing schools. She was approachable, friendly yet clear with regard to expectations. The report was a little late in arriving but came with an apology and explanation which was fine.
25. The auditor showed a good grasp of a technical and specialist area and demonstrated a pragmatic and realistic approach to making recommendations.
26. The audit was carried out in an appropriate & professional manner.
27. In an ideal world this would be undertaken as a joint audit between NHS and NCC as this is an area of financial process that is driven by an NHS framework/policy
28. Audits can be a stressful time the way that this audit was conducted left you feeling supported. The end game was to ensure that the report delivered a true reflection of how the asset management system was
1. Delivered into the organisation
 2. Managed both by the owners and at local level.
- Prior to the final report being delivered, as a management team we had the opportunity to discuss the findings which added clarity to what I see in the final report as a true reflection of where we are currently with the Red Kite Asset management system. At all times this audit was conducted with professionalism and clarity.