

## PERFORMANCE INDICATORS FOR THE 2009/10 FINANCIAL YEAR

DESCRIPTION	TARGET	ACTUAL
<b>INPUT (ECONOMY)</b>		
SERVICE PROVIDED AT A COMPETITIVE COST - REFER TO JANUARY 2010 REPORT		
<b>STAFF</b>		
PRODUCTIVE CHARGEABLE DAYS AS A PERCENTAGE OF TOTAL AVAILABLE DAYS	67%	63%
AVERAGE NUMBER OF DAYS LOST DUE TO SICKNESS ABSENCE PER FULL TIME EQUIVALENT (FTE)	5 DAYS	29.5 DAYS
<b>OUTPUT (EFFICIENCY)</b>		
PERCENTAGE OF THE ANNUAL AUDIT PLAN COMPLETED BY 31 MARCH (EXCLUDING SCHOOLS WORK)	90%	44%
PERCENTAGE OF CORE FINANCIAL SYSTEM AUDITS COMPLETED BY END OF APRIL	100%	27%
PERCENTAGE OF WORK DONE ON BEHALF OF SCHOOLS COMPLETED BY MAY 2010	100%	100%
PERCENTAGE OF DRAFT REPORTS ISSUED TO THE CLIENT WITHIN 15 WORKING DAYS FOLLOWING CLOSURE OF FIELDWORK MEETING	NOT MEASURED THIS YEAR	
PERCENTAGE OF FINAL REPORTS ISSUED WITHIN 5 DAYS OF SIGN OFF BY CLIENT	NOT MEASURED THIS YEAR	
PERCENTAGE OF RECOMMENDATIONS MADE AGREED BY THE CLIENT	95%	100%
<b>OUTCOME (EFFECTIVENESS)</b>		
PERCENTAGE OF RECOMMENDATIONS IMPLEMENTED BY THE CLIENT	90%	50%
AVERAGE CUSTOMER SATISFACTION WITH INDIVIDUAL AUDITS COMPLETED (BASED UPON 12 COMPLETED SURVEYS)	80%	88%
OVERALL CUSTOMER SATISFACTION RATING WITH THE INTERNAL AUDIT SERVICE FROM OFFICERS. (CIPFA BENCHMARKING SURVEY RESULT)	GOOD	GOOD
RELIANCE PLACED ON INTERNAL AUDIT WORK BY EXTERNAL AUDIT	YES	YES