

**2010/11 PERFORMANCE INDICATORS
AS AT 26TH AUGUST 2010**

DESCRIPTION	TARGET	ACTUAL
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INPUT (ECONOMY)

SERVICE PROVIDED AT A COMPETITIVE COST (CIPFA BENCHMARKING SURVEY RESULT WILL BE AVAILABLE FOR JANUARY 2011 AUDIT COMMITTEE)	N/A	N/A
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STAFF

PRODUCTIVE CHARGEABLE DAYS AS A PERCENTAGE OF TOTAL AVAILABLE DAYS FOR THE JOINT TEAM	67%	62%
AVERAGE NUMBER OF DAYS LOST DUE TO SICKNESS ABSENCE PER FULL TIME EQUIVALENT (FTE)	5 DAYS	0.2 DAYS

OUTPUT (EFFICIENCY)

PERCENTAGE OF THE 2010/11 AUDIT PLAN COMPLETED BY 31 MARCH EXCLUDING: <ul style="list-style-type: none"> • SCHOOLS WORK • WORK CARRIED FORWARD FROM 2009/10 	90%	12%
PERCENTAGE OF CORE FINANCIAL SYSTEM AUDITS COMPLETED BY END OF APRIL	100%	NOT YET DUE
PERCENTAGE OF WORK DONE ON BEHALF OF SCHOOLS COMPLETED BY MAY 2010	100%	78%
PERCENTAGE OF DRAFT REPORTS ISSUED TO THE CLIENT WITHIN 15 WORKING DAYS FOLLOWING CLOSURE OF FIELDWORK MEETING	90%	100%
PERCENTAGE OF FINAL REPORTS ISSUED WITHIN 5 DAYS OF SIGN OFF BY CLIENT	100%	100%
PERCENTAGE OF RECOMMENDATIONS MADE AGREED BY THE CLIENT	95%	100%

APPENDIX 1

OUTCOME (EFFECTIVENESS)

PERCENTAGE OF RECOMMENDATIONS IMPLEMENTED BY THE CLIENT YEAR TO DATE	90%	55%
AVERAGE CUSTOMER SATISFACTION WITH INDIVIDUAL AUDITS COMPLETED (BASED UPON 5 COMPLETED SURVEYS)	80%	86%
OVERALL CUSTOMER SATISFACTION RATING WITH THE INTERNAL AUDIT SERVICE FROM OFFICERS (CIPFA BENCHMARKING SURVEY RESULT)	GOOD	NOT YET DUE
RELIANCE PLACED ON INTERNAL AUDIT WORK BY EXTERNAL AUDIT	YES	NOT YET DUE