

**2010/11 PERFORMANCE INDICATORS**

**COST**

SERVICE PROVIDED AT A COMPETITIVE COST. THIS IS REPORTED UPON ANNUAL IN THE SUMMARY REPORT, USING RELEVANT BENCHMARKING DATA.

DESCRIPTION	TARGET	ACTUAL
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**STAFF AS AT 2 DECEMBER 2010**

PRODUCTIVE CHARGEABLE DAYS AS A PERCENTAGE OF TOTAL AVAILABLE DAYS FOR THE JOINT TEAM	67%	63%
AVERAGE NUMBER OF DAYS LOST DUE TO SICKNESS ABSENCE PER FULL TIME EQUIVALENT (FTE)	5 DAYS	0.75 DAYS

**OPERATING ARRANGEMENTS AS AT 2 DECEMBER 2010**

PERCENTAGE OF DRAFT REPORTS ISSUED TO THE CLIENT WITHIN 15 WORKING DAYS FOLLOWING CLOSURE OF FIELDWORK MEETING	90%	89%
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%

**DELIVERY OF THE 2010/11 AUDIT PLAN AS AT 31 DECEMBER 2010**

• PERCENTAGE COMPLETED		61%
• PERCENTAGE SUBSTANTIALLY COMPLETE (I.E. FIELDWORK FINISHED OR RE FINANCIAL SYSTEMS - PHASE ONE TESTING FINISHED)	90% BY 31 MARCH	22%
• PERCENTAGE OF CORE FINANCIAL SYSTEM AUDITS COMPLETED (11 FINANCIAL SYSTEMS AS INCLUDED ABOVE)	100% BY 30 APRIL	NOT YET DUE

## APPENDIX 1

DESCRIPTION	TARGET	ACTUAL
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### **IMPACT AS AT 2 DECEMBER 2010**

PERCENTAGE OF RECOMMENDATIONS VALIDATED BY INTERNAL AUDIT AS FALLING DUE AND BEING FULLY IMPLEMENTED YEAR TO DATE	90%	51%
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	GOOD
RELIANCE PLACED ON INTERNAL AUDIT WORK BY EXTERNAL AUDIT	YES	NOT YET DUE