

DRAFT 2011/12 PERFORMANCE INDICATORS

COST

Service provided at a competitive cost.

This is reported upon annually in a Summary Audit Progress Report using relevant cost comparison data.

| DESCRIPTION | TARGET | ACTUAL |
|-------------|--------|--------|
|-------------|--------|--------|

PRODUCTIVITY OF STAFF AS AT

| | | |
|---|-----------------|--|
| Percentage of total staff days available spent on audit related tasks across the joint team (i.e. managing the audit plan, delivering audits and reporting to Audit Committee) | BEING FINALISED | |
| Average number of days lost due to sickness absence per full time equivalent (FTE) (corporate target being eight days) | 5 DAYS | |

OPERATING ARRANGEMENTS

Delivery of the 2011/12 Audit Plan as at

| | | |
|---|--------------------|--|
| Cumulative year to date - final report issued | 90% BY 31 MARCH | |
| Percentage substantially complete (i.e. fieldwork finished or re financial systems - phase one testing finished) | NO TARGET REQUIRED | |

Timely Reporting as at

| | | |
|--|-----|--|
| Draft reports are issued to the client within 15 working days following closure of fieldwork meeting | 95% | |
|--|-----|--|

Quality of Work

| | | |
|---|-----|--|
| External Audit to place reliance on Internal Audit work | YES | |
| Internal Audit compliant with CIPFA Code of Practice | YES | |

APPENDIX 3

| DESCRIPTION | TARGET | ACTUAL |
|-------------|--------|--------|
|-------------|--------|--------|

IMPACT AS AT

| | | |
|--|-----|--|
| <i>Improvement in the systems of internal control</i> | | |
| Percentage of all recommendations followed up in the quarter that were implemented | 90% | |
| Percentage of recommendations implemented by the client by the original due date (i.e. right first time) | 90% | |

| | | |
|--|-----------------|--|
| <i>Client satisfaction</i> | | |
| Percentage of client surveys expressing an overall satisfaction rating of ' good ' that the individual audit completed: <ul style="list-style-type: none"> • was well timed and completed in a timely fashion • addressed key existing and or emerging risks • was carried out professionally and courteously by staff • communicated audit findings in a clear and balanced way • made useful and practical recommendations that added value to the service | BEING FINALISED | |
| Percentage of annual survey respondents expressing an overall opinion the Internal Audit Service provides a good value for money service that adds value to the Council | BEING FINALISED | |