

## 2010/11 FINAL 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 31 MARCH 2011**

PRODUCTIVE CHARGEABLE DAYS AS A PERCENTAGE OF TOTAL AVAILABLE DAYS FOR THE JOINT TEAM <b>1 APRIL 2010 TO 31 MARCH 2011</b>	67%	64%
AVERAGE NUMBER OF DAYS LOST DUE TO SICKNESS ABSENCE PER FULL TIME EQUIVALENT (FTE) <b>1 APRIL 2010 TO 31 MARCH 2011</b>	5 DAYS	1.87 DAYS

### **OPERATING ARRANGEMENTS DURING 2010/11**

PERCENTAGE OF DRAFT REPORTS ISSUED TO THE CLIENT WITHIN 15 WORKING DAYS FOLLOWING CLOSURE OF FIELDWORK MEETING	90%	91%
PERCENTAGE OF FINAL REPORTS ISSUED WITHIN <b>FIVE</b> 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 31 MARCH 2011**

PERCENTAGE COMPLETED	90% BY 31 MARCH 2011	67%
PERCENTAGE SUBSTANTIALLY COMPLETE (I.E. FIELDWORK FINISHED OR RE FINANCIAL SYSTEMS - PHASE ONE TESTING FINISHED)		23%

## APPENDIX 1

DESCRIPTION	TARGET	ACTUAL
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### **IMPACT AS AT 31 MARCH 2011**

PERCENTAGE OF RECOMMENDATIONS VALIDATED BY INTERNAL AUDIT AS FALLING DUE AND BEING FULLY IMPLEMENTED DURING 2010/11	90%	*55%
AVERAGE CUSTOMER SATISFACTION WITH INDIVIDUAL AUDITS COMPLETED	80%	89%
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

\* Please refer to paragraph 3.2 in the Summary Report for supporting explanations.