

APPENDIX 1 TO SUMMARY PROGRESS REPORT

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.

PRODUCTIVITY OF STAFF AS AT 31 AUGUST 2011

DESCRIPTION	TARGET	ACTUAL
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)	75%	74%
Average number of days lost due to sickness absence per full time equivalent (FTE) (corporate target being eight days)	5 DAYS FOR WHOLE YEAR	NOT YET DUE
	Q1 AND Q2 2.5 DAYS	Q1 AND Q2 < 1 DAY

OPERATING ARRANGEMENTS

DESCRIPTION	TARGET	ACTUAL
<i>Delivery of the 2011/12 Audit Plan as at 31 August 2011</i>		
90% of the audit plan is delivered by 31 March 2012 (measured by issuing a final report)	22% AT AUG 2011	13%
For information Percentage substantially complete (i.e. fieldwork finished or re financial systems - phase one testing finished)	N/A	10%

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DESCRIPTION	TARGET	ACTUAL
<i>Quality of Work</i>		
External Audit to place reliance on Internal Audit work	YES	NOT YET DUE
Internal Audit compliant with CIPFA Code of Practice	YES	NOT YET DUE

IMPACT AS AT 2 SEPTEMBER 2011

DESCRIPTION	TARGET	ACTUAL
<i>Improvement in the systems of internal control</i>		
See section 4 in Summary Audit Progress Report		

<i>Client satisfaction</i>		
<p>Client surveys express an overall satisfaction rating of 'good' indicating that the individual audit completed:</p> <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 	90%	100% BASED ON THREE COMPLETED SURVEYS RECEIVED
Percentage of annual survey respondents expressing an overall opinion that the Internal Audit Service provides a good value for money service which adds value to the Council	90%	NOT YET DUE