

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 30 NOVEMBER 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% | 75% |
| 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 |
| | AS AT END OF Q3 3.75 DAYS | AS AT END OF Q3 < 2 DAYS |

OPERATING ARRANGEMENTS

| DESCRIPTION | TARGET | ACTUAL |
|---|-------------|--------|
| Delivery of the 2011/12 Audit Plan as at 30 November 2011 | | |
| 90% of the audit plan is delivered by 31 March 2012 (measured by issuing a final report) | NOT YET DUE | 32% |
| For information Percentage substantially complete (i.e. fieldwork finished) | N/A | 12% |

APPENDIX 1 TO SUMMARY PROGRESS REPORT

| 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 30 NOVEMBER 2011

| DESCRIPTION | TARGET | ACTUAL |
|---|--------|--------|
| <i>Improvement in the systems of internal control</i> | | |
| See section 4 in Summary Audit Progress Report covering implementation of recommendations due | | |

| | | |
|--|-----|--|
| <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% | 67% (TWO OUT OF THREE SURVEYS ASSESSED AS GOOD) |
| 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 |