

2012/13 PERFORMANCE INDICATORS

COST

Service is provided at a competitive cost.

Historically, the CIPFA Benchmarking service has been used to provide a measure of this indicator. This is no longer used as the cost of providing the data outweighed the benefits received. The Head of Internal Audit is currently exploring alternative more cost effective and useful benchmarking options.

PRODUCTIVITY OF STAFF AS AT

DESCRIPTION	ACTUAL
75% of total staff days available is spent on audit related tasks across the joint team (i.e. managing the audit plan, delivering audits and reporting to Audit Committee)	
Average number of days lost due to sickness absence is no more than 5 days per full time equivalent (FTE)	

OPERATING ARRANGEMENTS

DESCRIPTION	ACTUAL
<i>Delivery of the 2012/13 Audit Plan as at</i>	
90% of the audit plan is delivered by 31 March 2013 (measured by issuing a final report)	
For information Percentage substantially complete (i.e. fieldwork finished)	

Quality of Work	
External Audit can place reliance on Internal Audit work	
Internal Audit is compliant with CIPFA Code of Practice	

IMPACT AS AT

DESCRIPTION	ACTUAL
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Improvement in the system of internal control	
Progress made in implementing actions required to mitigate control risks identified is reported upon in the summary progress report each quarter.	

Client satisfaction	
<p>90% of the client surveys obtained 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% 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	