

## APPENDIX 2 TO SUMMARY PROGRESS REPORT

### 2012/13 PERFORMANCE INDICATORS

#### **COST**

DESCRIPTION	TARGET	ACTUAL
Service is provided at a competitive cost against peer internal audit teams per CIPFA benchmarking club	SERVICE IS COMPETITIVE	NOT YET DUE

#### **PRODUCTIVITY OF STAFF AS AT 31 AUGUST 2012**

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%	84%
Average number of days lost due to sickness absence is no more than 5 days in 2012/13 per full time equivalent (FTE)	2.1 days	0.74 DAYS

#### **OPERATING ARRANGEMENTS**

DESCRIPTION	TARGET	ACTUAL
<b><i>Delivery of the 2012/13 Audit Plan as at 31 August 2012</i></b>		
Percentage of the audit plan is delivered by 30 April 2013 (measured by issuing a final report)	90%	NOT YET DUE
<b>For information</b> Percentage complete or substantially complete (i.e. fieldwork finished)		12%

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DESCRIPTION	TARGET	ACTUAL
<b><i>Quality of Work</i></b>		
External Audit relying on Internal Audit work	YES	NOT YET DUE
Compliance with CIPFA Code of Practice	YES	NOT YET DUE

### ***IMPACT AS AT***

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

<b><i>Client satisfaction</i></b>		
Percentage of client surveys obtained express an overall satisfaction rating of ' <b>good</b> ' indicating that the individual audit completed: <ul style="list-style-type: none"> <li>• was well timed and completed in a timely fashion</li> <li>• addressed key existing and or emerging risks was carried out professionally and courteously by staff</li> <li>• communicated audit findings in a clear and balanced way</li> <li>• made useful and practical recommendations that added value to the service</li> </ul>	90%	100% (3 OUT OF 3 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