

## INTERNAL AUDIT PERFORMANCE INDICATORS 2012/13

### COST

DESCRIPTION	TARGET	ACTUAL
Service is provided at a competitive cost.	SERVICE IS COST COMPETITIVE	DATA STILL TO BE ANALYSED INTO A REPORT

### PRODUCTIVITY OF STAFF AS AT 24 MAY 2013

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%	79%
Average number of days lost due to sickness absence is no more than 5 in 2012/13 per full time equivalent (FTE)	Less than 5 days per FTE	1.3 days per FTE

### OPERATING ARRANGEMENTS

DESCRIPTION	TARGET	ACTUAL
<b>Delivery of the 2012/13 Audit Plan as at 24 MAY 2013</b>		
Percentage of the audit plan is delivered by 30 April 2013 (measured by issuing a final report)	90%	62%
<b>For information:</b> <b>As at 24 May 2013</b> , the percentage complete or substantially complete (i.e. fieldwork finished / draft report stage)		91%

DESCRIPTION	TARGET	ACTUAL
<b>Quality of Work</b>		
External Audit relying on Internal Audit work	YES	YES
Compliance with CIPFA Code of Practice	YES	YES

**IMPACT AS AT 26 FEBRUARY 2013**

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

<b>Client satisfaction</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%	75% (3 OUT OF 4 SURVEYS ASSESSED AS GOOD)