

## AUDIT SERVICES – KEY PERFORMANCE INDICATORS

	2010/11	
	Target	Outcome
1. Use of Resources External Audit Assessment Governing the Business Theme - the Council manages its risks and maintains a sound system of internal control.	3/4	Inspection regime abolished
2. Outcome of annual review of the effectiveness of the system of internal audit.	Effective	Effective
3. Days per auditor as per CIPFA Benchmarking Statistics for Unitary Authorities.	184	188
	Top Quartile	Top Quartile
4. Cost per audit day as per CIPFA Benchmarking Statistics for Unitary Authorities	£295	£273
	Second lowest quartile	Second lowest quartile
5. Customer satisfaction rating received from client surveys following the completion of each audit assignment (where 1 = Very Poor to 5 = Very Good)	Average 4	Average 4.7
6. Maintain ISO 9001 : 2000 Quality Accreditation	Achieve	Achieved
7. % of planned pre determined audit assignments completed within the year relative the agreed audit plan	92%	88%
8. % of audit recommendations accepted by client, with a priority of high or medium priority	100%	100%
9. % of agreed audit assignments carried out within the year on core financial systems	100%	100%
10. % of audit assignments completed within 10% of the planned time allocated for each assignment	92%	92%
11. % of draft audit reports for each audit assignment completed within 7 working days of the exit meeting	100%	100%
12. % of final reports for each audit assignment issued within 3 working days of receipt of response to draft	100%	100%
13. % of agreed consultancy project work concluded to the satisfaction of the client manager	100%	100%
14. Maintain service costs within budget	Achieve	Achieved
15. % of workforce receiving PDRs	100%	100%
16. % of planned audit assignments where the client was given 5 working days notice of, or agreed a timescale for, the commencement of the audit	100%	100%