

AUDIT SERVICES – KEY PERFORMANCE INDICATORS

	2006/07		2007/08
	Target	Outcome	Target
1. The Council's Internal Control environment overall – as evaluated through CPA Use of Resources Key Lines of Enquiry (KLOE).	3/4	3/4	3/4
2. Elements of the Internal Control KLOE : <ul style="list-style-type: none"> • The Council manages its significant business risks. • The Council has arrangements in place to maintain a sound system of internal control. • The Council has arrangements in place that are designed to promote and ensure probity and propriety in the conduct of its business. 	3/4 3/4 3/4	3/4 3/4 3/4	3/4 3/4 3/4
3. Days per auditor as per CIPFA Benchmarking Statistics for Unitary Authorities.	187 Top Quartile	198 Top Quartile	185 Top Quartile
4. Cost per audit day as per CIPFA Benchmarking Statistics for Unitary Authorities	£269 Second bottom quartile	£241 Second bottom quartile	£285 Second bottom 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 4.6	Average 4
6. Maintain ISO 9001 : 2000 Quality Accreditation	Achieve	Achieved	Achieve
7. % of planned pre determined audit assignments completed within the year relative the agreed audit plan	93%	88%	92%
8. % of audit recommendations accepted by client, with a priority of high or medium priority	100%	100%	100%
9. % of agreed audit assignments carried out within the year on core financial systems	100%	92%	100%
10. % of audit assignments completed within 10% of the planned time allocated for each assignment	92%	93%	92%
11. % of draft audit reports for each audit assignment completed within 7 working days of the exit meeting	100%	100%	100%
12. % of final reports for each audit assignment issued within 3 working days of receipt of response to draft	100%	100%	100%
13. % of agreed consultancy project work concluded to the satisfaction of the client manager	100%	100%	100%

14. Maintain service costs within budget	Achieve	Achieved	Achieve
15. % of workforce receiving PDRs	100%	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%	100%
17. % of financial appraisal requests completed within 2 working days or agreed timescale	100%	100%	100%