

## AUDIT SERVICES – KEY PERFORMANCE INDICATORS

	2008/09	
	Target	Outcome
1. The Council's Internal Control environment overall – as evaluated through CPA Use of Resources Key Lines of Enquiry (KLOE).	4/4	4/4
2. Elements of the Internal Control KLOE : <ul style="list-style-type: none"> <li>• The Council manages its significant business risks.</li> <li>• The Council has arrangements in place to maintain a sound system of internal control.</li> <li>• The Council has arrangements in place that are designed to promote and ensure probity and propriety in the conduct of its business.</li> </ul>	4/4 4/4 4/4	4/4 4/4 3/4
3. Days per auditor as per CIPFA Benchmarking Statistics for Unitary Authorities.	183 Top Quartile	197 Top Quartile
4. Cost per audit day as per CIPFA Benchmarking Statistics for Unitary Authorities	£284 Second lowest quartile	£263 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 4.5
6. Outcome of Annual Review of the effectiveness of the system of internal audit	Effective	Effective
7. Maintain ISO 9001 : 2000 Quality Accreditation	Achieve	Achieved
8. % of planned pre determined audit assignments completed within the year relative the agreed audit plan	92%	92%
9. % of audit recommendations accepted by client, with a priority of high or medium priority	100%	100%
10. % of agreed audit assignments carried out within the year on core financial systems	100%	100%
11. % of audit assignments completed within 10% of the planned time allocated for each assignment	92%	92%
12. % of draft audit reports for each audit assignment completed within 7 working days of the exit meeting	100%	100%
13. % of final reports for each audit assignment issued within 3 working days of receipt of response to draft	100%	100%
14. % of agreed consultancy project work concluded to the satisfaction of the client manager	100%	100%
15. Maintain service costs within budget	Achieve	Achieved
16. % of workforce receiving PDRs	100%	100%
17. % 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%