

APPENDIX B**AUDIT SERVICES
PERFORMANCE INDICATORS**

No.	Measure	Target 2011/12
1	Outcome from annual review of Internal Audit effectiveness	Effective
2	Days per auditor as per CIPFA Benchmarking Statistics for Unitary Authorities	186 Top Quartile
3	Cost per audit day as per CIPFA Benchmarking Statistics for Unitary Authorities	£288 Second Bottom Quartile
4	Customer satisfaction rating received from client surveys following the completion of each audit assignment (where 1 = very poor to 5 = very good)	Average 4
5	Maintain ISO Quality Accreditation	Achieve
6	% of planned audit assignments completed within year relative to the agreed Audit Plan	92%
7	% of audit recommendations accepted by the client with a priority of high or medium	100%
8	% of agreed audit assignments carried out within year on core financial systems	100%
9	% of audit assignments completed within 10% of the planned time allocated for each assignment	92%
10	% of draft reports for each audit assignment completed within 7 working days of the exit meeting	100%
11	% of final reports for each audit assignment issued within 3 working days of receipt of response to the draft	100%
12	% of agreed Consultancy project work concluded to the satisfaction of the Client Manager	100%
13	Maintain service costs within budget	Achieve
14	% of workforce receiving PDRs	100%
15	% 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%