

## AUDIT SERVICES – KEY PERFORMANCE INDICATORS

	2011/12	
	Target	Outcome
1. Outcome from annual review of internal audit effectiveness.	Effective	Effective
2. Days per auditor as per CIPFA Benchmarking Statistics for Unitary Authorities.	186 Top Quartile	193 Top Quartile
3. Cost per audit day as per CIPFA Benchmarking Statistics for Unitary Authorities	£288 Second lowest quartile	£272 Second lowest 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	Average 4.8
5. Maintain ISO 9001 : 2000 Quality Accreditation	Achieve	Achieved
6. Percentage of planned pre determined audit assignments completed within the year relative the agreed audit plan	92%	90%
7. Percentage of audit recommendations accepted by client, with a priority of high or medium priority	100%	100%
8. Percentage of agreed audit assignments carried out within the year on core financial systems	100%	100%
9. Percentage of audit assignments completed within 10% of the planned time allocated for each assignment	92%	88%
10. Percentage of draft audit reports for each audit assignment completed within 7 working days of the exit meeting	100%	100%
11. Percentage of final reports for each audit assignment issued within 3 working days of receipt of response to draft	100%	100%
12. Percentage of agreed consultancy project work concluded to the satisfaction of the client manager	100%	100%
13. Maintain service costs within budget	Achieve	Achieved
14. Percentage of workforce receiving PDRs	100%	100%
15. Percentage 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%