

INTERNAL AUDIT - PERFORMANCE INDICATORS 2013/14

APPENDIX 3

Performance Indicator			2012/13			2013/14			2014/15
			Target	Actual	Comparator	Target	Actual	Comparator	Target
1	Audit Assignments achieved against planned	%	75	66	79	75	64		75
2	Clients satisfied with quality of audit service	%	98	100	98	98	100		98
3	Audit recommendations accepted against made	%	95	99	100	95	99		95
4	Audits completed within planned time	%	70	78	63	70	77		70
5	Directly productive time against time available	%	65	69	69	65	69		65
6	Average period - from response to final report	Days	3	1	3	3	1		3
7	Average period - closing meeting to draft report	Days	10	2	19	10	2		10
8	Directly productive time achieved against planned time	%	90	96	88	90	88		90
9	Average cost per directly chargeable day	£	258	253	228	269	259		256
10	Staff turnover rate	%	15	8	7	15	25		15
11	Staff costs per 1,000 population	£	2,311	2,104	2,238	2,279	1,940		2,024
12	Staff costs per £m gross revenue expenditure (inc. HRA)	£	755	670	787	667	614		648

The 'Comparator' figures are based on the average of 5 comparable authorities, but to date 2 authorities have yet to provide their results.