

INTERNAL AUDIT - PERFORMANCE INDICATORS 2016/17

APPENDIX 3

Performance Indicator			2015/16			2016/17			2017/18
			Target	Actual	Comparator	Target	Actual	Comparator	Target
1	Audit Assignments achieved against planned	%	75	50		75	50		75
2	Clients satisfied with quality of audit service	%	98	99		98	99		98
3	Audit recommendations accepted against made	%	95	99		95	98		95
4	Audits completed within planned time	%	70	52		70	58		70
5	Directly productive time against time available	%	65	66		65	62		65
6	Average period - from response to final report	Days	3	6		3	2		3
7	Average period - closing meeting to draft report	Days	10	1		10	6		10
8	Directly productive time achieved against planned time	%	90	99		90	90		90
9	Average cost per directly chargeable day	£	288	272		278	280		278
10	Staff turnover rate	%	15	8		15	10		15
11	Staff costs per 1,000 population	£	2,070	1,933		2,093	1,906		2,070
12	Staff costs per £m gross revenue expenditure (inc. HRA)	£	670	607		651	626		650
The 'Comparator' figures are based on the average of 5 comparable authorities by population.									
No Comparator figures were provided for 15/16.									