

INTERNAL AUDIT - PERFORMANCE INDICATORS 2017/18

APPENDIX 3

Performance Indicator			2016/17		2017/18		2018/19
			Target	Actual	Target	Actual	Target
1	Audit Assignments achieved against planned	%	75	50	75	78	75
2	Clients satisfied with quality of audit service	%	98	99	98	99	98
3	Audit recommendations accepted against made	%	95	98	95	99	95
4	Audits completed within planned time	%	70	58	70	72	70
5	Directly productive time against time available	%	65	62	65	61	60
6	Average period - from response to final report	Days	3	2	3	1	3
7	Average period - closing meeting to draft report	Days	10	6	10	2	10
8	Directly productive time achieved against planned time	%	90	90	90	88	90
9	Average cost per directly chargeable day	£	278	280	278	300	278
10	Staff turnover rate	%	15	10	15	8	15
11	Staff costs per 1,000 population	£	2,093	1,906	2,070	1,738	2,050
12	Staff costs per £m gross revenue expenditure (inc. HRA)	£	651	626	650	554	650

Note that comparator figures were not included for 2016/17 due to lack of responses from the Welsh Chief Auditors Group.

Similarly, no comparator figure have been included for 2017/18 due to the lack of responses from comparable Authorities based on population size and organisation scale