

INTERNAL AUDIT - PERFORMANCE INDICATORS 2018/19

APPENDIX 3

Performance Indicator			2017/18		2018/19		2018/19	2019/20
			Target	Actual	Target	Actual	WCAG Average	Target
1	Audit Assignments achieved against planned	%	75	78	75	87	82	75
2	Clients satisfied with quality of audit service	%	98	99	98	99	99	98
3	Audit recommendations accepted against made	%	95	99	95	99	99	95
4	Audits completed within planned time	%	70	72	70	90	75	70
5	Directly productive time against time available	%	65	61	60	65	69	60
6	Average period - from response to final report	Days	3	1	3	0.4	4	3
7	Average period - closing meeting to draft report	Days	10	2	10	0.8	8	10
8	Directly productive time achieved against planned time	%	90	88	90	102	91	90
9	Average cost per directly chargeable day	£	278	300	278	294	265	300
10	Staff turnover rate	%	15	8	15	9	7	15
11	Staff costs per £m gross revenue expenditure (inc. HRA)	£	650	554	650	607	806	650

Note that comparator figures were not included for 2017/18 due to lack of responses from the Welsh Chief Auditors Group.
 Comparator figures for 2018/19 above relate to the average results of the 13 Welsh Local Authorities that had responded to the Welsh Chief Auditors Group at the time of writing this report.