

INTERNAL AUDIT - PERFORMANCE INDICATORS 2019/20

APPENDIX 3

Performance Indicator			2018/19		2019/20		2019/20	2020/21
			Target	Actual	Target	Actual	WCIAG Average	Target
1	Audit Assignments achieved against planned	%	75	87	75	84	Unavailable	75
2	Clients satisfied with quality of audit service	%	98	99	98	99	Unavailable	98
3	Audit recommendations accepted against made	%	95	99	95	99	Unavailable	95
4	Audits completed within planned time	%	70	90	70	93	Unavailable	70
5	Directly productive time against time available	%	65	65	60	65	Unavailable	60
6	Average period - from response to final report	Days	3	0.4	3	0.4	Unavailable	3
7	Average period - closing meeting to draft report	Days	10	0.8	10	1.3	Unavailable	10
8	Directly productive time achieved against planned time	%	90	102	90	102	Unavailable	90
9	Average cost per directly chargeable day	£	278	294	278	308	Unavailable	300
10	Staff turnover rate	%	15	9	15	0	Unavailable	15
11	Staff costs per £m gross revenue expenditure (inc. HRA)	£	650	607	650	602	Unavailable	650

Notes

> Quality Control Questionnaire (QCQ) return rate for 2019/20 was 91%.

> Comparator figures for 2019/20 above relate to the average results of the Welsh Local Authorities that had responded to the Welsh Chief Auditors Group at the time of writing this report. To be updated once group figures are released.