

INTERNAL AUDIT - PERFORMANCE INDICATORS 2020/21

APPENDIX 2

| Performance Indicator | | | 2019/20 | | 2020/21 | | 2020/21 | 2021/22 |
|-----------------------|---|------|---------|--------|---------|--------|---------------|---------|
| | | | Target | Actual | Target | Actual | WCIAG Average | Target |
| 1 | Audit Assignments achieved against planned | % | 75 | 84 | 75 | 68 | 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 | 93 | 70 | 87 | Unavailable | 70 |
| 5 | Directly productive time against time available | % | 60 | 65 | 60 | 62 | Unavailable | 60 |
| 6 | Average period - from response to final report | Days | 3 | 0.4 | 3 | 0.3 | Unavailable | 3 |
| 7 | Average period - closing meeting to draft report | Days | 10 | 1.3 | 10 | 1.2 | Unavailable | 10 |
| 8 | Directly productive time achieved against planned time | % | 90 | 102 | 90 | 96 | Unavailable | 90 |
| 9 | Average cost per directly chargeable day | £ | 278 | 308 | 300 | 331 | Unavailable | 300 |
| 10 | Staff turnover rate | % | 15 | 0 | 15 | 0 | Unavailable | 15 |
| 11 | Staff costs per £m gross revenue expenditure (inc. HRA) | £ | 650 | 602 | 650 | 594 | Unavailable | 650 |

Notes

> Quality Control Questionnaire (QCQ) return rate for 2020/21 was 91%.

> Comparator figures for 2020/21 above relate to the average results of the Welsh Local Authorities in the Welsh Chief Auditors Group were not available at the time of writing this report.