

INTERNAL AUDIT - PERFORMANCE INDICATORS 2014/15

APPENDIX 3

Performance Indicator			2013/14			2014/15			2015/16
			Target	Actual	Comparator	Target	Actual	Comparator	Target
1	Audit Assignments achieved against planned	%	75	64	73	75	58		75
2	Clients satisfied with quality of audit service	%	98	100	94	98	99		98
3	Audit recommendations accepted against made	%	95	99	100	95	99		95
4	Audits completed within planned time	%	70	77	61	70	54		70
5	Directly productive time against time available	%	65	69	67	65	62		65
6	Average period - from response to final report	Days	3	1	3	3	1		3
7	Average period - closing meeting to draft report	Days	10	2	16	10	2		10
8	Directly productive time achieved against planned time	%	90	88	89	90	82		90
9	Average cost per directly chargeable day	£	269	259	247	256	266		288
10	Staff turnover rate	%	15	25	15	15	27		15
11	Staff costs per 1,000 population	£	2,279	1,940	2,174	2,024	1,709		2,070
12	Staff costs per £m gross revenue expenditure (inc. HRA)	£	667	614	719	648	543		670

The 'Comparator' figures are based on the average of 5 comparable authorities, but to date 2 authorities have yet to provide their results.