

INTERNAL AUDIT - PERFORMANCE INDICATORS 2015/16

APPENDIX 3

Performance Indicator			2014/15			2015/16			2016/17
			Target	Actual	Comparator	Target	Actual	Comparator	Target
1	Audit Assignments achieved against planned	%	75	58	81	75	50		75
2	Clients satisfied with quality of audit service	%	98	99	100	98	99		98
3	Audit recommendations accepted against made	%	95	99	100	95	99		95
4	Audits completed within planned time	%	70	54	72	70	52		70
5	Directly productive time against time available	%	65	62	68	65	66		65
6	Average period - from response to final report	Days	3	1	2	3	6		3
7	Average period - closing meeting to draft report	Days	10	2	11	10	1		10
8	Directly productive time achieved against planned time	%	90	82	82	90	99		90
9	Average cost per directly chargeable day	£	256	266	290	288	272		278
10	Staff turnover rate	%	15	27	7	15	8		15
11	Staff costs per 1,000 population	£	2,024	1,709	2,103	2,070	1,933		2,093
12	Staff costs per £m gross revenue expenditure (inc. HRA)	£	648	543	690	670	607		651

The 'Comparator' figures are based on the average of 5 comparable authorities by population, but to date 3 authorities have yet to provide their results.