

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.