

INTERNAL AUDIT - PERFORMANCE INDICATORS 2021/22

APPENDIX 3

Performance Indicator			2020/21		2021/22		2021/22	2022/23
			Target	Actual	Target	Actual	WCIAG Average	Target
1	Audit Assignments achieved against planned	%	75	68	75	82	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	87	70	84	Unavailable	70
5	Directly productive time against time available	%	60	62	60	65	Unavailable	60
6	Average period - from response to final report	Days	3	0.3	3	0.4	Unavailable	3
7	Average period - closing meeting to draft report	Days	10	1.2	10	0.6	Unavailable	10
8	Directly productive time achieved against planned time	%	90	96	90	103	Unavailable	90
9	Average cost per directly chargeable day	£	300	331	300	329	Unavailable	335
10	Staff turnover rate	%	15	0	15	0	Unavailable	15
11	Staff costs per £m gross revenue expenditure (inc. HRA)	£	650	594	650	621*	Unavailable	650

Notes

> Quality Control Questionnaire (QCQ) return rate for 2021/22 was 97%.

> Target for PI 9 amended to £335 for 2022/23 rising to £350 in 2023/24 to reflect salary inflation going forward.

> Comparator figures for 2021/22 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.

*Awaiting final HRA figure for PI 11 (2020/21 figure used until 2021/22 figure is available)