

Internal Audit Performance Measures

Performance Measure		Actual Performance 2014-15	Opinion	2013-14 performance
1	At least 65% of staff time (excluding holidays, sickness etc.) to be spent on productive audit activity providing client services. (Target of 65%)	95.3% productive time achieved.	Target achieved	84.8% Target achieved
2	Delivery of the Annual Audit Plan. (Target of 95%)	87.5% of 2014-15 planned fieldwork completed.	Target not achieved	100% Target achieved
3	Effectiveness of Internal Audit gaining commitment based on the number of recommendations made against the number of recommendations accepted by Management. (Target of 90%)	97% of recommendations accepted.	Target achieved	99.3% Target achieved
4	Effectiveness of Internal Audit gaining commitment based on the number of recommendations revisited in the period where Management have confirmed implementation. (Target of 90%)	Positive management response received to 98.3 of recommendations agreed.	Target achieved	98.7% Target achieved
5	Client Satisfaction with Internal Audit based on results of biannual client satisfaction consultation. (Target of above 2.5)	Responses to the April 2013 client survey returned a rating of the Internal Audit Service of 3.64 against a maximum rating of 4.0	Target achieved	3.64 Target achieved
6	Client Satisfaction with Internal Audit based on post audit client satisfaction surveys. (Target of 80%)	Responses received to post audit client surveys returned a 97% satisfaction rating.	Target achieved	93% Target achieved
7	Positive statement by the External Auditor regarding satisfaction with the work of Internal Audit.	In their Audit Findings for Gravesham Borough Council Audit Findings for the year ended 31 st March 2014, Grant Thornton UK LLP reported that: <i>“Internal Audit continues to provide an independent and satisfactory service to the Council.”</i>	Target achieved	Target achieved