

## 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.	<b>Target achieved</b>	84.8% Target achieved
2	Delivery of the Annual Audit Plan. (Target of 95%)	87.5% of 2014-15 planned fieldwork completed.	<b>Target not achieved</b>	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.	<b>Target achieved</b>	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.	<b>Target achieved</b>	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	<b>Target achieved</b>	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.	<b>Target achieved</b>	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 <sup>st</sup> March 2014, Grant Thornton UK LLP reported that: <i>"Internal Audit continues to provide an independent and satisfactory service to the Council."</i>	<b>Target achieved</b>	Target achieved