

Internal Audit Performance Measures

Performance Measure		Actual Performance to 30 September 2015	Opinion	2014-15 full year performance for comparison
1	At least 65% of staff time (excluding holidays, sickness etc.) to be spent on productive audit activity providing client services. (Target of 65%)	80.1% productive time achieved.	Target achieved	95.3% Target achieved
2	Delivery of the Annual Audit Plan. (Target of 95%)	16.7% of 2015-16 plan completed, further 20% of fieldwork currently underway.	---	87.5% Target not achieved (2014-15 half year: 30% completed & 13% current)
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%)	100% of recommendations accepted.	Target achieved	97% 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 100% of recommendations agreed for implementation in the six months to 30 September 2015.	Target achieved	98.3% 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 satisfaction surveys in the period gave an average satisfaction rating of 100%.	Target achieved	97% Target achieved
7	Positive statement by the External Auditor regarding satisfaction with the work of Internal Audit.	In their Audit Findings for the council for the year ended 31 March 2015, 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