

## Internal Audit Performance Measures

Performance Measures	Actual Performance 2011-12	Opinion
At least 65% of staff time (excluding holidays, sickness etc.) to be spent on productive audit activity providing client services. (Target of 65 per cent)	89.58 per cent of available audit resources spent on productive audit activity during 2011-12.	Target achieved
Delivery of the Annual Audit Plan. (Target of 95 per cent)	95.83 per cent of the revised 2011-12 annual audit plan completed.	Target achieved
Effectiveness of Internal Audit gaining commitment based on the number of recommendations made against the number of recommendations accepted by Management. (Target of 90 per cent)	99.32 per cent of all recommendations made during 2011-12 were accepted by Management.	Target achieved
Client Satisfaction with Internal Audit (1) based on results of biannual client satisfaction consultation. (Target of above 2.5)	Responses to the January 2011 client survey returned a rating of the Internal Audit Service of 3.53 against a maximum rating of 4.0	Target achieved
Client Satisfaction with Internal Audit (2) based on post audit client satisfaction surveys. (Target of 80 per cent)	Responses received to post audit client surveys returned a 99.58 per cent satisfaction rating against a maximum rating of 100 percent.	Target achieved
Positive statement by the External Auditor regarding satisfaction with the work of Internal Audit.	The council's District Auditor stated in May 2012 that: <i>The Audit Commission have confirmed they will be placing reliance upon [the work of Internal Audit] for their year-end audit. The external auditor has also confirmed that in its view internal audit continues to provide effective assurance for management and is demonstrating good practice in its shared working with Gravesham council.</i>	Target achieved