

## Internal Audit Performance Measures

Performance Measures	Actual Performance to 30 September 2013	2012-13 full year performance for comparison
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)	86.87 per cent productive time achieved.	84.59 per cent <i>Target achieved</i>
Delivery of the Annual Audit Plan. (Target of 95 per cent)	39.29 per cent of plan completed. 14.29 per cent of plan current.	97.37 per cent <i>Target achieved</i>
Effectiveness of Internal Audit gaining commitment (1) based on the number of recommendations made against the number of recommendations accepted by Management. (Target of 90 per cent)	100 per cent of recommendations accepted.	97.67 per cent <i>Target achieved</i>
Effectiveness of Internal Audit gaining commitment (2) based on the number of high priority recommendations revisited in the period where Management have confirmed implementation. (Target of 90 per cent)	Data not available – monitoring mechanism changed in year so from 2013-14 annual report data will be available on implementation of all recommendations, High, Medium and Low.	100 per cent of high priority recommendations <i>Target achieved</i>
Client Satisfaction with Internal Audit (1) based on results of biannual client satisfaction consultation. (Target of above 2.5)	3.86 achieved in May 2013 survey.	3.86 in May 2013 <i>Target achieved</i>
Client Satisfaction with Internal Audit (2) based on post audit client satisfaction surveys. (Target of 80 per cent)	100 per cent satisfaction achieved.	98.08 per cent <i>Target achieved</i>
Positive statement by the External Auditor regarding satisfaction with the work of Internal Audit.	Positive statement received in June 2010 in the Audit Commission Review of Internal Audit.	Positive statement <i>Target achieved</i>