

Internal Audit Performance Measures

Performance Measures	Actual Performance 2015-16	Opinion	Performance in 2014-15 for comparison
At least 80% of staff time (excluding holidays, sickness etc.) to be spent on productive audit activity providing client services. (Target of 80 per cent)	83% of available audit resources spent on productive audit activity during.	Target achieved	74.6% Target achieved (Previous target 65%)
Delivery of the Annual Audit Plan. (Target of 95 per cent)	92.8% of the 2015-16 annual audit plan completed.	Target not achieved	85% Target not achieved
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)	95% of all recommendations made were accepted by Management. (2 low priority recommendations rejected therefore risk is not material)	Target achieved	100% Target achieved
Effectiveness of Internal Audit gaining commitment (2) based on the number of recommendations revisited in the period where Management have confirmed implementation. (Target of 90 per cent)	Management assurance of implementation (or revised dates agreed) was obtained for 91% of recommendations revisited in the period.	Target achieved	100% Target achieved
Client Satisfaction with Internal Audit (1) 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 3.86 against a maximum rating of 4.0	Target achieved	3.86 rating 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 100% satisfaction rating.	Target achieved	100% Target achieved
Positive statement by the External Auditor regarding satisfaction with the work of Internal Audit.	In the Update to the June 2016 Committee for TMBC Grant Thornton state: <i>We have concluded that the arrangements for internal audit contribute to an effective internal control environment.</i>	Target achieved	Target achieved

- Biennial survey not conducted for 2015, this process will be re-instated as an annual survey for 2016 onwards