

Internal Audit and Fraud Key Performance Indicators 2020/21

KPI	Target	Performance
Customer		
Client satisfaction surveys (Fraud) - % positive responses	90%	n/a Due to the pandemic no workshops have been undertaken in 2020/21
Client satisfaction surveys (Audit) - % positive responses	90%	98%
Internal Process and Quality		
Outcome of annual self-assessment/EQA - Compliance with Public Sector Internal Audit Standards		Assessed from the External Quality Assessment as 'Generally Compliant'
Audit Plan completion - % completion	90%	92.1%
NFI Progress - % processed against target	90%	N/A only received new matches recently
Time from end of fieldwork to Draft Report – % within 10 working days	85%	67%
Time from referral to conclusion of investigation - % completed within 12 weeks	85%	67% Delays with investigations were due to Covid-19. Benefit cases remained open as DWP's resources were delegated elsewhere (average to close 13.9)
Learning and innovation		
Days training received – no of days per staff member	5	5.5 ave per staff member
Days training provided – no of days delivered against planned days	75%	n/a No sessions conducted due to Covid19 and other demands on service
Maintenance of Continual Professional Development for relevant staff	100%	100%
Implementation of improvement actions from Quality Assessments - % completed in line with agreed implementation date	90%	n/a – Improvement plan resulting from the External Quality Assessment has yet to be presented to Audit Committee
Organisational		
% Recommendations implemented by original date	80%	35%
% of open recommendations overdue	10%	66%
Time from issue of Draft Report to completion of Action Plan – % within 10 working days	85%	27%