

Internal Audit and Fraud Key Performance Indicators 2021/22

KPI	Target	Performance
Customer		
Client satisfaction surveys (Fraud) - % positive responses	90%	n/a due to the pandemic no workshops have been undertaken in 2021/22
Client satisfaction surveys (Audit) - % positive responses	90%	100%
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%	91%
NFI Progress - % processed against target	90%	69% only received new matches recently, added to this there has been additional work for Covid grants, and delays in recruiting a replacement for maternity leave
Time from end of fieldwork to Draft Report – % within 10 working days	85%	67%
Time from referral to conclusion of Counter Fraud investigations - % completed within 12 weeks	85%	62.6% Delays with Counter Fraud investigations were due to Covid-19. Benefit cases remained open as DWP's resources were delegated elsewhere
Learning and innovation		
Days training received – no of days per staff member	5	5 average per staff member
Days training provided – no of days delivered against planned days	75%	No fraud awareness sessions conducted, although fraud risk assessments, supporting services on Covid business grants
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%	85%
Organisational		
% Recommendations implemented by original date	80%	64%
% all of open recommendations overdue	10%	48%
Time from issue of Draft Report to completion of Action Plan – % within 10 working days	85%	45%