

Internal Audit and Fraud Key Performance Indicators 2022/23

KPI	Target	Performance
Customer		
Client satisfaction surveys (Fraud) - % positive responses	90%	100%
Client satisfaction surveys (Audit) - % positive responses	90%	99%
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%
NFI Progress - % processed against target	90%	80%
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%	72% (<i>Delays with investigations were due to joint working with DWP, where in some cases it took the DWP 6-8 weeks to allocate cases for investigation</i>)
Learning and Innovation		
Days training received – no of days per staff member	5	6.8 average per staff member. (<i>This exclude members of staff working on the TMBC plan who are enrolled with Birmingham City University as there training days will be in excess of 25 and would skew the KPI.</i>)
Days training provided – no of days delivered against planned days	75%	100%
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%	88%
Organisational		
% Recommendations implemented by original date	80%	75%
% of open recommendations overdue	10%	48%
Time from issue of Draft Report to completion of Action Plan – % within 10 working days	85%	54%