

Internal Audit - Overall Objectives, Key Performance Indicators (KPI's) and Targets for 2019/20

| Efficiency and Effectiveness | | | |
|---|--|---|--|
| Objectives | KPI's | Targets | Actual Performance |
| 1) To ensure the service provided is effective and efficient. | 1) Complete sufficient audit work to provide an opinion on the key risk areas identified for the Council | 1) All key risk areas covered over a 3 year period | 1) On target |
| | 2) Percentage of draft reports issued within 15 days of the end of fieldwork | 2) 90% | 2) Ahead of target --- 100% |
| | 3) Percentage of audits completed by the target date (from scoping meeting to issue of draft report) | 3) 85% | 3) Ahead of target – 100% |
| Quality | | | |
| Objectives | KPI's | Targets | Actual Performance |
| 1) To maintain an effective system of Quality Assurance | 1) Opinion of External Auditor | 1) Satisfactory opinion | 1) Achieved |
| 2) To ensure actions agreed by the service are implemented | 2) Percentage of agreed high, significant and medium risk internal audit recommendations which are implemented | 2) 100% for high and significant 90% for medium risk | 2) Significant – ahead of target – 100% Medium – ahead of target 100% (excluding schools) |
| Client Satisfaction | | | |
| Objectives | KPI's | Targets | Actual Performance |
| 1) To ensure that clients are satisfied with the service and consider it to be good quality | 1) Results of Post Audit Questionnaires | 1) Overall average score of better than 1.5 (1=Good and 4=Poor) | 1) On target – 1.1 to date |
| | 2) Results of other Questionnaires | 2) Results classed as 'Good' | 2) On target – Positive results received from TFC management survey |
| | 3) Number of Complaints / Compliments | 3) No target – actual numbers will be reported | 2 compliments 0 complaints |

