

**Internal Audit - Overall Objectives, Key Performance Indicators (KPI's) and Targets for 2018/19**

| <b>Efficiency and Effectiveness</b>   |   |   |   |
|---|---|---|---|
| <b>Objectives</b>   | <b>KPI's</b>  | <b>Targets</b>  | <b>Actual Performance</b>   |
| 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<br><br>2) Percentage of draft reports issued within 15 days of the end of fieldwork<br><br>3) Percentage of audits completed by the target date (from scoping meeting to issue of draft report)<br><br>4) Cost per £m Turnover | 1) All key risk areas covered over a 3 year period<br><br>2) 90%<br><br>3) 82%<br><br>4) Lower than average within CIPFA Benchmarking Club                | 1) On target<br><br>2) Ahead of target -- 97%<br><br>3) Ahead of target – 90%<br><br>4) On target - £417 v £569 average                       |
| <b>Quality</b>  |   |   |   |
| <b>Objectives</b>   | <b>KPI's</b>  | <b>Targets</b>  | <b>Actual Performance</b>   |
| 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<br><br>90% for medium risk   | 2) Significant – behind target – 92%<br><br>Medium – behind target 88% (excluding schools)  |
| <b>Client Satisfaction</b>  |   |   |   |
| <b>Objectives</b>   | <b>KPI's</b>  | <b>Targets</b>  | <b>Actual Performance</b>   |
| 1) To ensure that clients are satisfied with the service and consider it to be good quality | 1) Results of Post Audit Questionnaires<br><br>2) Results of other Questionnaires<br><br>3) Number of Complaints / Compliments  | 1) Overall average score of better than 1.5 (1=Good and 4=Poor)<br><br>2) Results classed as 'Good'<br><br>3) No target – actual numbers will be reported | 1) On target – 1.1 to date<br><br>2) On target – Positive results received from TFC management survey<br><br>3) 4 compliments<br>0 complaints |

