

**Internal Audit - Overall Objectives, Key Performance Indicators (KPI's) and Targets for 2016/17**

<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  2) Percentage of draft reports issued within 15 days of the end of fieldwork  3) Percentage of audits completed by the target date (from scoping meeting to issue of draft report)  4) Cost per £m Turnover	1) All key risk areas covered over a 3 year period  2) 90%  3) 80%  4) Lower than average within CIPFA Benchmarking Club	1) On target  2) Ahead of target -- 93%  3) Ahead of target – 89%  4) On target - £460 v £699 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  90% for medium risk	2) Significant – behind target – 97%  Medium – behind target 89% (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  2) Results of other Questionnaires  3) Number of Complaints / Compliments	1) Overall average score of better than 1.5 (1=Good and 4=Poor)  2) Results classed as 'Good'  3) No target – actual numbers will be reported	1) On target – 1.0 to date  2) None undertaken  3) 5 compliments 0 complaints