

INTERNAL AUDIT SECTION

APPENDIX C

PERFORMANCE INDICATORS 2017/18 – TO 30th SEPTEMBER 2017

	Description	2016/2017 Target	2016/2017 Actual	Actual to 30/09/16	2017/2018 Target	Actual to 30/09/17	RAG Status
Local PI	% of Audit Plan completed	83%	83.82% (79.36%)	42.06%	83%	34.80%	Amber
Local PI	Number of Weaknesses accepted	90%	96.23% (204/212)	96.64% (144/149)	90%	100.00 (110/110)	Green
Local PI	Number of Weaknesses addressed after six months	80%	85.14% (63/74)	86.76% (59/68)	80%	80.00% (08/10)	Green
Local PI *	% of Customers at least “satisfied” with the service	95%	100%	100%	95%	100%	Green
Local PI	Average number of days taken to issue Final Reports	5 days	1.81 days	1.76 days	5 days	1.00 day	Green
Local PI	% of Audits completed within the time allocated	75%	91.89%	85.72%	80%	96.29%	Green
Local PI	% of Performance Reviews undertaken within the previous 12 months	100%	100%	100%	100%	100%	Green
Local PI	Average number of sick days per person (cumulative average)	5.75 days	1.50 days	0.50 days	5.00 days	0.40 days	Green

* Following consultation with audit clients.