

INTERNAL AUDIT SECTION

APPENDIX C

PERFORMANCE INDICATORS 2019/20 – TO 30th SEPTEMBER 2019

	Description	2018/19 Target	2018/19 Actual	Actual to 30/09/18	2019/20 Target	Actual to 30/09/19	RAG Status
Local PI	% of Audit Plan completed	80%	70.45%	38.02%	75% (37.5%)	38.39%	Green
Local PI	Number of Weaknesses accepted	90%	100% (196/196)	100% (144/144)	90%	100% (93/93)	Green
Local PI	Number of Weaknesses addressed after six months	80%	80% (12/15)	100% (09/09)	80%	100% (04/04)	Green
Local PI *	% of Customers at least “satisfied” with the service	95%	97.29% (36/37)	100%	95%	100% (23/23)	Green
Local PI	Average number of days taken to issue Final Reports	5 days	1.28 days	1.42 days	5 days	2.6 days	Green
Local PI	% of Audits completed within the time allocated	75%	90.56%	93.55%	75%	89.65%	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)	6.00 days	15.83 days	0.17 days	6.00 days	0.67 days	Green

* Following consultation with audit clients.