

KEY PERFORMANCE INDICATORS 2009/10

Local Performance Indicators	2009/10	Actual 2009/10	2009/10 RAG
Description	Target		Rating
The percentage of Audits completed with in plus 10% of target times	80%	63%	
Managers review of draft audits within 15 days of receipt of draft	80%	75%	
Management accepts Level 1 and Level 2 Recommendations	95%	99.8%	
Finals issued within 10 working days of agreement by Client Officer.	80%	84%	
Assignment Briefs Completed and issued	100%	100%	
Answer telephone calls within 15 seconds	80%	99.2%	
Answer telephone calls	80%	85.2%	
90% of Service Managers are Satisfied with the Audit Service	90%	92.2%	
CIPFA Opinion Survey result	good	good	
Completion of 2009 Staff opinion survey	100%	100%	
Ensure that all Audit Services staff have a Return to Work Interview.	100%	100%	
Audit Service Sickness level to be kept with in Council Target	7 days	8 days	
Have Monthly Audit Services Team meetings	12 (100%)	12	
Present Annual Governance Statement to Audit and Corporate Governance Committee	26/05/09	26/05/09	
Interim Assurance Report No 1 presented to the Audit and Corporate Governance Committee	20/11/09	20/11/09	
Interim Assurance Report No 2 presented to the Audit and Corporate Governance Committee	29/01/10	29/01/10	
Interim Assurance Report No 3 presented to the Audit and Corporate Governance Committee	12/03/10	12/03/10	
Audit Strategy presented to the Audit and Corporate Governance Committee	April 09	March 2009	