

### **Appendix 3 - Internal Audit Key Performance Indicators March 2015**

The following Key Performance Indicators (KPIs) are used for monitoring the internal audit section performance. Performance against these indicators is set out in the table below. Where targets have not been achieved, further comments have been provided after the table.

<b>Performance Measure</b>	<b>Target</b>	<b>Mar 2015</b>	<b>Nov 2014</b>	<b>Aug 2014</b>
1. Completion of the audit plan	90% of planned audits completed to draft report stage by end of plan review period (31 March 2015)	90%	44%	16%
2. % recommendations confirmed fully implemented at time of formal follow up	Overall – 75% Red – 100% Amber – 80% Green – 70%	Overall - 88% Red – 100% Amber – 89% Green – 84%	Overall - 85% Red – 100% Amber – 87% Green – 84%	Overall - 88% Red – 100% Amber – 95% Green – 85%
3. Timely production of draft report	80% of draft reports issued within 4 weeks of end of fieldwork	72%	78%	66%
4. Timely agreement and issue of the final report	80% of final reports (including agreed management action plan) issued within 5 weeks of draft report	63%	70%	83%
5. Customer satisfaction	Through key question on post audit surveys – target 90%	95%	95%	95%
6. % of audit section staff with relevant professional qualification	Target 75%	80%	93%	87.5%

The performance in respect of producing draft and final (3 and 4) reports is the result of a number of factors:

- The team have been working hard and focussed on delivering the internal audit plan
- There have been a small number of reviews that have required additional dialogue with management, including Estate Housing Offices.
- The final report KPI is also dependent on obtaining responses from management. On average we have calculated it takes 44 days to receive a response to a draft report. We currently ask management to respond within 28 days.