

APPENDIX 2 – Internal Audit Performance Target Position for 2018/19

Indicator	Target	Measurement	Current Status (as at 13 November 2018)
1) Percentage completion of the agreed annual audit plan	100% - by 30 April 2019	Complete = draft report or other deliverable issued by 30 April 2019.	<p>13% in terms of drafts issued.</p> <p>Although many audits are in progress, only a small number have been issued in draft/final this year to date. This is partly due to the number of auditees who have requested their audits in the 3rd and 4th quarters meaning that focus during the first half of the year has been on Redcar audits. It has also been due to some delays in receiving responses to draft audit reports and requests for information. This issue has been considered when revising the escalation process.</p> <p>The key date to work towards is the 30 April 2019 when it is expected that all draft reports will have been issued. To ensure that this happens, the workplan has been reviewed and various adjustments made within the Team to reallocate and distribute work and responsibilities. Each auditor has been set specific audits that must have been completed either in draft and final by Christmas and has been tasked with ensuring that their timetables of meetings are planned two months in advance to ensure that audit planning and fieldwork meetings are already diarised. In addition, adjustments to the escalation process have been made to clarify auditees' responsibilities to engage during the audit process. Issues in obtaining responses will be highlighted to the Corporate Affairs and Audit Committee.</p>
2) To achieve an average customer satisfaction survey score	3.8	4 is the highest possible score.	None returned for 2018/19 internal audit.
3) % of draft reports issued within 15 days of the end of	100%	The draft report should be issued to the client within 15 working days of fieldwork completion.	100% of draft audit reports issued within 15 days and 67% of final reports issued within 20 days of

fieldwork			draft.
4) % Auditor productivity	100% of expected productivity	The number of available productive days is calculated for each member of the team, taking into account estimated absences. This results in an expected number of productive days per officer. The target is for 100% of the Team to meet their expected productivity.	Audit & Assurance Officers – average productivity 95% (target average 96%) – lower in the first quarter due to new starters' induction and training requirements. Compliance auditors average productivity – 81% (target average 95%). Reduced actual due to long term absence of one compliance auditor.
5) Number of assignments completed by target dates set	To meet target dates set at outset of audit (or earlier)	Target will be set by each audit lead and agreed with auditor at the start of each assignment.	100% completed assignments were delivered within their target dates.
6) Number of audits completed within the budgeted time allocation	100%	Each assignment has a set number of days which should be adhered to. If an officer requires additional time then a case has to be approved by one of the Team's managers.	67% of audits are being delivered within budget or no more than one day in excess of budget. Some initial audits have taken longer than the original budgeted time due to supervision of new staff on assignments.