

## Appendix B

### Internal Audit Performance Indicators

	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
<b>% of Audit Plan completed (by audit)</b>	90%	82%	-8%
<b>% of audit plan completed (by planned audit days)</b>	90%	82%	-8%
<b>% of managed audits completed</b>	100%	82%	-18%
<b>Audits completed within budget</b>	80%	91%	+14%
<b>Draft reports issued within 15 days of completion of fieldwork</b>	90%	96%	+6%
<b>Final reports issued with 15 days of draft report</b>	90%	53%	-41%
<b>% of recommendations accepted</b>	90%	95%	+5%
<b>Customer satisfaction surveys rated good or excellent</b>	90%	100%	+11%

	<b>Local Government Average</b>	<b>Actual</b>	<b>Variance</b>
Cost per productive audit day	£271	£289	7%