

INTERNAL AUDIT PERFORMANCE REPORT 2009/10

Performance Area	Measure	Actual 2008/09	Target 2009/10	Actual 2009/10
Productivity (see below)	Completion of Planned Audits (percentage)			
	Operational Audit Time (days)			
	Non Productive time (days)			
	Draft audit reports issued within 10 working days of completion of audit fieldwork (percentage)			
	Final audit reports issued within 20 working days of completion of audit fieldwork (percentage)			
Financial	Total cost of Unit for the Year (£)			
	Cost per Operational Audit Day (£)			
Staff	Sickness Absence (percentage)		n/a	
	Staff Turnover (percentage)		n/a	
	Training Days			
Quality	Client satisfaction score (percentage)			
	Recommendations agreed for implementation (percentage)			
	Recommendations actually implemented (percentage)			
	Number of Customer Complaints		0	
Operational Audit Time	Total days available			
	Less Public Holidays and Leave			
	Less non-operational days (as below)			
Total - Operational Audit Days		0	0	0
Non Productive Time	Sickness			
	Union Duties			
	Non-audit Duties			
	Other			
Total - Non-operational Audit Days		0	0	0