

Key Performance Indicators (KPIs)**APPENDIX B**

The success or otherwise of the Internal Audit Shared Service will be measured against the following key performance indicators for 2011/12.

	KPI	Target	Why important?	Frequency of monitoring	Frequency of reporting
1	Chargeability %	71%	To ensure that the Internal Audit Shared Service gets the planned income from the districts.	Monthly by WIASS management	Monthly to Client Officer Group Quarterly to Audit Committee
2	Productivity %	63%	To ensure that the chargeable time spent on productive work is maximised so that districts get the planned delivery and assurances required from the Internal Audit Shared Service.	Monthly by WIASS management	Monthly to Client Officer Group Quarterly to Audit Committee
3	% Plan delivered excluding overruns	95% for year	To enable an accurate assessment of actual delivery against plan as overruns can distort the percentage of plan delivered by artificially increasing this without adding any additional assurance.	Monthly by WIASS management	Monthly to Client Officer Group Quarterly to Audit Committee
4	Overruns as a % of time spent	5%	To highlight efficiencies within the service and enable management and those charged with governance to challenge these.	Monthly by WIASS management	Monthly to Client Officer Group Quarterly to Audit Committee
5	Customer satisfaction surveys	95% Good or above	To enable an assessment of the quality of the Internal Audit Shared Service provided to the districts on an audit by audit basis. To be completed by auditees.	Monthly by WIASS management	Monthly to Client Officer Group Quarterly to Audit Committee
6	Number of audits delivered compared to plan	19	To ensure that the districts get the planned outputs from the Internal Audit Shared Service.	Annually by WIASS management	Annually to Client Officer Group and Audit Committee
7	Annual survey of Internal Audit Service	Good or above	To give an overall opinion on the provision of the Internal Audit Shared Service for the year particularly with respect to whether the service has provided value for money to the districts. To be completed by Client Officers.	Annually by WIASS management	Annually to Client Officer Group and Audit Committee

The Internal Audit Self-Assessment checklist assessing compliance with the CIPFA Code of Practice for Internal Audit in Local Government in the UK 2006 should also be completed at the end of the annual cycle. Any areas of partial or non-compliance with the Code should be reported as exceptions to the Client Officer Group and Audit Board.