

## **Appendix C**

### **Key Performance Indicators – 2020/21**

<b>Measure</b>	<b>Description</b>	<b>Actual</b>	<b>Target</b>
1. Final Report	Percentage of final reports issued within 2 weeks of draft report.	84.6%	100%
2. Draft Report	Percentage of draft reports issued within 3 weeks of completion of fieldwork.	100%	80%
3. Audit Plan Delivery	Percentage of audits completed v planned.	73.7%	85%
4. Audit Budget	Percentage of audits completed within budgeted days.	68.4%	80%
5. Audit Recommendations	Percentage of audit recommendations agreed.	100%	90%
6. Action Plan Follow Up	Percentage of action plans followed up – Internal and External Audit.	100%	100%
7. Customer Feedback	Percentage of respondents who rated the overall quality of internal audit as satisfactory or above.	100%	100%
8. NFI recommended matches	Percentage of National Fraud Initiative recommended matches investigated within timescales.	100%	100%
9. NFI other matches	Percentage of National Fraud Initiative other matches investigated within timescales.	100%	90%
10. DWP liaison	Percentage of cases referred to/ actioned for DWP within DWP timescales.	100%	100%
11. Staff compliance with CPD	Number of training hours undertaken to support CPD	100	100
12. Management engagement	Number of meetings with CMT and senior management as appropriate	3 per quarter	1 per quarter

