

## **Performance against Key Performance Indicators 2019-2020**

The success or otherwise of the Internal Audit Shared Service will be measured against some of the following key performance indicators for 2019/20. Other key performance indicators link to overall governance requirements of Worcester City Council e.g. KPI 4, 5 and 6. The 2019/20 position will be populated on a cumulative basis throughout the year.

	<b>KPI</b>	<b>Trend/Target requirement</b>	<b>2019/20 Position (as at 31<sup>st</sup> July 2019)</b>	<b>Frequency of Reporting</b>
<b>Operational</b>				
1	No. of audits achieved during the year	Per target	Target = 12 (minimum) Delivered = 1 at draft report stage	When Audit Committee convene
2	Percentage of Plan delivered	>90% of agreed annual plan	37%	When Audit Committee convene
3	Service productivity	Positive direction year on year (Annual target 74%)	64%	When Audit Committee convene
<b>Monitoring &amp; Governance</b>				
4	No. of 'high' priority recommendations	Downward (minimal)	Nil to report to date	When Audit Committee convene
5	No. of moderate or below assurances	Downward (minimal)	Nil to report to date	When Audit Committee convene
6	'Follow Up' results	Management action plan implementation date exceeded (nil)	Nil to report to date	When Audit Committee convene
<b>Customer Satisfaction</b>				
7	No. of customers who assess the service as 'excellent'	Upward (increasing)	Nil to report to date	When Audit Committee convene

WAISS delivers the internal audit programme in conformance with international standards for the professional practice of internal auditing.