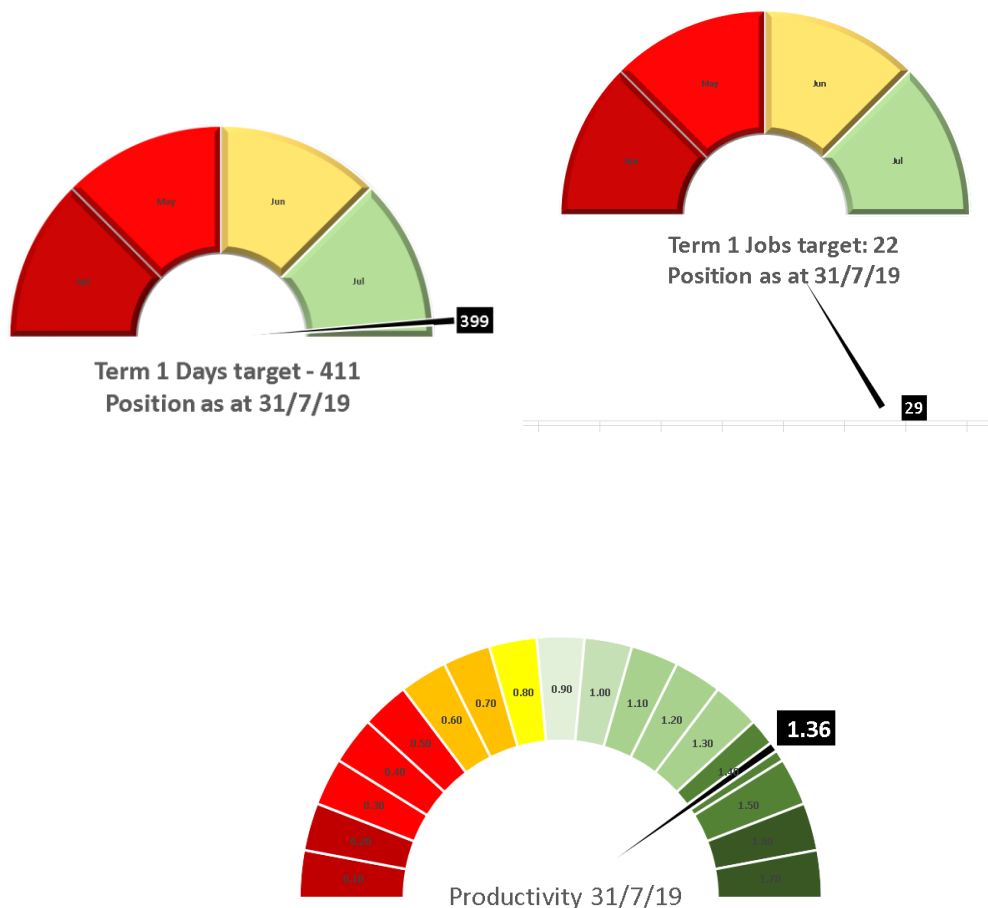


APPENDIX 1

INTERNAL AUDIT PERFORMANCE IN TERM 1 2019/20

Delivery of the Term 1 Plan



Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 1
1. Risk-aware Council		
Completion of Termly Plan - Days	90%	✓ 97%
- Jobs	90%	✓ 132%
Regular progress reports to:		
- Departmental Leadership Teams	1 per term	✓ Completed
- Corporate Leadership Team	1 per term	✓ Completed
- Governance & Ethics Committee	1 per term	✓ Completed
Publication of periodic fraud/control awareness updates	2 per annum	✓ Annual Fraud Report 2018/19
2. Influential Audit Section		
Recommendations agreed	95%	✓ 100%
Engagement with the Transformation agenda	Active in 5 key projects during the year	✗ Active in 2 so far in 2019/20
3. Improved internal control & VFM		
Percentage of Priority 1 & Priority 2 recommendations implemented	75%	✗ 56% Priority 1 ✓ 79% Priority 2
(as at May 2019 update for 2017/18 actions)		
4. Quality measures		
Compliance with the Public Sector Internal Audit Standards (PSIAS)	Compliance achieved	✓ Head of Internal Audit's self-assessment against PSIAS for 2018/19

Performance Measure/Criteria	Target	Outcome in Term 1
Positive customer feedback through Quality Control Questionnaire (QCQ) scores	Feedback good or excellent (where a score of 1 is excellent and a score of 2 is good)	✓ 1.3