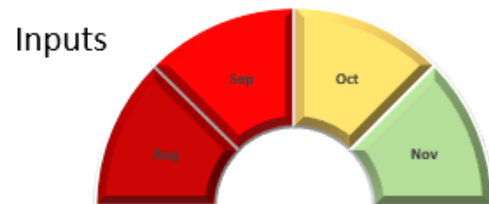
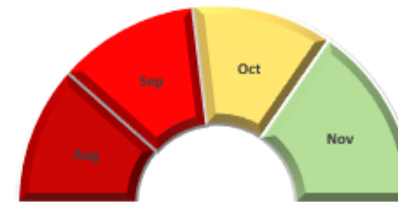


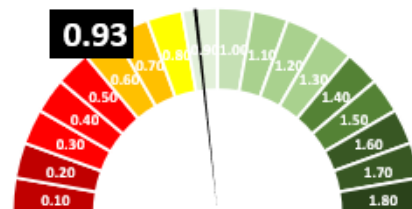
Progress against the Term 2 Plan 2023/24



Outputs



Productivity



Productivity target – 1.0

Days input are above target because of 2 new senior auditors who started in September and October respectively. This is not the reason for the jobs output being above target, which is mainly due to unplanned requests for grant certifications. The new senior auditors' first audits were in progress at the end of the term, so their impact on the productivity indicator (on the left) is delayed until their audit reports are issued.

Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 2
1. Risk-aware Council		
Completion of Termly Plan – Days	90%	✓ 124%
- Jobs	90%	✓ 115%
Regular progress reports to: <ul style="list-style-type: none"> - Departmental Leadership Teams - Corporate Leadership Team - Governance & Ethics Committee 	1 per term 1 per term 1 per term	✓ Completed ✓ Completed ✓ Completed
Publication of periodic fraud/control awareness updates	2 per annum	✓ Annual Fraud Report - July 2023, and Progress Report - Jan 2024
2. Influential Audit Section		
Recommendations agreed	95%	✓ 100%
3. Improved internal control & VFM		
Percentage of Priority 1 & 2 recommendations implemented. (Position as at last action tracking exercise in Nov 2023)	75%	✓ 77% of 2021/22 actions ✓ 87% of 2022/23 actions
4. Quality measures		
Compliance with the Public Sector Internal Audit Standards (PSIAS)	Compliance achieved	✓ An External Quality Assurance review is required every 5 years. Last undertaken in March 2023 and confirmed compliance. An annual self-assessment will be done for the Head of Internal Audit Annual Report.
Positive customer feedback through Quality Control Questionnaire (QCQ) scores	Feedback good or excellent (where a score of 4 is excellent and a score of 3 is good)	✓ 3.6