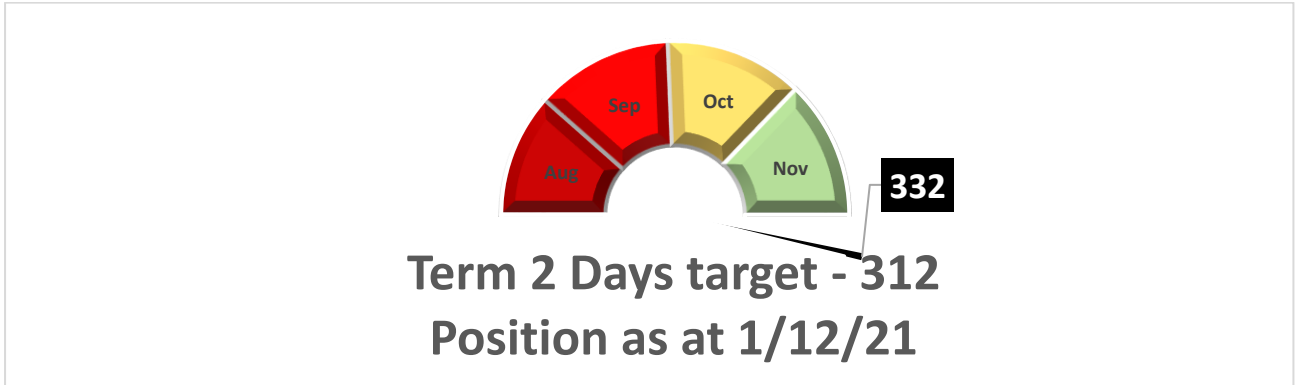
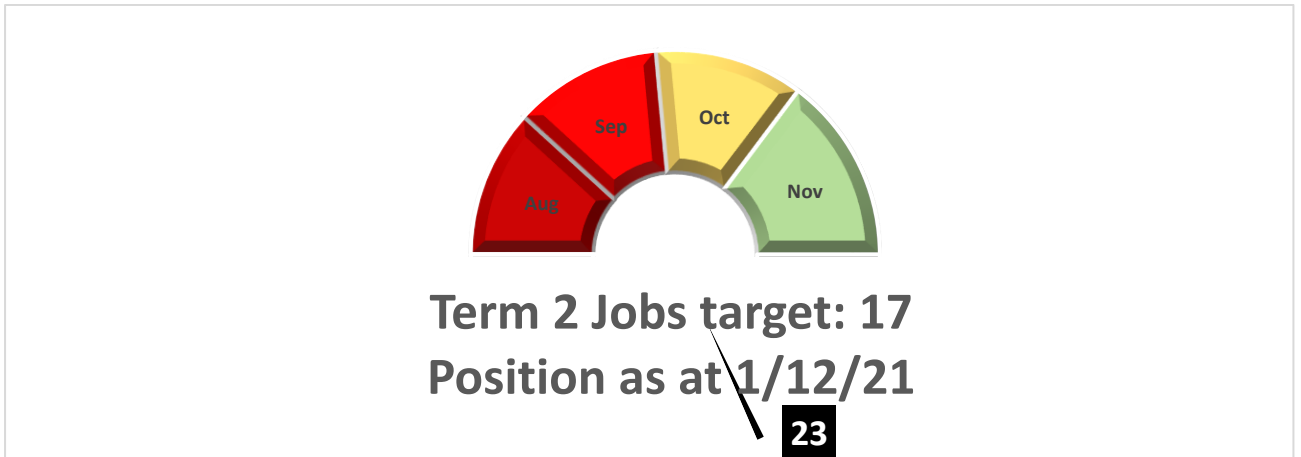


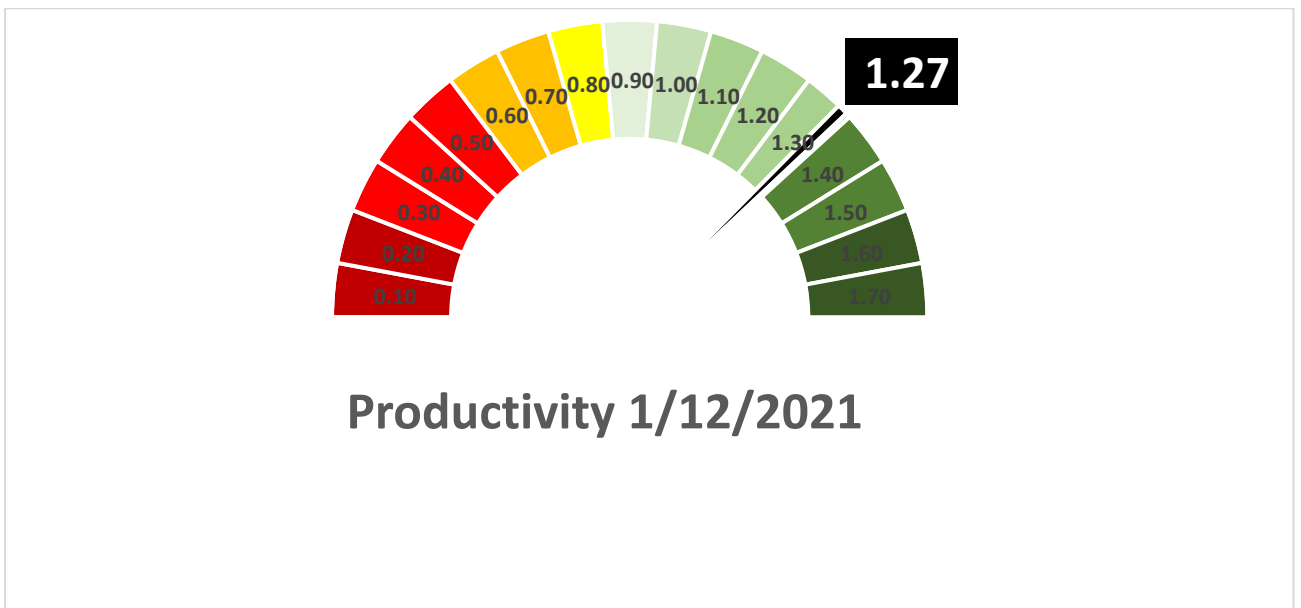
Term 2 – Inputs – Days Delivered



Term 2 – Outputs – Jobs Completed



Term 2 – Productivity Indicator



Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 2
1. Risk-aware Council		
Completion of Termly Plan – Days	90%	✓ 106%
- Jobs	90%	✓ 135%
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	✓ Fraud Progress Report – January 2022
2. Influential Audit Section		
Recommendations agreed	95%	✓ 100%
3. Improved internal control & VFM		
Percentage of Priority 1 & Priority 2 recommendations implemented (Position as of 11 November 2021 for 2020/21 actions)	75%	✗ 52% Priority 1 ✗ 69% Priority 2
4. Quality measures		
Compliance with the Public Sector Internal Audit Standards (PSIAS)	Compliance achieved	✓ Head of Internal Audit's self-assessment against PSIAS for 2020/21
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)	✓ 3.53