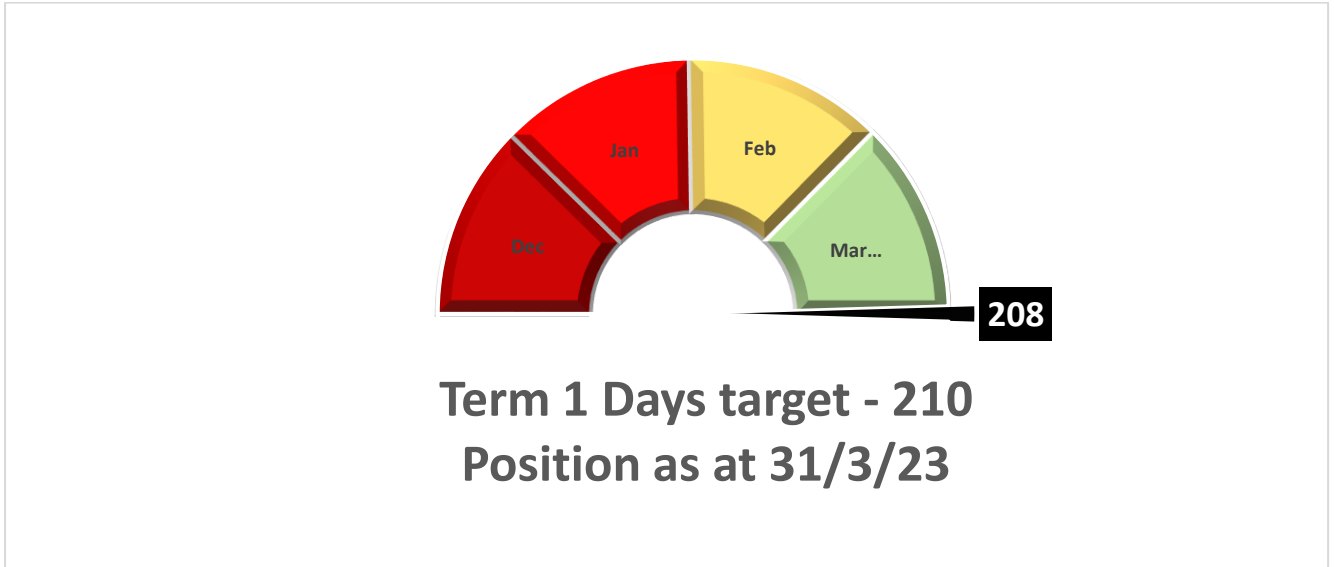
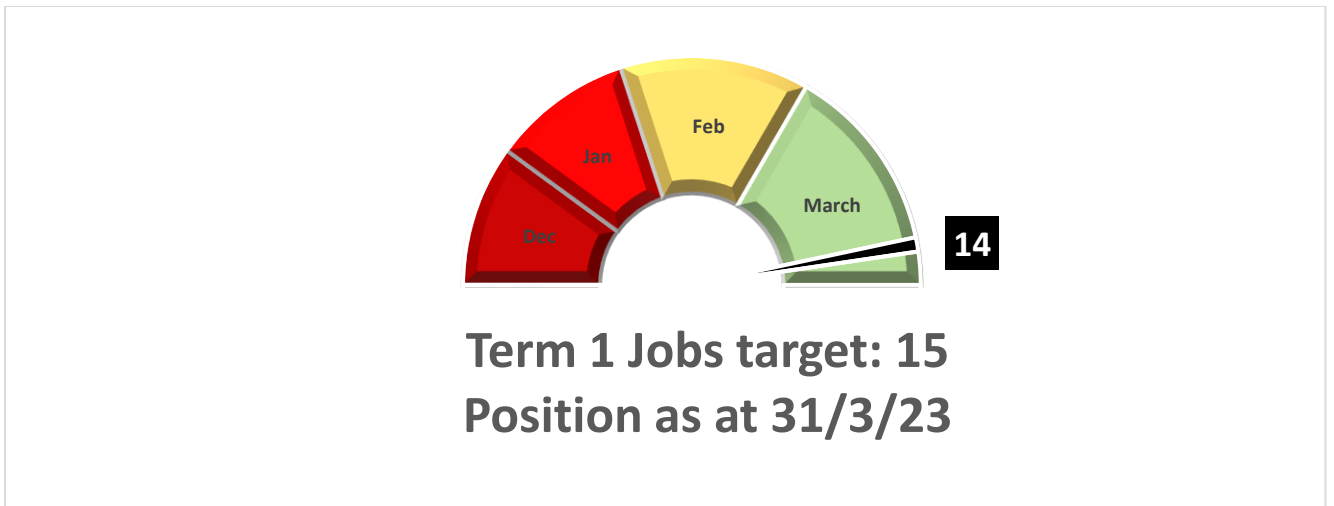


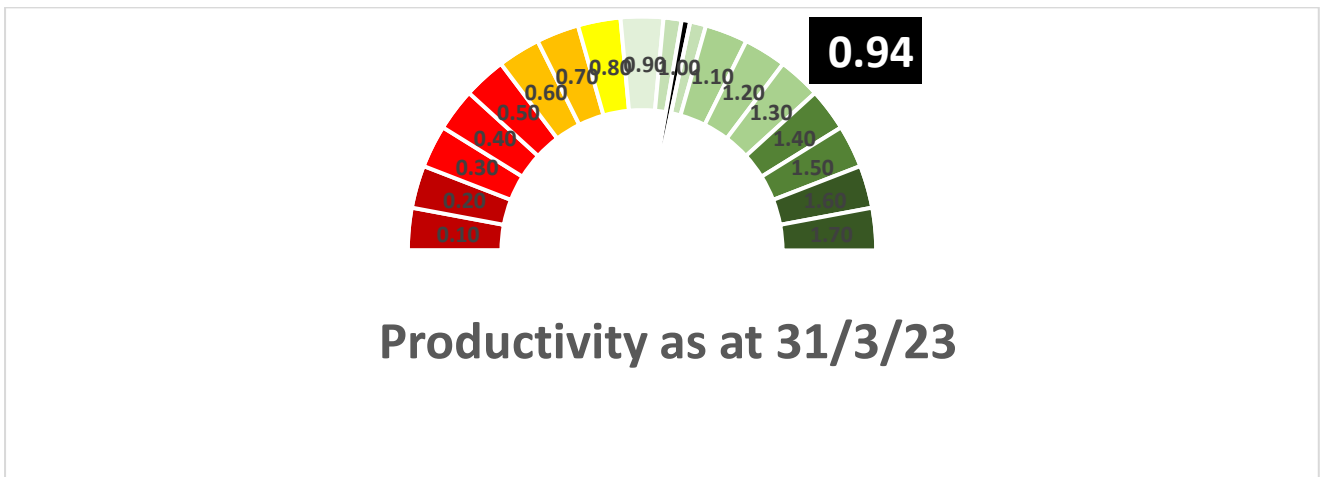
Term 3 – Inputs – Days Delivered



Term 3 – Outputs – Jobs Completed



Term 3 – Productivity Indicator



Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 3
1. Risk-aware Council		
Completion of Termly Plan – Days	90%	✓ 99%
- Jobs	90%	✓ 93%
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	✓ Progress Report - Jan 2023, and Annual Fraud Report - July 2023
2. Influential Audit Section		
Recommendations agreed	95%	✓ 100%
3. Improved internal control & VFM		
Percentage of Priority 1 & 2 recommendations implemented (Position as of June 2023)	75%	✓ 77% of 2021/22 actions ✓ 94% of 2022/23 actions
4. Quality measures		
Compliance with the Public Sector Internal Audit Standards (PSIAS)	Compliance achieved	✓ External Quality Assurance review undertaken in March 2023 confirmed compliance for 2022/23
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)	✓ 3.75