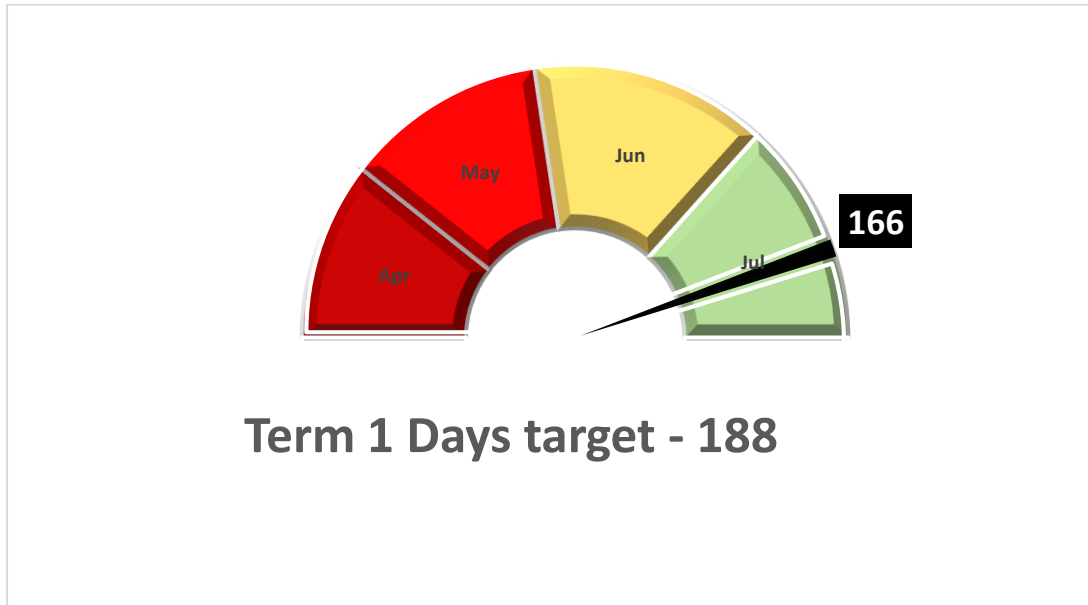
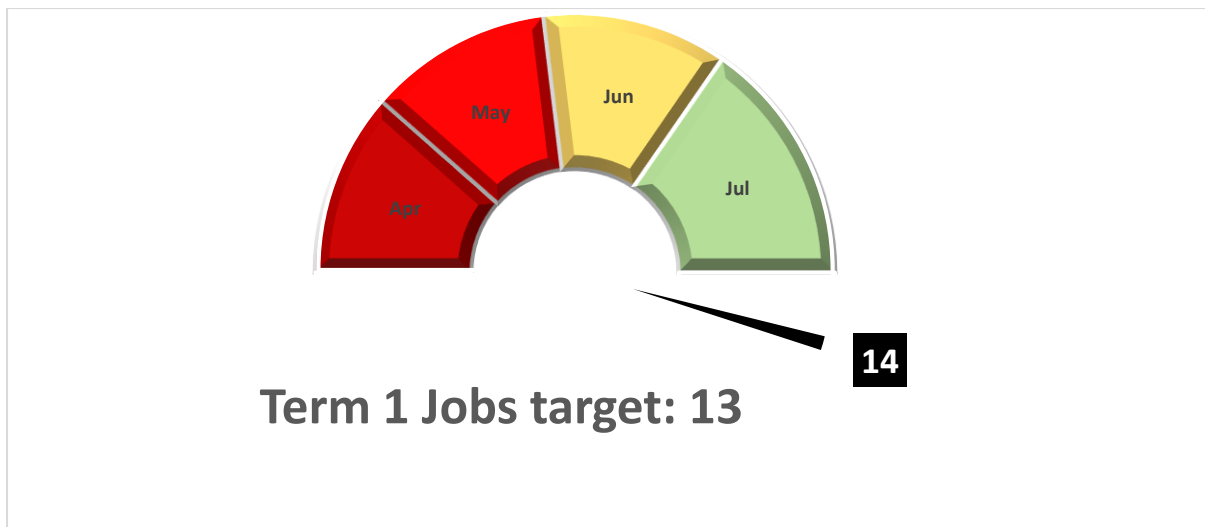


Term 1 – Inputs – Days Delivered



Term 1 – Outputs – Jobs Completed



Term 1 – Productivity Indicator



## Key Performance Indicators

Performance Measure/Criteria	Target	Outcome in Term 1
<b>1. Risk-aware Council</b>		
Completion of Termly Plan – Days	90%	X 88%
- Jobs	90%	✓ 108%
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	✓ Progress Report - Jan 2023, and Annual Fraud Report - July 2023
<b>2. Influential Audit Section</b>		
Recommendations agreed	95%	X 93%
		The shortfall was due to one recommendation only partially agreed.
<b>3. Improved internal control &amp; VFM</b>		
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
<b>4. Quality measures</b>		
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)	✓ 3.6