

Appendix 3

Internal Audit Performance Indicators

Aspect of Service	Orbis IA Performance Indicator	Target	RAG Score	Actual Performance
Quality	Annual Audit Plan agreed by Audit Committee	By end April	G	Approved by Audit Committee on 14 March 2017
	Annual Audit Report and Opinion	By end July	G	2016/17 report approved by Audit Committee on 14 July 2017
	Customer Satisfaction Levels	90% satisfied	G	100% satisfied
Productivity and Process Efficiency	Audit Plan – completion to draft report stage	90%	A	42.1% completed to draft report stage by end Q2 (against a Q2 target of 45%)
Compliance with Professional Standards	Public Sector Internal Audit Standards	Conforms	G	Based on last self-assessment, with external assessment due by the end of 2017/18
	Relevant legislation such as the Police and Criminal Evidence Act, Criminal Procedures and Investigations Act	Conforms	G	No evidence of non-compliance identified
Outcome and degree of influence	Implementation of management actions agreed in response to audit findings	95% for high priority agreed actions	G	100%
Our staff	Professionally Qualified/Accredited	80%	G	80% ¹

¹ Includes 3 part-qualified staff and those working towards completing their professional examinations