

Chorley Borough Council - Internal Audit Performance Indicator Table – As At 26th November 2010

	Local Performance Indicators	Target 10/11	Target To Date	Actual to Date	Comments
1	% of planned time used.	90%	60%	66%	Target exceeded
2	% audit plan completed	92%	62%	56%	On target - 2 reviews near completion
3	% management actions agreed	97%	97%	99%	Target exceeded
4	% of agreed management actions (MAs) implemented	Priority 1 100 Priority 2 80	Priority 1 100 Priority 2 80	Priority 1 78% Priority 2 84%	Priority 1 - 48 out of 62 actions due for implementation are now implemented Priority 2 – Target exceeded. Revised dates have been agreed for the 14 outstanding Priority 1 actions
5	% of agreed management actions implemented within agreed timescales	Priority 1 100 Priority 2 80	Priority 1 100 Priority 2 80	Priority 1 52% Priority 2 81%	Priority 1 – 25 out of 48 actions implemented on time. Priority 2 – Target exceeded.
6	% overall customer satisfaction rating (assignment level)	96%	96%	89%	Based on 12 completed satisfaction surveys.

Priority 1 actions are considered essential as they impact significantly on the Council's system of governance and internal control and may influence external inspection outcomes. A lack of timely implementation will be reported to the Governance Committee. **Priority 2** actions will significantly improve the level of control and will be monitored by Internal Audit. A lack of timely implementation may be reported to the Governance Committee.