Audit Committee

28 February 2025

Internal Audit Progress Update Report Period Ended 31 December 2024



Report of Paul Darby, Corporate Director of Resources

Electoral division(s) affected:

Countywide.

Purpose of the Report

1 To provide Members of the Audit Committee with an update on the work undertaken by Internal Audit during the period 1 April 2024 to 31 December 2024, as part of the Internal Audit Plan for 2024/25.

Executive Summary

- 2 The report provides an overview of performance against the Internal Audit Plan 2024/25 up to 31 December 2024, and aims to:
 - (a) Provide a high level of assurance, or otherwise, on internal controls operating across the Council that have been subject to an Internal Audit of systems and processes;
 - (b) Advise of any issues where controls need to be improved in order to effectively or better manage risks;
 - Advise of other types of audit work carried out such as grant certification or advice and consultancy reviews where an assurance opinion on the control environment may not be applicable;
 - (d) Advise of any amendments to the Internal Audit Plan previously agreed;
 - (e) Track the progress of responses to Internal Audit reports and the implementation of agreed audit recommendations;
 - (f) Advise of any changes to the audit process; and
 - (g) Provide an update on performance against the key performance indicators agreed as part of the Audit Plan.

- 3 The appendices attached to this report are summarised below. Those marked with an asterisk are not for publication (Exempt information under Part 3 of Schedule 12a to the Local Government Act 1972, paragraph 3):
 - (a) Appendix 2 Performance against the Internal Audit Plan 2024/25 to 31 December 2024;
 - (b) Appendix 3 Final reports issued in the quarter ended 31 December 2024;
 - (c) Appendix 4 The number of high and medium priority actions raised and implemented in 2024/25 to 31 December 2024;
 - (d) Appendix 5 Internal Audit performance indicators progress and performance to 31 December 2024;
 - (e) Appendix 6* Overdue Actions as at 31 December 2024; and
 - (f) Appendix 7* Limited Assurance Audit opinions issued in the quarter ended 31 December 2024.

* Reported under Part B (Exempt from Publication) of the Agenda

Recommendations

- 4 Members are asked to note:
 - (a) the amendments made to the Internal Audit Plan during quarter one;
 - (b) the work undertaken by Internal Audit during the period ending 31 December 2024;
 - (c) the performance of the Internal Audit Service during the period; and
 - (d) the progress made by service managers in responding to the work of Internal Audit.

Background

- 5 It is a statutory requirement for the council to have assurance from an internal audit function to provide assurance on the council's internal control environment, risk management and governance arrangements.
- 6 The Internal Audit Plan for 2024/25, covering the period 1 April 2024 to 31 March 2025, was approved by the Audit Committee on 20 May 2024.

Progress against the Internal Audit Plan

- 7 A summary of the approved Internal Audit Plan for each Service Grouping, updated to include work in progress and any audits brought forward from last year's plan, is attached at Appendix 2. The appendix illustrates the status of each audit as at 31 December 2024 and, where applicable, also gives the resultant assurance opinion that has been issued.
- 8 A summary of the status of audits is illustrated in the table below:

Service Grouping	Not Started	Preparation and Planning	In Progress	Draft Report	Final Report / Complete
Adult and Health Services (AHS)	3	0	5	1	9
Chief Executive (CE)	1	1	6	0	4
Children and Young People's Services (CYPS) *Excluding Schools	9	0	9	1	9
Neighbourhoods and Climate Change (NCC)	4	4	4	0	3
Regeneration, Economy and Growth (REG)	5	2	2	1	10
Resources (RES)	8	12	15	5	25
Schools	0	12	7	1	17
TOTAL	30	31	48	9	77

- 9 A summary of the final internal audit reports issued during quarter one is presented in Appendix 3.
- 10 The total number of productive days available during 2024/25 was originally estimated to be 2,856. As at 31 December 2024, the service

had delivered 1,961 productive days, representing 67% of the total estimated planned days for the year. The target to the end of December was for 67.5% to have been delivered, therefore performance was in line with the profiled target.

11 As at 31 December, approximately 44% of the audits in the plan had been delivered. During the period the service continued to operate with a vacant Principal Auditor post and unplanned staff absence which was above that provided for in the plan also impacted on capacity.

Internal Audit activity in the quarter

Amendments to the Approved Internal Audit Plan

12 Eleven reviews were removed from the approved Internal Audit Plan in the quarter.

Service Grouping	Audit	Audit Type	Reason
Regeneration, Economy and Growth	Future High Street Fund	Grant	Grant certification not required during the current year.
Regeneration, Economy and Growth	Community Grants Sample	Grant	Grant certification not required during the current year.
Adult and Health Services	Azeus - Data Quality	Assurance	Cancelled as audit scope conflicts with ongoing AHS project groups and Azeus development.
Adult and Health Services	Azeus - Provision Costing	Assurance	Cancelled as audit scope conflicts with ongoing AHS project groups and Azeus development.
Adult and Health Services	New CQC Inspection Regime	Assurance	Deferred to 2025/26 as no actions arising from the CQC Inspection are due for implementation in 2024/25.
Neighbourhoods and Climate Change	Nature for Climate Peatland (Claim 4)	Grant	No further grant return expected in 24/25
Neighbourhoods and Climate Change	Community Grants Sample	Advice & Consultancy	Audit Advice and Guidance no longer required.
Chief Executives	Corporate Performance		Deferred to 2025/26 audit plan

Service Grouping	Audit	Audit Type	Reason
	Management Framework		
Resources	Recruitment and Selection	Assurance	Service are currently reviewing the process. To be reviewed next year once completed.
Resources	Contract Variations	Assurance	Service under pressure due to the implementation of a new contract management system and it would be beneficial to review the full 24/25 data next year.
Resources	Digital Durham	Assurance	No audit requirement as scheme completed.

13 Six unplanned reviews were added to the Internal Audit Plan in the quarter.

Service Grouping	Audit	Audit Type	Reason
Regeneration, Economy and Growth	North East space cluster development	Grant	Grant certification request from service management.
Regeneration, Economy and Growth	Catering Service - Meadowfield Canteen	Advice & Consultancy	To provide advice and support on the implementation of internal controls
Resources	Fees and Charges – Consumer Protection	Assurance	Moved from NCC plan as part of a review of the strategic audit plan as Corporate Finance are included in the process of reporting all fees and charges .
Resources	Council Tax - 2nd home avoidance	Assurance	A sub-audit of the main Council Tax activity, Advice and guidance work to assist in the development of a process for monitoring changes in second home charges.
Resources	Debtors - Actions following debt referral	Assurance	A sub-audit of the main Debtors activity as agreed with service management.
Resources	Debtors - Works in Default	Assurance	A sub-audit of the main Debtors activity as agreed with service management.

Outstanding Management Responses to Draft Internal Audit Reports

14 There are no overdue management responses to draft reports.

Survey Response Rate

15 The table below sets out the response rate and average score, by Service Grouping, for the customer satisfaction surveys issued during the period up to 31 December 2024. The average score of 4.9 out of 5 (where 1= Very Poor and 5 = Very Good) is above the average score from 2023/24, which was 4.7.

Service Grouping	Surveys issued	Surveys returned	% returned	Av. score
Adult and Health Services (AHS)	9	7	78	5
Children and Young People's Services (CYPS) *Excluding Schools	6	4	67	4.9
Chief Executive (CE)	4	4	100	5
Neighbourhoods and Climate Change (NCC)	1	1	100	4.3
Regeneration, Economy and Growth (REG)	6	6	100	4.9
Resources (RES)	21	21	100	4.8
Schools	16	10	63	5
TOTAL	63	53	84	4.9

Responses to Internal Audit Findings and Recommendations

- 16 Details of the numbers of High and Medium priority ranked recommendations that have been raised and those that are overdue, by Service Grouping, are presented in Appendix 4.
- 17 A summary of progress on the actions due, implemented and overdue, as at 31 December 2024, is given in the table below.

Service Grouping	No. of Actions Due	No. of Actions Implemented	No. Overdue by Original Target Date	No. with Revised Target Date	No. Overdue by Revised Target Date
Adult and Health Services (AHS)	13	13	0	0	0
Chief Executive (CE)	21	17	4	4	0
Children and Young People's Services (CYPS) [Excluding Schools]	46	46	0	0	0
Neighbourhoods and Climate Change (NCC)	32	32	0	0	0
Regeneration, Economy and Growth (REG)	30	29	1	1	0
Resources (RES)	267	251	16	14	7
TOTAL	409	387	21	19	7

18 It is encouraging to note that, of the 409 actions due to be implemented, 387 (95%) have been implemented. Details of the actions that are overdue, following their agreed original target dates, are included at Appendix 6 and will be considered under Part B (Exempt from Publication) part of the Agenda. All of the overdue actions have revised dates for expected implementation.

Limited Assurance Audit Opinions

19 One 'limited assurance' opinion audit was issued in the period. Details of this can be seen in Appendix 7 and will be considered under Part B (Exempt from Publication) part of the Agenda.

Performance Indicators

A summary of actual performance, as at the end of December 2024, compared with our agreed targets, is detailed in Appendix 5.

Background papers

• Specific Internal Audit reports issued and working papers.

Other useful documents

• Previous Committee reports.

Contact:	Tracy Henderson	Tel: 03000 269668
	Nicola Cooke	Tel: 03000 269665

Appendix 1: Implications

Legal Implications

The Accounts and Audit Regulation 2015 (Part 2, Section 5) states a relevant authority must undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes, taking into account public sector internal audit standards or guidance.

Furthermore, Internal Audit assists the Corporate Director of Resources in fulfilling their duties under Section 151 of the Local Government Act 1972 which requires each Local Authority to make arrangements for the proper administration of their financial affairs.

Finance

There are no direct financial implications associated with this report.

Internal Audit work has clear and direct effects, through recommendations made, to assist in improving value for money obtained, the probity and propriety of financial administration, and / or the management of operational risks.

Consultation

All Corporate Directors and Heads of Service.

Equality and Diversity / Public Sector Equality Duty

None.

Climate Change

There are no direct implications on climate change as a result of this report, however the Internal Audit Service ensures that it considers climate change and sustainability in the recommendations that are made.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

Risk

The key risk is that actions agreed in audit reports to improve the control environment and assist the Council in achieving its objectives are not implemented. To mitigate this risk, a defined process exists within the Service to gain assurance that all actions agreed have been implemented on a timely basis. Such assurance is reflected in reports to the Audit Committee. Where progress has not been made, further action is agreed and overseen by the Audit Committee to ensure action is taken.

Procurement

None.

INTERNAL AUDIT PLAN FOR PERIOD 1 APRIL 2024 TO 31 MARCH 2025

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INTERNAL AUDIT PLAN FOR PERIOD 1 APRIL 2024 TO 31 MARCH 2025

ACTIVITY AUDIT TYPE STATUS OPI	AUDIT ACTIVITY	SERVICE	SERVICE GROUPING
ontract Documentation and Invoice Assurance Not yet started	Transport Contract Management - Contract Documentation and In Payments	Transport & Contract Services	Regeneration, Econmoy and Growth
perator and Driver Verification Assurance Planning and Preparation	Transport Contract Management - Operator and Driver Verification	Transport & Contract Services	Regeneration, Econmoy and Growth
Advice and Consultancy In Progress	Advice and Guidance - REG	Service Wide	Regeneration, Econmoy and Growth
t Grant Final Report Mod	Bus Service Improvement Plan Grant	Transport & Contract Services	Regeneration, Econmoy and Growth
Grant Final Report N	Traffic Signal Grant	Transport & Contract Services	Regeneration, Econmoy and Growth
	North East space cluster development	Inclusive Growth & Partnerships	Regeneration, Econmoy and Growth
een Advice and Consultancy Not yet started	Catering Service - Meadowfield Canteen	Corporate Property and Land	Regeneration, Econmoy and Growth
Aycliffe Grant Cancelled	Housing Infrastructure Fund - Newton Aycliffe	Transport & Contract Services	Regeneration, Econmoy and Growth
Grant Cancelled	Future High Street Fund	Transport & Contract Services	Regeneration, Econmoy and Growth
Advice and Consultancy Cancelled	Community Grants Sample	Inclusive Growth & Partnerships	Regeneration, Econmoy and Growth
dures Advice and Consultancy Deferred	Surplus Property Process and Procedures	Corporate Property and Land	Regeneration, Econmoy and Growth
Key System In Progress	Council Tax	Transactional and Customer Services	Resources
Key System Planning and Preparation	Enforcement & Insolvency	Transactional and Customer Services	Resources
Key System In Progress	Business Rates	Transactional and Customer Services	Resources
liefs & exemptions Assurance In Progress	Business Rates - Liability including reliefs & exemptions	Transactional and Customer Services	Resources
ssessment - New Claims & Change in Key System Final Report Subs	Housing and Council Tax Benefits: Assessment - New Claims & Cl Circumstances	Transactional and Customer Services	Resources
Advice and Consultancy Not yet started	Welfare Rights	Transactional and Customer Services	Resources
rt (CDOS) Key System Draft Report Mod	County Durham Outreach and Support (CDOS)	Transactional and Customer Services	Resources
Advice and Consultancy In Progress	Payment Cards Workstream	Procurement, Sales and Business Services	Resources
Kay System Diaming and Drang	Craditar Paymente	Procurement Sales and Pusiness Services	
Key System Planning and Preparation Project Advice and Consultancy In Progress	Creditor Payments P2P Performance and Improvement Project	Procurement, Sales and Business Services Procurement, Sales and Business Services	Resources
			Resources
Assurance Draft Report Subs Assurance Planning and Preparation	Payroll: Access to Data - Records	HR and Employee Services	Resources
Assurance Planning and Preparation Advice and Consultancy In Progress	Payroll - Overarching ResourceLink Programme Board	HR and Employee Services HR and Employee Services	Resources
	-		Resources
Key System Planning and Preparation	Debtors	Transactional and Customer Services	Resources
Key System Planning and Preparation	Cash Management	Transactional and Customer Services	Resources
	Cash Management - Bishop Auckland Town Hall	Transactional and Customer Services	Resources
Assurance Final Report N	Direct Debit Payments	Corporate Finance and Commercial Services	Resources
Key System Planning and Preparation	VAT	Corporate Finance and Commercial Services	Resources
Assurance Planning and Preparation	Mobile Phones	Digital Services	Resources
Key System Planning and Preparation	Collection Fund	Corporate Finance and Commercial Services	Resources
	Fees and Charges – Consumer Protection	Corporate Finance and Commercial Services	Resources
Assurance Not yet started	Financial Deputees	Transactional and Customer Services	Resources
Grant In Progress	Section 256 agreements	Corporate Finance and Commercial Services	Resources
N N	Section 75 Agreements – Better Care Fund	Corporate Finance and Commercial Services	Resources
Assurance Draft Report Mod	Attendance Management Framework	HR and Employee Services	Resources
Assurance Final Report Mod	Backup Procedures	Digital Services	Resources
Assurance Draft Report Mod	SharePoint	Digital Services	Resources
Assurance Planning and Preparation	Digital Programme	Digital Services	Resources
Advice and Consultancy In Progress	IT Asset Management	Digital Services	Resources
Advice and Consultancy In Progress	Advice and Guidance - Resources	Service Wide	Resources
Key System Final Report Subs	Council Tax - Refunds	Transactional and Customer Services	Resources
Assurance In Progress	Council Tax - 2nd home avoidance	Transactional and Customer Services	Resources
	Debtors - Actions following debt referral	Transactional and Customer Services	Resources
Assurance In Progress	Debtors - Works in Default	Transactional and Customer Services	Resources
Assurance Planning and Preparation	Off Contract Spend	Procurement, Sales and Business Services	Resources
Key System Deferred	Welfare Assistance Scheme	Transactional and Customer Services	Resources
Key System Deferred	Procurement Cards	Procurement, Sales and Business Services	Resources
Assurance Deferred	Recruitment and Selection	HR and Employee Services	Resources
Key System Deferred	Contract Management	Procurement, Sales and Business Services	Resources
Key System Deferred	Contract Variations	Procurement, Sales and Business Services	Resources
Grant Cancelled Grant Final Report N	Digital Durham Changing Places Toilets (CPTs)	Digital Services	Resources
Grant Final Report N Advice and Consultancy In Progress	Information Governance Group	Corporate Affairs Corporate Affairs	Chief Executive Service Chief Executive Service
Assurance Not yet started	Corporate Business Intelligence	Corporate Affairs	Chief Executive Service
Assurance Final Report Mod	Environmental Information Requests	Corporate Affairs	Chief Executive Service
Grant Final Report N	Police and Crime Panel Grant	Legal and Democratic Services	Chief Executive Service
Assurance In Progress	Members Expenses	Legal and Democratic Services	Chief Executive Service
Advice and Consultancy In Progress	RIPA Officers Group	Legal and Democratic Services	Chief Executive Service
Advice and Consultancy In Progress	RIPA Officers Group - CF time	Legal and Democratic Services	Chief Executive Service
Advice and Consultancy In Progress	Company Governance Group	Legal and Democratic Services	Chief Executive Service
	Corporate Performance Management Framework	Corporate Affairs	Chief Executive Service
		-	

Appendix 3

FINAL REPORTS ISSUED IN PERIOD ENDING 31 DECEMBER 2024

AUDIT AREA BRIEF DESCRIPTION OF SCOPE OF THE AUDIT OPINION

ADULT AND HEALTH SERVICES (AHS)			
Workforce Development Fund	Confirm that grant payments have been made in accordance with the terms of the grant and partnership agreement.	N/A	
Commissioning of LD MH Services - Residential Care	Review of the Commissioning Team's role/remit within the planning/management processes for setting up LD/MH specialist residential care placements and the key processes that have developed from the Specialist Residential Care Review (such as the mechanisms in place to reduce inappropriate specialist residential care provisions).	Moderate	
Healthy Start Vitamin Distribution	Review of vitamins and vitamin drops distributed through the Healthy Start scheme in 2024/25.	Substantial	
Commissioning of LDMH Services - Supported Living	 Review of; The capacity planning/management processes for supported living provision (including void management); and The supporting arrangements for contracting with supported living providers and the payment of contracted rates. 	Substantial	
Azeus Panel Process	Review of the new Azeus panel process with a focus on whether system integration has mitigated the issues that were experienced under the previous process that operated outside of the Azeus system (issues such as service provisions not being updated on Azeus to reflect the agreements made at panel).	Limited	

CHILDREN AND YOUNG PEOPLE'S SERVICES (CYPS)			
Supporting Families Programme Q3	Review Of a sample of claims to confirm that the expected checks and quality assurance processes have been undertaken.	N/A	
Fun and Food	Follow up audit following a limited assurance audit. From the work undertaken it can be confirmed that all high and medium recommendations have been fully implemented.	N/A	
Special Guardianship and Child	Follow up audit following a limited assurance audit. From the work undertaken it can be confirmed that:	N/A	
Arrangement Orders	 2 high priority recommendations have been fully implemented 27 medium priority recommendations have been fully 		
	 implemented 2 medium priority recommendations were redundant 		

AUDIT AREA

BRIEF DESCRIPTION OF SCOPE OF THE AUDIT

FINAL OPINION

REGENERATION, ECONOMY AND GROWTH (REG)				
FAP and Property Re- Purpose Loans	 To provide assurance on the management of the risk of: Loans and grants are approved which are not in line with the objectives of the FAP. Non-compliance with contract procedure rules Incorrect / unauthorised payments are made when works are not substantiated and complete. Incorrect / inappropriate accounting for debts raised and repaid Debts are not recovered Interest on the loan is incorrectly calculated / inappropriately applied The authority does not comply with GDPR. 	Moderate		
Disabled Facilities Grant	Grant Certification	N/A		
Bus Service Improvement Plan Grant	Grant Certification	Moderate		
Traffic Signal Grant	Grant certification	N/A		

CHIEF EXECUTIVES (Chief Execs)			
Environmental Information Requests	Assurance review of the arrangements in place to mitigate the risk non-compliance with the Environmental Information Regulations 2004.	Moderate	

RESOURCES (Res)			
Housing Benefits and Council Tax Reduction – Overarching	Overarching assurance review combining the outcomes from individual Council Tax reviews carried out.	Substantial	
Housing & Council Tax Reduction - Supported Accommodation	Advice and guidance review of current procedures and documentation utilised by the service for managing new Supported Accommodation providers, the verification of the eligibility of accommodation to be classified as Supported Accommodation and the procedures for the verification of rent and service charges.	N/A	

RESOURCES (Res)			
Deputy and Appointee Team - Personal Allowance Payments	Assurance review of the arrangements in place to mitigate the risk of client's needs not being met and, or financial abuse going undetected.	Moderate	
Direct Debit Payments	Assurance review of the arrangements in place to mitigate the risk that unauthorised and / or fraudulent payments could be made.	Substantial	
Backup Procedures	Assurance review of the arrangements in place to mitigate the risk that data is unavailable to be recovered in the event of system and/or application damage.	Moderate	

Progress on the Implementation of Audit Recommendations Appendix 4

implementation of Audit Recommendations	Ар

	Actions Due	Actions Implemented	Overdue Actions by original target date	Number of Actions where the original target has been revised	Overdue Actions following a revised target date
ADULT AND HEALTH 2022/23	SERVICES (AHS)		и Т	,	
High	0	0	0	0	0
Medium Total	4 4	4	0	0	0
2023/24 High	0	0	0	0	0
Medium	6	6	0	0	0
Total 2024/25	6	6	0	0	0
High Medium	0 3	0 3	0	0	0
Total Overall Total	3	3	0	0	0
CHIEF EXECUTIVE	13	13	0	0	0
2022/23 High	0	0	0	0	0
Medium Total	15 15	15 15	0	0	0
2023/24					
High Medium	0 5	0	0 4	0 4	0
Total 2024/25	5	1	4	4	0
High	0	0	0	0	0
Medium Total	1	1	0	0	0
Overall Total CHILDREN AND YOU	21 ING PEOPLE'S SERVICES	17 (CYPS)	4	4	0
2022/23					
High Medium	0 19	0 19	0	0	0
Total 2023/24	19	19	0	0	0
High	2 17	2 17	0	0	0
Medium Total	17 19	17 19	0	0	0
2024/25 High	0	0	0	0	0
Medium	8	8	0	0	0
Total Overall Total	46	8 46	0	0	0
NEIGHBOURHOODS 2022/23	AND CLIMATE CHANGE (NCC)			
High Medium	9 16	9 16	0	0 0	0
Total	25	25	0	Ő	Ő
2023/24 High	0	0	0	0	0
Medium Total	5 5	5 5	0	0	0
2024/25					
High Medium	0 2	0 2	0	0	0
Total Overall Total	2 32	2 32	0	0	0
REGENERATION, EC 2022/23	ONOMY AND GROWTH (R				
High	0	0	0	0	0
Medium Total	7 7 7	7 7 7	0	0	0
2023/24 High	2	2	0	0	0
Medium	17	17	0	0	0
Total 2024/25	19	19	0	0	0
High Medium	0 4	0 3	0	0	0
Total Overall Total	4 30	3 29	1	1 1	0
RESOURCES (RES)		23	-	•	
2019/20 High	0	0	0	0	0
Medium Total	105 105	104 104	1	1	0
2020/21			7		
High Medium	0 57	0 57	0	0	0
Total 2021/22	57	57	0	0	0
High	1	1	0	0	0
Medium Total	15 16	15 16	0	0 0 0	0
2022/23 High	0	0	0	0	0
Medium Total	15 15	15 15	0	0	0
2023/24				•	•
High Medium	1 40	1 35	0 5	0 3	0
Total 2024/25	41	36	5	3	0
High	6	1	5	5	5
Medium Total	27 33	22 23	5 10	5 10	2 7
Overall Total TOTAL COUNCIL	267	251	16	14	7
2019/20	0	0	· · · · · · · · · · · · · · · · · · ·	0	0
High Medium	105	104	0 1	1	0
Total 2020/21	105	104	1	1	0
High Medium	0 57	0 57	0	0	0
Total	57	57	0	0	0
2021/22 High	1	1	0	0	0
Medium Total	15 16	15 16	0	0	0
2022/23				•	D
High Medium	9 76	9 76	0	0	0
Total 2023/24	85	85	0	0	0
High	5	5	0	0	0
Medium Total	90 95	80 85	9 9	7 7	0 0
2024/25 High	6	1	5	5	5
Medium	45	39	6	6	2
Total	51	40	11	11	7

Appendix 5

Performance Indicators as at 31 December 2024

Efficiency	Objective: To provide maximum assurance to inform the annual audit opinion				
КРІ	Measure of Assessment	Target & (Frequency of Measurement)	Actual		
Productive audit time achieved	% of planned productive time from original approved plan completed.	90% (Annually)	67% as at 31 December 2024		
Timeliness of Draft Reports	% of draft reports issued within 20 working days of end of fieldwork/closure interview	100% (Quarterly)	100% (64 out of 64)		
Timeliness of Final Reports	% of final reports issued within 10 working days of receipt of management response	100% (Quarterly)	100% (64 out of 64)		
Quarterly Progress Reports	Quarterly progress reports issued to Corporate Directors within one month of end of period	100% (Quarterly)	100%		
Quality	Objective: To ensure that the service is effect	ive and adding value			
КРІ	Measure of Assessment	Target & (Frequency of Measurement)			
Recommendations agreed	% of recommendations made compared with recommendations accepted	95% (Annually)	100%		
Post Audit Customer Satisfaction Survey Feedback	% of customers scoring audit service satisfactory or above (3 out of 5) where 1 is poor and 5 is very good	100% (Quarterly)	100% (53 out of 53) Av. score of 4.9		
Customers providing feedback response	% of customers returning satisfaction returns	70% (Quarterly)	84%		