

IASS PERFORMANCE 2013-14 TO 2014/15

PRODUCTIVE PLANNED DAYS

	2013 -2014		%	2014 - 2015		%
	Original	Actual		Original	Actual	
Vale of Glamorgan Council	1,635	1,655	101	1,478	1,498	101
Bridgend County Borough Council	1,374	1,360	99	1,310	1,226	93.5

COST OF SERVICE

	2013 -2014		2014 - 2015		2015 - 2016	%
	Original	Actual	Original	Actual	Budget	
	£	£	£	£	£	
Vale of Glamorgan Council	553,311	428,055	495,330	418,000	427,245	53
Bridgend County Borough Council	420,155	351,755	400,144	342,105	379,000	47
	973,466	779,810	895,485	760,105	806,245	100

CLIENT SATISFACTION LEVELS

No.	Question	VALE OF GLAMORGAN		BRIDGEND CBC	
		<i>Average Score of responses</i> <i>2014/15</i>	<i>Average Score of responses</i> <i>2013/14</i>	<i>Average Score of responses</i> <i>2014/15</i>	<i>Average Score of responses</i> <i>2013/14</i>
1	Where appropriate, briefing of client and usefulness of initial discussion.	1.350	1.410	1.360	1.420
2	Appropriateness of scope and objectives of the audit.	1.330	1.410	1.450	1.450
3	Timelines of audit.	1.460	1.550	1.690	1.490
4	Response of Officer to any requests for advice and assistance.	1.280	1.250	1.240	1.300
5	General helpfulness and conduct of Auditor (s)	1.170	1.210	1.170	1.150
6	Discussion of findings / recommendations during or at the conclusion of the audit.	1.000	1.000	1.000	1.000
7	Fairness and accuracy of report.	1.500	1.410	1.360	1.600

APPENDIX A

8	Practicality and usefulness of recommendations		1.510	1.460	1.460	1.570	
9	Standard of report.		1.380	1.350	1.290	1.380	
10	Client agreement with overall audit opinion.		1.420	1.410	1.310	1.560	