

## 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
	<b>973,466</b>	<b>779,810</b>	<b>895,474</b>	<b>760,105</b>	<b>806,245</b>	<b>100</b>

## CLIENT SATISFACTION LEVELS

No.	Question	VALE OF GLAMORGAN		BRIDGEND CBC	
		<i>Average Score of responses</i>	<i>Average Score of responses</i>	<i>Average Score of responses</i>	<i>Average Score of responses</i>
		<i>2014/15</i>	<i>2013/14</i>	<i>2014/15</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
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