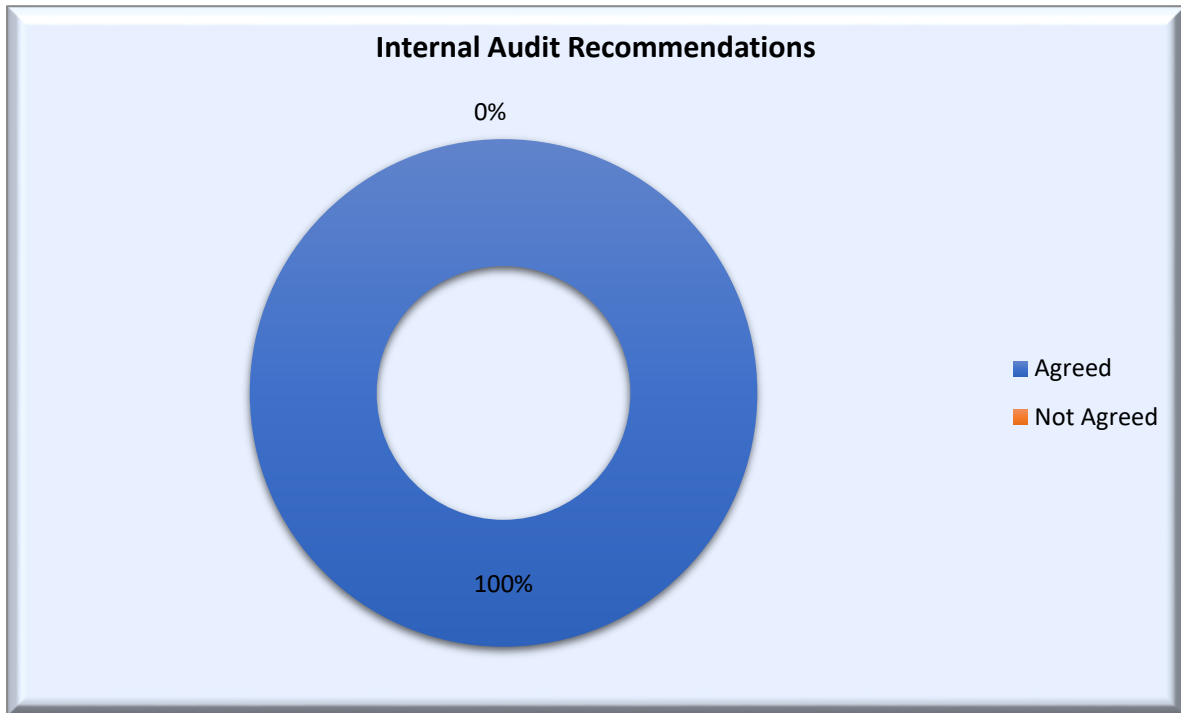
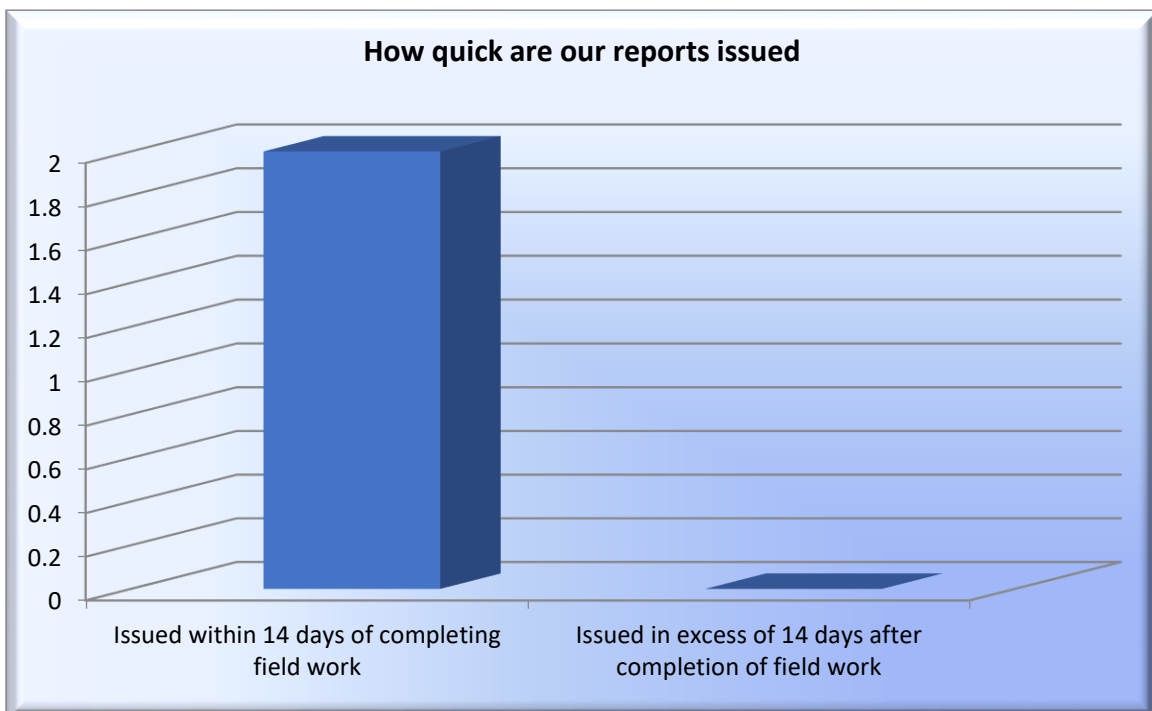


Internal Audit – Performance Indicators 2020/2021



Indicator 1 – The number of audit recommendations accepted by management.

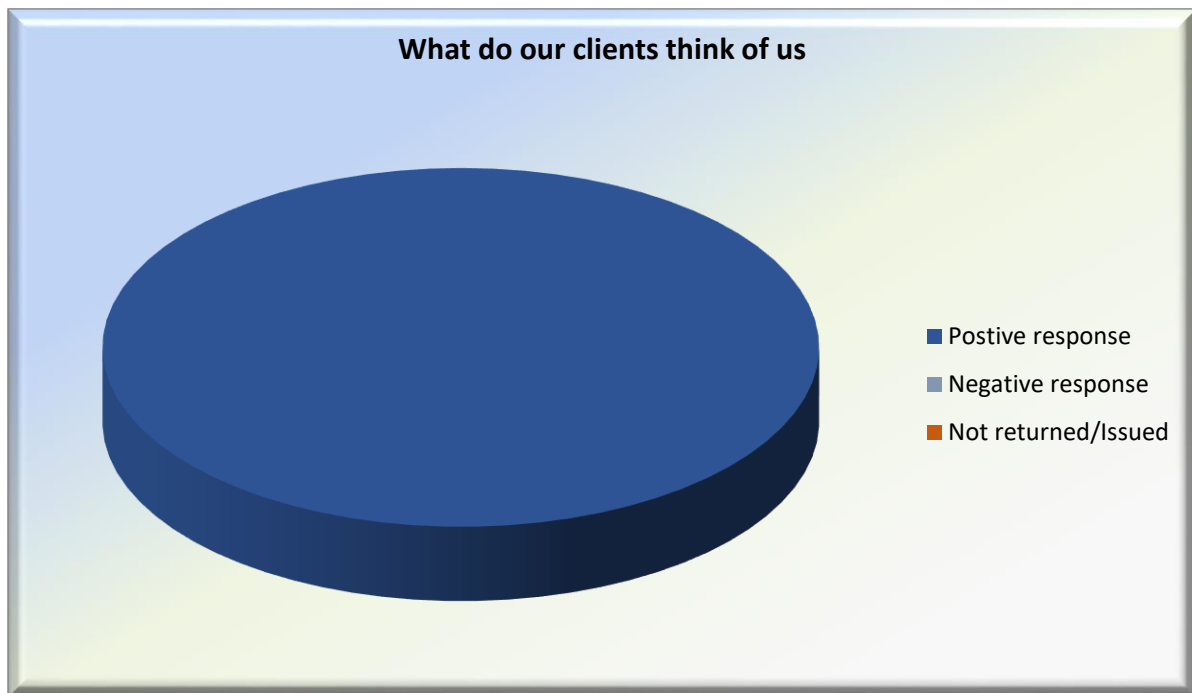
In 2020/2021 Internal Audit made a total of 12 recommendations, 12 were accepted by management. We are pleased to note that IJB management are generally supportive of our work and this is acknowledged in such a high recommendations acceptance rate. Every effort is made to agree a common goal in the improvement of control within the IJB and this is undertaken as part of the draft reporting to management.



Internal Audit – Performance Indicators 2020/2021

Indicator 2 – Are Internal Audit reports issued to management in a timely manner?

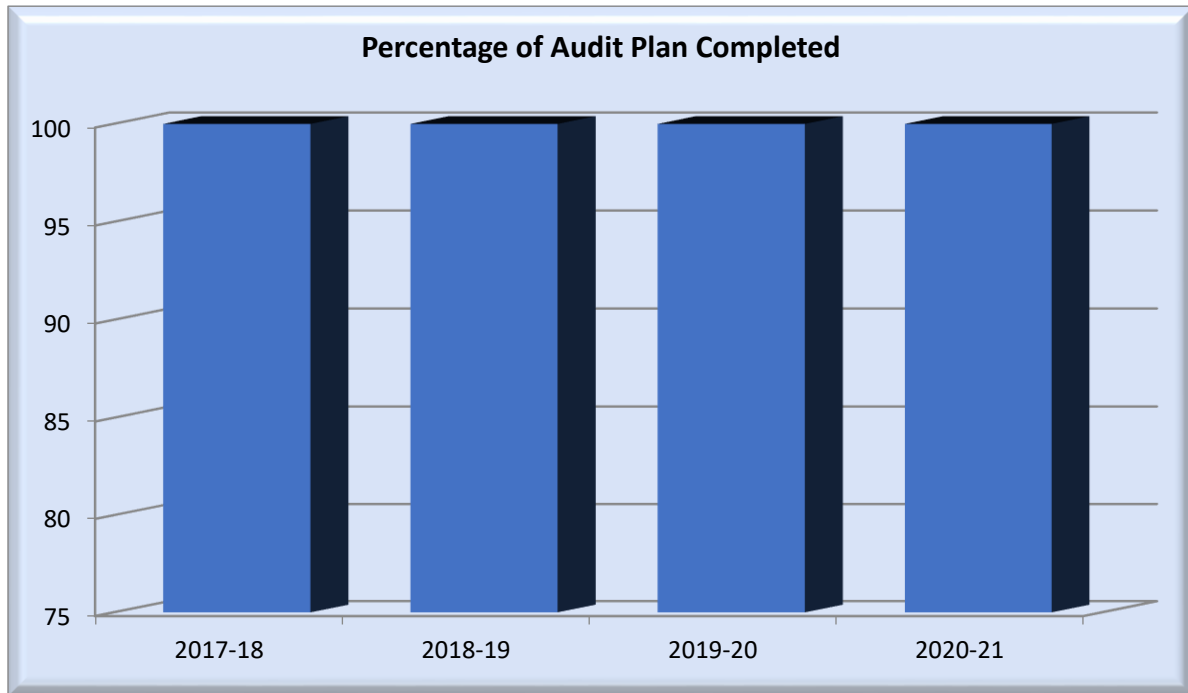
In 2020/2021 Internal Audit issued 2 reports to management, 2 reports were issued within 14 days of our field work having been completed. It is important that management obtain our findings as quickly as possible to allow them to take action on any shortcomings and/or add value to the service they provide.



Indicator 3 – Do our clients value the work we do?

After each audit review has been completed, a client satisfaction survey is undertaken to assess if we have met the expectations of management. The response we receive from management is important to us; we can consider comments and make improvements where possible. During 2020/2021 we issued 2 client satisfaction surveys, 2 were returned. We are able to confirm that in the majority of cases, our client's were happy with the quality and added value of our work. When negative comments are received, we make every attempt to improve either the way we approach our audit or improve our communication with management.

Internal Audit – Performance Indicators 2020/2021



Indicator 4 – Are we getting the work done?

Prior to each financial year starting, an operational plan is placed before the IJB Audit Committee for consideration and approval. The operational plan provides the Committee with the work Internal Audit intends to undertake in that specific financial year. The operational plan is also a basis where the IJB's Audit Committee can monitor how much of our planned work has been undertaken and, in effect, are we covering the work which we intended to do within that period. In 2020/2021 we completed 100% of the approved plan.