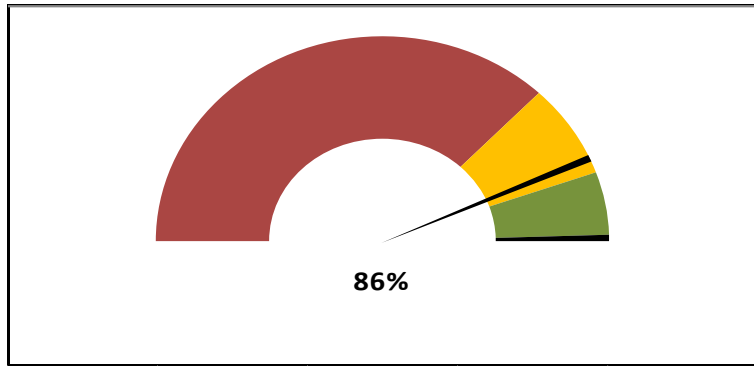


New Audit & Risk Dashboard Quarter 4 2013/14

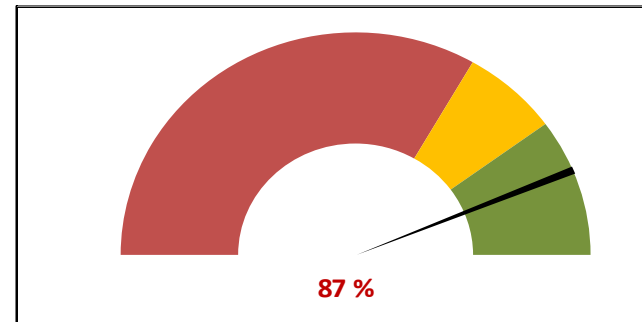
Internal Audit

Annual Audit Plan Completed



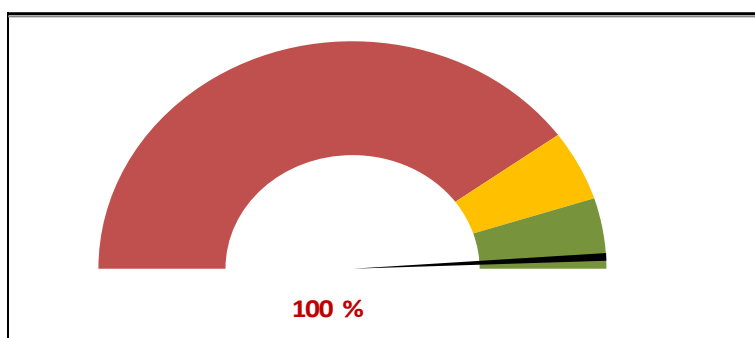
Green Target = >67.5% (>90% whole Year)
Amber Target = >56.25% (>75% Whole Year)

Audit Reviews Completed in Assigned Days



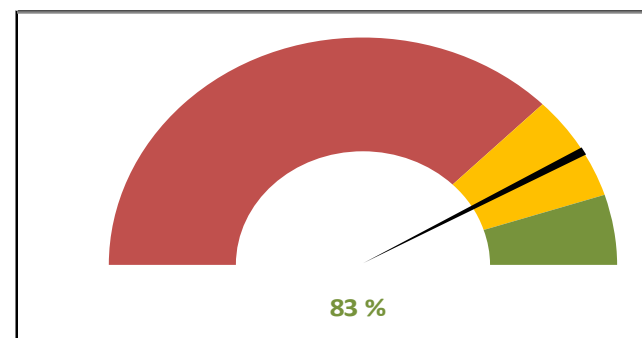
Green Target = >80%
Amber Target = >66.6%

Customer Satisfaction - Good or Excellent



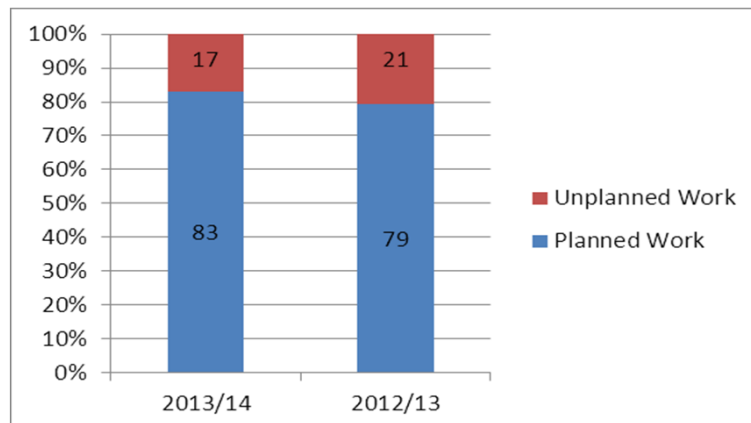
Green Target = >90%
Amber Target = >80%

Recommendations (Critical / High) Implemented by Follow Up

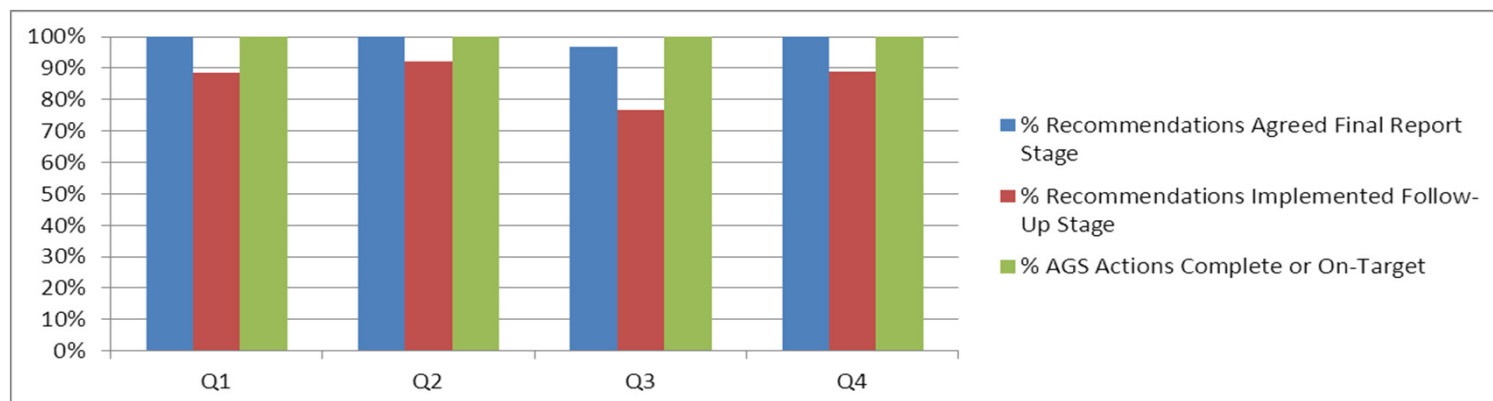


Green Target = >90%
Amber Target = >80%

Planned V Unplanned Work 2013/14 & 2012/13 for comparison purposes



Overall Audit Recommendations



Investigations/Whistleblowing

