



<b>Table 2 PERFORMANCE TARGETS 2013/14</b>			
<b>Ref</b>	<b>Indicator</b>	<b>Target</b>	<b>Current Performance</b>
IA1	Chargeable Days	90%	95% @ week 8
IA2	Audits within Budget	90%	No data available
IA3	Audits on Time	90%	No data available
IA4	Customer Satisfaction	3.6	3.0 (year-end data used as a base line)
IA5	Recommendations Implemented	90%	At 31 <sup>st</sup> May 24 recommendations were outstanding of which 11 were overdue  Of the 11 overdue indicators:  Six relate to the 2012/13 Cemetery Audit. The responsible manager has provided evidence on implementation which is being reviewed.  The remainder relate to the 2011/12 Benefits Audit
IA6	Delivery of Planned Work	100%	N/A year end indicator