

## APPENDIX

### SUMMARY OF AUDIT TESTING

Indicator	Ref	Last Update	Up to Date Yes / No	Reported Indicator	Audited Indicator	Difference %	Comment
1. Number of adults currently receiving a homecare service.	AOP019_6b	Q3 2008/09	Y	456	426	7%	The reported indicator is Q2 performance posted to Q3 in error. The audited indicator represents actual performance for Q3.  Confirmed with the responsible officer that, since start up, all data has been erroneously posted to the quarter <u>after</u> the period to which it relates.
2. % of repair jobs completed at 1st visit	BUS006_9b	M10 2008/09	N	96%	n/a	n/a	It was not possible to check this indicator as no supporting documentation was retained by the service.
3. Number of Advice Shop customers	CI001_6b	M11 2008/09	Y	6,249	6,143	2%	Due to over counting of contacts recorded on tally sheets maintained by the Advice Shop.
4. Careline - Grade of service:% of Careline calls answered within 30 seconds	CSC009_9a	M11 2008/09	Y	92%	92%	-	
5. Persistent young offenders	CJ001_6b	M9 2008/09	N	25	n/a	n/a	This indicator is compiled on the basis of reports received from the Scottish Children's Reporter Administration. The definition on Covalent was not consistent with the SCRA definition. In addition there are concerns about the accuracy of the information provided by the SCRA. Social Policy is discussing with the SCRA in order to resolve.

## APPENDIX

### SUMMARY OF AUDIT TESTING

Indicator	Ref	Last Update	Up to Date Yes / No	Reported Indicator	Audited Indicator	Difference %	Comment
6. Economic Development - customer satisfaction - Employment & Skills.	CPR007_6a	M11 2008/09	Y	90%	90%	-	
7. Business Gateway assisting social enterprises	CPR025_9b	M11 2008/09	Y	12	12	-	
8. %age requests for building warrant checked within 20 days	DBS015_9a	M12 2008/09	Y	86%	87%	1%	Minor rounding error identified in the calculations. Difference not considered material.
9. 5-14 results - secondary writing - % of children in S2 achieving appropriate level	EDQ005_9b	A 2007/08	Y	61%	61%	-	
10. Number of openings lost /1000 pupils (secondary)	EDQ017_9b	A 2007/08	Y	784	784	-	
11. Capital budget monitoring reports, achieve key dates	FM004_9b	A 2007/08	Y	100%	100%	-	
12. % of tenants who feel we have listened to their views	HQS026_6a	Q3 2008/09	Y	92%	93%	1%	Reported indicator for Q3 was an estimate due to the performance officer being on sick leave. This appears to be a one-off and the difference with the audited indicator is not material.
13. % posts advertised through paid media	HRS002_9b	M11 2008/09	Y	48%	50%	2%	Due to a post being removed from advertising process at a late stage and not reflected in the Covalent figure.
14. Number of computer sessions issued in libraries	LIB005_9b	A 2007/08	Y	93,584	93,584	-	

## APPENDIX

### SUMMARY OF AUDIT TESTING

Indicator	Ref	Last Update	Up to Date Yes / No	Reported Indicator	Audited Indicator	Difference %	Comment
15. Play areas - routine inspection of sites completed on target: <ul style="list-style-type: none"> <li>once every fortnight in the winter</li> <li>once a week in the summer.</li> </ul>	NET006_9b	M11 2008/09	Y	536	See comment	See comment	Audit confirmed that 1065 site inspections were carried out during the winter month reviewed. Therefore the fortnightly target of 536 site inspections was met.  We were informed that targets are to be revised to once a week all year round and this will be reflected in Covalent. It may also be appropriate to measure this indicator on the basis of the percentage of sites inspected within target.
16. No of category B contracts enabled by the Local Authority Centre of Expertise	PUR040_9b	Q3 2008/09	Y	16	16	-	
17. % of works contracts arranged with consideration for the environment, the social aspects of procurement and sustainable development.	PUR057_9b	Q3 2008/09	N	5%	65%	60%	A revised estimate was provided by the service. No back up documentation was available for this indicator and it could not therefore be checked.
18. % Council tax paid by direct debit	REV012_9a	M11 2008/09	Y	56%	56%	-	
19. Coach education programmes - number of programmes	SR003_9b	Q4 2008/09	Y	<u>Q3</u> 21	20	5%	One course double counted in error.
				<u>Q4</u> 28	28	-	

## APPENDIX

### SUMMARY OF AUDIT TESTING

Indicator	Ref	Last Update	Up to Date Yes / No	Reported Indicator	Audited Indicator	Difference %	Comment
20. %age of Planning Services customers completing satisfaction surveys who rate the service as either good or very good	STP005_6a	Q3 2008/09	Y	82% Q4 2007/08	70%	12%	Electronic back-up documentation for previous periods was not retained and could not be checked during the audit. Review of paperwork available for Quarter 4 in 2007/08 did not agree to data input into Covalent.
21. SLIGHT casualty rates - People injured per 100million vehicle km	TRA013_9b	A 2007/08	Y	36	30	17%	At the time of audit, the reported indicator was an estimate made in advance of the release of Scottish Government figures. We were informed that a note was made on Covalent explaining this. The audited indicator represents the released Government figure which was promptly updated to Covalent upon receipt.
22. Percentage of recycling at Oakbank CRC	WM020_9b	Q3 2008/09	N	Q1 46%	56%	10%	The figures in Covalent were estimates and notes were made explaining this. However further enquiries confirmed that estimates were not being updated with actual figures.
				Q3 53%	49%	4%	