

# UK Annual Report 2017 Highlights

## Highlights

Total revenue

**£2,172m**

(2016: £2,068m)

Average partner remuneration

**£519k**

(2016: £582k)

UK employees

**13,969**

(2016: 13,112)

Community support:  
Individuals directly supported

**17,344**

(2016: 16,483)

\* Figure as at 1 November 2017

\*\* Figure as at 1 November 2016

Profit before tax and members'  
profit shares

**£301m**

(2016: £374m)

Total tax payable to HMRC

**£824m**

(2016: £790m)

Partners

**623\***

(2016: 615\*\*)

## Performance indicators

### Issue led

Focused on sustainable growth  
by being as efficient, agile and  
cost-effective as we can be.

### Revenue growth

**5.0%**

### Public trust

We are committed to restoring trust  
in our profession and providing the  
highest quality of work for investors,  
clients and all of our stakeholders.

### Audit Quality

**65%\*\***

### People

People are at the heart of our  
business and embody what  
we stand for as a Firm.

### Values Day attendance

**100%\***

### Clients

Our business model depends on  
recurring relationships and being  
the clear choice for our clients.

### Improving Net Promoter Score\*\*\*

**9.0%**

\* Full attendance at our Values Day for all eligible employees since January 2017

\*\* 65% (15 out of 23) of our engagements reviewed by the Audit Quality Review team of the Financial Reporting Council were rated as good (grade '1') or requiring limited improvements (grade '2a')

\*\*\* The Net Promoter Score ('NPS') is an index ranging from -100 to +100 that is used to gauge the loyalty of customer relationships. Figure refers to percentage increase on the NPS index