

2016-17 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 March 2017



TIME TAKEN TO VALIDATE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	77.7%	-2.3%	77.7%	-2.3%
2 months or fewer	90%	96.4%	6.4%	96.4%	6.4%
3 months or fewer	97%	97.3%	0.3%	97.3%	0.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	83.9%	3.9%	80.5%	0.5%
2 months or fewer	90%	100.0%	10.0%	98.0%	8.0%
3 months or fewer	97%	100.0%	3.0%	98.5%	1.5%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	86.4%	6.4%	82.5%	2.5%
2 months or fewer	90%	100.0%	10.0%	98.7%	8.7%
3 months or fewer	97%	100.0%	3.0%	99.0%	2.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	73.0%	-7.0%	79.8%	-0.2%
2 months or fewer	90%	97.5%	7.5%	98.4%	8.4%
3 months or fewer	97%	98.4%	1.4%	98.8%	1.8%

TIME TAKEN TO DECIDE FAILURE TO RESPOND CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	90.0%	25.0%	90.0%	25.0%
4 months or fewer	100%	100.0%	0.0%	100.0%	0.0%
Over 4 months	0%	0.0%	0.0%	0.0%	0.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	38.5%	-26.5%	60.9%	-4.1%
4 months or fewer	100%	100.0%	0.0%	100.0%	0.0%
Over 4 months	0%	0.0%	0.0%	0.0%	0.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	84.0%	19.0%	72.9%	7.9%
4 months or fewer	100%	100.0%	0.0%	100.0%	0.0%
Over 4 months	0%	0.0%	0.0%	0.0%	0.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	81.8%	16.8%	74.6%	9.6%
4 months or fewer	100%	100.0%	0.0%	100.0%	0.0%
Over 4 months	0%	0.0%	0.0%	0.0%	0.0%

TIME TAKEN TO DECIDE SUBSTANTIVE CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	47.4%	-2.6%	47.4%	-2.6%
6 months or fewer	75%	73.7%	-1.3%	73.7%	-1.3%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	41.8%	-8.2%	44.8%	-5.2%
6 months or fewer	75%	68.7%	-6.3%	71.3%	-3.7%
12 months or fewer	95%	98.5%	3.5%	99.3%	4.3%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	46.2%	-3.8%	45.2%	-4.8%
6 months or fewer	75%	67.7%	-7.3%	70.2%	-4.8%
12 months or fewer	95%	100.0%	5.0%	99.5%	4.5%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	68.3%	18.3%	50.6%	0.6%
6 months or fewer	75%	88.9%	13.9%	74.5%	-0.5%
12 months or fewer	95%	98.4%	3.4%	99.3%	4.3%

TIME TAKEN TO DECIDE ALL CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	75%	66.4%	-8.6%	66.4%	-8.6%
6 months or fewer	85%	83.2%	-1.8%	83.2%	-1.8%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	75%	65.8%	-9.2%	66.1%	-8.9%
6 months or fewer	85%	81.6%	-3.4%	82.4%	-2.6%
12 months or fewer	97%	99.1%	2.1%	99.6%	2.6%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	75%	68.8%	-6.3%	67.0%	-8.0%
6 months or fewer	85%	81.3%	-3.8%	82.0%	-3.0%
12 months or fewer	97%	100.0%	3.0%	99.7%	2.7%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	75%	81.1%	6.1%	70.3%	-4.7%
6 months or fewer	85%	93.4%	8.4%	84.7%	-0.3%
12 months or fewer	97%	99.1%	2.1%	99.6%	2.6%

