

2019-20 REPORT ON INVESTIGATIONS PERFORMANCE KPIs as at 31 March 2020



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	41.6%	-38.4%	41.6%	-38.4%
2 months or fewer	90%	93.4%	3.4%	93.4%	3.4%
3 months or fewer	97%	99.3%	2.3%	99.3%	2.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	41.9%	-38.1%	41.8%	-38.2%
2 months or fewer	90%	90.3%	0.3%	91.8%	1.8%
3 months or fewer	97%	98.7%	1.7%	99.0%	2.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	77.3%	-2.7%	52.6%	-27.4%
2 months or fewer	90%	95.3%	5.3%	92.9%	2.9%
3 months or fewer	97%	100.0%	3.0%	99.3%	2.3%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	95.4%	15.4%	61.4%	-18.6%
2 months or fewer	90%	99.1%	9.1%	94.1%	4.1%
3 months or fewer	97%	99.1%	2.1%	99.2%	2.2%

TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	50.0%	-15.0%	50.0%	-15.0%
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%	31.0%	-34.0%	40.0%	-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 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	81.8%	16.8%	47.0%	-18.0%
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 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	78.6%	13.6%	52.5%	-12.5%
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 VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	42.3%	-7.7%	42.3%	-7.7%
6 months or fewer	75%	66.7%	-8.3%	66.7%	-8.3%
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%	18.9%	-31.1%	32.8%	-17.2%
6 months or fewer	75%	62.3%	-12.7%	64.9%	-10.1%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	27.9%	-22.1%	31.2%	-18.8%
6 months or fewer	75%	72.1%	-2.9%	67.3%	-7.7%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	38.4%	-11.6%	33.1%	-16.9%
6 months or fewer	75%	56.2%	-18.8%	64.3%	-10.7%
12 months or fewer	95%	97.3%	2.3%	99.3%	4.3%

TIME TAKEN TO DECIDE ALL VALID APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	68.9%	-1.1%	68.9%	-1.1%
6 months or fewer	85%	82.4%	-2.6%	82.4%	-2.6%
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	70%	65.4%	-4.6%	67.3%	-2.7%
6 months or fewer	85%	84.3%	-0.7%	83.3%	-1.7%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	58.5%	-11.5%	64.6%	-5.4%
6 months or fewer	85%	83.9%	-1.1%	83.5%	-1.5%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	63.7%	-6.3%	64.4%	-5.6%
6 months or fewer	85%	74.2%	-10.8%	81.2%	-3.8%
12 months or fewer	97%	98.4%	1.4%	99.6%	2.6%

