

2020-21 REPORT ON INVESTIGATIONS PERFORMANCE KPIs as at 31 December 2020



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	50.0%	-20.0%	50.0%	-20.0%
2 months or fewer	90%	53.8%	-36.2%	53.8%	-36.2%
3 months or fewer	97%	84.6%	-12.4%	84.6%	-12.4%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	53.3%	-16.7%	52.8%	-17.2%
2 months or fewer	90%	77.4%	-12.6%	73.6%	-16.4%
3 months or fewer	97%	90.5%	-6.5%	89.6%	-7.4%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	88.0%	18.0%	69.2%	-0.8%
2 months or fewer	90%	97.3%	7.3%	84.6%	-5.4%
3 months or fewer	97%	98.6%	1.6%	93.8%	-3.2%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	25.0%	-35.0%	25.0%	-35.0%
4 months or fewer	100%	75.0%	-25.0%	75.0%	-25.0%
Over 4 months	0%	25.0%	25.0%	25.0%	25.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	40.0%	-20.0%	36.8%	-23.2%
4 months or fewer	100%	80.0%	-20.0%	78.9%	-21.1%
Over 4 months	0%	20.0%	20.0%	21.1%	21.1%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	67.7%	7.7%	56.0%	-4.0%
4 months or fewer	100%	96.8%	-3.2%	90.0%	-10.0%
Over 4 months	0%	3.2%	3.2%	10.0%	10.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				

TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	0.0%	-50.0%	0.0%	-50.0%
6 months or fewer	75%	0.0%	-75.0%	0.0%	-75.0%
12 months or fewer	95%	76.9%	-18.1%	76.9%	-18.1%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	34.5%	-15.5%	23.8%	-26.2%
6 months or fewer	75%	41.4%	-33.6%	28.6%	-46.4%
12 months or fewer	95%	79.3%	-15.7%	78.6%	-16.4%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	23.9%	-26.1%	23.9%	-26.1%
6 months or fewer	75%	43.7%	-31.3%	35.5%	-39.5%
12 months or fewer	95%	95.8%	0.8%	86.5%	-8.5%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

TIME TAKEN TO DECIDE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	42.6%	-27.4%	42.6%	-27.4%
6 months or fewer	85%	44.7%	-40.3%	44.7%	-40.3%
12 months or fewer	97%	87.2%	-9.8%	87.2%	-9.8%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	56.4%	-13.6%	51.8%	-18.2%
6 months or fewer	85%	63.8%	-21.2%	57.4%	-27.6%
12 months or fewer	97%	87.2%	-9.8%	87.2%	-9.8%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	59.4%	-10.6%	55.6%	-14.4%
6 months or fewer	85%	69.6%	-15.4%	63.4%	-21.6%
12 months or fewer	97%	97.8%	0.8%	92.5%	-4.5%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

