

2021-22 REPORT ON INVESTIGATIONS PERFORMANCE KPIs as at 30 September 2021



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	93.7%	23.7%	93.7%	23.7%
2 months or fewer	90%	98.6%	8.6%	98.6%	8.6%
3 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	75.0%	5.0%	84.3%	14.3%
2 months or fewer	90%	98.6%	8.6%	98.6%	8.6%
3 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

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

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%	88.9%	28.9%	88.9%	28.9%
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 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	50.0%	-10.0%	73.3%	13.3%
4 months or fewer	100%	91.7%	-8.3%	96.7%	-3.3%
Over 4 months	0%	8.3%	8.3%	3.3%	3.3%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	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%	13.6%	-36.4%	13.6%	-36.4%
6 months or fewer	75%	59.3%	-15.7%	59.3%	-15.7%
12 months or fewer	95%	87.7%	-7.3%	87.7%	-7.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	7.5%	-42.5%	10.8%	-39.2%
6 months or fewer	75%	31.3%	-43.7%	46.6%	-28.4%
12 months or fewer	95%	94.0%	-1.0%	90.5%	-4.5%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

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%	52.4%	-17.6%	52.4%	-17.6%
6 months or fewer	85%	77.6%	-7.4%	77.6%	-7.4%
12 months or fewer	97%	93.2%	-3.8%	93.2%	-3.8%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	45.7%	-24.3%	49.4%	-20.6%
6 months or fewer	85%	59.5%	-25.5%	69.6%	-15.4%
12 months or fewer	97%	96.6%	-0.4%	94.7%	-2.3%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

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

