

2020-21 REPORT ON INVESTIGATIONS PERFORMANCE KPIs as at 31 March 2021



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% | 87.9% | 17.9% | 69.1% | -0.9% |
| 2 months or fewer | 90% | 97.2% | 7.2% | 84.5% | -5.5% |
| 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% | 65.6% | -4.4% | 67.8% | -2.2% |
| 2 months or fewer | 90% | 96.2% | 6.2% | 89.0% | -1.0% |
| 3 months or fewer | 97% | 99.5% | 2.5% | 95.9% | -1.1% |

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% | 38.7% | -21.3% | 49.4% | -10.6% |
| 4 months or fewer | 100% | 96.8% | -3.2% | 92.6% | -7.4% |
| Over 4 months | 0% | 3.2% | 3.2% | 7.4% | 7.4% |

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% | 35.8% | -14.2% | 26.9% | -23.1% |
| 6 months or fewer | 75% | 60.4% | -14.6% | 41.8% | -33.2% |
| 12 months or fewer | 95% | 84.9% | -10.1% | 86.1% | -8.9% |

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% | 59.1% | -10.9% | 55.4% | -14.6% |
| 6 months or fewer | 85% | 69.3% | -15.7% | 63.3% | -21.7% |
| 12 months or fewer | 97% | 97.8% | 0.8% | 92.4% | -4.6% |

| Description | Target | QUARTER 4 | | YTD | |
|--------------------|--------|-----------|----------|--------|----------|
| | | Actual | Variance | Actual | Variance |
| 4 months or fewer | 70% | 72.9% | 2.9% | 60.9% | -9.1% |
| 6 months or fewer | 85% | 82.9% | -2.1% | 69.5% | -15.5% |
| 12 months or fewer | 97% | 93.0% | -4.0% | 92.6% | -4.4% |

