

2021-22 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 December 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% | 75.3% | 5.3% | 84.4% | 14.4% |
| 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% | 49.0% | -21.0% | 72.3% | 2.3% |
| 2 months or fewer | 90% | 91.4% | 1.4% | 96.1% | 6.1% |
| 3 months or fewer | 97% | 97.4% | 0.4% | 99.1% | 2.1% |

| 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% | 46.2% | -13.8% | 71.0% | 11.0% |
| 4 months or fewer | 100% | 84.6% | -15.4% | 93.5% | -6.5% |
| Over 4 months | 0% | 15.4% | 15.4% | 6.5% | 6.5% |

| Description | Target | QUARTER 3 | | YTD | |
|---------------------|--------|-----------|----------|--------|----------|
| | | Actual | Variance | Actual | Variance |
| 1.5 months or fewer | 60% | 39.1% | -20.9% | 57.4% | -2.6% |
| 4 months or fewer | 100% | 78.3% | -21.7% | 87.0% | -13.0% |
| Over 4 months | 0% | 21.7% | 21.7% | 13.0% | 13.0% |

| 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% | 29.9% | -45.1% | 45.9% | -29.1% |
| 12 months or fewer | 95% | 92.5% | -2.5% | 89.9% | -5.1% |

| Description | Target | QUARTER 3 | | YTD | |
|--------------------|--------|-----------|----------|--------|----------|
| | | Actual | Variance | Actual | Variance |
| 4 months or fewer | 50% | 12.3% | -37.7% | 11.3% | -38.7% |
| 6 months or fewer | 75% | 37.0% | -38.0% | 43.0% | -32.0% |
| 12 months or fewer | 95% | 86.3% | -8.7% | 88.7% | -6.3% |

| 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% | 46.2% | -23.8% | 49.6% | -20.4% |
| 6 months or fewer | 85% | 59.7% | -25.3% | 69.5% | -15.5% |
| 12 months or fewer | 97% | 95.8% | -1.2% | 94.4% | -2.6% |

| Description | Target | QUARTER 3 | | YTD | |
|--------------------|--------|-----------|----------|--------|----------|
| | | Actual | Variance | Actual | Variance |
| 4 months or fewer | 70% | 49.6% | -20.4% | 49.6% | -20.4% |
| 6 months or fewer | 85% | 65.2% | -19.8% | 68.1% | -16.9% |
| 12 months or fewer | 97% | 92.9% | -4.1% | 93.9% | -3.1% |

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

