

# 2021-22 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 March 2022



## 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%	75.7%	5.7%	84.7%	14.7%
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 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	48.7%	-21.3%	72.2%	2.2%
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%	53.5%	-16.5%	67.3%	-2.7%
2 months or fewer	90%	94.2%	4.2%	95.6%	5.6%
3 months or fewer	97%	98.7%	1.7%	99.0%	2.0%

## 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%	53.8%	-6.2%	56.3%	-3.7%
4 months or fewer	100%	100.0%	0.0%	91.3%	-8.7%
Over 4 months	0%	0.0%	0.0%	8.7%	8.7%

## 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%	7.9%	-42.1%	10.6%	-39.4%
6 months or fewer	75%	17.5%	-57.5%	37.3%	-37.7%
12 months or fewer	95%	90.5%	-4.5%	89.1%	-5.9%

## 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%	50.0%	-20.0%	49.8%	-20.2%
6 months or fewer	85%	65.5%	-19.5%	68.1%	-16.9%
12 months or fewer	97%	93.0%	-4.0%	93.9%	-3.1%

  

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	57.4%	-12.6%	51.7%	-18.3%
6 months or fewer	85%	6.7%	-78.3%	66.5%	-18.5%
12 months or fewer	97%	95.7%	-1.3%	94.4%	-2.6%

