

2022-23 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 December 2022



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	50.3%	-19.7%	50.3%	-19.7%
2 months or fewer	90%	96.0%	6.0%	96.0%	6.0%
3 months or fewer	97%	98.7%	1.7%	98.7%	1.7%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	60.0%	-10.0%	54.6%	-15.4%
2 months or fewer	90%	80.8%	-9.2%	89.2%	-0.8%
3 months or fewer	97%	99.2%	2.2%	98.9%	1.9%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	67.3%	-2.7%	59.2%	-10.8%
2 months or fewer	90%	90.7%	0.7%	89.7%	-0.3%
3 months or fewer	97%	96.0%	-1.0%	97.9%	0.9%

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%	47.6%	-12.4%	47.6%	-12.4%
4 months or fewer	100%	90.5%	-9.5%	90.5%	-9.5%
Over 4 months	0%	9.5%	9.5%	9.5%	9.5%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	36.4%	-23.6%	43.8%	-16.2%
4 months or fewer	100%	90.9%	-9.1%	90.6%	-9.4%
Over 4 months	0%	9.1%	9.1%	9.4%	9.4%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	52.0%	-8.0%	47.4%	-12.6%
4 months or fewer	100%	96.0%	-4.0%	93.0%	-7.0%
Over 4 months	0%	4.0%	4.0%	7.0%	7.0%

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%	7.5%	-42.5%	7.5%	-42.5%
6 months or fewer	75%	12.5%	-62.5%	12.5%	-62.5%
12 months or fewer	95%	82.5%	-12.5%	82.5%	-12.5%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	12.5%	-37.5%	9.7%	-40.3%
6 months or fewer	75%	18.8%	-56.2%	15.3%	-59.7%
12 months or fewer	95%	68.8%	-26.2%	76.4%	-18.6%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	11.5%	-38.5%	10.5%	-39.5%
6 months or fewer	75%	13.5%	-61.5%	14.5%	-60.5%
12 months or fewer	95%	42.3%	-52.7%	62.1%	-32.9%

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%	61.2%	-8.8%	61.2%	-8.8%
6 months or fewer	85%	65.0%	-20.0%	65.0%	-20.0%
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%	60.3%	-9.7%	60.8%	-9.2%
6 months or fewer	85%	64.4%	-20.6%	64.8%	-20.2%
12 months or fewer	97%	86.3%	-10.7%	90.3%	-6.7%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	54.5%	-15.5%	58.4%	-11.6%
6 months or fewer	85%	56.4%	-28.6%	61.5%	-23.5%
12 months or fewer	97%	70.9%	-26.1%	82.9%	-14.1%

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

