

2017-18 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 March 2018



TIME TAKEN TO VALIDATE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	83.6%	3.6%	83.6%	3.6%
2 months or fewer	90%	97.3%	7.3%	97.3%	7.3%
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	80%	64.2%	-15.8%	74.3%	-6.6%
2 months or fewer	90%	99.2%	9.2%	98.3%	8.3%
3 months or fewer	97%	100.0%	3.0%	0.0%	3.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	76.4%	-3.6%	74.3%	-5.7%
2 months or fewer	90%	93.5%	3.5%	96.6%	6.6%
3 months or fewer	97%	98.4%	1.4%	99.4%	2.4%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	51.9%	-28.1%	68.1%	-11.9%
2 months or fewer	90%	97.8%	7.8%	96.9%	6.9%
3 months or fewer	97%	100.0%	3.0%	99.6%	2.6%

TIME TAKEN TO DECIDE FAILURE TO RESPOND CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	60.0%	-5.0%	60.0%	-5.0%
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	65%	69.6%	4.6%	66.7%	1.7%
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 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	40.0%	-25.0%	58.3%	-6.7%
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 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	6.3%	-58.7%	45.3%	-19.7%
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%

TIME TAKEN TO DECIDE SUBSTANTIVE CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	69.3%	19.3%	69.3%	19.3%
6 months or fewer	75%	93.3%	18.3%	93.3%	18.3%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	58.7%	8.7%	64.5%	14.5%
6 months or fewer	75%	85.7%	10.7%	89.9%	14.9%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	67.3%	17.3%	65.3%	15.3%
6 months or fewer	75%	94.5%	19.5%	91.2%	16.2%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	58.6%	8.6%	63.7%	13.7%
6 months or fewer	75%	86.2%	11.2%	90.0%	15.0%
12 months or fewer	95%	100.0%	5.0%	100.0%	5.0%

TIME TAKEN TO DECIDE ALL CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	80.2%	10.2%	80.2%	10.2%
6 months or fewer	85%	95.7%	10.7%	95.7%	10.7%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	79.2%	9.2%	79.7%	9.7%
6 months or fewer	85%	92.8%	7.8%	94.2%	9.2%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	82.9%	12.9%	80.7%	10.7%
6 months or fewer	85%	96.6%	11.6%	95.0%	10.0%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	78.9%	8.9%	80.3%	10.3%
6 months or fewer	85%	93.0%	8.0%	94.5%	9.5%
12 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

