

# 2018-19 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 December 2018



## TIME TAKEN TO VALIDATE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	32.5%	-47.5%	32.5%	-47.5%
2 months or fewer	90%	96.5%	6.5%	96.5%	6.5%
3 months or fewer	97%	99.1%	2.1%	99.1%	2.1%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	33.1%	-46.9%	32.8%	-47.2%
2 months or fewer	90%	86.0%	-4.0%	91.1%	1.1%
3 months or fewer	97%	95.9%	-1.1%	97.5%	0.5%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	52.8%	-27.2%	40.4%	-39.6%
2 months or fewer	90%	94.4%	4.4%	92.3%	2.3%
3 months or fewer	97%	97.9%	0.9%	97.6%	0.6%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%				
2 months or fewer	90%				
3 months or fewer	97%				

## TIME TAKEN TO DECIDE FAILURE TO RESPOND CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	39.3%	-25.7%	39.3%	-25.7%
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 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	40.0%	-25.0%	39.6%	-25.4%
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%	36.8%	-28.2%	38.9%	-26.1%
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%				
4 months or fewer	100%				
Over 4 months	0%				

## TIME TAKEN TO DECIDE SUBSTANTIVE CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	41.4%	-8.6%	41.4%	-8.6%
6 months or fewer	75%	77.6%	2.6%	77.6%	2.6%
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%	50.7%	0.7%	46.5%	-3.5%
6 months or fewer	75%	84.1%	9.1%	81.1%	6.1%
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%	34.6%	-15.4%	42.0%	-8.0%
6 months or fewer	75%	70.5%	-4.5%	77.1%	2.1%
12 months or fewer	95%	98.7%	3.7%	99.5%	4.5%

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 CASES

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	67.3%	-2.7%	67.3%	-2.7%
6 months or fewer	85%	87.9%	2.9%	87.9%	2.9%
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%	73.3%	3.3%	70.6%	0.6%
6 months or fewer	85%	91.6%	6.6%	89.9%	4.9%
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%	66.0%	-4.0%	68.8%	-1.2%
6 months or fewer	85%	84.7%	-0.3%	87.9%	2.9%
12 months or fewer	97%	99.3%	2.3%	99.7%	2.7%

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

