



2019-20 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 July 2019

TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	41.6%	-38.4%	41.6%	-38.4%
2 months or fewer	90%	93.4%	3.4%	93.4%	3.4%
3 months or fewer	97%	99.3%	2.3%	99.3%	2.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	35.0%	-45.0%	39.6%	-40.4%
2 months or fewer	90%	95.0%	5.0%	93.9%	3.9%
3 months or fewer	97%	98.3%	1.3%	99.0%	2.0%

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

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 VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	50.0%	-15.0%	50.0%	-15.0%
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%	27.3%	-37.7%	43.2%	-21.8%
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%				
4 months or fewer	100%				
Over 4 months	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 VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	42.3%	-7.7%	42.3%	-7.7%
6 months or fewer	75%	66.7%	-8.3%	66.7%	-8.3%
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%	11.8%	-38.2%	36.8%	-13.2%
6 months or fewer	75%	70.6%	-4.4%	67.4%	-7.6%
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%				
6 months or fewer	75%				
12 months or fewer	95%				

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 VALID APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	68.9%	-1.1%	68.9%	-1.1%
6 months or fewer	85%	82.4%	-2.6%	82.4%	-2.6%
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%	65.2%	-4.8%	68.0%	-2.0%
6 months or fewer	85%	89.1%	4.1%	84.0%	-1.0%
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%				
6 months or fewer	85%				
12 months or fewer	97%				

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

