

## 2023-24 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 31 December 2023



### TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	93.0%	23.0%	93.0%	23.0%
2 months or fewer	90%	98.3%	8.3%	98.3%	8.3%
3 months or fewer	97%	98.3%	1.3%	98.3%	1.3%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	91.6%	21.6%	92.3%	22.3%
2 months or fewer	90%	96.9%	6.9%	97.6%	7.6%
3 months or fewer	97%	98.5%	1.5%	98.4%	1.4%

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	78.6%	8.6%	87.9%	17.9%
2 months or fewer	90%	95.7%	5.7%	97.0%	7.0%
3 months or fewer	97%	98.3%	1.3%	98.3%	1.3%

  

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%	85.7%	25.7%	85.7%	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	60%	80.0%	20.0%	83.9%	23.9%
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 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	75.0%	15.0%	82.1%	22.1%
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	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%	15.4%	-34.6%	15.4%	-34.6%
6 months or fewer	75%	15.4%	-59.6%	15.4%	-59.6%
12 months or fewer	95%	28.2%	-66.8%	28.2%	-66.8%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	7.8%	-42.2%	10.7%	-39.3%
6 months or fewer	75%	14.1%	-60.9%	14.6%	-60.4%
12 months or fewer	95%	34.4%	-60.6%	32.0%	-63.0%

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	9.4%	-40.6%	10.4%	-39.6%
6 months or fewer	75%	9.4%	-65.6%	13.3%	-61.7%
12 months or fewer	95%	9.4%	-85.6%	26.7%	-68.3%

  

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%	66.0%	-4.0%	66.0%	-4.0%
6 months or fewer	85%	66.0%	-19.0%	66.0%	-19.0%
12 months or fewer	97%	71.0%	-26.0%	71.0%	-26.0%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	50.8%	-19.2%	57.7%	-12.3%
6 months or fewer	85%	54.2%	-30.8%	59.5%	-25.5%
12 months or fewer	97%	65.0%	-32.0%	67.7%	-29.3%

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	71.6%	1.6%	62.1%	-7.9%
6 months or fewer	85%	71.6%	-13.4%	63.4%	-21.6%
12 months or fewer	97%	71.6%	-25.4%	68.9%	-28.1%

  

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

