

2024-25 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 30 September 2024



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	87.8%	17.8%	87.8%	17.8%
2 months or fewer	90%	97.4%	7.4%	97.4%	7.4%
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%	74.0%	4.0%	81.0%	11.0%
2 months or fewer	90%	95.3%	5.3%	96.4%	6.4%
3 months or fewer	97%	97.3%	0.3%	98.0%	1.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

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%	41.4%	-18.6%	41.4%	-18.6%
4 months or fewer	100%	82.8%	-17.2%	82.8%	-17.2%
Over 4 months	0%	17.2%	17.2%	17.2%	17.2%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	57.1%	-2.9%	49.1%	-10.9%
4 months or fewer	100%	96.4%	-3.6%	89.5%	-10.5%
Over 4 months	0%	3.6%	3.6%	10.5%	10.5%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	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%	10.5%	-39.5%	10.5%	-39.5%
6 months or fewer	75%	18.1%	-56.9%	18.1%	-56.9%
12 months or fewer	95%	26.7%	-68.3%	26.7%	-68.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	20.6%	-29.4%	15.5%	-34.5%
6 months or fewer	75%	36.3%	-38.7%	27.1%	-47.9%
12 months or fewer	95%	63.9%	-31.1%	40.1%	-54.9%

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 APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	50.5%	-19.5%	50.5%	-19.5%
6 months or fewer	85%	56.9%	-28.1%	56.9%	-28.1%
12 months or fewer	97%	61.4%	-35.6%	61.4%	-35.6%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	57.5%	-12.5%	54.0%	-16.0%
6 months or fewer	85%	67.5%	-17.5%	62.2%	-22.8%
12 months or fewer	97%	76.5%	-20.5%	68.9%	-28.1%

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%				

