

2024-25 REPORT ON INVESTIGATIONS PERFORMANCE KPIs
as at 31 March 2025

TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	87.7%	17.7%	87.7%	17.7%
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%	75.0%	5.0%	81.5%	11.5%
2 months or fewer	90%	94.6%	4.6%	96.0%	6.0%
3 months or fewer	97%	96.6%	-0.4%	97.7%	0.7%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	65.5%	-4.5%	76.3%	6.3%
2 months or fewer	90%	91.2%	1.2%	94.5%	4.5%
3 months or fewer	97%	97.3%	0.3%	97.6%	0.6%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	84.3%	14.3%	78.4%	8.4%
2 months or fewer	90%	100.0%	10.0%	95.9%	5.9%
3 months or fewer	97%	100.0%	3.0%	98.2%	1.2%

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%	55.6%	-4.4%	50.7%	-9.3%
4 months or fewer	100%	94.4%	-5.6%	90.7%	-9.3%
Over 4 months	0%	5.6%	5.6%	9.3%	9.3%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	65.0%	5.0%	53.7%	-6.3%
4 months or fewer	100%	90.0%	-10.0%	90.5%	-9.5%
Over 4 months	0%	10.0%	10.0%	9.5%	9.5%

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%	53.9%	-41.1%	40.1%	-54.9%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	23.3%	-26.7%	18.3%	-31.7%
6 months or fewer	75%	35.3%	-39.7%	30.0%	-45.0%
12 months or fewer	95%	59.5%	-35.5%	47.1%	-47.9%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	12.8%	-37.2%	16.9%	-33.1%
6 months or fewer	75%	29.4%	-45.6%	29.9%	-45.1%
12 months or fewer	95%	48.6%	-46.4%	47.5%	-47.5%

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%	57.4%	-12.6%	54.0%	-16.0%
6 months or fewer	85%	67.8%	-17.2%	62.4%	-22.6%
12 months or fewer	97%	76.7%	-20.3%	69.1%	-27.9%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	53.3%	-16.7%	53.8%	-16.2%
6 months or fewer	85%	61.5%	-23.5%	62.1%	-22.9%
12 months or fewer	97%	75.9%	-21.1%	71.3%	-25.7%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	47.6%	-22.4%	52.3%	-17.7%
6 months or fewer	85%	58.4%	-26.6%	61.2%	-23.8%
12 months or fewer	97%	69.7%	-27.3%	70.9%	-26.1%

