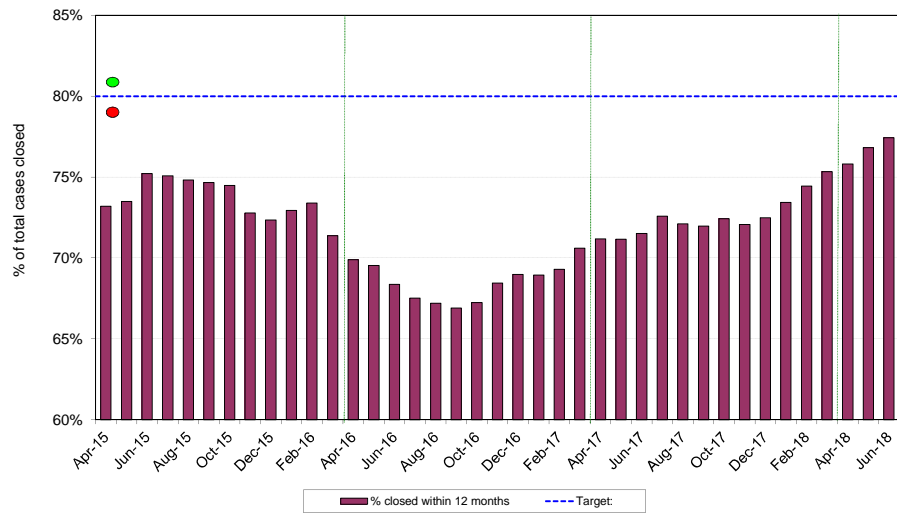
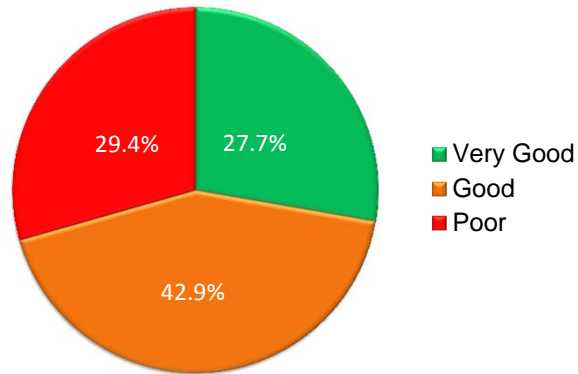


**KPI 1: Cases closed within 12 months of application**  
(rolling 12 months aggregate)

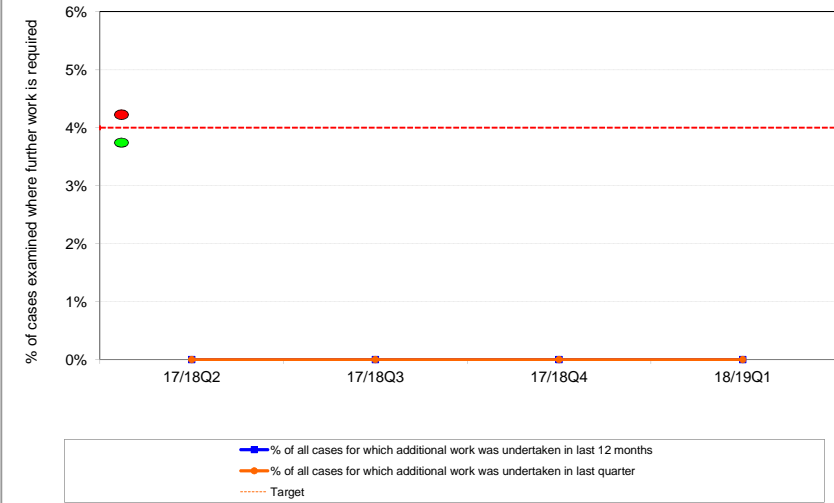


**KPI 4: Service User Feedback/Satisfaction**  
(The % of positive responses in our applicant feedback questionnaire - Q1 2018/19)

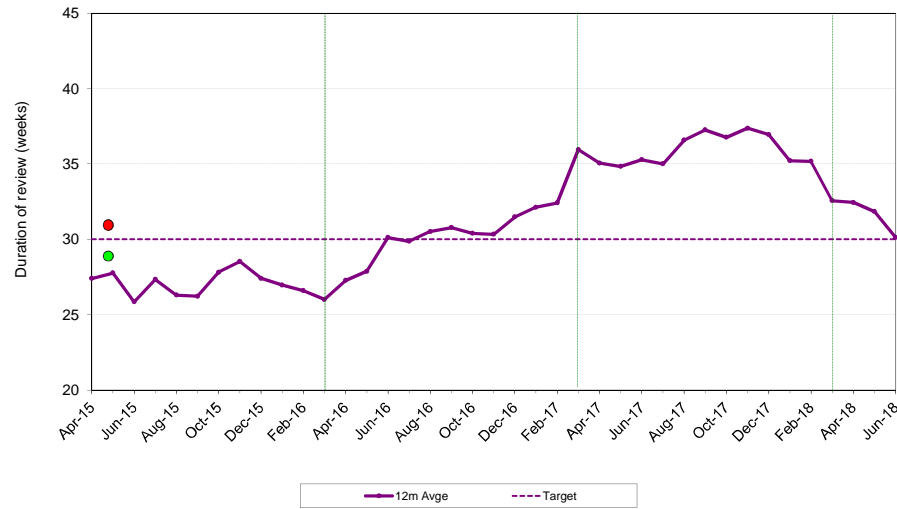
Total positive responses Q1 2018/19: 70.6%



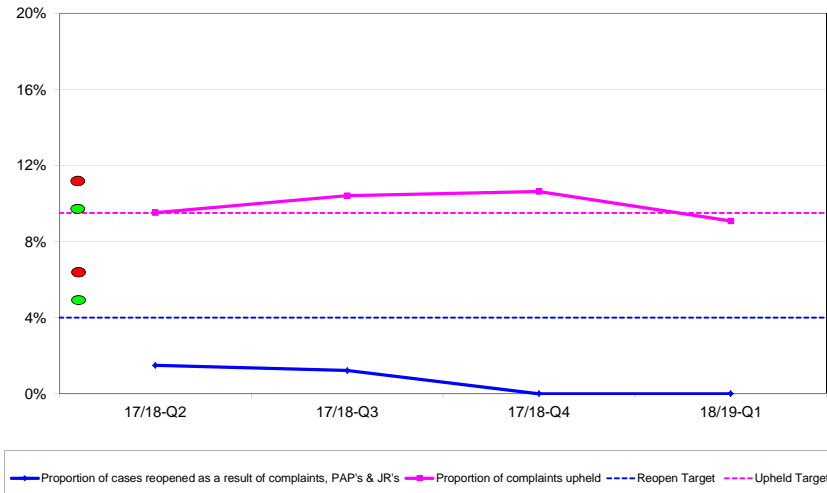
**KPI 5: Quality assurance**



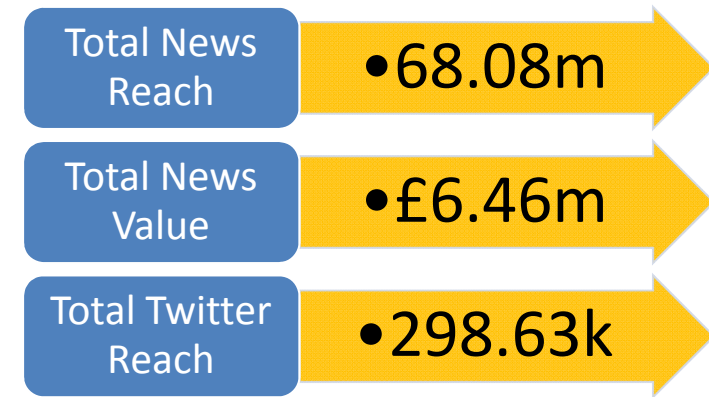
**KPI 2: Duration of review [review cases]**  
Allocation to Decision (PSOR where one issued) - 12m average



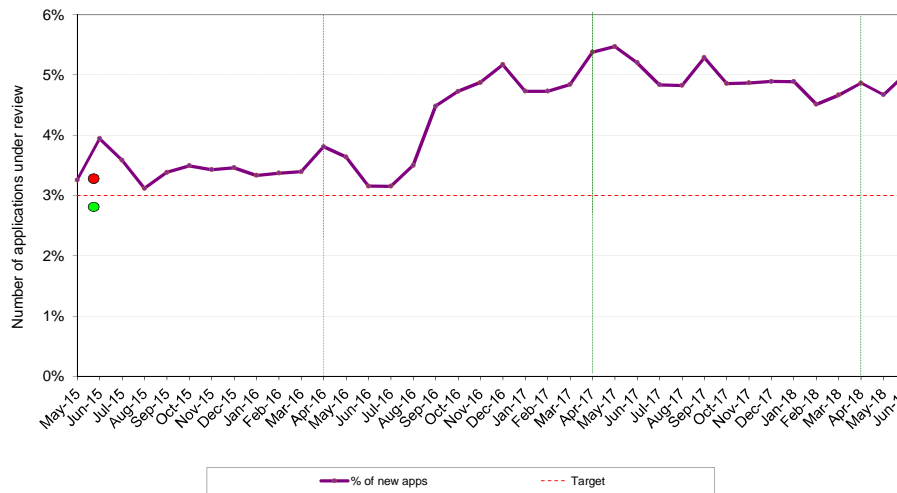
**KPI 6: Complaints & JRs**  
Rolling 12 months



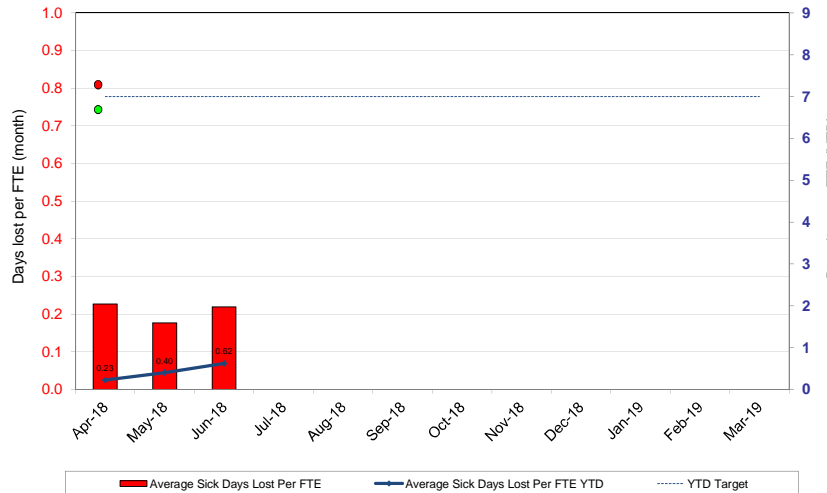
**KPI 7: Media Reach**  
Media reach & value for previous quarter



**KPI 3: Long running cases**  
As a percentage of total apps rec'd in the twelve month period ending 2 years prior to reporting month



**KPI 8: Staff and Commissioner absence**  
Sick days lost per employee



**KPI 9: Expenditure against budget**  
(forecast for 2018/2019 year)

