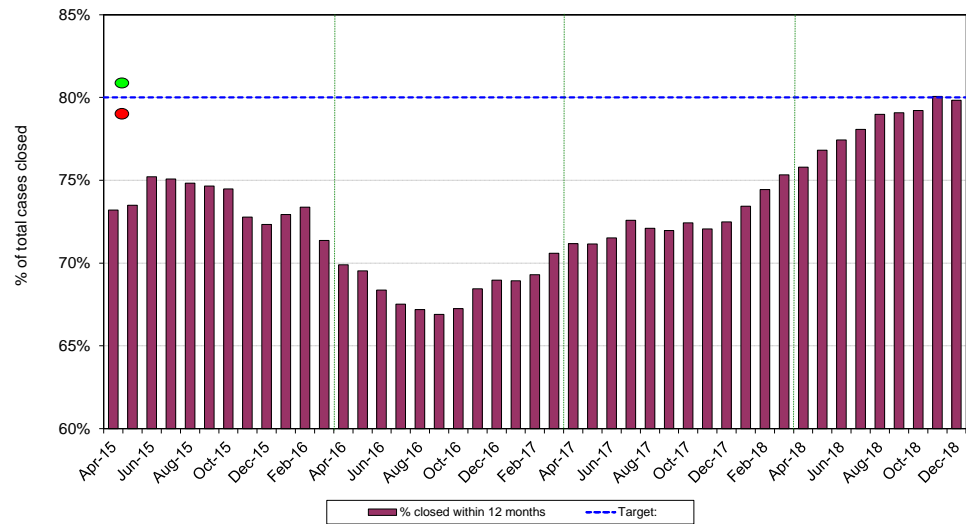


# KPI MONITOR

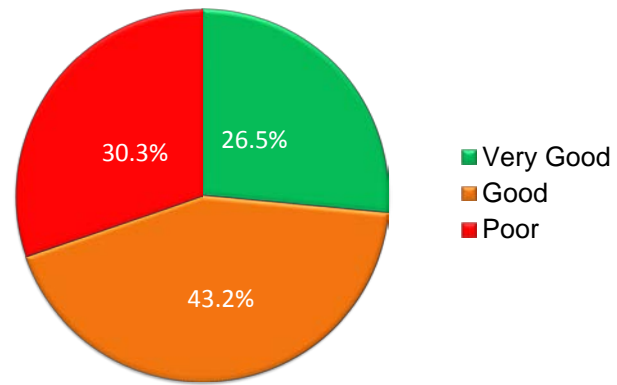
## NEW KPI STATS

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

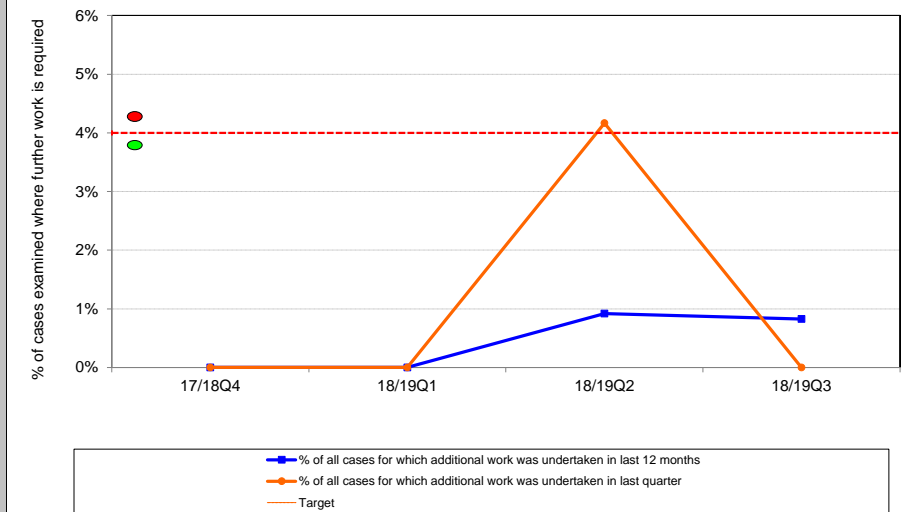


**KPI 4: Service User Feedback/Satisfaction**  
The % of positive responses in our applicant feedback questionnaire - 2018/19

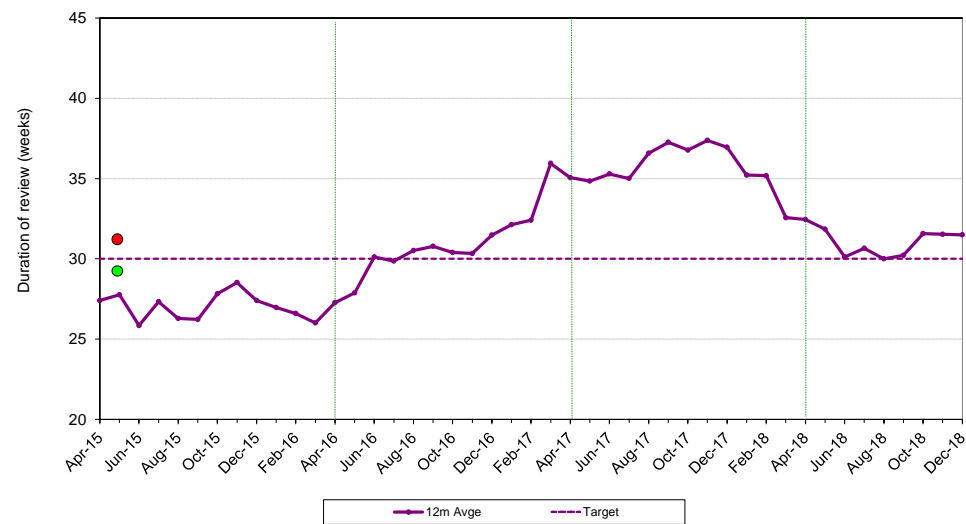
Total positive responses 2018/19 YTD: 69.7%



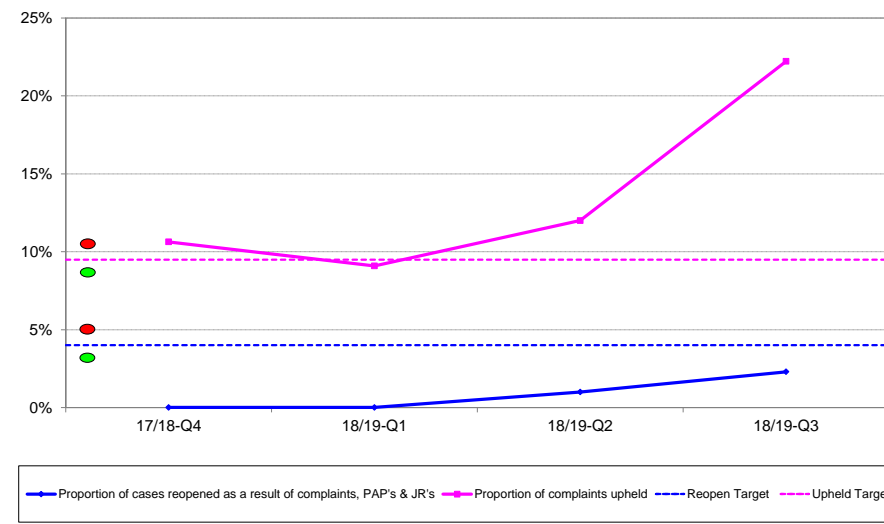
**KPI 5: Quality assurance**



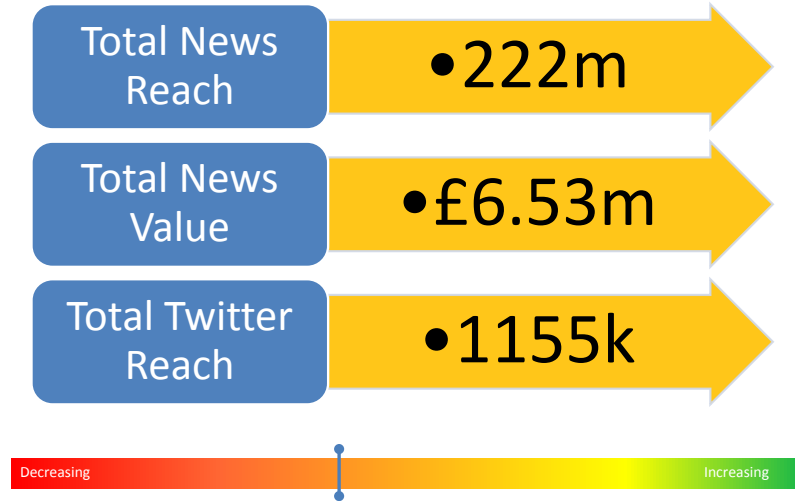
**KPI 2: Duration of review [review cases]**  
Allocation to Decision (PSOR where one issued) - 12m average



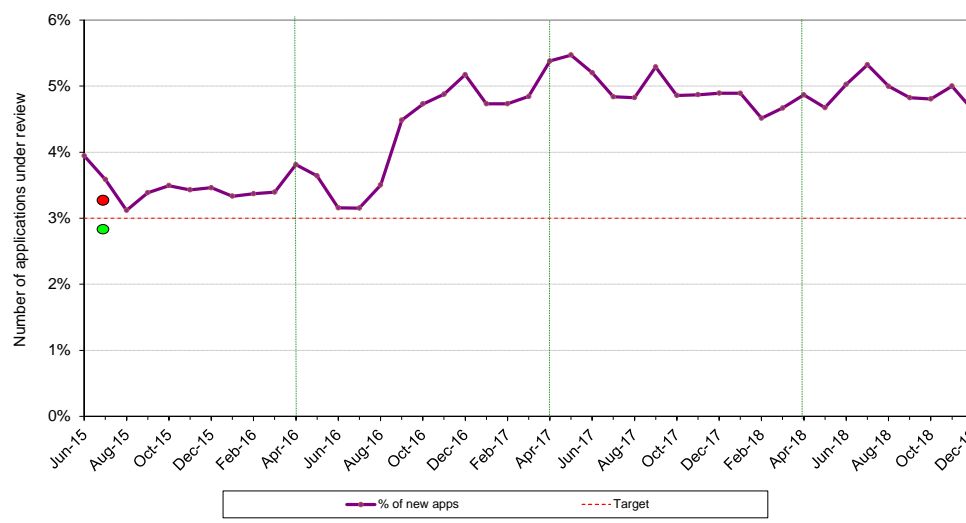
**KPI 6: Complaints & JR's**  
Rolling 12 months



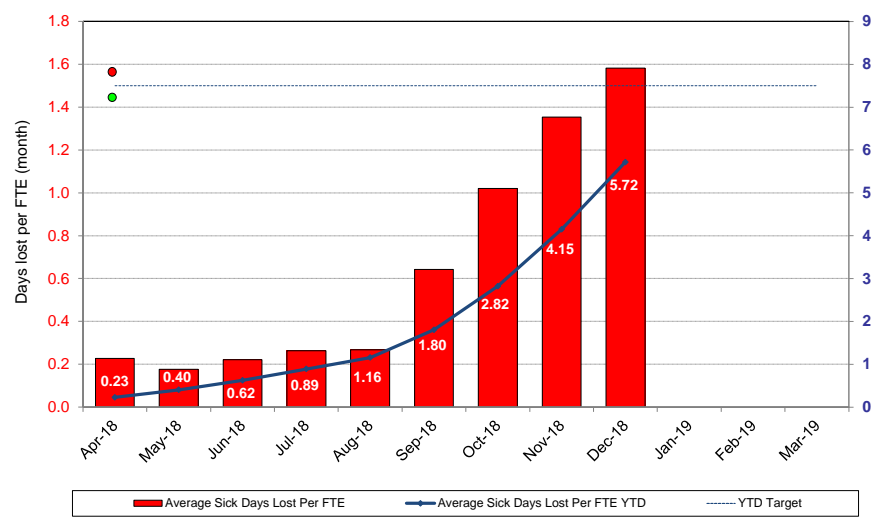
**KPI 7: Media Reach**  
Cumulative media reach & value for 2018/19 YTD



**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 FTE



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

