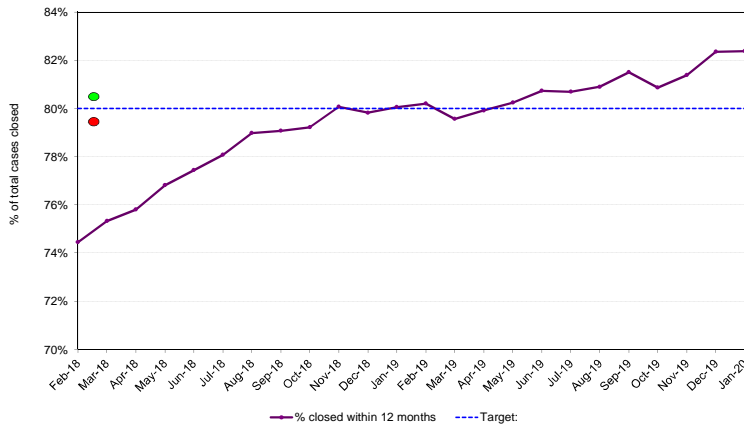
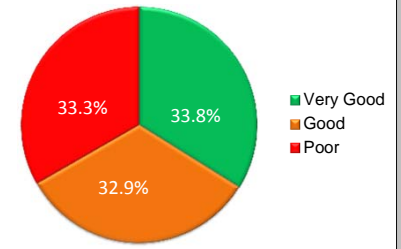


**KPI 1: Cases closed within 12 months of application**  
(rolling 12 months aggregate)

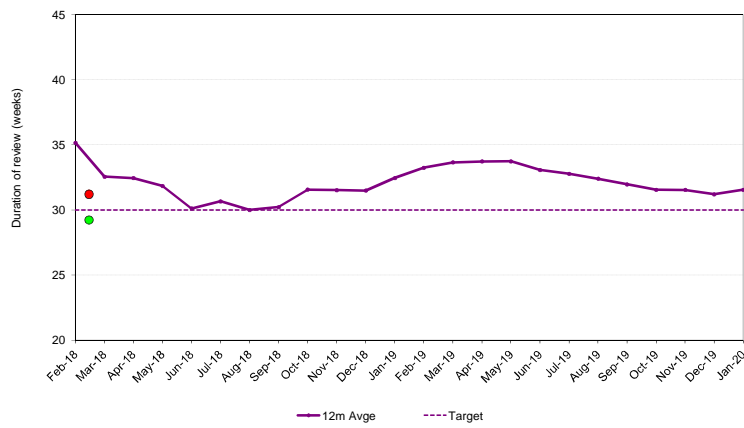


**KPI 4: Service User Feedback/Satisfaction**

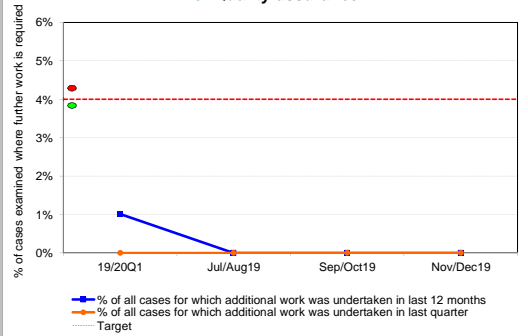
The % of positive responses in our applicant feedback questionnaire - 2019/20  
YTD total positive responses 2019/20:



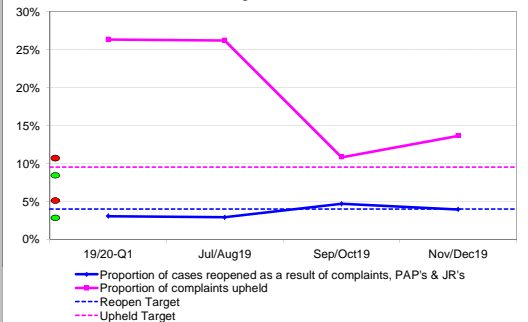
**KPI 2: Duration of review [review cases]**  
Allocation to Decision (PSOR where one issued) - 12m average



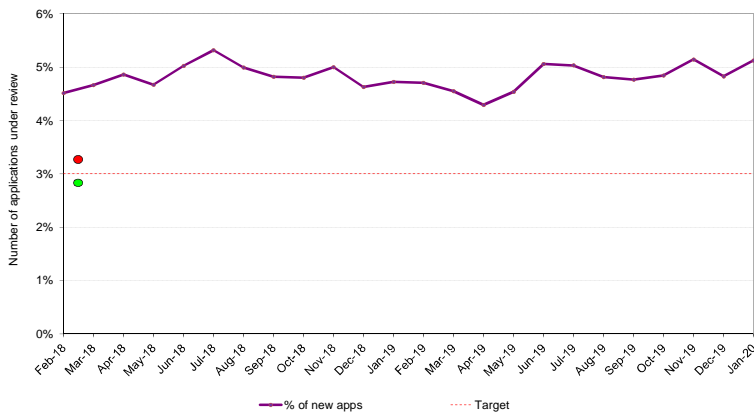
**KPI 5: Quality assurance**



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



**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 absence**  
Sick days lost per FTE

