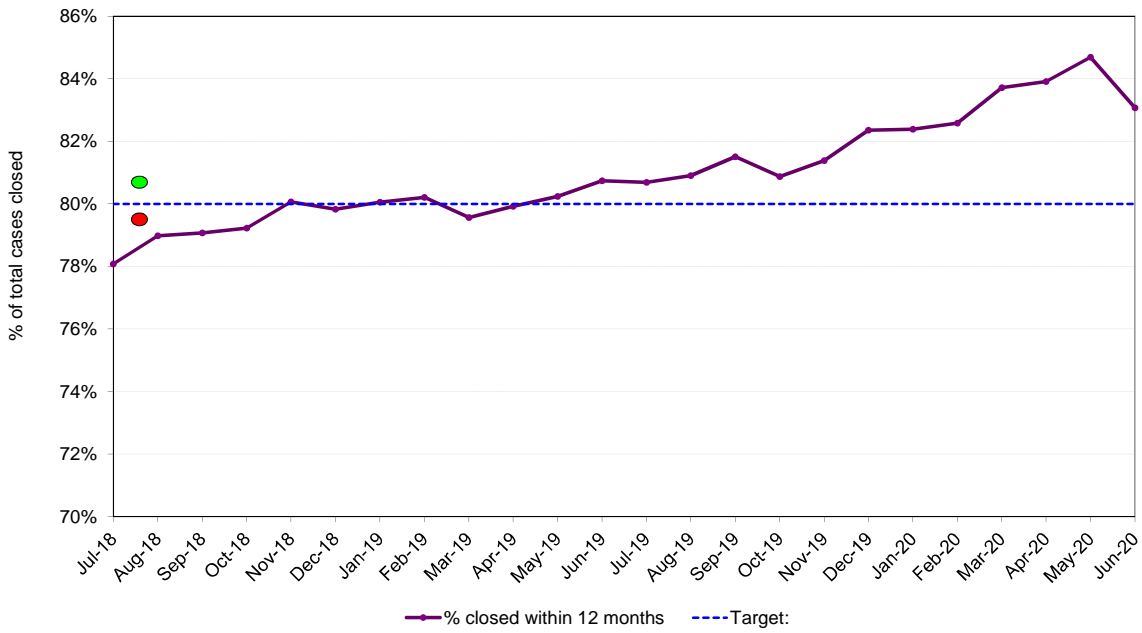
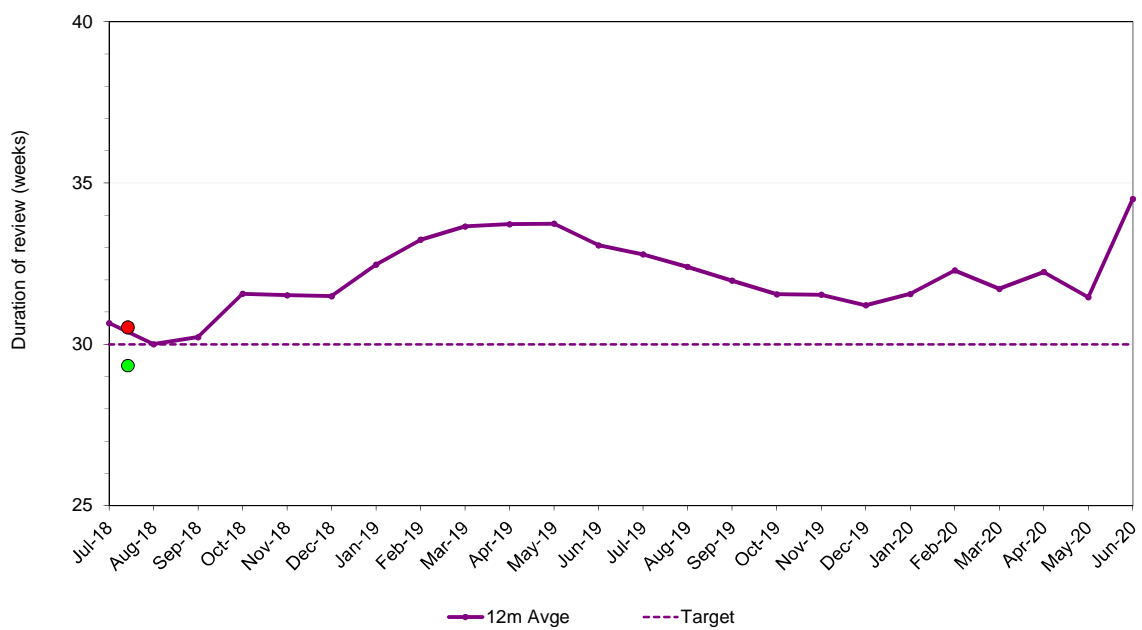


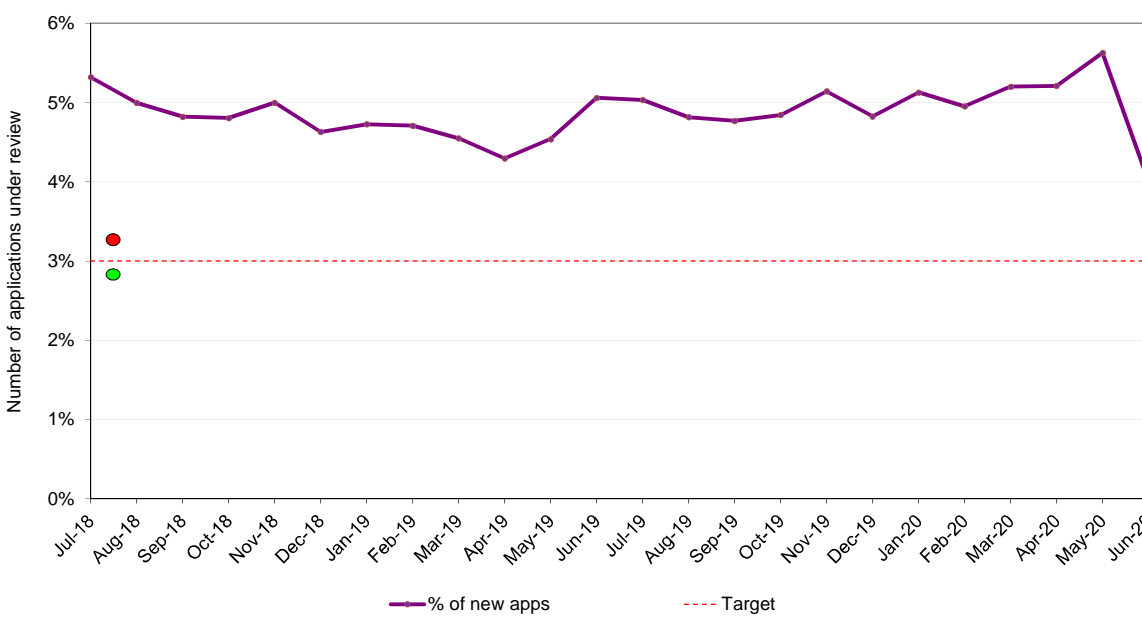
KPI 1: Cases closed within 12 months of application
(rolling 12 months aggregate)



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

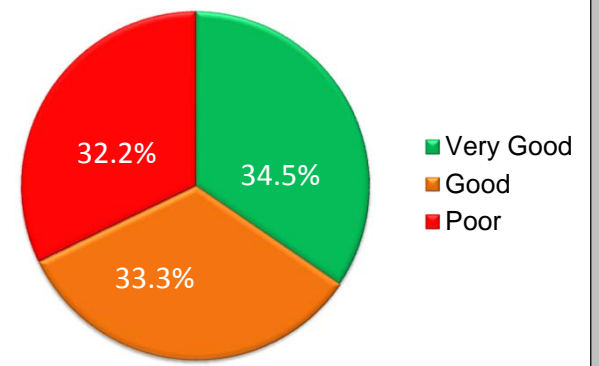


KPI 3: Long running cases
As a percentage of total apps rec'd in the twelve month period ending 2 years prior to reporting month

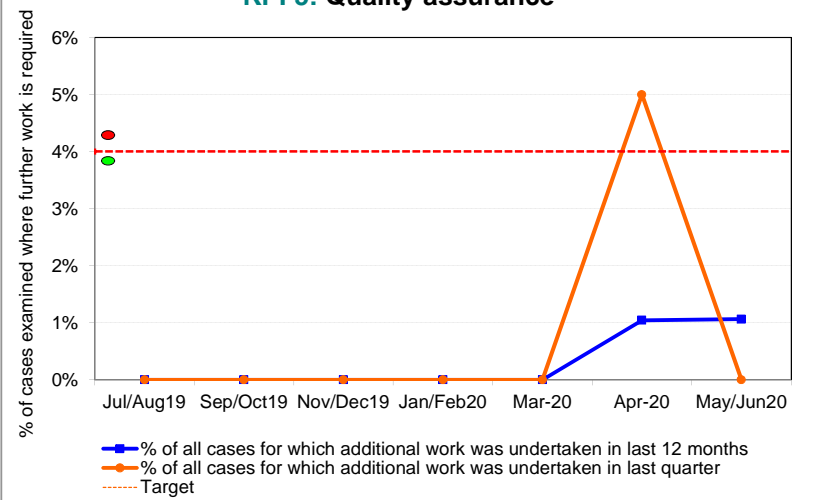


KPI 4: Service User Feedback/Satisfaction

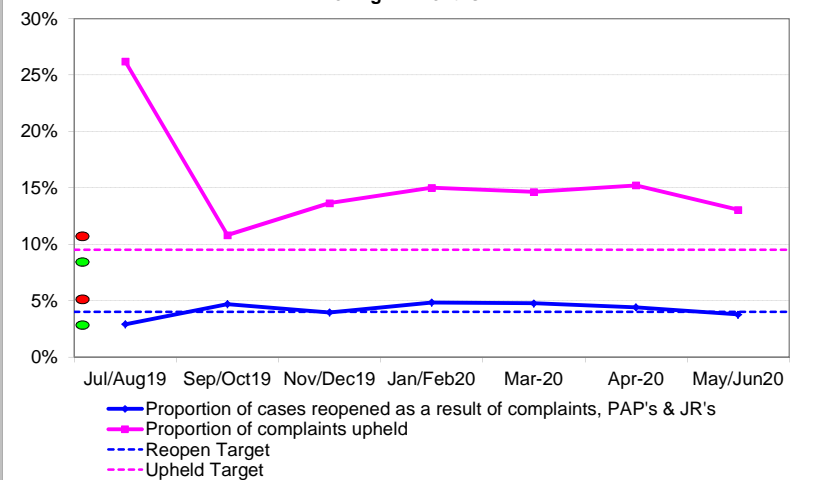
The % of positive responses in our applicant feedback questionnaire - 2019/20
YTD total positive responses 2019/20: 67.8%



KPI 5: Quality assurance



KPI 6: Complaints & JRs
Rolling 12 months



KPI 8: Staff absence
Sick days lost per FTE

