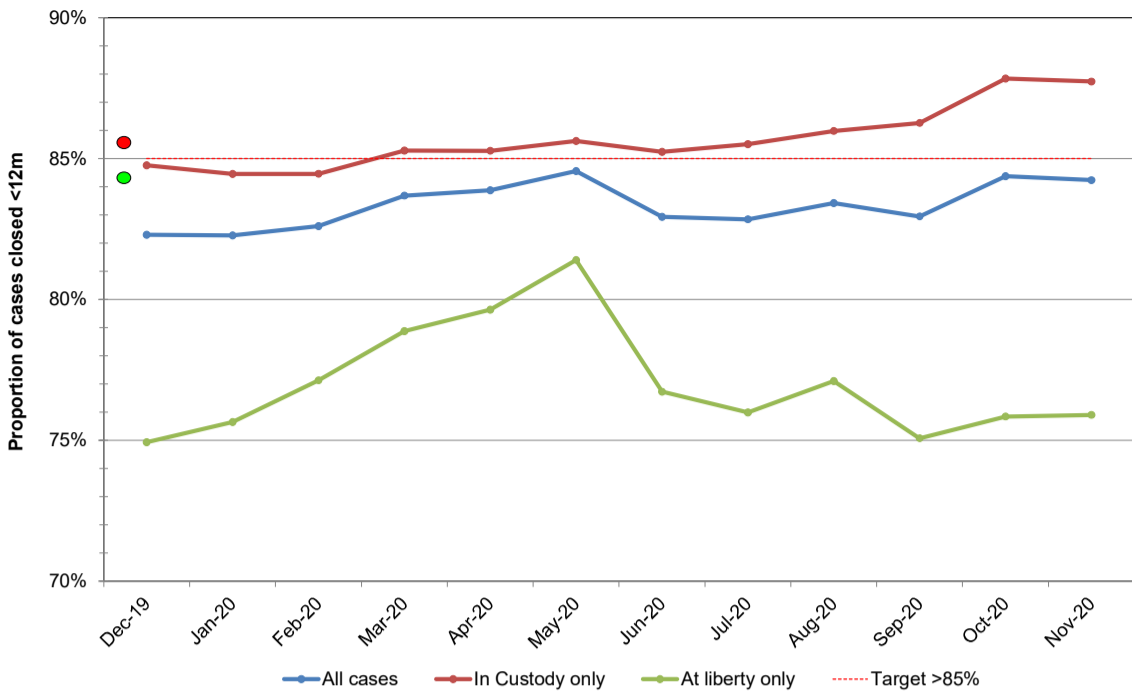
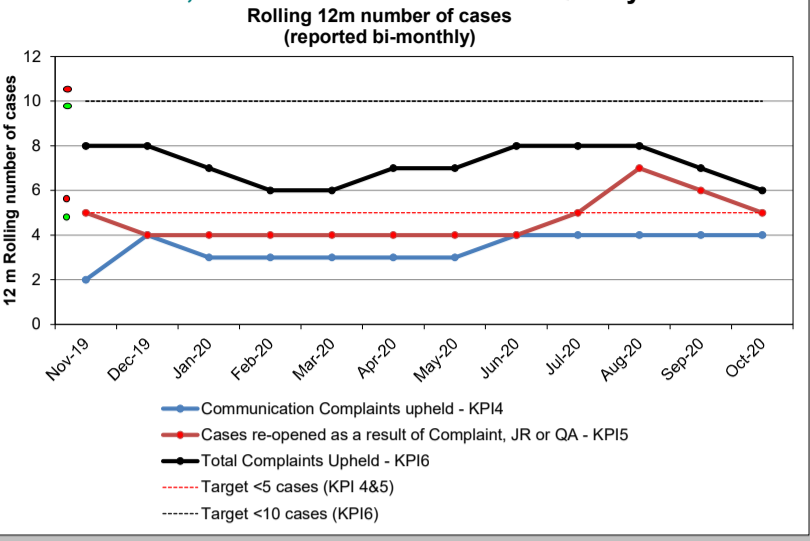


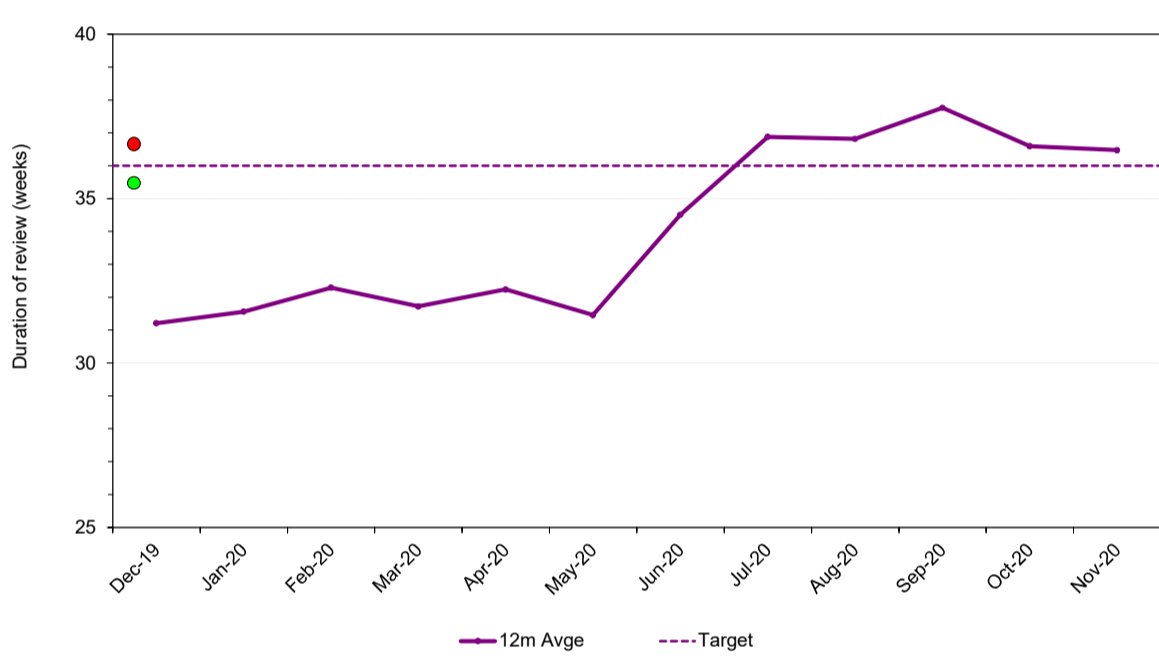
KPI 1: Cases Closed within 12m of Application
Cases closed within 12m of application as a proportion of all cases closed in the last 12m



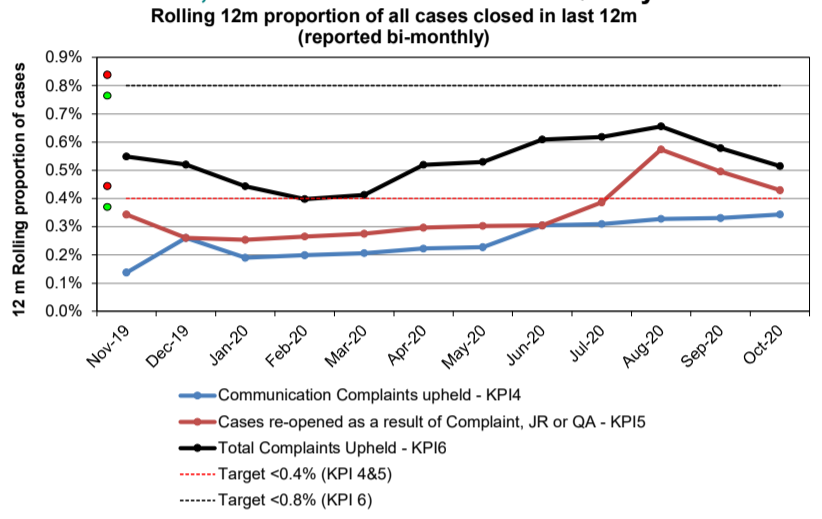
KPI 4, 5 & 6: Customer Service & Quality



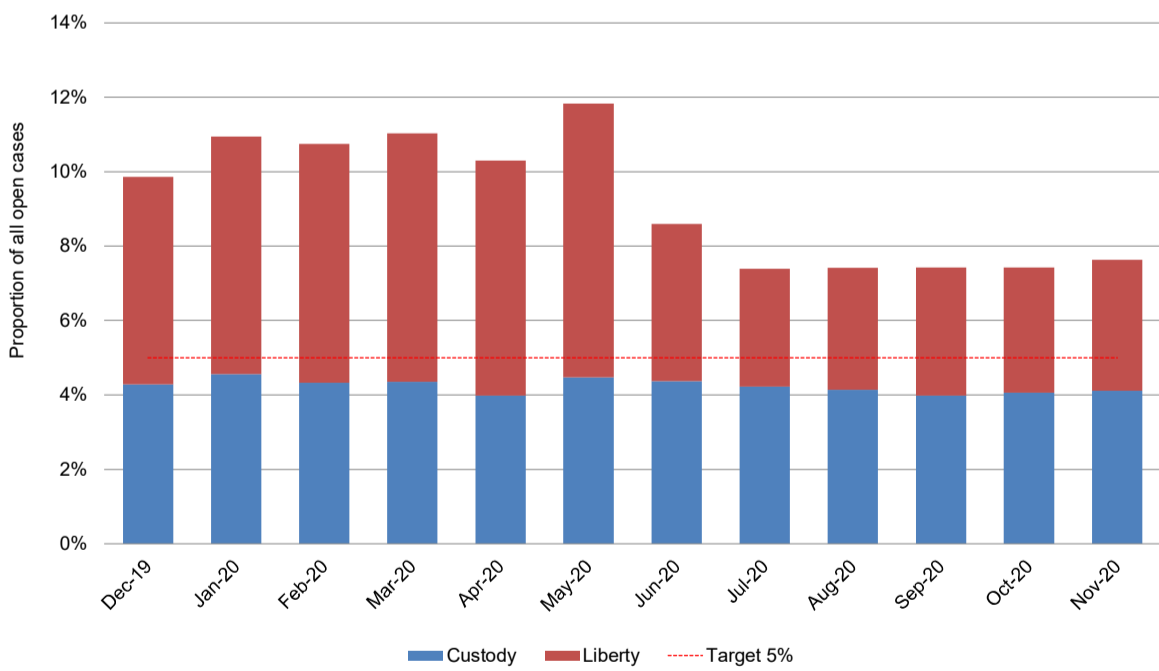
KPI 2: Duration of review [review cases]
Allocation to Decision (PSOR where one issued) - 12m average



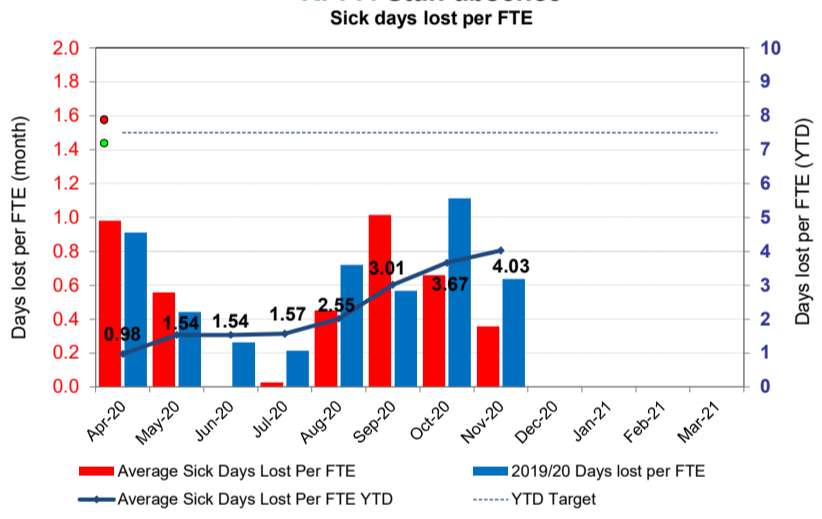
KPI 4, 5 & 6: Customer Service & Quality



KPI 3: Long Running Cases
Number of cases under review as a proportion of all open cases



KPI 7: Staff absence



KPI 8: Expenditure against budget
(Year to Date 2020/2021)

