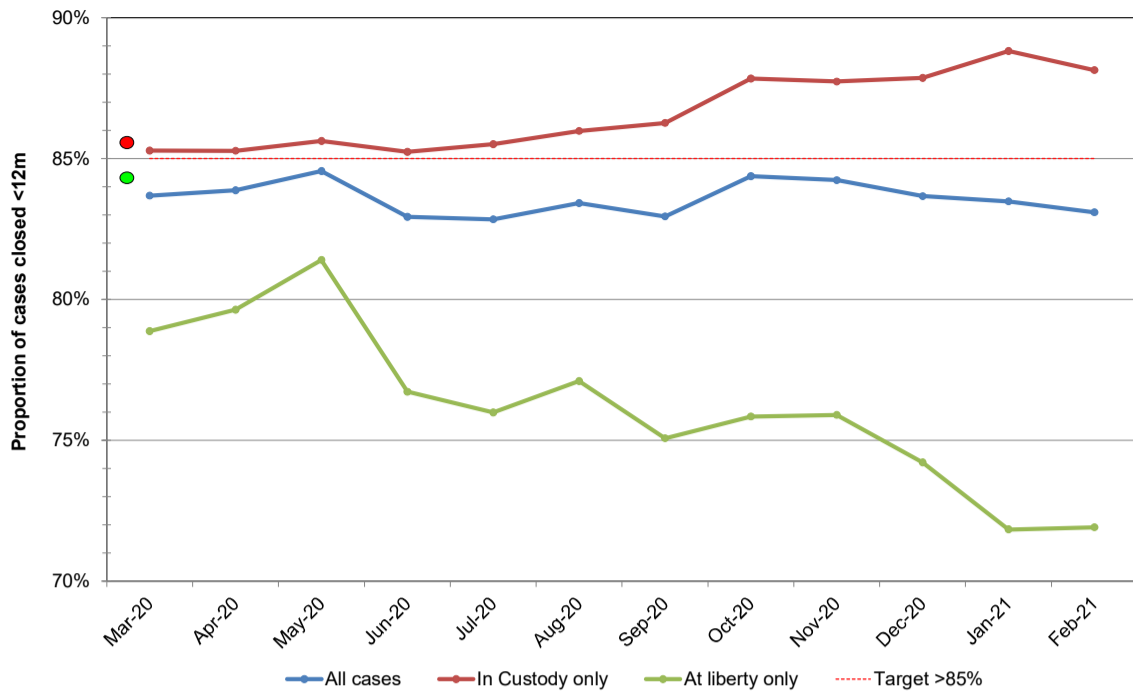


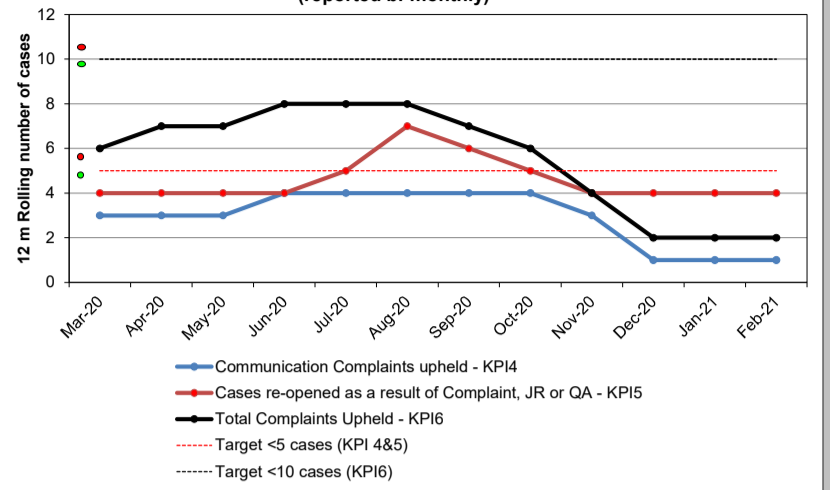
### KPI 1: Cases Closed within 12m of Application

Cases closed within 12m of application as a proportion of all cases closed in the last 12m



### KPI 4, 5 & 6: Customer Service & Quality

Rolling 12m number of cases (reported bi-monthly)



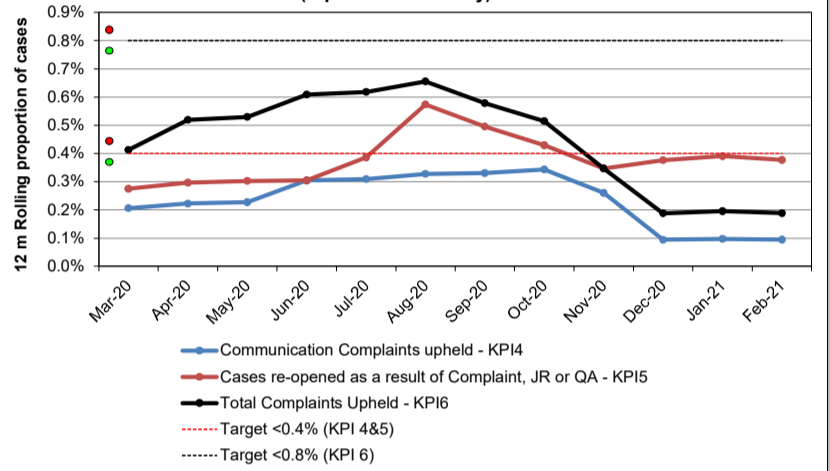
### KPI 2: Duration of review [review cases]

Allocation to Decision (PSOR where one issued) - 12m average



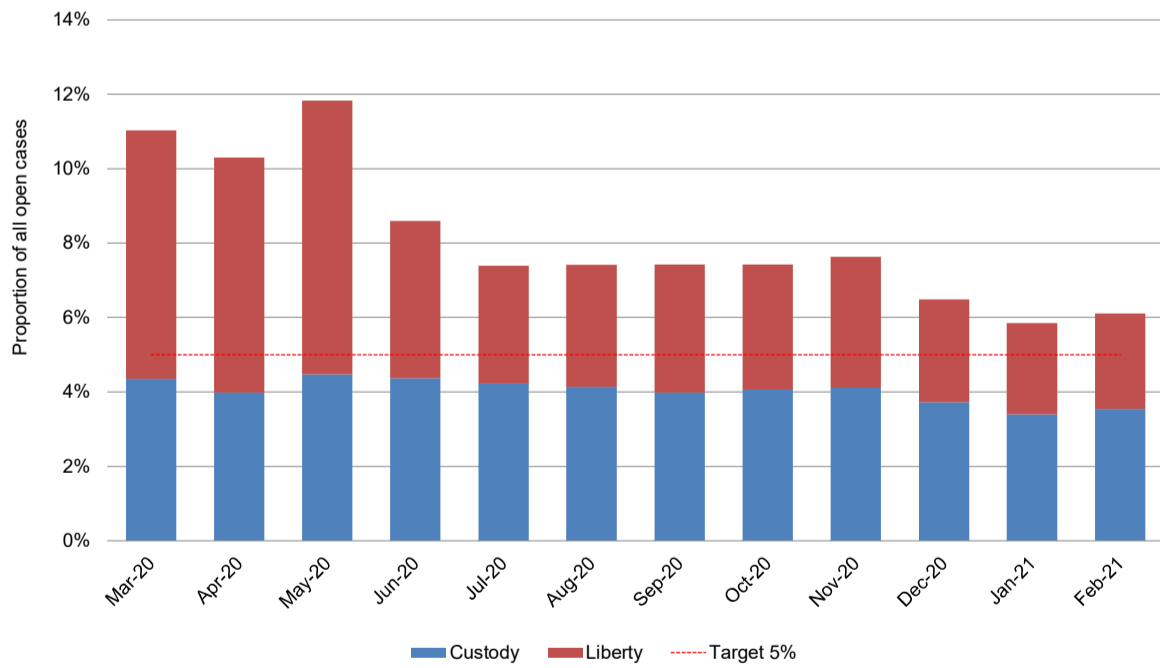
### KPI 4, 5 & 6: Customer Service & Quality

Rolling 12m proportion of all cases closed in last 12m (reported bi-monthly)



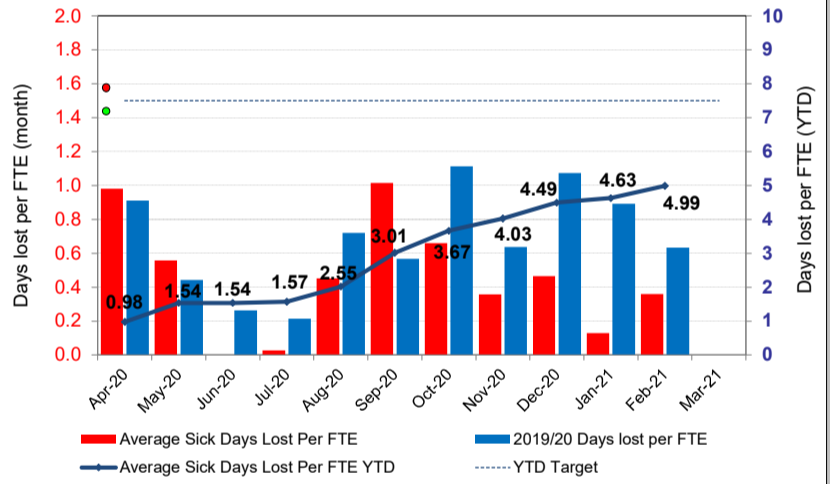
### KPI 3: Long Running Cases

Number of cases under review as a proportion of all open cases



### KPI 7: Staff absence

Sick days lost per FTE



### KPI 8: Expenditure against budget

(Year to Date 2020/2021)

