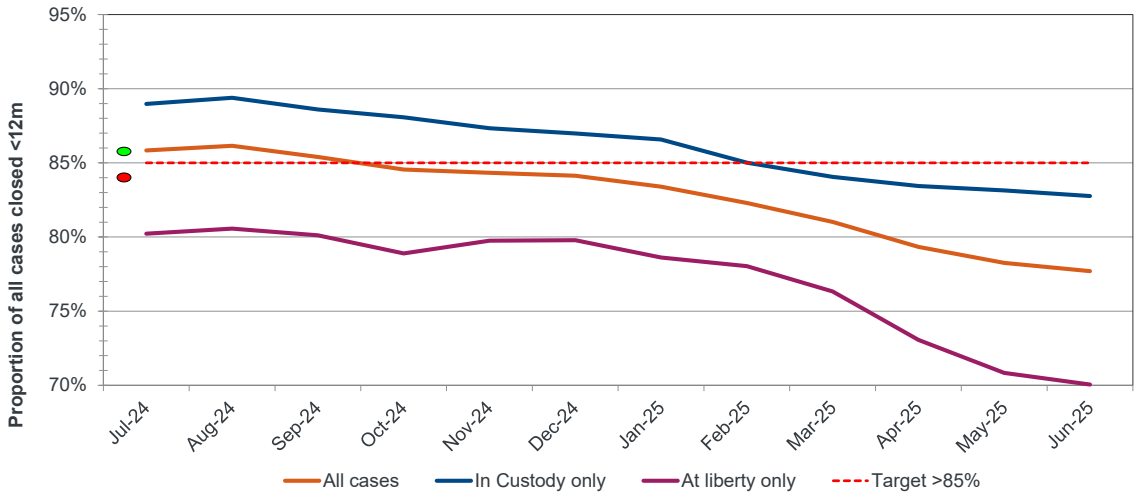
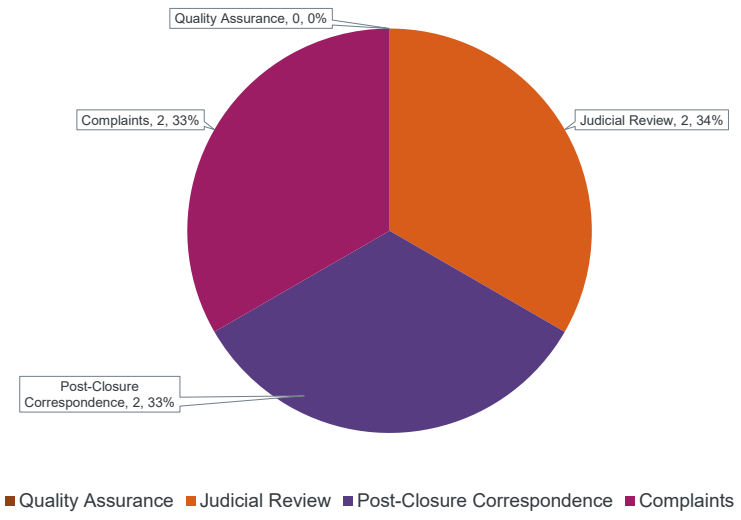
KPI 1a: All Cases Closed within 12m of Application

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

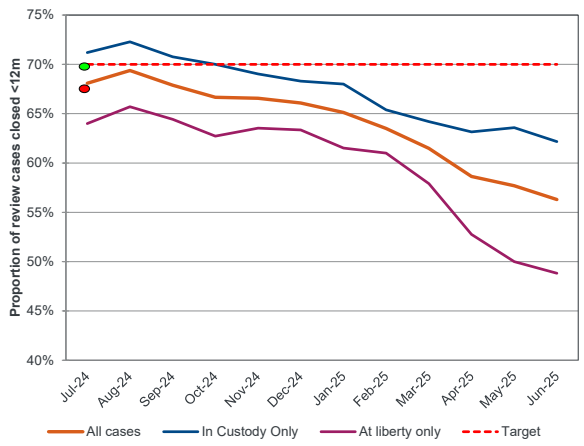


KPI 4: Cases Reopened in the Last 12 Months



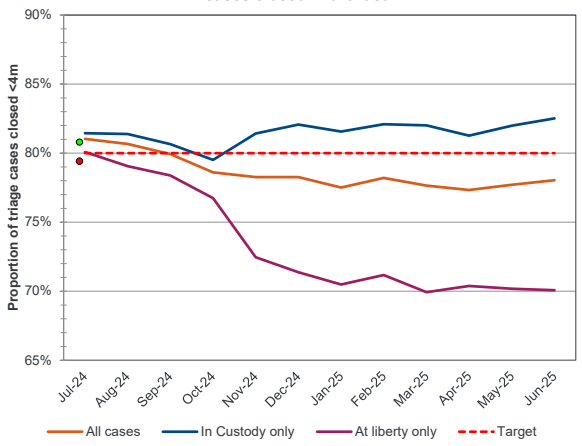
KPI 1b: Review Cases Closed within 12m of Application

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



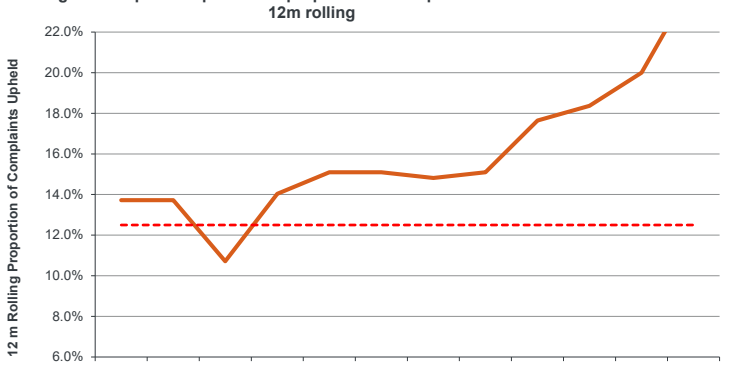
KPI 1c: Triage Cases Closed within 4m of Application

Cases closed within 4m of application as a proportion of all cases closed in the last 12m



KPI 5: Customer Service & Quality

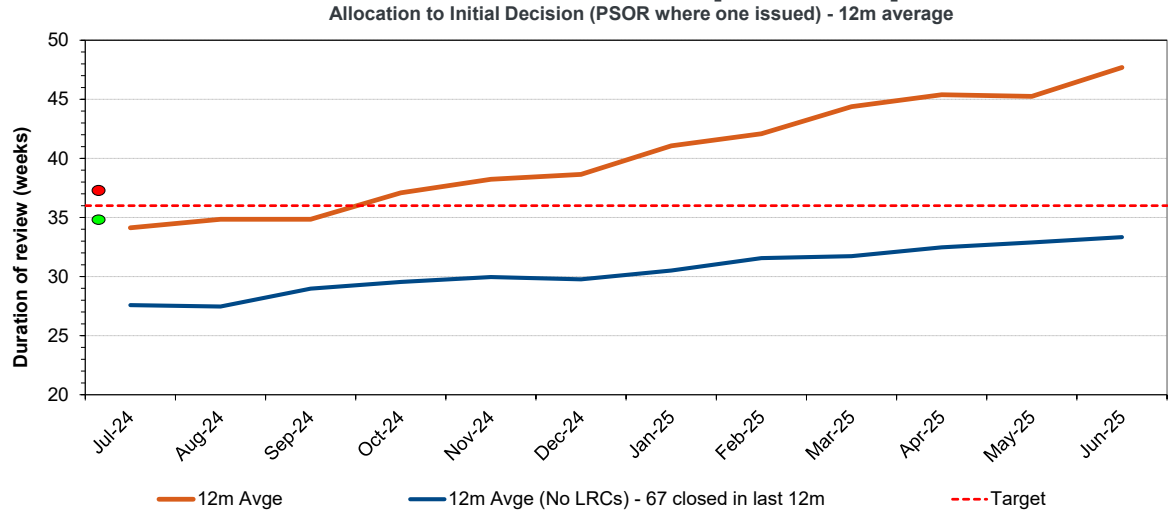
Percentage of complaints upheld as a proportion of complaints closed in last 12m - 12m rolling



	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Proportion Upheld	13.7%	13.7%	10.7%	14.0%	15.1%	15.1%	14.8%	15.1%	17.6%	18.4%	20.0%	24.5%
Upper Limit (1 in 8)	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%	12.5%
No Upheld in Month	0	0	0	2	1	2	1	1	2	0	1	2
No Upheld - Last 12m	7	7	6	8	8	8	8	8	9	9	10	12

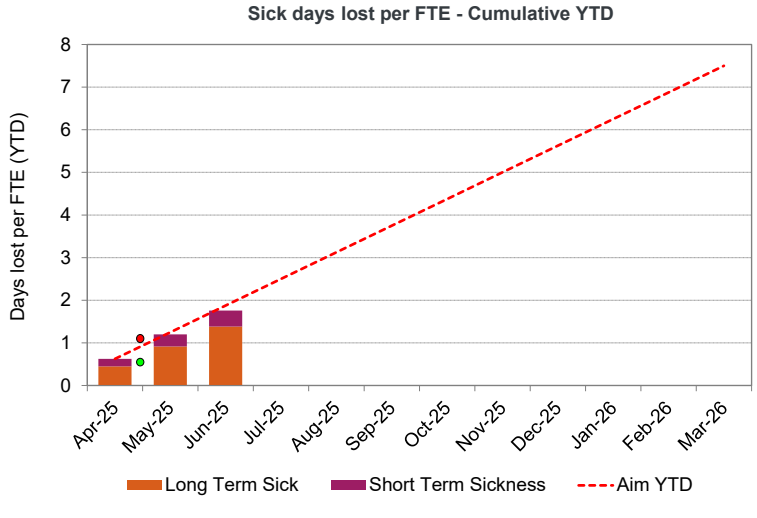
KPI 2: Duration of review [review cases]

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



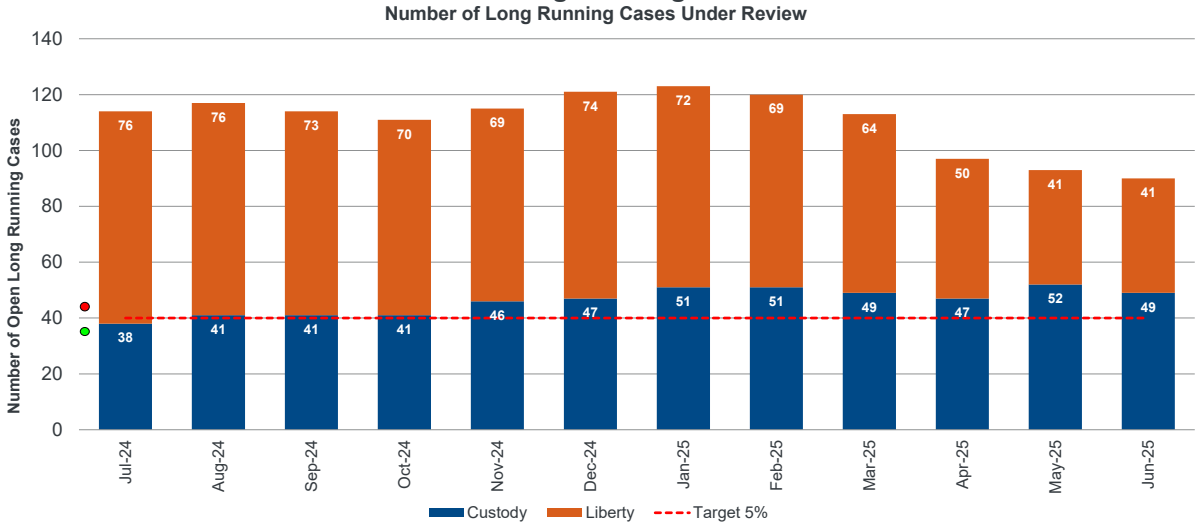
KPI 6: Staff absence

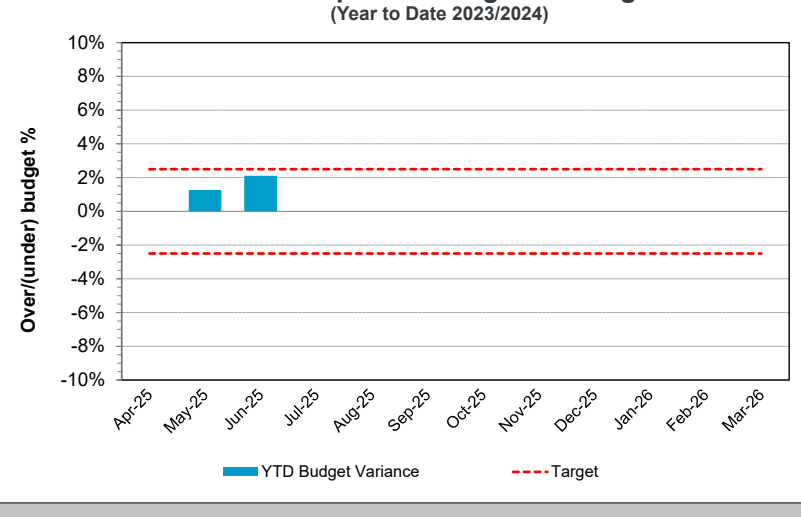
Sick days lost per FTE - Cumulative YTD



KPI 3: Long Running Cases

Number of Long Running Cases Under Review



KPI 7: Expenditure against budget

(Year to Date 2023/2024)