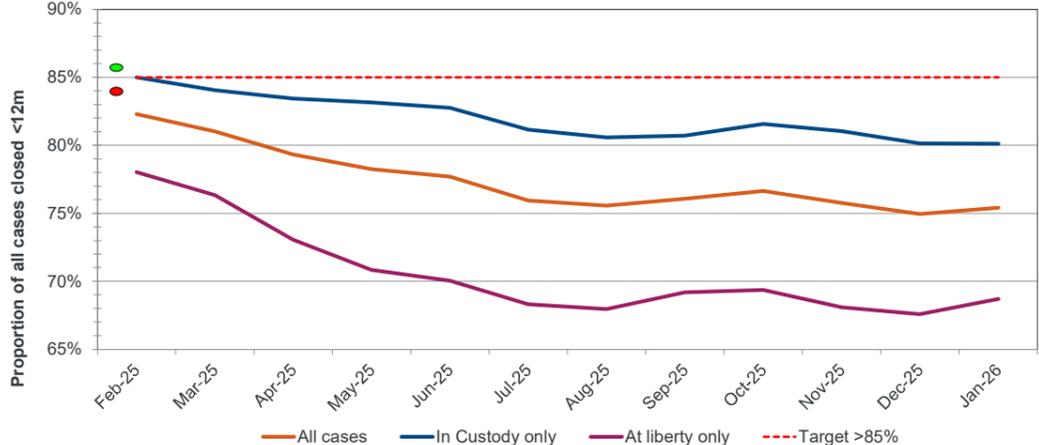## KPI 1a: All Cases Closed within 12m of Application
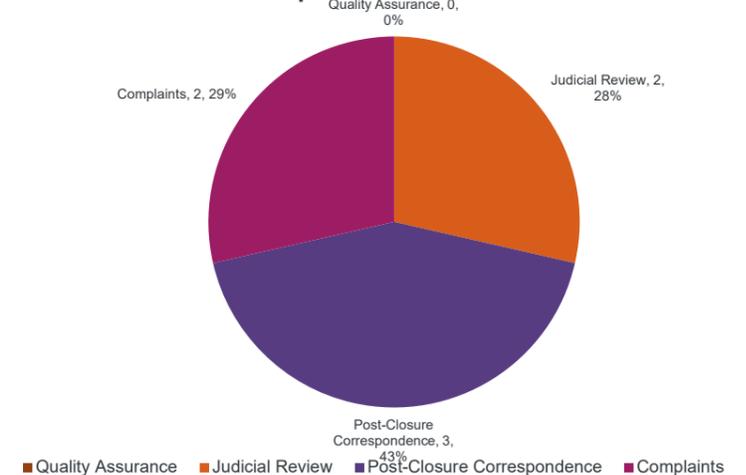**Cases closed within 12m of application as a proportion of all cases closed in the last 12m**

Y-axis: Proportion of all cases closed <12m (65% – 90%)
X-axis: Feb-25 … Jan-26

Legend: All cases — In Custody only — At liberty only --- Target >85%

KPI 4: Cases Reopened in the Last 12 Months

Quality Assurance, 0, 0%
Judicial Review, 2, 28%
Complaints, 2, 29%
Post-Closure Correspondence, 3, 43%

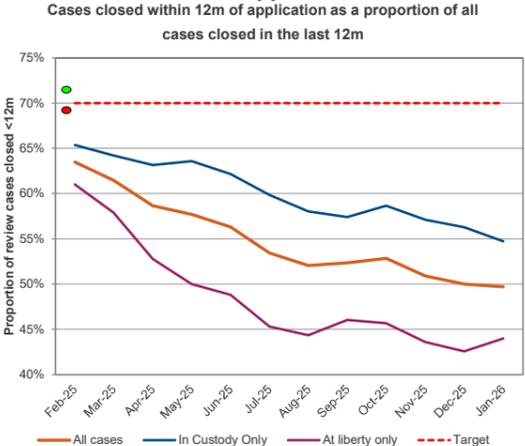Legend: Quality Assurance ■ Judicial Review ■ Post-Closure Correspondence ■ Complaints

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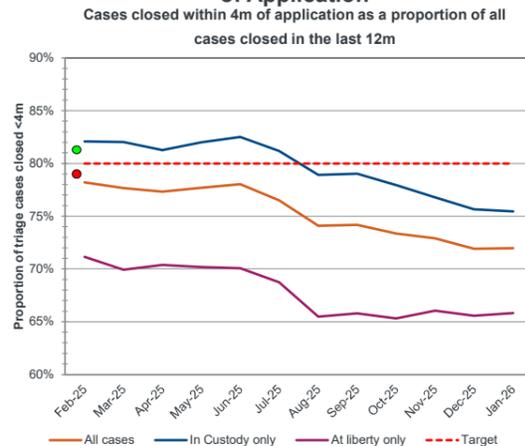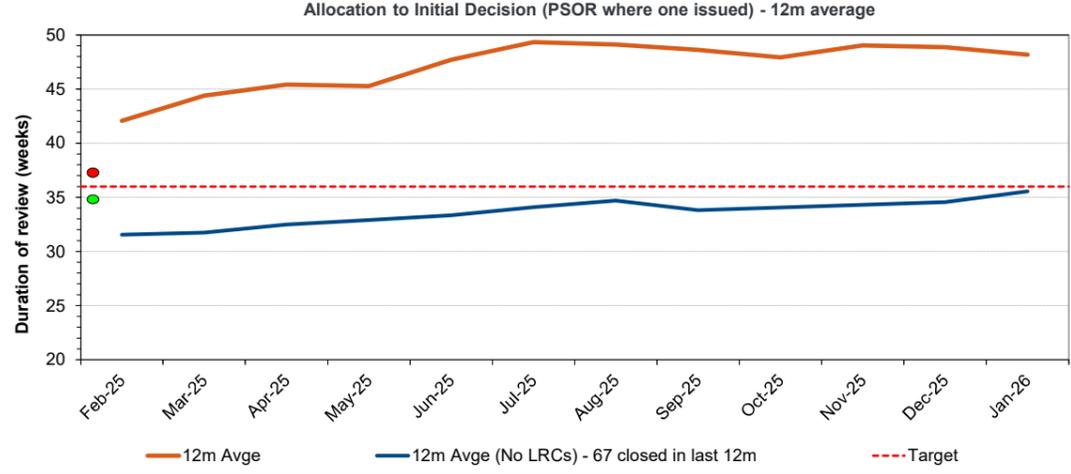**Cases closed within 12m of application as a proportion of all cases closed in the last 12m**

Y-axis: Proportion of review cases closed <12m (40% – 75%)

Legend: All cases — In Custody Only — At liberty only --- Target

KPI 1c: Triage Cases Closed within 4m of Application
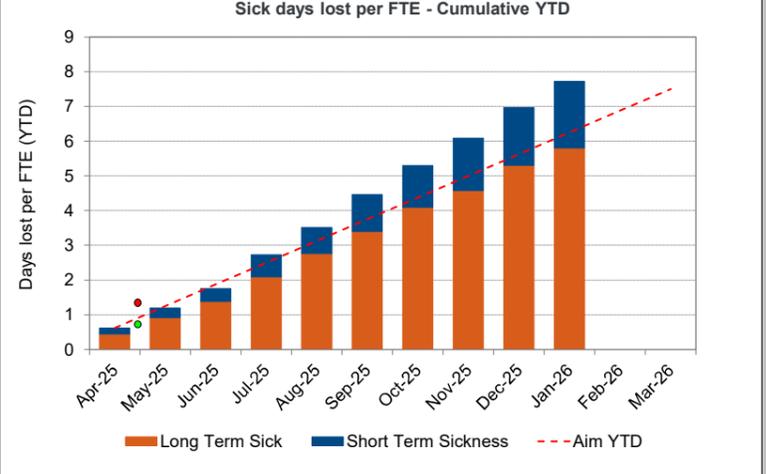**Cases closed within 4m of application as a proportion of all cases closed in the last 12m**

Y-axis: Proportion of triage cases closed <4m (60% – 90%)

Legend: All cases — In Custody only — At liberty only --- Target

KPI 5: Customer Service & Quality
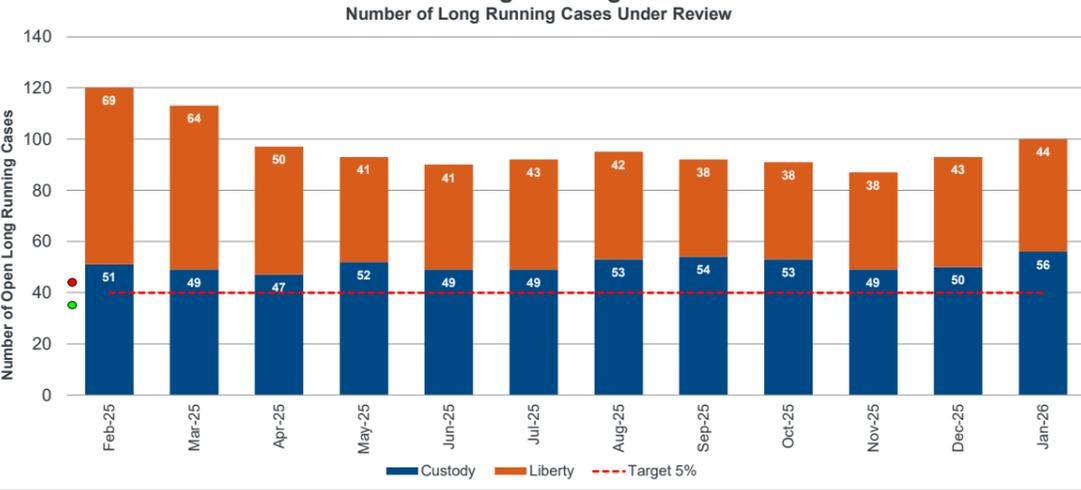**Percentage of complaints upheld as a proportion of complaints closed in last 12m - 12m rolling**

Y-axis: 12 m Rolling Proportion of Complaints Upheld (5.0% – 30.0%)

	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Proportion Upheld	15.1%	17.6%	18.4%	20.0%	24.5%	25.0%	24.5%	26.0%	24.5%	21.2%	17.0%	15.4%
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	1	2	0	1	2	1	0	0	1	0	0	0
No Upheld - Last 12m	8	9	9	10	12	13	13	13	12	11	9	8

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

Y-axis: Duration of review (weeks) (20 – 50)

Legend: 12m Avge — 12m Avge (No LRCs) - 67 closed in last 12m --- Target

KPI 6: Staff absence
Sick days lost per FTE - Cumulative YTD

Y-axis: Days lost per FTE (YTD) (0 – 9)
X-axis: Apr-25 … Mar-26

Legend: Long Term Sick ■ Short Term Sickness --- Aim YTD

KPI 3: Long Running Cases
Number of Long Running Cases Under Review

Y-axis: Number of Open Long Running Cases (0 – 140)

Month	Liberty	Custody
Feb-25	69	51
Mar-25	64	49
Apr-25	50	47
May-25	41	52
Jun-25	41	49
Jul-25	43	49
Aug-25	42	53
Sep-25	38	54
Oct-25	38	53
Nov-25	38	49
Dec-25	43	50
Jan-26	44	56

Legend: ■ Custody ■ Liberty --- Target 5%

KPI 7: Expenditure against budget
(Year to Date 2023/2024)

Y-axis: Over/(under) budget % (-10% – 10%)
X-axis: Apr-25 … Mar-26

Legend: ■ YTD Budget Variance --- Target