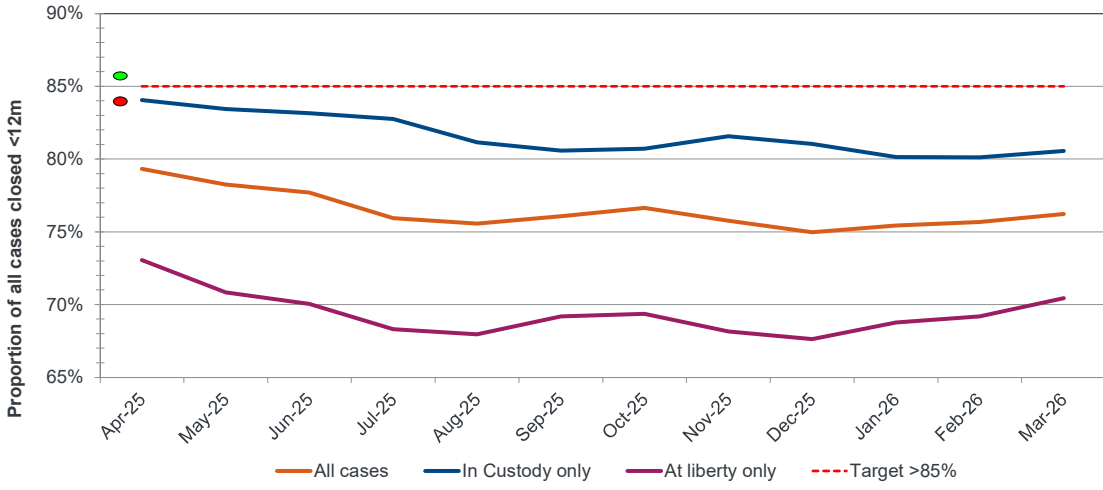
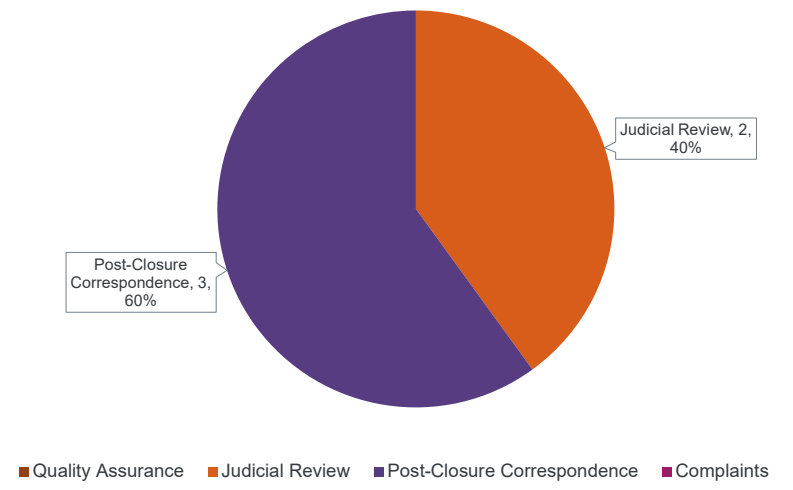


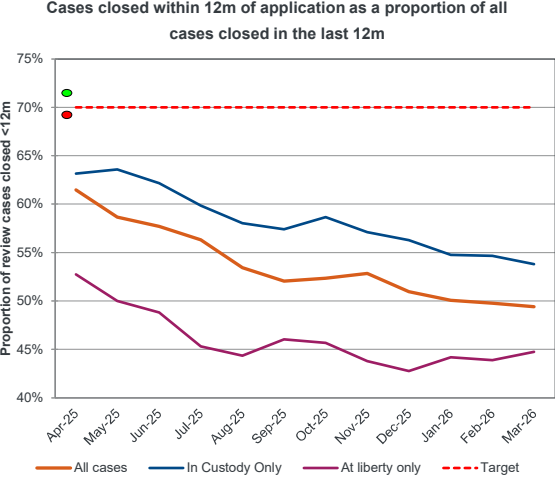
**KPI 1a: All Cases Closed within 12m of Application**  
Cases closed within 12m of application as a proportion of all cases closed in the last 12m



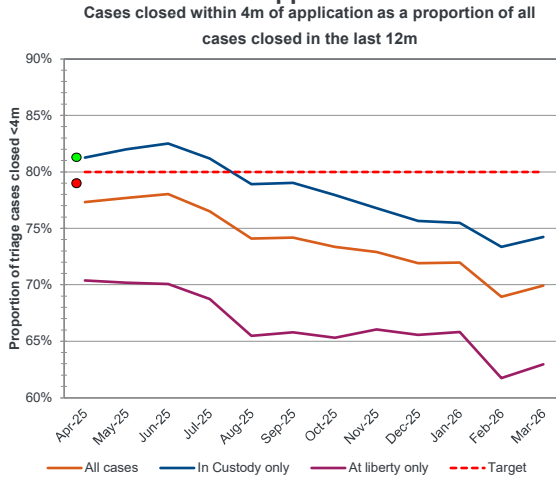
**KPI 4: Cases Reopened in the Last 12 Months**



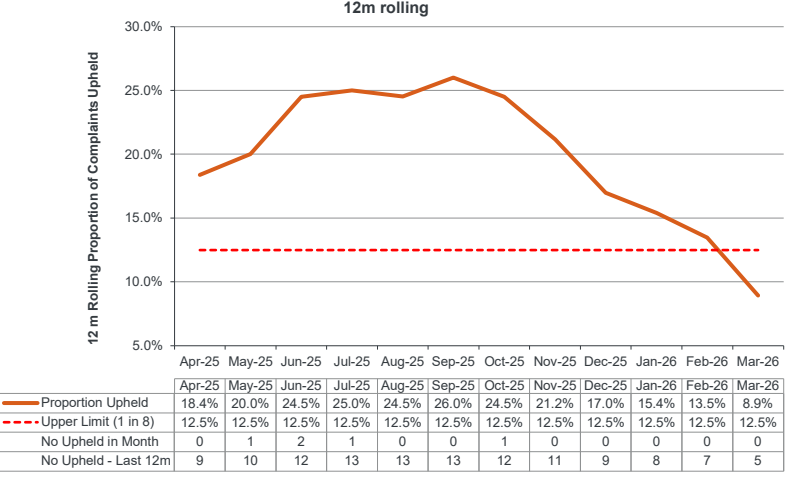
**KPI 1b: Review Cases Closed within 12m of Application**  
Cases closed within 12m of application as a proportion of all cases closed in the last 12m



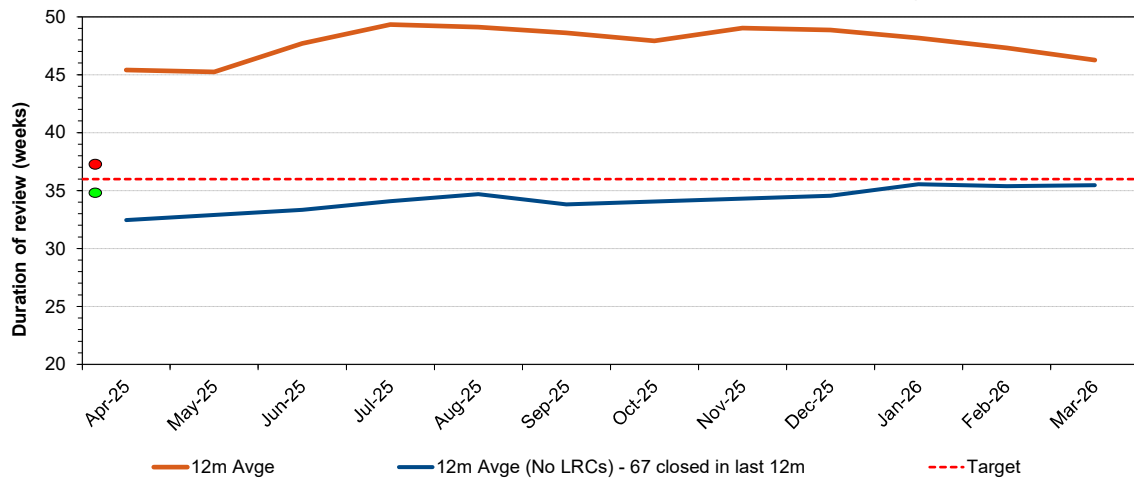
**KPI 1c: Triage Cases Closed within 4m of Application**  
Cases closed within 4m of application as a proportion of all cases closed in the last 12m



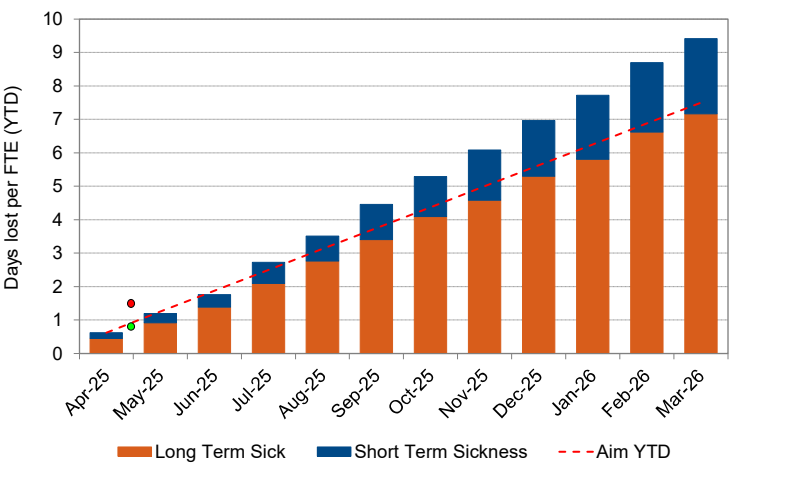
**KPI 5: Customer Service & Quality**  
Percentage of complaints upheld as a proportion of complaints closed in last 12m - 12m rolling



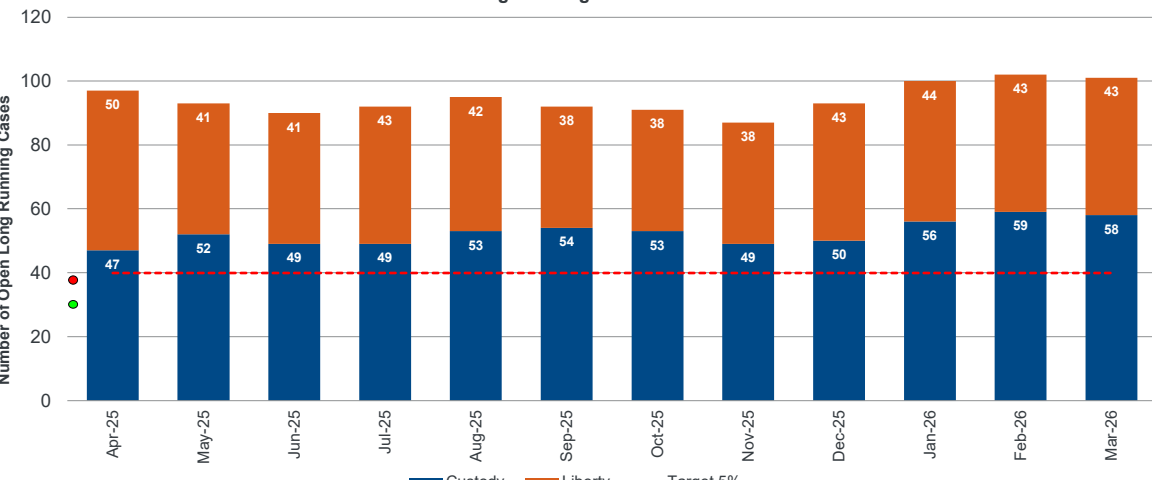
**KPI 2: Duration of review [review cases]**  
Allocation to Initial Decision (PSOR where one issued) - 12m average



**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)

