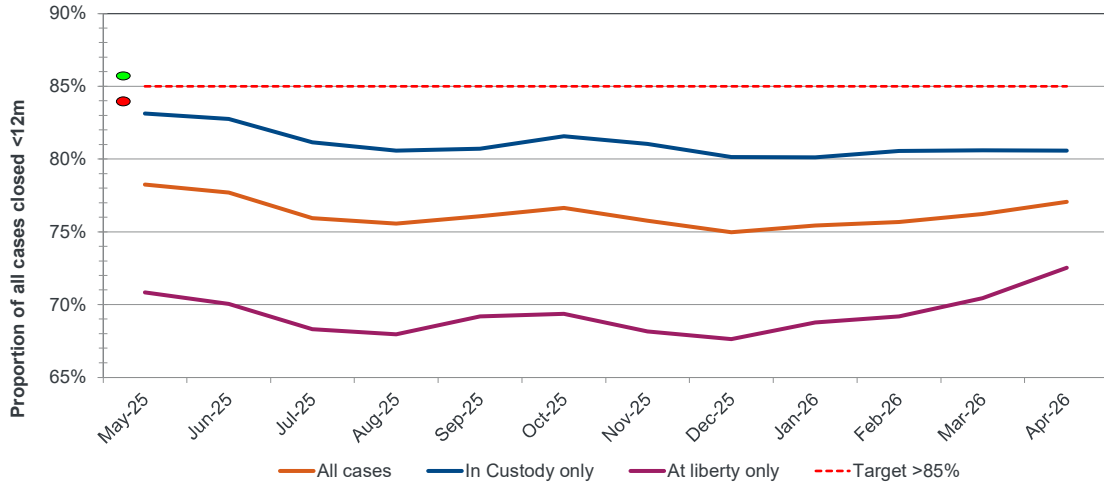
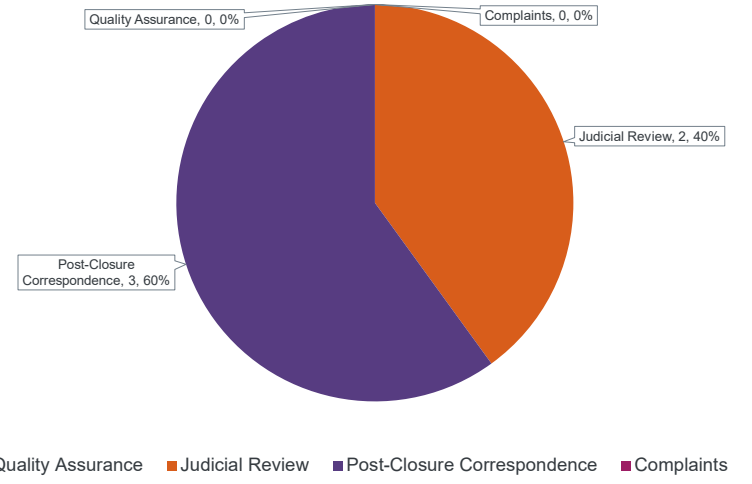


### KPI 1a: All Cases Closed within 12m of Application

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

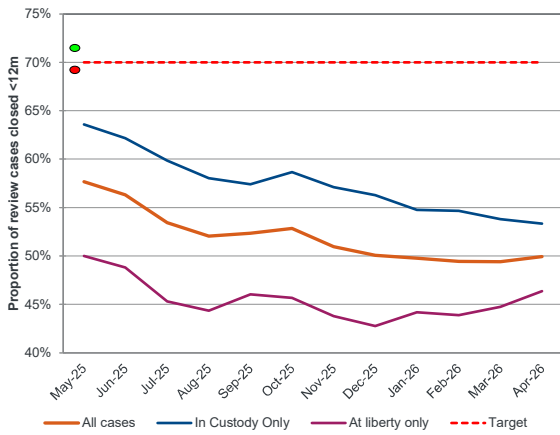


### KPI 4: Cases Reopened in the Last 12 Months



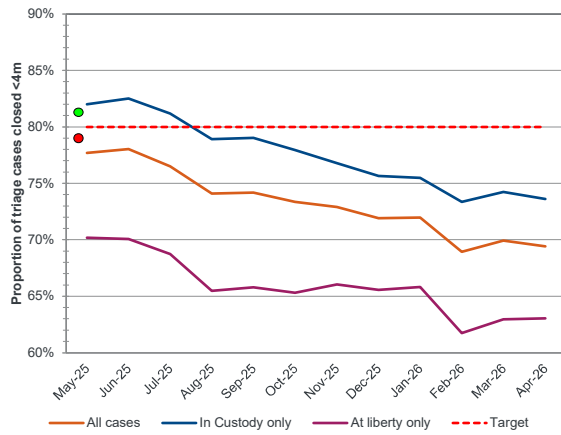
### KPI 1b: Review Cases Closed within 12m of Application

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



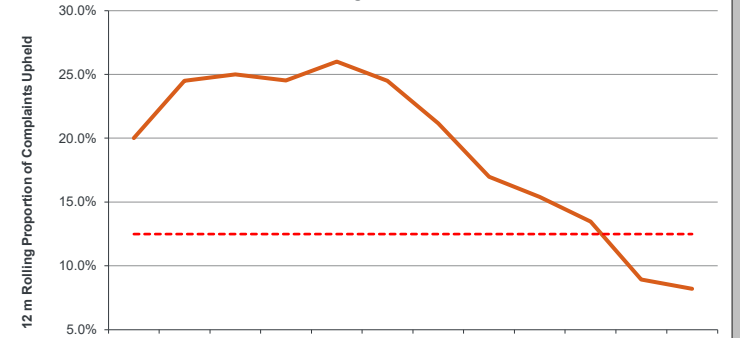
### KPI 1c: Triage Cases Closed within 4m of Application

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



### KPI 5: Customer Service & Quality

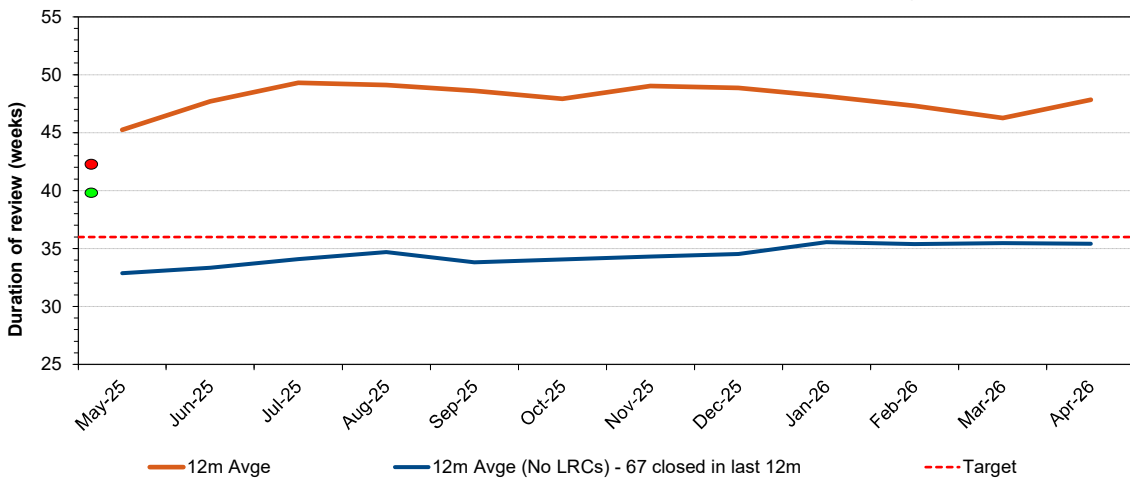
Percentage of complaints upheld as a proportion of complaints closed in last 12m - 12m rolling



	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26
Proportion Upheld	20.0%	24.5%	25.0%	24.5%	26.0%	24.5%	21.2%	17.0%	15.4%	13.5%	8.9%	8.2%
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	1	0	0	1	0	0	0	0	0	0
No Upheld - Last 12m	9	10	12	13	13	13	12	11	9	8	7	5

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

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



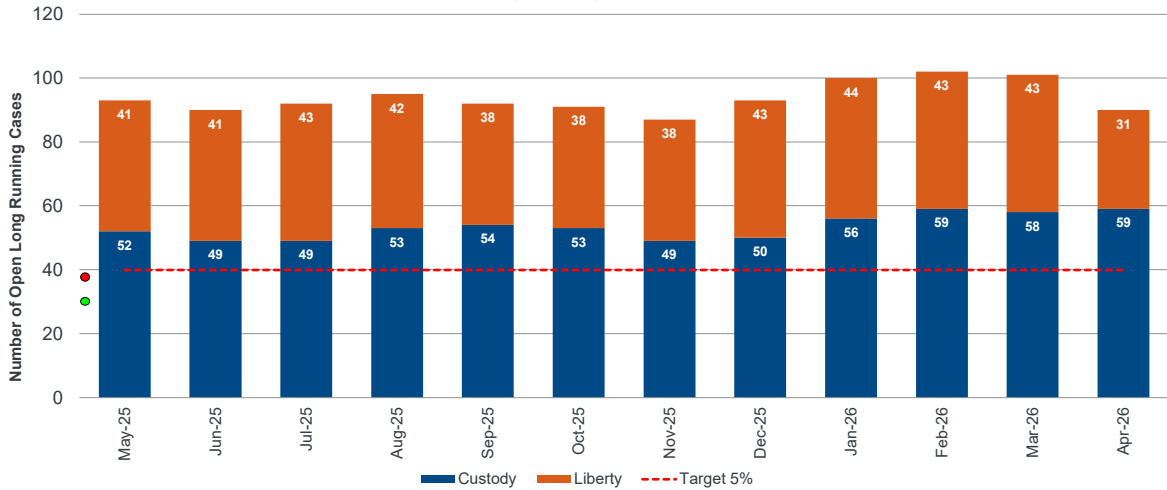
### KPI 6: Staff absence

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)

