

CISAS KPI Report for the First Quarter of 2010*

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 81% - Target missed by 7%.

KPI 2: Percentage of cases concluded more than 8 weeks after receipt of the application from the customer – Target <10%, Actual 7% - Target achieved and surpassed by 3%.

KPI 3: Percentage of calls answered by CISAS staff within 2 minutes - Target 95%, Actual 100% - Target achieved and surpassed by 5%.

KPI 4: Percentage of written correspondence receiving a response within 5 working days - Target 90%, Actual 96% - Target achieved and surpassed by 6%.

KPI 5: Unit cost as an indication of improved efficiency: The total costs to members divided by the number of valid applications. This is reported on a quarterly basis.

The figure is £313.65. This is an increase of £17.98 since the final quarter of 2009 and is due to two factors; a continuing reduction in overall case numbers and more cases proceeding to full adjudication.

*Figures are subject to audit and may vary slightly in the final annual report