

CISAS KPI Report for Quarter 3 of 2009

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 85% - Target missed by 3%

During September several cases were reopened at the request of the customer due to the fact that an early settlement agreed to by the parties under the CISAS “early settlement process” was not adhered to by the communications provider. Also the recent postal strikes have resulted in delays being experienced with the receipt of supporting documents / additional evidence. The combination of these delays then resulted in CISAS missing this target. This affected KPI 1 for the quarter.

KPI 2: Percentage of cases concluded more than 8 weeks after receipt of the application from the customer – Target <10%, Actual 6% - Target achieved and surpassed by 4%

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

KPI 4: Percentage of written correspondence receiving a response within 5 working days - Target 90%, Actual 97% - Target achieved and surpassed by 7%

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 for the first nine months of 2009 was £260.58, which was an increase during the third quarter due to a reduction in the number of cases.

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