

CISAS KPI Report for the First Quarter of 2008*

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 89% - Target achieved and surpassed by 1%.

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% - Target achieved and surpassed by 5%.

KPI 4: Percentage of written correspondence receiving a response within 5 working days - Target 90%, Actual 95% - Target achieved and surpassed by 5%.

KPI 5: Unit cost as an indication of improved efficiency: 100% of total costs to members divided by the number of valid applications

- 2006 Figure: £274.19
- 2007 Figure: 269.69
- 2008 Figure (to end of first quarter): £238.91. This is a reduction of £30.78 per case since 2007 and reflects a settlement rate of 63%.

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