

## **CISAS KPI Report for the Second Quarter of 2009\***

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 90% - Target achieved and surpassed by 2%.

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

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 94% - Target achieved and surpassed by 4%.

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

- 2009 Q2 Figure £256.08

Note: The unit cost figure for 2008 was £233.83. The increase in Q1 & Q2 is due to a reduced number of cases having been received during the period.

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