

CISAS KPI Report for the Third Quarter of 2008*

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 86% - Target missed by 2%.

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 90% - Target achieved..

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

- 2008 Q3 Figure £231.67

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