

Performance indicator		Q1 2022/23 Performance	2022/23 Business Plan aim/assumption	Q1 variance against BP assumption	Q1 2021/22
New cases accepted for investigation		1409			1247
Cases waiting for investigation (size of pre-assessment pool)		5154	5568	(-7.44%)	5068
Cases resolved	Total	2313	2385	-3.01%	1612
	Cases closed after investigation	992	1575		
	Cases closed by early resolution	1321	810		
Average customer journey time in day (as of the end of June)	Combined average for all customer closures; early resolution (FET) and investigation	258	Proposed target to be approved by the OLC Board for 2023/24		N/A- new processes not introduced until late in 2021/22
	Low complexity	317	325	-8 days	300
	Medium complexity	542	500	+42 days	419
	High complexity*	610	500	+110 days*	665
	* Customer Journey time is measured once a case is closed. A higher CJT can indicate that investigators are closing old cases from the customer queue. Whilst older cases are being closed, this will temporarily inflate the average in month journey time as those customers who have been in the PAP for a significant time are now being helped.				
	Front-End Team	147			
Productivity per established investigator-cases resolved following investigation		4.42	5.8	-1.38	5.14
Productivity per established investigator-cases resolved by front-end team (FET)		23.77			
Combined established investigator and FET investigator productivity		9.6	Proposed target to be approved by the OLC Board for 2023/24		
Attrition		24.9%	19%	+5.9%	11.6%