

Key Target Performance Summary End of February 2011



7 March 11 x edition

Key and shadow targets

Key Targets

Key Targets are mandated for all Agencies; they are approved by the responsible Minister and announced in Parliament. Our Owner has agreed that quality, timeliness, and the rollout of Cerberus will be the most important aspects of performance that should be measured by 6 Key Targets during the year.

Key Targets
QUALITY KEY TARGET 1 - External validation of quality Achieve at least a 98% success rating with 200 cases independently selected and reviewed from a random sample.
KEY TARGET 2 – Delivering excellent customer service Maintain Customer Service Excellence accreditation standard.
TIMELINESS KEY TARGET 3 – Completing routine cases to defence customers: 1. 85% of CTC cases within 30 calendar days. 2. 85% of SC cases within 30 calendar days. 3. 85% of DV cases within 100 calendar days.
KEY TARGET 4 – Completing priority cases to defence customers: 1. 95% of CTC & SC cases within 10 calendar days. 2. 95% of DV cases within 30 calendar days.
KEY TARGET 5 – Processing Aftercare 1. All Aftercare Incident Reports (AIRs) to be taken into action within 7 calendar days of receipt. 2. 95% of scheduled Aftercare to be taken into action within 30 calendar days of scheduled review date. 3. 95% of security appraisal reviews (SAFs) to be taken into action (when appropriate) within 21 days of receipt.
BUSINESS DEVELOPMENT KEY TARGET 6 – Delivery of Cerberus project 1. Manage third party suppliers to provide their side of the Cerberus interfaces by Sep 10. 2. Achieve an operational capability for e-Forms and Case Management System by Dec 10. 3. Achieve roll-out in line with plan to vetting customers by Mar 11.
Note: Measurement of time in the above targets represents net performance that excludes delays external to the DVA.

Shadow targets

We have also been set two Shadow targets (shadow targets are candidates for potential Key Target status, but need to be tested for at least 12 months first to ensure that they are realistic and suitable).

Shadow targets

Shadow target 1 - Completing employment assurance disclosure checks

1. Achieve an average 5 calendar days application processing time from receipt to dispatch to CRB Liverpool.
2. Achieve an average 14 calendar days processing time to identify and return applications for correcting.
3. Notify applicants of disclosure within an average of 5 calendar days of receipt from CRB.

Shadow target 2 - Timeliness of processing Aftercare cases

1. To complete 80% of SC Aftercare cases within 110 calendar days (net performance).
2. To complete 80% of DV Aftercare cases within 110 calendar days (net performance).

To be introduced post Cerberus go-live in late 09/10.

[Other elements of the aftercare process may need to be measured from within the overall 110 day targets]

		End of month trend		
	<p>KEY TARGET 1 - External validation of quality. Achieve at least a 98% success rating with 200 cases independently selected and reviewed from a random sample.</p> <p>1. PPQ to organise case audits in October and February. 2. PPQ to monitor Key Target 1 and provide feedback and analysis to AMB after each set of case audits.</p>			
	<p>Progress/impact statements</p> <p>1. A maximum score has been achieved on the first batch of cases. The final review is about to start on cases completed between Oct and Feb. We may struggle to achieve an overall 200 cases, as 1 reviewer is currently on long sick absence and the Navy post is vacant.</p>			
	<p>2. Score sheet has been revised to take account of DIA comments.</p>			
	<p>KEY TARGET 2 – Delivering excellent customer service. Maintain Customer Service Excellence standards.</p> <p>1. CRM to Co-ordinate agency Customer Service Excellence submission. 2. Report progress quarterly to the AMB. (Jun, Sept, Dec, Mar). 3. Deliver re-accreditation by Feb/Mar 11.</p>			
	<p>Progress/impact statements</p> <p>1. Prep work to be fitted around Cerberus activities.</p>			
	<p>2. Outline Action Plan provided to Oct AMB. Update provided to Nov AMB. AMB agreed to only go for an interim assessment rather than a full re-accreditation.</p>			
	<p>3. CSE report provided. Assessment due on 11 Mar 2011</p>			

Output 1,2&3	KEY TARGET 3 – Completing routine cases for defence customers.				
	1. 85% of CTC cases within 30 calendar days.				
	2. 85% of SC cases within 30 calendar days.				
	3. 85% of DV cases within 100 calendar days.				
Progress/impact statements					
1. 96% achieved in month. Year to date forecast 96%.					
2. 92% achieved in month. Year to date forecast 92%.					
3. 94% achieved in month. Year to date forecast 93%.					
Output 1,2&3	KEY TARGET 4 – Completing priority cases for defence customers.				
	1. 95% of CTC/SC cases within 10 calendar days.				
	2. 95% of DV cases within 30 calendar days.				
Progress/impact statements					
1. 100% achieved in month. Year to date forecast 99%.					
2. 98% achieved in month. Year to date forecast 98%.					
Output 1&2	KEY TARGET 5 – Taking Aftercare into action for defence customers.				
	1. All Aftercare Incident Reports (AIRs) to be taken into action within 7 calendar days of receipt.				
	2. 95% of scheduled Aftercare to be taken into action within 30 calendar days of the scheduled review date.				
	3. 95% of security appraisal reviews (SAFs) to be taken into action (where appropriate) within 21 days of receipt.				
Progress/impact statements					
1. 100% achieved in month. Year to date forecast 100%					
2. SC and DV measured together. Achieved 99% in month. Year to date forecast 97%					
3. 99% achieved in month. Year to date forecast 99%					

Aftercare taken into action

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Aftercare incident reports												
23	40	83	62	47	93	62	61	37	89	81		
Scheduled aftercare in hand												
328	278	313	319	361	219	304	268	253	184	296		

Total casework breakdown

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Total cases in action												
123	1160	1209	122	1245	131	145	1377	139	144	134		
7			3		9	8		5	7	7		
Cases initiated												
730	612	680	685	737	863	969	923	102	945	820		
								4				
Cases with FID												
190	176	149	174	153	134	118	118	97	90	163		

Awaiting assessment

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Cases in hand with Aftercare team												
58	75	100	71	81	114	185	148	101	242	179		
Cases with the VMA												
127	134	134	149	148	125	129	135	138	128	129		
Cases with SLCs												
132	163	146	144	126	83	57	53	35	42	56		

Output 1	<p>Key Target 6 - Delivery of Cerberus Project in line with planning tolerances.</p> <p>1. Manage 3rd party suppliers to provide their side of the Cerberus interfaces by Sep 10.</p> <p>2. Achieve an operational capability for e-Forms and Case Management System by Dec 10 in line with planning tolerances.</p> <p>3. Achieve roll-out in line with plan to vetting customers by Mar 11.</p>
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Progress/impact statements	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1. All 3 rd party suppliers for the original specified interfaces (Box, CWC, PNC, HRMS and JPA) have now supplied their side of the Cerberus interfaces. Underlying connectivity (provided by BT and Cable & Wireless), has been proven and the interfaces are undergoing functionality testing in line with the rest of the solution. (No change)												
2. Third round of OAT successfully concluded in Jan 11. A capability for e-Forms does exist and remaining bugs will be fixed by Go-Live on the 4-7 Mar 11.												
3. Strategy and Plan for roll-out agreed by Programme Board members. Training plan updated to accommodate OGDs in York.												

Shadow targets performance summary	End of month trend			Forecast
	Dec	Jan	Feb	

Output 3

Shadow target 1 - Completing employment assurance disclosure checks

1. Achieve an average 5 calendar days application processing time from receipt to dispatch to CRB Liverpool.
2. Achieve an average 14 calendar days processing time to identify and return applications for correcting.
3. Notify applicants of disclosure within an average of 5 calendar days of receipt from CRB.

Progress/impact statements				
1. 3 days achieved.				
2. 4 days achieved.				
3. 2 days achieved.				

Primary CRB													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
c/f	61	60	706	0	0	0	0	268	294	0	372	82	
Received	1555	1438	1702	768	634	798	1580	1710	911	1485	1571		
Completed	1556	792	2408	768	634	798	1312	1684	1205	1113	1861		
In hand	60	706	0	0	0	0	268	294	0	372	82		

Volunteer CRB													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
c/f	0	41	441	456	0	0	182	436	263	0	85	0	
Received	856	789	1533	543	325	325	1039	1041	696	910	1010		
Completed	815	389	1518	999	325	143	785	1214	959	825	1095		
In hand	41	441	456	0	0	182	436	263	0	85	0		

BPSS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
c/f	0	0	0	0	0	0	0	0	0	0	0	0	
Received	6	4	2	4	0	0	0	0	2	5	3		
Completed	6	4	2	4	0	0	0	0	2	5	3		
In hand	0	0	0	0	0	0	0	0	0	0	0		

**Output
3**

Shadow Target 2 - Timeliness of Aftercare

- 1. To complete 80% of SC Aftercare cases within 110 calendar days (net performance).
- 2. To complete 80% of DV Aftercare cases within 110 calendar days (net performance).

Progress/impact statements

- 1. (to be introduced in FY 11/12)
- 2. (to be introduced in FY 11/12)

Contacting the DVA

For all general and vetting enquiries:

Visit our website at:

www.mod.uk/dva

Send an e-mail to:

dva-customersupport-gm@mod.uk

Send mail to:

Defence Vetting Agency
Building 107
Imphal Barracks
Fulford Road
York YO10 4AS

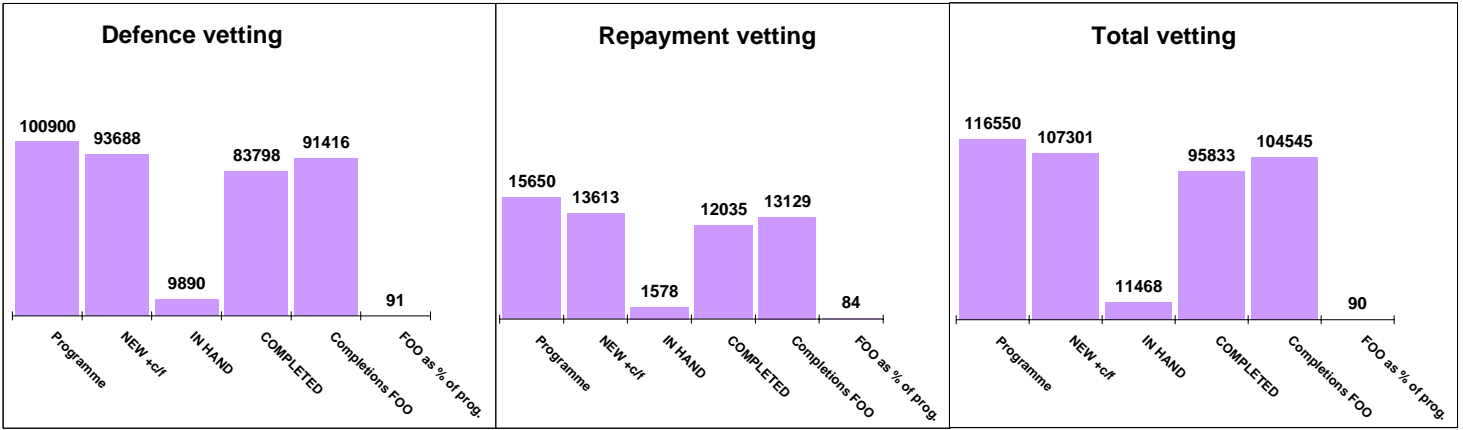
Contact the Help Desk by fax or telephone on:

T: 01904-662644 or F: 01904-662765

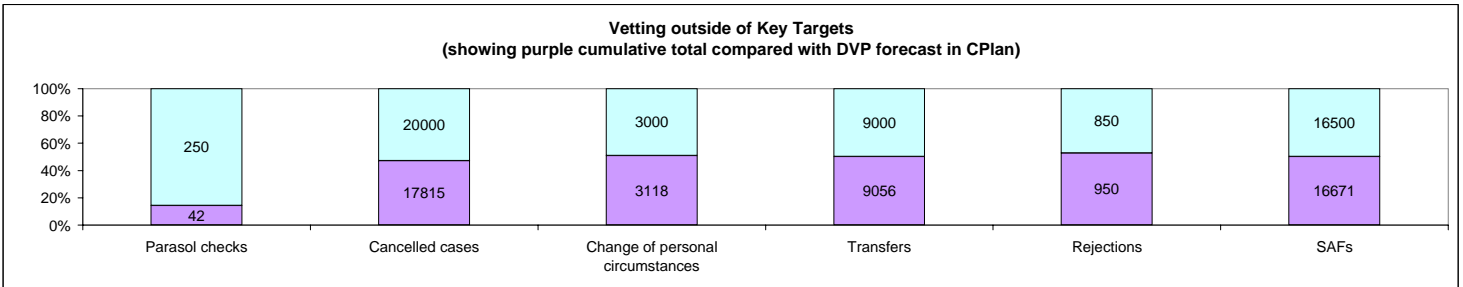
This Business Plan was designed by the DVA PPQ Team, Planning Desk.



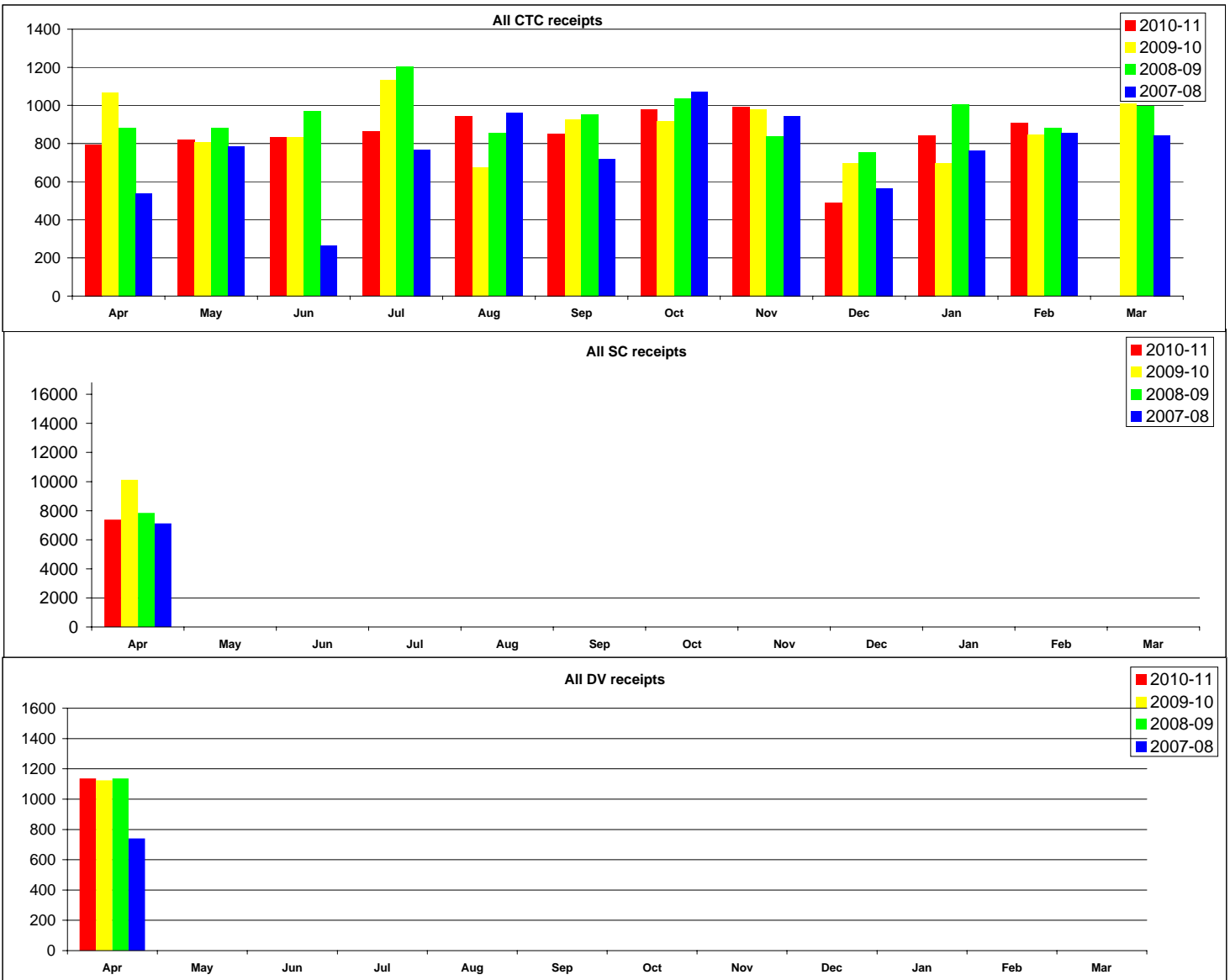
Overall Vetting Statistics - within the Key Targets



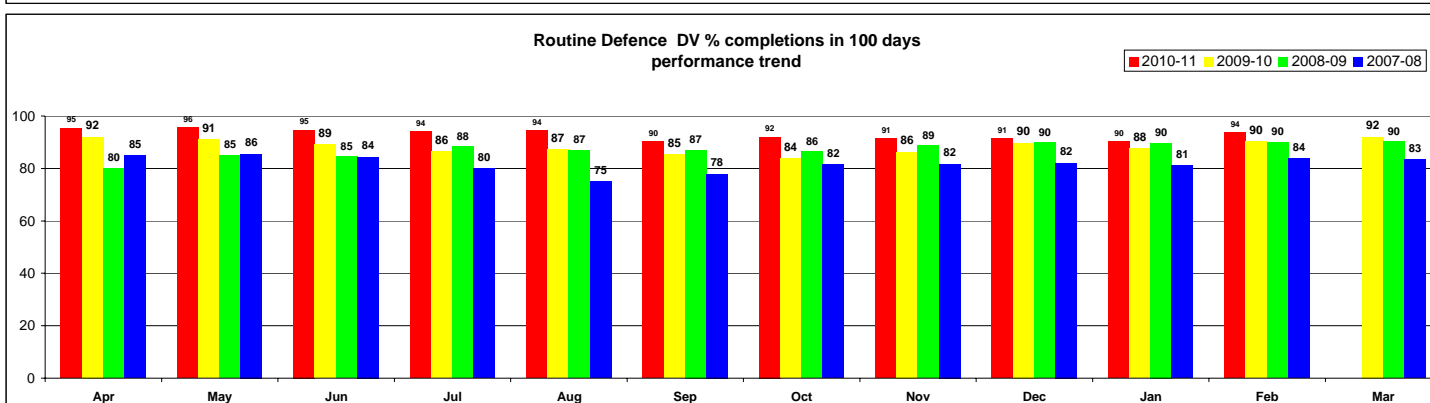
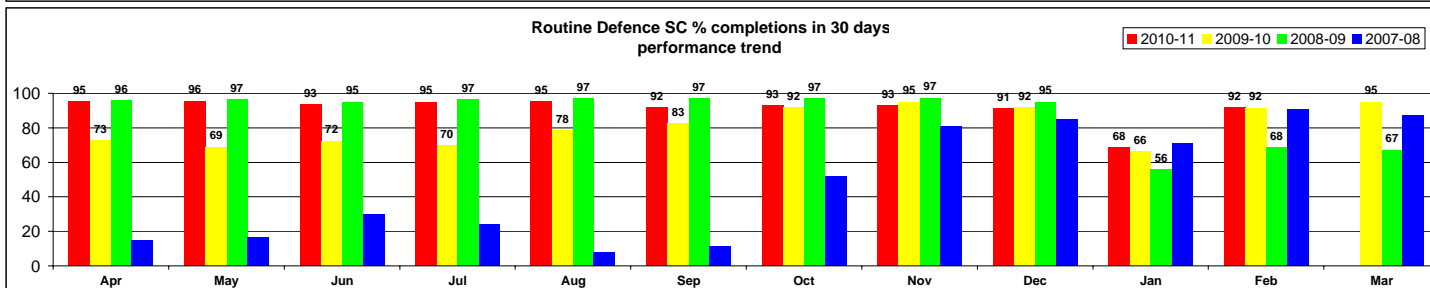
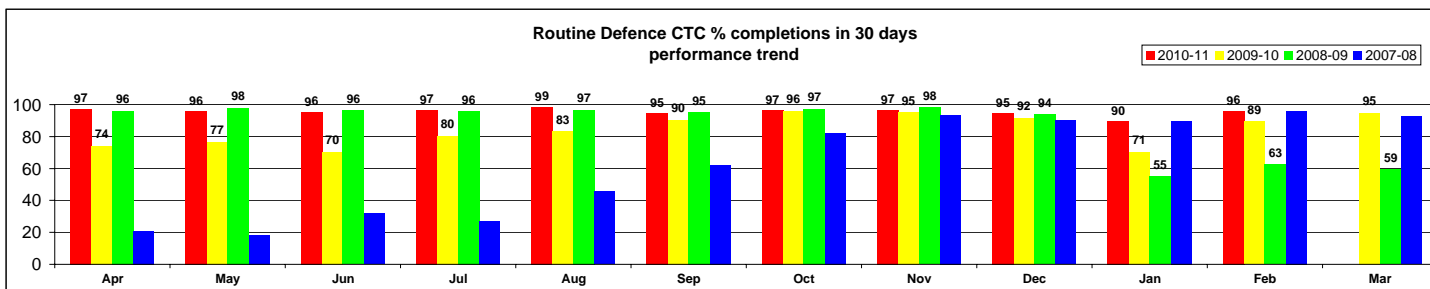
Overall Vetting Statistics - outside of the Key Targets



Overall Vetting Statistics - receipts



Overall Vetting Statistics - % performance trends



Defence completions by Sector 2009/10 & 2010/11

			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
INITIALS RN	2009/10	CTC/SC	684	706	996	828	891	610	861	616	333	716	772	995	9008
		DV	43	59	48	62	39	61	50	47	45	63	55	58	630
ARMY	2010/11	CTC/SC	619	550	589	604	582	414	507	413	218	351	427	0	5274
		DV	57	71	69	67	77	75	73	71	44	67	84	0	755
RAF	2009/10	CTC/SC	1072	920	1220	961	1020	685	1144	941	634	1097	1063	1233	11990
		DV	110	118	144	125	97	125	181	143	86	108	126	136	1499
CONTRACTORS	2010/11	CTC/SC	954	790	848	892	884	613	958	1008	670	837	914	0	9368
		DV	92	123	134	136	151	140	141	140	118	145	152	0	1472
MOD CIVS	2009/10	CTC/SC	972	861	1263	976	717	308	361	308	133	252	251	529	6931
		DV	40	59	85	61	63	85	89	72	54	64	68	91	831
CONTRACTORS	2010/11	CTC/SC	291	304	353	450	448	224	272	256	168	298	432	0	3496
		DV	55	52	71	84	71	84	89	70	53	51	64	0	744
MOD CIVS	2009/10	CTC/SC	3859	3580	4614	3584	4381	3109	3823	3264	1838	3572	3177	3654	42455
		DV	84	90	117	101	88	126	140	142	92	121	137	122	1360
MOD CIVS	2010/11	CTC/SC	2911	2697	3069	3619	3633	2414	3385	3105	1764	2725	2618	0	31940
		DV	98	91	127	108	104	102	94	98	65	97	98	0	1082
MOD CIVS	2009/10	CTC/SC	733	686	988	859	913	669	886	680	387	731	691	781	9004
		DV	62	81	92	114	101	113	101	94	78	101	96	93	1126
MOD CIVS	2010/11	CTC/SC	470	456	476	512	548	285	407	418	248	355	291	0	4466
		DV	56	78	74	72	61	53	50	76	39	42	41	0	642
0															
0 REVIEWS															
INITIALS RN	2009/10	CTC/SC	149	81	97	103	127	67	104	75	53	116	173	211	1356
		DV	33	46	52	54	48	68	61	62	49	63	68	78	682
ARMY	2010/11	CTC/SC	97	93	117	97	120	116	186	111	76	86	91	0	1190
		DV	56	59	64	79	66	91	77	64	42	50	64	0	712
RAF	2009/10	CTC/SC	158	140	134	124	148	124	188	123	73	153	171	194	1730
		DV	62	82	107	93	73	99	97	113	96	88	91	134	1135
CONTRACTORS	2010/11	CTC/SC	166	123	159	214	159	116	171	142	89	112	161	0	1612
		DV	99	104	112	126	99	117	97	97	48	75	71	0	1045
MOD CIVS	2009/10	CTC/SC	270	228	308	252	239	165	270	221	137	294	336	339	3059
		DV	65	66	82	70	62	66	81	90	50	60	70	98	860
CONTRACTORS	2010/11	CTC/SC	450	366	518	664	571	353	496	442	287	401	403	0	4951
		DV	74	58	69	80	86	87	73	60	39	51	43	0	720
MOD CIVS	2009/10	CTC/SC	1049	949	1210	1074	1221	883	1253	1124	641	1414	1128	1244	13190
		DV	50	72	75	75	86	98	92	78	67	77	90	115	975
MOD CIVS	2010/11	CTC/SC	1006	789	1016	1125	1271	896	1237	1259	699	1084	1152	0	11534
		DV	83	84	89	91	95	88	71	72	45	45	66	0	829
MOD CIVS	2009/10	CTC/SC	143	120	211	147	164	196	186	186	107	193	172	206	2031
		DV	89	111	108	125	77	139	115	89	109	92	128	120	1302
MOD CIVS	2010/11	CTC/SC	257	257	328	357	505	410	409	414	238	253	271	0	3699
		DV	101	113	142	194	175	130	112	73	50	76	73	0	1239

Overall Vetting Statistics - volume trends

Defence work

Note: Apr and May SC totals corrected to remove 1 day JPA/HRMS adjustment cases

End of		INITIALS	SC+	DV+	Sub	REVIEWS			Sub	OVERALL		
Mar	C/F in hand	CTC	NATO SC	CTS(A)	Total	CTCR	SCR	DVR	Total	TOTAL	Mar	C/F in hand
		491	5416	1692	7599	39	1655	1301	2995	10594		
Apr	Receipts	475	5292	452	6219	51	1549	477	2077	8296		Receipts
	Completed	427	4910	366	5703	43	1580	415	2038	7741	Apr	Completed
	in hand	539	5798	1778	8115	47	1624	1363	3034	11149		in hand
May	Receipts	419	4559	452	5430	67	1639	523	2229	7659		Receipts
	Completed	404	4499	420	5323	58	1264	418	1740	7063	May	Completed
	in hand	554	5858	1810	8222	56	1999	1468	3523	11745		in hand
Jun	Receipts	454	5280	394	6128	45	1681	619	2345	8473		Receipts
	Completed	449	4995	488	5932	56	1662	476	2194	8126	Jun	Completed
	in hand	559	6143	1716	8418	45	2018	1611	3674	12092		in hand
Jul	Receipts	435	5066	447	5948	52	1701	390	2143	8091		Receipts
	Completed	488	5698	477	6663	53	1903	571	2527	9190	Jul	Completed
	in hand	506	5511	1686	7703	44	1816	1430	3290	10993		in hand
Aug	Receipts	405	4511	388	5304	40	1739	361	2140	7444		Receipts
	Completed	553	5656	472	6681	57	2035	522	2614	9295	Aug	Completed
	in hand	358	4366	1602	6326	27	1520	1269	2816	9142		in hand
Sep	Receipts	486	4096	433	5015	50	1581	322	1953	6968		Receipts
	Completed	336	3727	485	4548	35	1479	513	2027	6575	Sep	Completed
	in hand	508	4735	1550	6793	42	1622	1078	2742	9535		in hand
Oct	Receipts	589	4865	487	5941	70	1881	224	2175	8116		Receipts
	Completed	595	5039	459	6093	64	1986	430	2480	8573	Oct	Completed
	in hand	502	4561	1578	6641	48	1517	872	2437	9078		in hand
Nov	Receipts	520	4802	433	5755	71	1889	341	2301	8056		Receipts
	Completed	622	4705	465	5792	71	1873	366	2310	8102	Nov	Completed
	in hand	400	4658	1546	6604	48	1533	847	2428	9032		in hand
Dec	Receipts	288	3133	311	3732	38	1010	205	1253	4985		Receipts
	Completed	248	2893	324	3465	42	1086	224	1352	4817	Dec	Completed
	in hand	440	4898	1533	6871	44	1457	828	2329	9200		in hand
Jan	Receipts	464	4185	423	5072	59	1748	278	2085	7157		Receipts
	Completed	456	4215	429	5100	58	1554	297	1909	7009	Jan	Completed
	in hand	448	4868	1527	6843	45	1651	809	2505	9348		in hand
Feb	Receipts	524	4632	484	5640	108	1825	276	2209	7849		Receipts
	Completed	432	4359	451	5242	72	1676	317	2065	7307	Feb	Completed
	in hand	540	5141	1560	7241	81	1800	768	2649	9890		in hand
Mar	Receipts	0	0	0	0	0	0	0	0	0		Receipts
	Completed	0	0	0	0	0	0	0	0	0	Mar	Completed
	in hand	0	0	0	0	0	0	0	0	0		in hand
TOTALS	Receipts + C/F	5550	55837	6396	67783	690	19898	5317	25905	93688		Receipts + C/F
	Cumulative receipts	5059	50421	4704	60184	651	18243	4016	22910	83094		Cumulative receipts
	Completed	5010	50696	4836	60542	609	18098	4549	23256	83798		Completed
	FOO receipts	5519	55005	5132	65655	710	19901	4381	24993	90648		FOO receipts
	FOO completed work	5465	55305	5276	66046	664	19743	4963	25370	91416		FOO completed work
	DVP	0	0	7350	7350	0	0	0	0	100900		DVP
FY 2009/10 ACHIEVEMENT												
TOTALS	Receipts + C/F	6987	82124	7186	96297	793	22569	6304	29666	125963		Receipts + C/F
	Cumulative receipts	6266	72632	5191	84089	686	20339	5028	26053	110142		Cumulative receipts
	Completed	6496	76708	5494	88698	754	20914	5003	26671	115369		Completed
	Total receipts	6266	72632	5191	84089	686	20339	5028	26053	110142		Total receipts
	Total completed	6496	76708	5494	88698	754	20914	5003	26671	115369		Total completed work
	DVP 08/13 Corporate Plan	7450	81265	4350	93065	835	27100	3950	31885	124950		DVP 08/13 Corporate Plan

Note 1. Receipt totals exclude applications cancelled before completion.

OGD repayment work

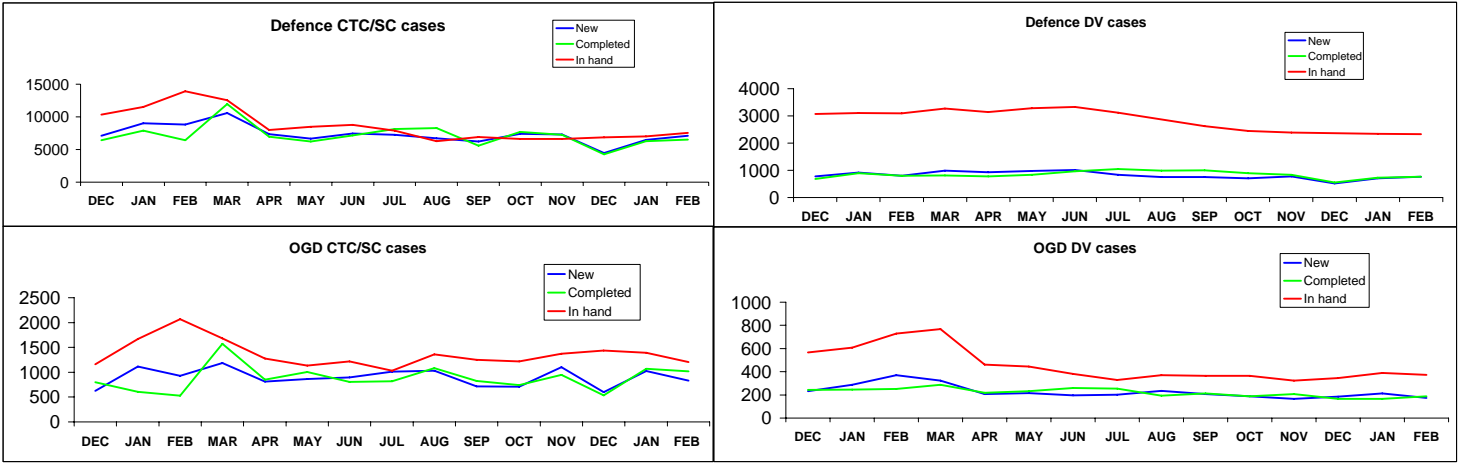
End of Mar	C/F in hand	INITIALS				Sub Total 1510	REVIEWS			Sub Total 301	OVERALL TOTAL 1811	Mar	C/F in hand
		Parasol 25	CTC 603	SC 565	DV 317		CTCR 66	SCR 81	DVR 154				
	Receipts	9	242	477	140	868	26	67	68	161	1029		Receipts
Apr	Completed	34	294	483	154	965	0	74	64	138	1103	Apr	Completed
	in hand	0	551	559	303	1413	92	74	158	324	1737		in hand
May	Receipts	1	278	463	110	852	54	71	106	231	1083	May	Receipts
	Completed	1	387	497	141	1026	46	77	91	214	1240		Completed
	in hand	0	442	525	272	1239	100	68	173	341	1580	in hand	
Jun	Receipts	4	287	489	94	874	47	71	101	219	1093	Jun	Receipts
	Completed	4	247	459	149	859	33	69	110	212	1071		Completed
	in hand	0	482	555	217	1254	114	70	164	348	1602	in hand	
Jul	Receipts	3	313	522	100	938	62	116	102	280	1218	Jul	Receipts
	Completed	3	235	500	126	864	23	61	127	211	1075		Completed
	in hand	0	560	577	191	1328	153	125	139	417	1745	in hand	
Aug	Receipts	0	432	431	142	1005	68	98	93	259	1264	Aug	Receipts
	Completed	0	284	613	102	999	58	130	92	280	1279		Completed
	in hand	0	708	395	231	1334	163	93	140	396	1730	in hand	
Sep	Receipts	0	246	350	113	709	71	50	94	215	924	Sep	Receipts
	Completed	0	313	352	125	790	82	80	88	250	1040		Completed
	in hand	0	641	393	219	1253	152	63	146	361	1614	in hand	
Oct	Receipts	1	271	336	103	711	49	53	84	186	897	Oct	Receipts
	Completed	1	220	425	119	765	32	64	68	164	929		Completed
	in hand	0	692	304	203	1199	169	52	162	383	1582	in hand	
Nov	Receipts	0	333	613	102	1048	69	89	64	222	1270	Nov	Receipts
	Completed	0	288	524	106	918	58	79	101	238	1156		Completed
	in hand	0	737	393	199	1329	180	62	125	367	1696	in hand	
Dec	Receipts	0	124	386	125	635	38	53	60	151	786	Dec	Receipts
	Completed	0	157	300	91	548	25	52	74	151	699		Completed
	in hand	0	704	479	233	1416	193	63	111	367	1783	in hand	
Jan	Receipts	0	239	605	134	978	82	96	79	257	1235	Jan	Receipts
	Completed	0	323	561	113	997	101	87	54	242	1239		Completed
	in hand	0	620	523	254	1397	174	72	136	382	1779	in hand	
Feb	Receipts	0	211	462	118	791	64	93	55	212	1003	Feb	Receipts
	Completed	0	411	454	123	988	84	66	66	216	1204		Completed
	in hand	0	420	531	249	1200	154	99	125	378	1578	in hand	
Mar	Receipts	0	0	0	0	0	0	0	0	0	0	Mar	Receipts
	Completed	0	0	0	0	0	0	0	0	0	0		Completed
	in hand	0	0	0	0	0	0	0	0	0	0	in hand	
TOTALS	Receipts +C/F	43	3579	5699	1598	10919	696	938	1060	2694	13613	Receipts+C/F	
	Cumulative receipts	18	2976	5134	1281	9409	630	857	906	2393	11802	Cumulative receipts	
	Completed	43	3159	5168	1349	9719	542	839	935	2316	12035	Completed	
	FOO receipts	20	3247	5601	1397	10264.36	687	935	988	2611	12875	FOO receipts	
	FOO completed work	47	3446	5638	1472	10602.54	591	915	1020	2527	13129	FOO completed work	
	DVP	36	5421	7396	2797	15650	0	0	0	0	15650	DVP	

FY 2009/10 ACHIEVEMENT

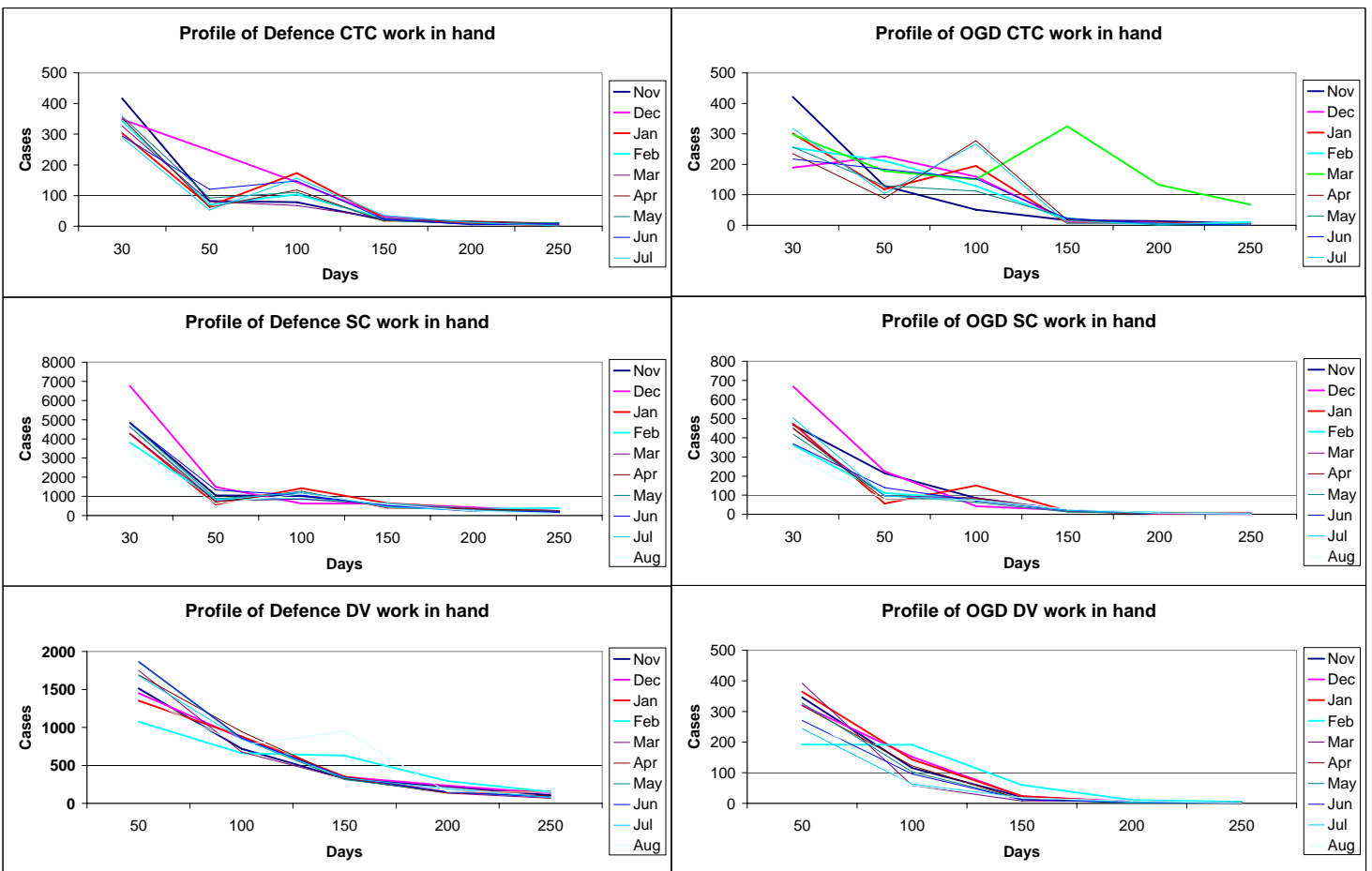
TOTALS	New + C/F		2495	7010	2695	12200	281	490	1205	1976	14176	New + C/F
	Cumulative receipts	3222	2411	6505	2270	14408	265	482	953	1700	16108	Cumulative receipts
	Completed	3222	1984	6025	2104	13335	218	361	1029	1608	14943	Completed
	Total receipts		2411	6505	2270	11186	265	482	953	1700	12886	Total receipts
	Total completed work	3222	1984	6025	2104	13335	218	361	1029	1608	14943	Total completed work
	DVP		750	17330	4150	22230	80	80	970	1130	23360	DVP

Note 1. Receipt totals exclude applications cancelled before completion.

PERFORMANCE REVIEW Workflow



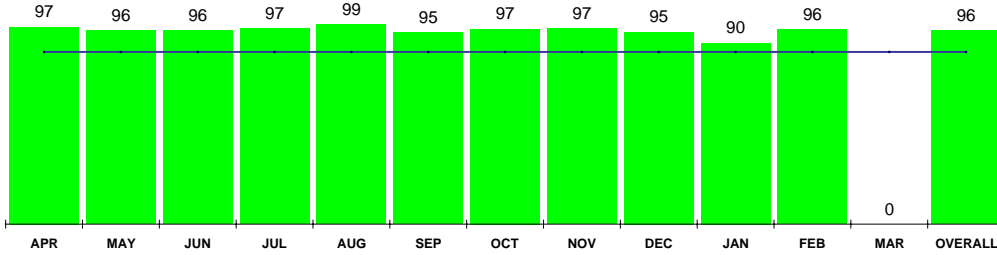
PERFORMANCE REVIEW Age of work in hand



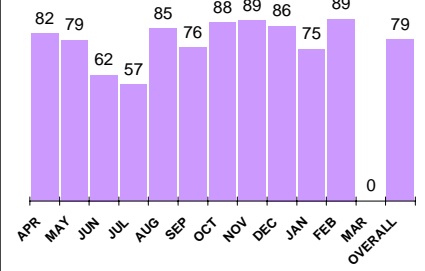
KEY TARGET 3 ROUTINE CLEARANCES

Percentage completion of Routine CTCs within 30 days

KT3 Routine CTCs net defence position. Target 85% within 30 days.



Gross% position.

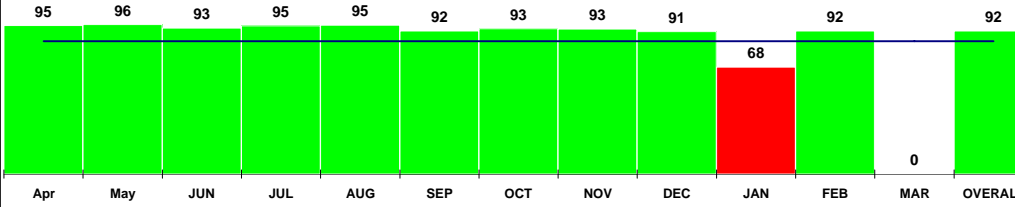


CTC/SC PERFORMANCE NOTES

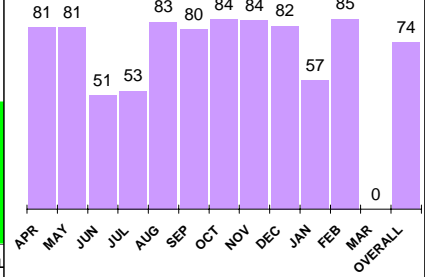
1. A '0' score either indicates that no cases were completed, or no cases were completed within the target time.

Percentage completion of Routine SCs within 30 days

KT3 Routine SCs net defence position. Target 85% within 30 days.

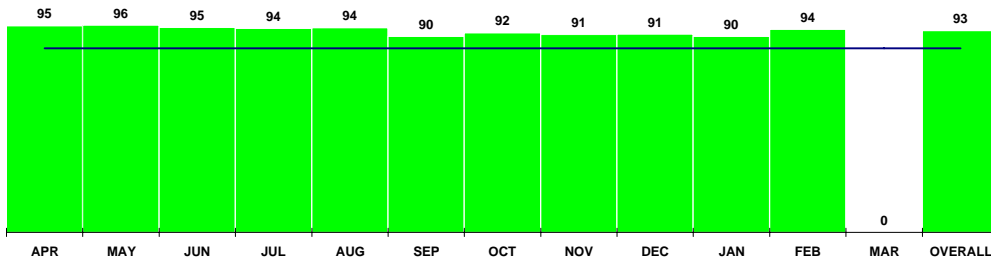


Gross% position.

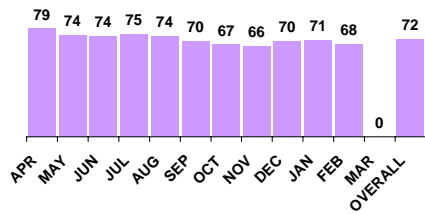


Percentage completion of Routine DVs within 100 days

KT3 Routine Defence DVs. Target 85% within 100 days.



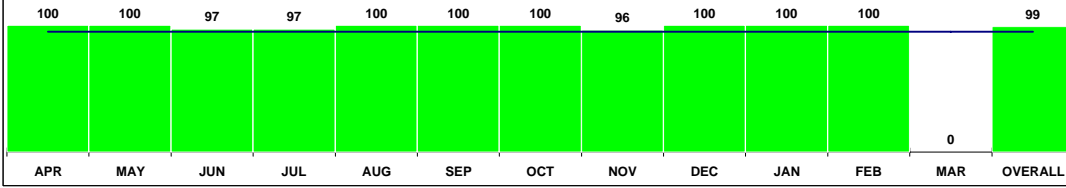
Gross % Position



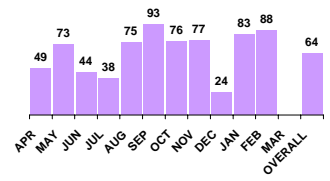
KET TARGET 4 PRIORITY CLEARANCES

Percentage completion of Priority CTC/SCs within 10 days

KT4 Priority CTC/SC: net position. Target 95% within 10 days.



Gross % Position

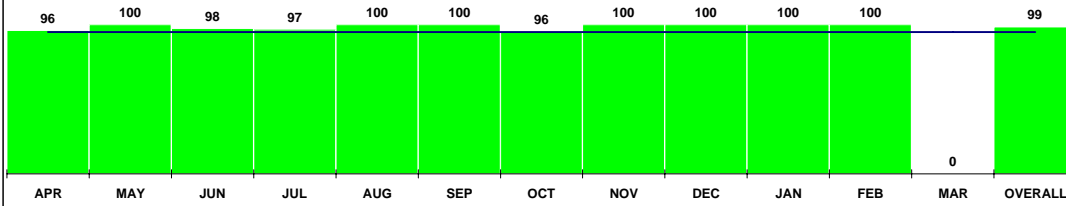


SC PERFORMANCE NOTES

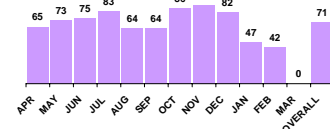
1. A '0' score either indicates that no cases were completed, or none of the cases completed within the target time.

Percentage completion of Priority DVs within 30 days

KT4 Priority DVs net position. Target 95% within 30 days.

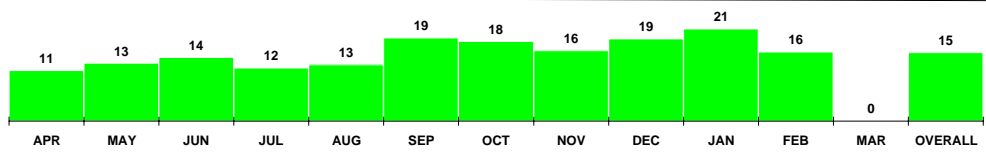


Gross Position

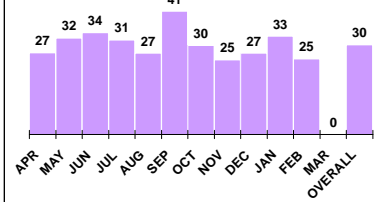


AVERAGE ROUTINE COMPLETION TIMES ROUTINE CASES (in days)

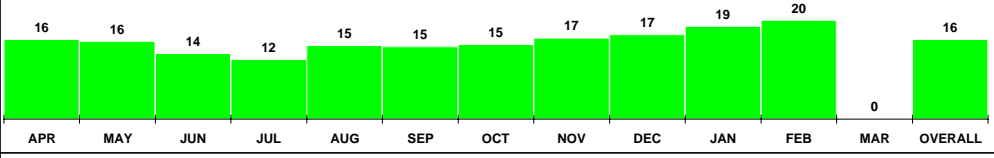
Defence CTCs - net position. Target 30 days



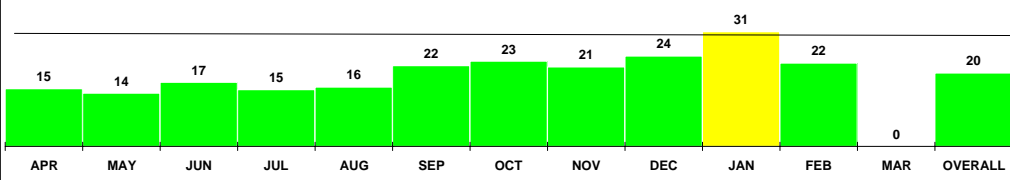
CTCs - Gross overall position Target 30 days



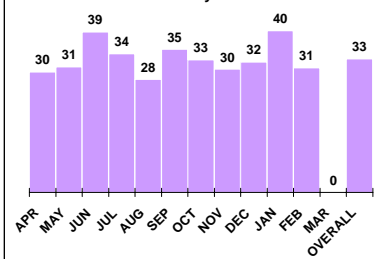
OGD CTCs - net position. Target 30 days



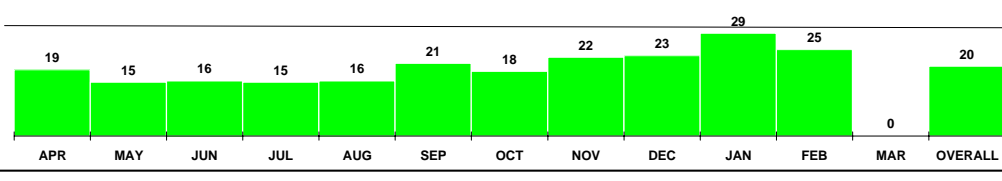
Defence SCs - net position . Target 30 days



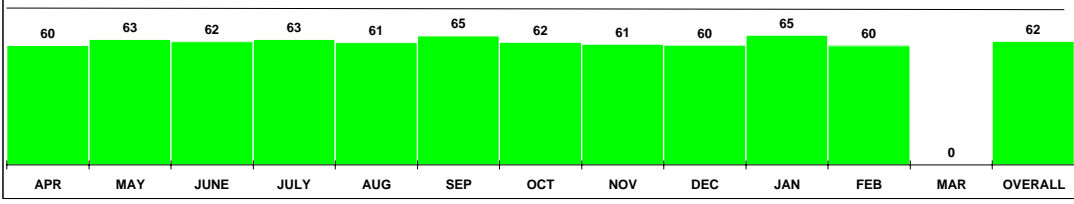
SCs - Gross overall position Target 30 days



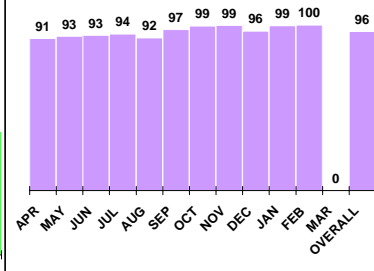
OGD SCs - net position. Target 30 days



Defence DVs - net position. Target 70 days



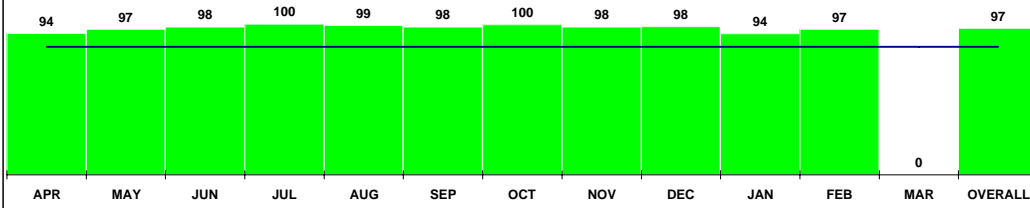
DVs - Gross defence position



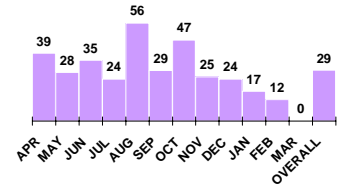
PERFORMANCE REVIEW

Vetting for Other Government Departments

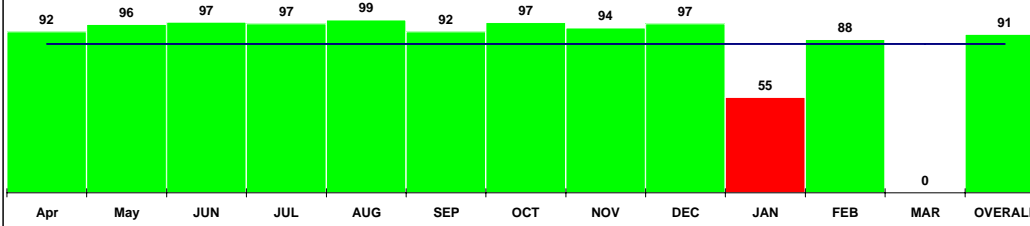
OGD net routine CTC % completions. Target 85% within 30 days.



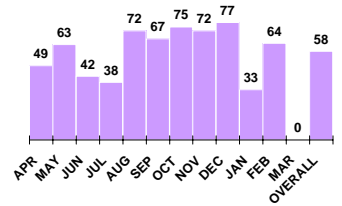
OGD CTC Gross % completion within 30 days



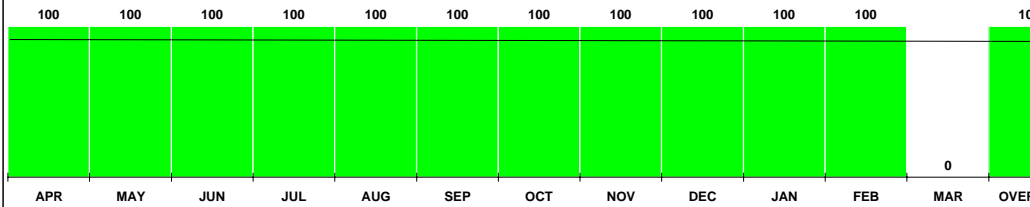
OGD net routine SC % completions. Target 85% within 30 days.



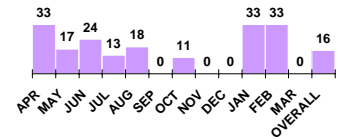
OGD SC Gross % completion within 30 days



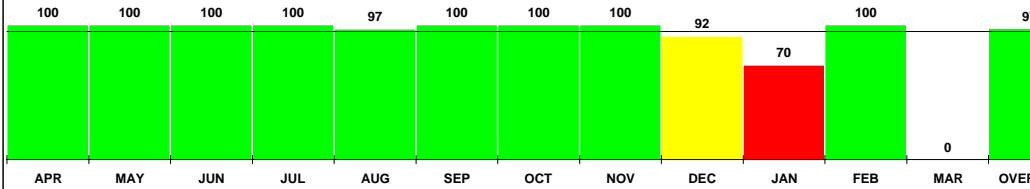
OGD net priority CTC % completions. Target 95% within 10 days.



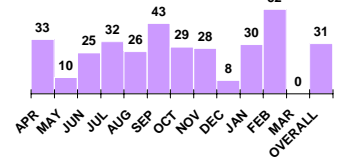
OGD priority CTC Gross % completion within 10 days



OGD net priority SC % completions. Target 95% within 10 days.



OGD SC priority Gross % completion within 10 days



PERFORMANCE REVIEW

DV cases for Other Government Departments

