

## GAP108 Top Ten Cases Completed on Time for scheme HV

|  | Q3<br>2016-2017 |              | Q4<br>2016-2017 |              | Q1<br>2017-2018 |              | Q2<br>2017-2018 |              | 2017-2018       |               | target 2010-11 -<br>to outperform<br>the 5 year<br>average | Trend<br>based on<br>previous<br>quarter |
|--|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|---------------|--|--|
|  | No. of<br>Cases | % on<br>time  | % on time  |  |
| Total top 10                           |                 | %            |                 | %            |                 | %            |                 | %            | <b>163</b>      | <b>96.9%</b>  | 95%  | 😊  |
| Other case types                       |                 | %            |                 | %            |                 | %            |                 | %            | <b>11</b>       | <b>100.0%</b> | 95%  | 😊  |
| Total                                  |                 | %            |                 | %            |                 | %            |                 | %            | <b>174</b>      | <b>97.1%</b>  | 95%  | 😊  |
| Employer Services' End of Year Queries |                 | %            |                 | %            |                 | %            |                 | %            |                 | %             | 95%  | 😊  |

[Click for Top 10 Breakdown](#)

### Quarter 3 2017-2018

Of the 169 cases completed on time, 142 were completed early = 84.0%

| Description                            | Completed | On Time | Early | % On Time |
|--|-----------|---------|-------|-----------|
| Total top 10                           | 163       | 158     | 136   | 96.93     |
| Other case types                       | 11        | 11      | 6     | 100.00    |
| Employer Services' End of Year Queries |           |         |       |           |
| Total                                  | 174       | 169     | 142   | 97.13     |