

Performance indicator	Performance
<p><b>1. Percentage of claims processed within the twelve working day target.</b></p> <p><b>Target:</b> At least 95% of claims processed within twelve working days</p>	<b>92.47%</b>
<p><b>2. Percentage of claims approved for payment identified as errors during regular assurance and review programme activities.</b></p> <p><b>Target:</b> Under 2% of reviewed payments (ytd) identified as being erroneous payments.</p>	<b>1.27%</b>
<p><b>3. Percentage of total claim determinations overturned following review request.</b></p> <p><b>Target:</b> Under 1% of total claims validated are overturned following review request.</p>	<b>0.14%</b>
<p><b>4. Number of payroll adjustments per month resulting from errors by IPSA as a percentage against total salaries paid</b></p> <p><b>Target:</b> Adjustments resulting from errors by IPSA made to under 0.5% of payroll in any one month.</p>	<b>0.15%</b>  (5 errors in payroll run of 3,273)
<p><b>5. Expense@Work system up-time.</b></p> <p><b>Target:</b> The online expenses system is available at least 98% of time between 8.30am-5.00pm Monday – Friday, excluding system downtime for scheduled maintenance.</p>	<b>98.65%</b>

<p><b>6. Percentage of correspondence items resolved within five working days.</b></p> <p><b>Target:</b> to resolve over 90% of correspondence items within five working days.</p>	<p><b>89.98%</b></p>
<p><b>7. Percentage of Freedom of Information requests on IPSA's operations and performance answered within the 20 working day deadline.</b></p> <p><b>Target:</b> 100% of Freedom of Information requests on IPSA's operations and performance answered within the 20 working day deadline.</p>	<p><b>93.33%</b></p>