

Performance indicator	Performance
<p>1. Percentage of reimbursable claims processed within the twelve working day target.</p> <p>Target: At least 95% of claims processed within twelve working days</p>	<p>95.27%</p>
<p>2. Percentage of claims approved for payment identified as errors during regular assurance and review programme activities.</p> <p>Target: Under 2% of reviewed payments identified as being erroneous payments.</p>	<p>0.5%</p>
<p>3. Percentage of total claim determinations overturned following review request.</p> <p>Target: Under 1% of total claims validated are overturned following review request.</p>	<p>0.09%</p>
<p>4. Number of payroll adjustments per month resulting from errors by IPSA as a percentage against total salaries paid</p> <p>Target: Adjustments resulting from errors by IPSA made to under 0.5% of payroll in any one month.</p>	<p>0.14%</p>
<p>5. Expense@Work system up-time.</p> <p>Target: 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>	<p>100.00%</p>

<p>6. Percentage of correspondence items resolved within five working days.</p> <p>Target: to resolve over 90% of correspondence items within five working days.</p>	<p>88.67%</p>
<p>7. Percentage of Freedom of Information requests on IPSA's operations and performance answered within the 20 working day deadline.</p> <p>Target: 100% of Freedom of Information requests on IPSA's operations and performance answered within the 20 working day deadline.</p>	<p>100%</p>