

EIR,FOI Monthly Summary - FY 2024/25

KPI	Apr	May	Jun	Jul	Aug	Sep	YTD
Current active caseload	1469	1411	1423	1350	1314	1309	1309
First decision within 6 months	96.01%	94.55%	95.42%	96.79%	96.15%	94.46%	95.60%
Active cases over 12 mths old	0.07%	0.07%	0.07%	0.07%	0.23%	0.23%	0.23%

Supporting Info	Apr	May	Jun	Jul	Aug	Sep	YTD
Cases received	624	673	632	733	563	615	3840
Cases with a current decision	626	720	612	807	598	616	3979
Cases with a worked by user	714	590	682	659	591	700	700
Cases with no worked by user	755	821	741	691	723	609	609

Key:

Standard generic names fields are set in our case management system. The below key provides context as to how the FOI Casework department use these fields to report on its casework.

“Current Active Caseload” – this is the total cases currently active.

“First decision within 6 months” – percentage of cases that had an initial decision within 6 months from the date the case was received.

“Active cases over 12 mths old” –cases older than 12 months from the date the case was received as a percentage of the current active caseload.

“Cases received” – total new cases received.

“Cases with a current decision” – total cases with a current decision made.

“Cases with a worked by user” – cases currently allocated to a case officer.

“Cases with no worked by user” – cases awaiting allocation to a case officer.