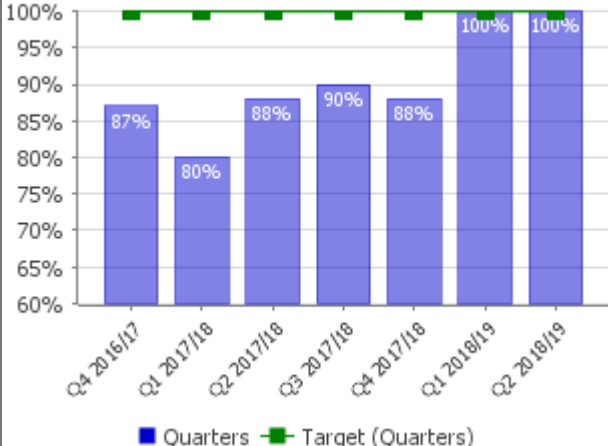
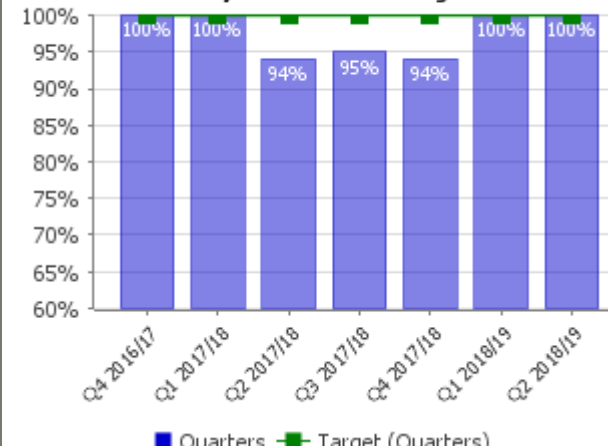


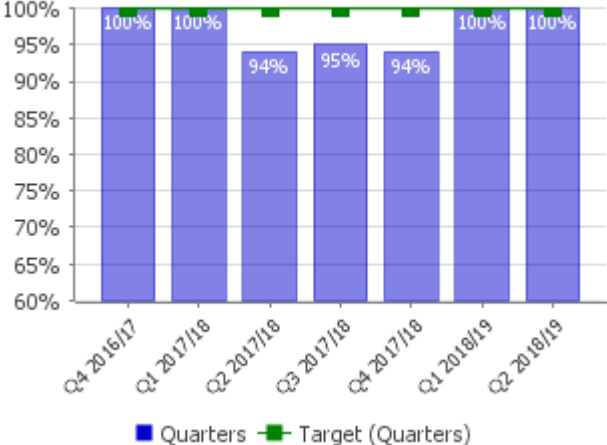


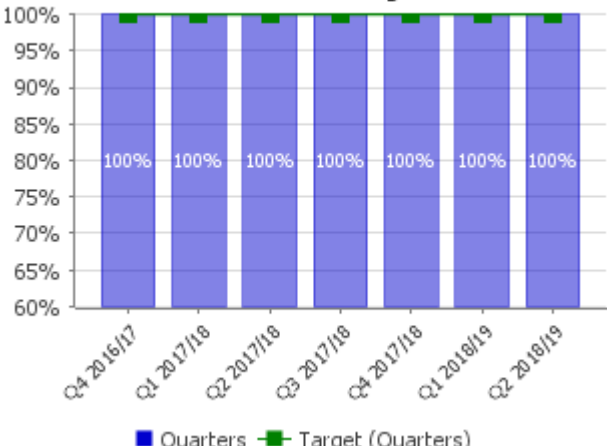




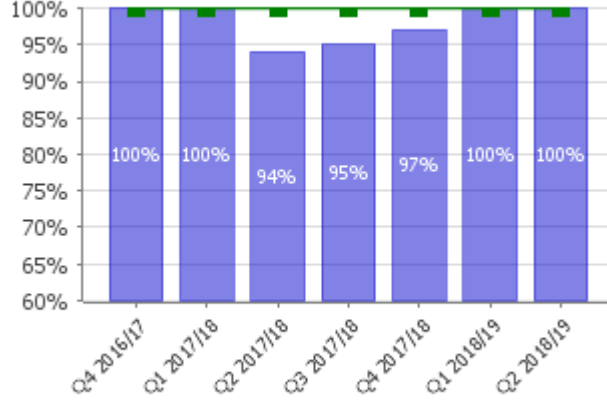


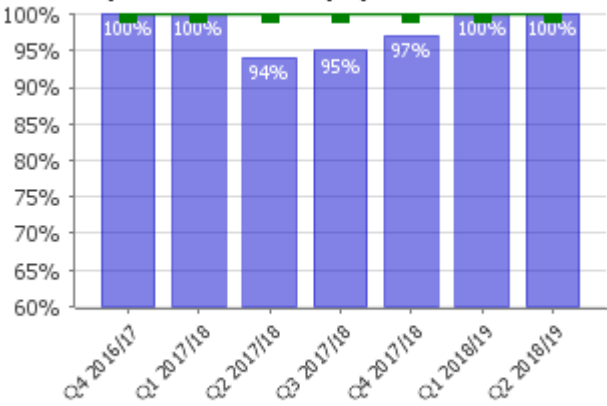
CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes																
IA030_6a.1 Percentage of customers who rated counter fraud's timeliness as good or excellent.			<p>IA030_6a.1 Percentage of customers who rated counter fraud's timeliness as good or excellent.</p>  <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>87%</td></tr><tr><td>Q1 2017/18</td><td>80%</td></tr><tr><td>Q2 2017/18</td><td>88%</td></tr><tr><td>Q3 2017/18</td><td>90%</td></tr><tr><td>Q4 2017/18</td><td>88%</td></tr><tr><td>Q1 2018/19</td><td>100%</td></tr><tr><td>Q2 2018/19</td><td>100%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Percentage	Q4 2016/17	87%	Q1 2017/18	80%	Q2 2017/18	88%	Q3 2017/18	90%	Q4 2017/18	88%	Q1 2018/19	100%	Q2 2018/19	100%	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
Quarter	Percentage																					
Q4 2016/17	87%																					
Q1 2017/18	80%																					
Q2 2017/18	88%																					
Q3 2017/18	90%																					
Q4 2017/18	88%																					
Q1 2018/19	100%																					
Q2 2018/19	100%																					
IA031_6a.2 Percentage of respondents who rated the service delivered by counter fraud as good or excellent.			<p>IA031_6a.2 Percentage of respondents who rated the service delivered by counter fraud as good or excellent.</p>  <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>100%</td></tr><tr><td>Q1 2017/18</td><td>100%</td></tr><tr><td>Q2 2017/18</td><td>94%</td></tr><tr><td>Q3 2017/18</td><td>95%</td></tr><tr><td>Q4 2017/18</td><td>94%</td></tr><tr><td>Q1 2018/19</td><td>100%</td></tr><tr><td>Q2 2018/19</td><td>100%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Percentage	Q4 2016/17	100%	Q1 2017/18	100%	Q2 2017/18	94%	Q3 2017/18	95%	Q4 2017/18	94%	Q1 2018/19	100%	Q2 2018/19	100%	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
Quarter	Percentage																					
Q4 2016/17	100%																					
Q1 2017/18	100%																					
Q2 2017/18	94%																					
Q3 2017/18	95%																					
Q4 2017/18	94%																					
Q1 2018/19	100%																					
Q2 2018/19	100%																					



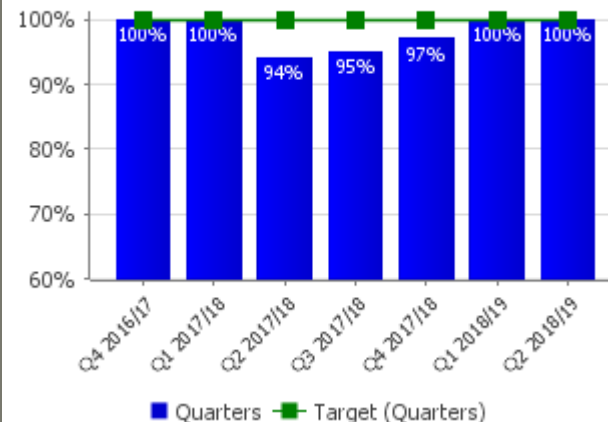


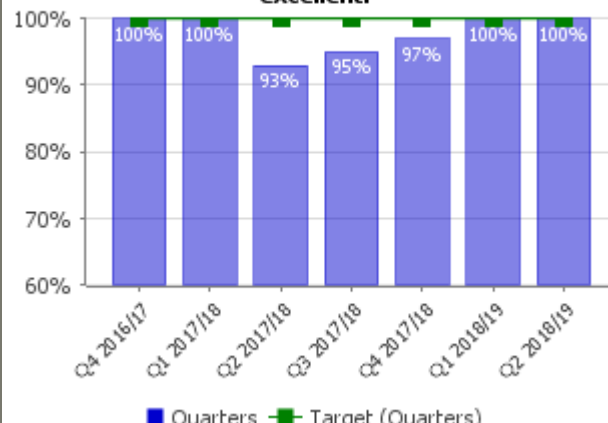
CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes
IA032_6a.3 Percentage of respondents who rated counter fraud's communication as good or excellent.			<p>IA032_6a.3 Percentage of respondents who rated counter fraud's communication as good or excellent.</p>  <p>■ Quarters ■ Target (Quarters)</p>	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
IA033_6a.4 Percentage of respondents who rated counter fraud staffs' attitude as good or excellent.			<p>IA033_6a.4 Percentage of respondents who rated counter fraud staffs' attitude as good or excellent.</p>  <p>■ Quarters ■ Target (Quarters)</p>	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.

CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes
IA034_6a.5 Percentage of respondents who rated the professionalism of counter fraud as good or excellent.			<p>IA034_6a.5 Percentage of respondents who rated the professionalism of counter fraud as good or excellent.</p>  <p>■ Quarters ■ Target (Quarters)</p>	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
IA035_6a.6 Percentage of customers who consider they were treated fairly by counter fraud.			<p>IA035_6a.6 Percentage of customers who consider they were treated fairly by counter fraud.</p>  <p>■ Quarters ■ Target (Quarters)</p>	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.



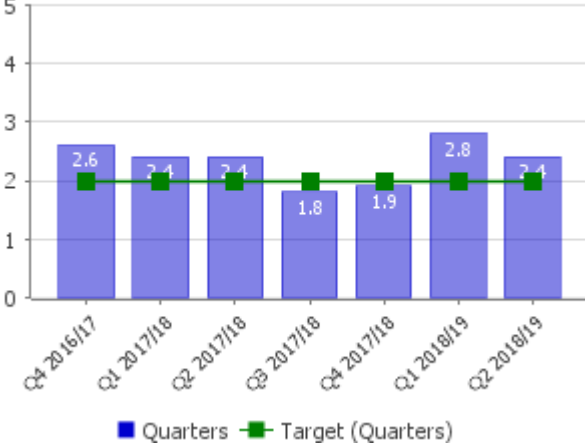
CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes																								
P:IA037_6a.7 Percentage of customers who rated the overall quality of the service provided by counter fraud as good or excellent.			<p>Percentage of customers who rated the overall quality of the service provided by counter fraud as good or excellent.</p>  <table><thead><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>100%</td><td>100%</td></tr><tr><td>Q1 2017/18</td><td>100%</td><td>100%</td></tr><tr><td>Q2 2017/18</td><td>94%</td><td>100%</td></tr><tr><td>Q3 2017/18</td><td>95%</td><td>100%</td></tr><tr><td>Q4 2017/18</td><td>97%</td><td>100%</td></tr><tr><td>Q1 2018/19</td><td>100%</td><td>100%</td></tr><tr><td>Q2 2018/19</td><td>100%</td><td>100%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Performance (%)	Target (%)	Q4 2016/17	100%	100%	Q1 2017/18	100%	100%	Q2 2017/18	94%	100%	Q3 2017/18	95%	100%	Q4 2017/18	97%	100%	Q1 2018/19	100%	100%	Q2 2018/19	100%	100%	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
Quarter	Performance (%)	Target (%)																												
Q4 2016/17	100%	100%																												
Q1 2017/18	100%	100%																												
Q2 2017/18	94%	100%																												
Q3 2017/18	95%	100%																												
Q4 2017/18	97%	100%																												
Q1 2018/19	100%	100%																												
Q2 2018/19	100%	100%																												
IA038_6a.8 Percentage of respondents who rated the information provided by counter fraud as good or excellent.			<p>IA038_6a.8 Percentage of respondents who rated the information provided by counter fraud as good or excellent.</p>  <table><thead><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>100%</td><td>100%</td></tr><tr><td>Q1 2017/18</td><td>100%</td><td>100%</td></tr><tr><td>Q2 2017/18</td><td>93%</td><td>100%</td></tr><tr><td>Q3 2017/18</td><td>95%</td><td>100%</td></tr><tr><td>Q4 2017/18</td><td>97%</td><td>100%</td></tr><tr><td>Q1 2018/19</td><td>100%</td><td>100%</td></tr><tr><td>Q2 2018/19</td><td>100%</td><td>100%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Performance (%)	Target (%)	Q4 2016/17	100%	100%	Q1 2017/18	100%	100%	Q2 2017/18	93%	100%	Q3 2017/18	95%	100%	Q4 2017/18	97%	100%	Q1 2018/19	100%	100%	Q2 2018/19	100%	100%	100%	100%	Cumulative performance to end Q2, 2018/19 is 100%. 7 out of 7 responses were ranked as either good or excellent.
Quarter	Performance (%)	Target (%)																												
Q4 2016/17	100%	100%																												
Q1 2017/18	100%	100%																												
Q2 2017/18	93%	100%																												
Q3 2017/18	95%	100%																												
Q4 2017/18	97%	100%																												
Q1 2018/19	100%	100%																												
Q2 2018/19	100%	100%																												

CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes																
P:IA039_6b.5 Percentage of fraud referrals assessed and decided within 3 working days of receipt.			<p>P:IA039_6b.5 Percentage of fraud referrals assessed and decided within 3 working days of receipt.</p>  <table><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>100%</td></tr><tr><td>Q1 2017/18</td><td>100%</td></tr><tr><td>Q2 2017/18</td><td>100%</td></tr><tr><td>Q3 2017/18</td><td>96.3%</td></tr><tr><td>Q4 2017/18</td><td>92.7%</td></tr><tr><td>Q1 2018/19</td><td>90%</td></tr><tr><td>Q2 2018/19</td><td>88.6%</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Percentage	Q4 2016/17	100%	Q1 2017/18	100%	Q2 2017/18	100%	Q3 2017/18	96.3%	Q4 2017/18	92.7%	Q1 2018/19	90%	Q2 2018/19	88.6%	95%	88.6%	Cumulative performance to end Q2, 2018/19 was 88.6%. 31 out of 35 referrals were assessed within three days.
Quarter	Percentage																					
Q4 2016/17	100%																					
Q1 2017/18	100%																					
Q2 2017/18	100%																					
Q3 2017/18	96.3%																					
Q4 2017/18	92.7%																					
Q1 2018/19	90%																					
Q2 2018/19	88.6%																					
P:IA040_9b.1a Average length of time (in weeks) to issue draft fraud reports.			<p>P:IA040_9b.1a Average length of time (in weeks) to issue draft fraud reports.</p>  <table><thead><tr><th>Quarter</th><th>Average Length (Weeks)</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>14.5</td></tr><tr><td>Q1 2017/18</td><td>14.6</td></tr><tr><td>Q2 2017/18</td><td>17.8</td></tr><tr><td>Q3 2017/18</td><td>19.9</td></tr><tr><td>Q4 2017/18</td><td>20.4</td></tr><tr><td>Q1 2018/19</td><td>19.1</td></tr><tr><td>Q2 2018/19</td><td>18.1</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Average Length (Weeks)	Q4 2016/17	14.5	Q1 2017/18	14.6	Q2 2017/18	17.8	Q3 2017/18	19.9	Q4 2017/18	20.4	Q1 2018/19	19.1	Q2 2018/19	18.1	17	18.1	7 counter fraud reports were issued in Q2, 2018/19. 27 counter fraud reports have been issued in the last 12 months, taking an average of 18.1 weeks to issue.
Quarter	Average Length (Weeks)																					
Q4 2016/17	14.5																					
Q1 2017/18	14.6																					
Q2 2017/18	17.8																					
Q3 2017/18	19.9																					
Q4 2017/18	20.4																					
Q1 2018/19	19.1																					
Q2 2018/19	18.1																					

CFT PERFORMANCE INDICATORS APRIL 2018 TO SEPTEMBER 2018

PI Code & Short Name		Gauge	Trend Chart	Current Target	Current Value	Latest Notes																
IA043_9b.1a Average length of time (in weeks) to commence fraud investigations			<p>IA043_9b.1a Average length of time (in weeks) to commence fraud investigations</p>  <table><thead><tr><th>Quarter</th><th>Average length of time (in weeks)</th></tr></thead><tbody><tr><td>Q4 2016/17</td><td>2.6</td></tr><tr><td>Q1 2017/18</td><td>2.4</td></tr><tr><td>Q2 2017/18</td><td>2.4</td></tr><tr><td>Q3 2017/18</td><td>1.8</td></tr><tr><td>Q4 2017/18</td><td>1.9</td></tr><tr><td>Q1 2018/19</td><td>2.8</td></tr><tr><td>Q2 2018/19</td><td>2.4</td></tr></tbody></table> <p>■ Quarters ■ Target (Quarters)</p>	Quarter	Average length of time (in weeks)	Q4 2016/17	2.6	Q1 2017/18	2.4	Q2 2017/18	2.4	Q3 2017/18	1.8	Q4 2017/18	1.9	Q1 2018/19	2.8	Q2 2018/19	2.4	2	2.4	<p>Over the previous 12 months, 43 counter fraud referrals were accepted, 29 investigations (63.4%) commenced within the two week target and the average length of time to commence fraud investigations during this period was 2.4 weeks.</p> <p>Due to staff vacancy and recruitment as well as other work being prioritised in line with Counter Fraud Team resources, 14 investigations commenced after the two week target.</p>
Quarter	Average length of time (in weeks)																					
Q4 2016/17	2.6																					
Q1 2017/18	2.4																					
Q2 2017/18	2.4																					
Q3 2017/18	1.8																					
Q4 2017/18	1.9																					
Q1 2018/19	2.8																					
Q2 2018/19	2.4																					