



40

TOTAL RECONSIDERATION  
APPLICATIONS RECEIVED  
SINCE LAUNCH IN JULY 2019

211  
IPP RELEASES



46

COMPLAINTS RECEIVED IN  
THIS QUARTER



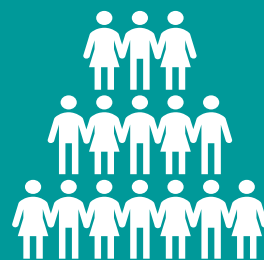
1,906

TOTAL SUMMARIES OF  
DECISIONS ISSUED TO VICTIMS  
& PUBLIC SINCE LAUNCH IN  
MAY 2018

### SPOTLIGHT

7

FREEDOM OF INFORMATION  
REQUESTS RECEIVED IN THIS  
QUARTER



48

29

NEW MEMBERS  
WERE APPOINTED  
IN SEPTEMBER

BY APRIL 2020  
THERE WILL BE AN  
ADDITIONAL 29  
BAME MEMBERS

## 22% INCREASE IN ACTIVE CASELOAD

JULY- SEPT 18 7,104

JULY-SEPT 19 8,641

## 11% REDUCTION IN ON THE DAY DEFERRALS

17.5% JULY-SEPT 18

6.5% JULY-SEPT 19