

**Average citizenship by grant (CBG) applications processed per citizenship
trained Life and Identity Services Officer (LISO) per month**

Month assessment stage completed	Count of LISOs	Average completed per LISO
January 2019	40	53
February 2019	38	61
March 2019	37	67
April 2019	38	79
May 2019	40	79
June 2019	41	62
July 2019	37	77
August 2019	38	80
September 2019	35	69
October 2019	38	64
November 2019	38	64
December 2019	39	52
January 2020	38	61
February 2020	39	51
March 2020	36	45
April 2020	14	18
May 2020	34	48
June 2020	40	50
July 2020	37	54
August 2020	33	37
September 2020	35	53
October 2020	36	45
November 2020	35	48
December 2020	34	56
January 2021	32	35
February 2021	34	34

March 2021	35	51
April 2021	32	39
May 2021	34	41
June 2021	35	43
July 2021	39	36
August 2021	35	34
September 2021	30	29
October 2021	44	32
November 2021	54	34
December 2021	56	44
January 2022	49	32
February 2022	52	41
March 2022	58	43

Caveats:

- Determining the number of LISOs processing CBG work over a certain time is not straight forward to measure. This is because LISOs perform different tasks when it comes to the processing of an application, meaning that a single LISO does not process an entire application them self. The two major tasks are *Assessment* and *Validation*. The 'assessment' stage is where the bulk of the processing time is spent and the 'validation' stage is where the application is second checked by another LISO.
- For this request a 'completed assessment' has been counted as an application having been "processed". The number of LISOs who completed assessments each month has then been counted, in order to calculate the average number of assessments per LISO.
- To not skew the average completed rate downwards, any LISO who completed less than 10 assessments in a month has not been counted. These are LISOs who were either on leave for most of the month, were working in other areas for the majority of the time, or who only do assessments on rare occasions.
- Although this method is not perfect, it means that the bulk of the processing work is counted, although staff who only do validations are not counted. Those who do both assessments and validations, and who complete 10 or more assessments in a month, will be counted. However, as they have dual responsibilities, their numbers are lower than full-time assessors, so they will still skew the average completed rate down somewhat.

- As you can see, the Department has recently increased LISO numbers. Please note however that it will take some time for the completion rate to significantly increase as they learn the role.

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