| Measure | In month throughput by SR |
|---|---|
| Internal Performance measure | We aim to aim to complete 90% of our SRs w |
| Rationale | SRs should be completed within specified tim |

| Month | Region | All Segments | | | All (excluding AO Static) | | |
|---|---|---|---|---|---|---|---|
| | | Throughput | | | Throughput | | |
| | | % | +/- | Rank | % | +/- | Rank |
| May-17 | CMS Total | 104.7% | | | 100.9% | | |
| | South West | 99.0% | -5.7% | 4 | 99.0% | -1.9% | 4 |
| | Northern | 99.6% | -5.1% | 2 | 99.6% | -1.3% | 2 |
| | South East | 99.2% | -5.6% | 3 | 99.2% | -1.7% | 3 |
| | Eastern | 102.1% | -2.7% | 1 | 102.1% | 1.1% | 1 |
| Jun-17 | CMS Total | 96.9% | | | 101.4% | | |
| | South West | 102.2% | 5.3% | 1 | 102.2% | 0.7% | 1 |
| | Northern | 99.9% | 3.1% | 3 | 99.9% | -1.5% | 3 |
| | South East | 99.9% | 3.0% | 4 | 99.9% | -1.5% | 4 |
| | Eastern | 101.1% | 4.2% | 2 | 101.1% | -0.3% | 2 |
| Jul-17 | CMS Total | 93.9% | | | 97.1% | | |
| | South West | 96.9% | 3.0% | 2 | 96.9% | -0.3% | 2 |
| | Northern | 96.3% | 2.4% | 4 | 96.3% | -0.8% | 4 |
| | South East | 97.7% | 3.8% | 1 | 97.6% | 0.4% | 1 |
| | Eastern | 96.6% | 2.7% | 3 | 96.5% | -0.6% | 3 |
| Aug-17 | CMS Total | 105.0% | | | 101.4% | | |
| | South West | 99.9% | -5.1% | 4 | 99.9% | -1.5% | 4 |
| | Northern | 101.7% | -3.3% | 3 | 101.7% | 0.4% | 3 |
| | South East | 102.8% | -2.3% | 1 | 102.8% | 1.5% | 1 |
| | Eastern | 102.3% | -2.7% | 2 | 102.3% | 1.0% | 2 |
| Sep-17 | CMS Total | 96.5% | | | 99.6% | | |
| | South West | 97.1% | 0.6% | 4 | 97.1% | -2.4% | 4 |
| | Northern | 98.5% | 2.0% | 3 | 98.5% | -1.1% | 3 |
| | South East | 100.7% | 4.1% | 2 | 100.3% | 0.8% | 2 |
| | Eastern | 101.6% | 5.0% | 1 | 101.5% | 2.0% | 1 |
| | CMS Total | 95.9% | | | 98.8% | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Oct-17 | South West | 96.2% | 0.3% | 4 | 96.2% | -2.6% | 4 |
| | Northern | 96.6% | 0.8% | 3 | 96.6% | -2.2% | 3 |
| | South East | 100.0% | 4.1% | 2 | 100.0% | 1.2% | 2 |
| | Eastern | 100.7% | 4.9% | 1 | 100.8% | 2.0% | 1 |
| YTD | CMS Total | 98.4% | | | 99.4% | | |
| | South West | 98.2% | -0.2% | 4 | 98.2% | -1.2% | 4 |
| | Northern | 98.3% | 0.0% | 3 | 98.3% | -1.0% | 3 |
| | South East | 98.9% | 0.5% | 2 | 98.8% | -0.5% | 2 |
| | Eastern | 100.3% | 1.9% | 1 | 100.3% | 0.9% | 1 |

**Caveats**
1. Displays the position of SRs as at month end
2. SRs are placed into Regions depending on the value in the Owning Segment field shown in Sieb
3. Any SRs completed by caseworkers who subsequently leave the BOM, will not be captured in th
4. Any cross-team working will be credited to the current segment location but when those casewor

within their SLA.

neframes as this is a key customer service.

| New Case | | | New Case Benefit | | | Maintain Case CoC | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Throughput | | | Throughput | | | Throughput | | |
| % | +/- | Rank | % | +/- | Rank | % | +/- | Rank |
| 101.1% | | | 104.5% | | | 96.3% | | |
| 102.6% | 1.5% | 2 | 106.1% | 1.6% | 2 | 96.7% | 0.3% | 2 |
| 100.1% | -1.0% | 3 | 99.0% | -5.5% | 4 | 92.8% | -3.5% | 4 |
| 96.5% | -4.6% | 4 | 112.6% | 8.2% | 1 | 96.6% | 0.2% | 3 |
| 105.2% | 4.1% | 1 | 104.8% | 0.3% | 3 | 100.5% | 4.1% | 1 |
| 100.7% | | | 103.2% | | | 98.0% | | |
| 100.0% | -0.7% | 3 | 103.2% | 0.0% | 2 | 98.7% | 0.7% | 2 |
| 102.7% | 2.0% | 2 | 100.3% | -2.9% | 3 | 95.5% | -2.5% | 4 |
| 95.7% | -5.0% | 4 | 112.1% | 9.0% | 1 | 98.4% | 0.4% | 3 |
| 103.2% | 2.5% | 1 | 100.1% | -3.0% | 4 | 100.1% | 2.1% | 1 |
| 99.0% | | | 97.1% | | | 97.6% | | |
| 97.2% | -1.8% | 4 | 93.4% | -3.7% | 3 | 97.5% | -0.1% | 3 |
| 102.2% | 3.2% | 1 | 103.7% | 6.6% | 1 | 97.0% | -0.6% | 4 |
| 97.9% | -1.2% | 2 | 89.0% | -8.1% | 4 | 98.8% | 1.2% | 1 |
| 97.3% | -1.7% | 3 | 98.4% | 1.3% | 2 | 97.6% | 0.0% | 2 |
| 101.1% | | | 98.7% | | | 98.8% | | |
| 98.0% | -3.0% | 4 | 95.8% | -2.9% | 4 | 100.1% | 1.4% | 2 |
| 103.7% | 2.6% | 1 | 98.4% | -0.3% | 3 | 96.4% | -2.3% | 3 |
| 100.3% | -0.8% | 3 | 102.1% | 3.4% | 1 | 95.1% | -3.7% | 4 |
| 101.7% | 0.6% | 2 | 100.5% | 1.8% | 2 | 102.8% | 4.1% | 1 |
| 99.8% | | | 106.2% | | | 95.5% | | |
| 98.7% | -1.2% | 4 | 104.3% | -1.9% | 4 | 93.4% | -2.2% | 4 |
| 100.8% | 0.9% | 1 | 107.3% | 1.0% | 2 | 95.4% | -0.1% | 2 |
| 99.4% | -0.5% | 3 | 104.9% | -1.3% | 3 | 94.4% | -1.1% | 3 |
| 100.4% | 0.5% | 2 | 109.3% | 3.1% | 1 | 99.2% | 3.7% | 1 |
| 98.8% | | | 101.1% | | | 98.6% | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 98.5% | -0.3% | 2 | 103.4% | 2.3% | 2 | 97.2% | -1.4% | 3 |
| 97.7% | -1.1% | 3 | 98.2% | -2.9% | 3 | 96.7% | -1.8% | 4 |
| 97.7% | -1.1% | 4 | 105.2% | 4.1% | 1 | 99.6% | 1.0% | 2 |
| 102.2% | 3.4% | 1 | 94.3% | -6.9% | 4 | 101.9% | 3.3% | 1 |
| 100.0% | | | 101.7% | | | 97.2% | | |
| 99.2% | -0.9% | 3 | 100.7% | -1.0% | 4 | 97.2% | 0.0% | 2 |
| 100.9% | 0.9% | 2 | 101.2% | -0.5% | 3 | 95.3% | -1.9% | 4 |
| 98.1% | -1.9% | 4 | 104.5% | 2.8% | 1 | 96.7% | -0.5% | 3 |
| 101.8% | 1.7% | 1 | 101.5% | -0.2% | 2 | 100.2% | 3.0% | 1 |

)el at the time of the extract being taken (e.g. GB_101 in the South West region)
is report as the Owning Segment field is changed to a null value. Across the entire report this affects appro>
rkers return to their home segment, the SRs allocated & completed by them will be credited to their new loc

| Maintain Case CoC Benefit | | | Arrears Management | | | Annual Review | | | En |
|---|---|---|---|---|---|---|---|---|---|
| Throughput | | | Throughput | | | Throughput | | | T |
| % | +/- | Rank | % | +/- | Rank | % | +/- | Rank | % |
| 101.5% | | | 103.0% | | | 95.6% | | | 98.7% |
| 105.4% | 3.9% | 1 | 99.3% | -3.8% | 4 | 93.1% | -2.5% | 3 | 97.1% |
| 103.0% | 1.5% | 2 | 104.3% | 1.2% | 2 | 95.1% | -0.5% | 2 | 102.2% |
| 100.7% | -0.7% | 3 | 103.8% | 0.8% | 3 | 92.6% | -3.0% | 4 | 100.2% |
| 93.2% | -8.3% | 4 | 105.5% | 2.5% | 1 | 102.7% | 7.1% | 1 | 95.5% |
| 100.1% | | | 102.6% | | | 106.1% | | | 100.3% |
| 105.4% | 5.3% | 1 | 105.9% | 3.3% | 1 | 100.5% | -5.7% | 4 | 102.6% |
| 98.5% | -1.6% | 3 | 101.0% | -1.6% | 4 | 107.1% | 0.9% | 2 | 100.0% |
| 102.1% | 2.0% | 2 | 102.3% | -0.3% | 2 | 104.0% | -2.1% | 3 | 97.1% |
| 91.8% | -8.3% | 4 | 101.3% | -1.3% | 3 | 114.1% | 8.0% | 1 | 97.6% |
| 94.0% | | | 95.7% | | | 92.6% | | | 101.3% |
| 97.5% | 3.5% | 1 | 94.7% | -1.0% | 3 | 93.8% | 1.2% | 1 | 103.4% |
| 95.9% | 1.9% | 2 | 93.3% | -2.5% | 4 | 92.7% | 0.1% | 3 | 100.0% |
| 90.5% | -3.5% | 3 | 99.0% | 3.2% | 1 | 93.6% | 1.0% | 2 | 99.2% |
| 88.1% | -5.9% | 4 | 98.0% | 2.3% | 2 | 89.7% | -2.9% | 4 | 100.4% |
| 107.7% | | | 102.9% | | | 101.5% | | | 99.9% |
| 98.0% | -9.8% | 4 | 102.0% | -0.9% | 4 | 98.1% | -3.4% | 4 | 99.1% |
| 108.4% | 0.7% | 2 | 103.4% | 0.5% | 2 | 101.9% | 0.4% | 3 | 99.5% |
| 124.1% | 16.4% | 1 | 103.6% | 0.7% | 1 | 104.8% | 3.3% | 1 | 103.9% |
| 106.0% | -1.8% | 3 | 102.7% | -0.2% | 3 | 102.4% | 0.9% | 2 | 95.5% |
| 105.8% | | | 101.2% | | | 93.4% | | | 99.8% |
| 98.2% | -7.5% | 4 | 102.8% | 1.6% | 1 | 84.3% | -9.1% | 4 | 99.0% |
| 99.1% | -6.6% | 3 | 100.2% | -1.0% | 3 | 94.6% | 1.3% | 3 | 99.8% |
| 119.7% | 13.9% | 1 | 99.7% | -1.5% | 4 | 96.1% | 2.7% | 2 | 104.9% |
| 113.9% | 8.1% | 2 | 102.0% | 0.8% | 2 | 100.5% | 7.1% | 1 | 93.4% |
| 103.7% | | | 95.7% | | | 98.6% | | | 95.8% |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 99.0% | -4.7% | 3 | 93.6% | -2.1% | 4 | 95.4% | -3.3% | 4 | 96.1% |
| 98.3% | -5.4% | 4 | 94.4% | -1.3% | 3 | 101.4% | 2.8% | 1 | 98.4% |
| 114.4% | 10.7% | 1 | 98.3% | 2.6% | 2 | 98.5% | -0.1% | 3 | 98.9% |
| 109.9% | 6.2% | 2 | 98.3% | 2.6% | 1 | 98.6% | 0.0% | 2 | 94.1% |
| 101.4% | | | 99.2% | | | 96.9% | | | 98.8% |
| 100.8% | -0.6% | 2 | 98.7% | -0.5% | 4 | 93.5% | -3.4% | 4 | 99.2% |
| 100.2% | -1.1% | 3 | 98.8% | -0.4% | 3 | 97.7% | 0.8% | 2 | 99.9% |
| 106.7% | 5.3% | 1 | 98.9% | -0.3% | 2 | 97.6% | 0.7% | 3 | 99.3% |
| 99.3% | -2.0% | 4 | 100.6% | 1.5% | 1 | 99.6% | 2.7% | 1 | 96.9% |

kimately 1% of the total SRs generated.
ation, regardless of when it was completed.

| nforcement | | AO Static | | |
| hroughput | | Throughput | | |
| +/- | Rank | % | +/- | Rank |
|---|---|---|---|---|
|  |  | 158.1% |  |  |
| -1.6% | 3 | 93.2% | -65.0% | 1 |
| 3.5% | 1 | - | - | - |
| 1.4% | 2 | 7.0% | -151.1% | 2 |
| -3.3% | 4 | 4.0% | -154.1% | 3 |
|  |  | 18.2% |  |  |
| 2.3% | 1 | 162.9% | 4.7% | 1 |
| -0.3% | 2 | - | - | - |
| -3.2% | 4 | 2.1% | -156.1% | 3 |
| -2.7% | 3 | 6.7% | -151.5% | 2 |
|  |  | 48.8% |  |  |
| 2.1% | 1 | 111.9% | 63.1% | 3 |
| -1.3% | 3 | 94.7% | 45.9% | 4 |
| -2.1% | 4 | 298.0% | 249.2% | 1 |
| -0.9% | 2 | 240.0% | 191.2% | 2 |
|  |  | 160.4% |  |  |
| -0.8% | 3 | 70.6% | -89.9% | 2 |
| -0.4% | 2 | 110.3% | -50.2% | 1 |
| 4.0% | 1 | 8.8% | -151.7% | 4 |
| -4.5% | 4 | 26.5% | -134.0% | 3 |
|  |  | 49.4% |  |  |
| -0.8% | 3 | 143.3% | 93.9% | 4 |
| 0.0% | 2 | 169.8% | 120.3% | 2 |
| 5.1% | 1 | 891.7% | 842.2% | 1 |
| -6.4% | 4 | 146.0% | 96.6% | 3 |
|  |  | 55.9% |  |  |

| | | | | |
|---|---|---|---|---|
| 0.3% | 3 | 20.0% | -35.9% | 4 |
| 2.6% | 2 | 57.8% | 1.8% | 2 |
| 3.1% | 1 | 117.2% | 61.3% | 1 |
| -1.7% | 4 | 27.3% | -28.7% | 3 |
| | | 83.4% | | |
| 0.4% | 3 | 104.5% | 21.1% | 2 |
| 1.0% | 1 | 97.4% | 14.0% | 3 |
| 0.5% | 2 | 178.8% | 95.4% | 1 |
| -1.9% | 4 | 74.8% | -8.7% | 4 |