

CMG Performance Dashboard

"Product"	Measure	Reporting Period
CMS - client contact	% Calls Answered	Oct-17
	Ave speed to answer	Oct-17
	% Common Origin Calls	Oct-17
	First Call Resolution	Oct-17
New Applications	Throughput in 6 weeks ET	Oct-17
	% Throughput to 1st Payment in 12 weeks	Oct-17
	Productivity	Sep-17
	Outstanding	Oct-17
	% Outstanding > 6 weeks	Oct-17
Changes (2012)	Throughput in 5 days	Oct-17
	Productivity	Sep-17
	Outstanding	Oct-17
	% Outstanding > 28 Calendar days	Oct-17
Arrears Management	% cases paying again after 12 weeks	Oct-17
	Productivity	Sep-17
	Outstanding	Oct-17
	% Outstanding > 28 days	Oct-17
	Case Closure cases awaiting AFT action in CMS	Oct-17
Outcomes	Unpaid Maintenance (£m)	Oct-17
	% Cases Paying ET	Oct-17
	% Case Compliance (Collect and Pay)	Oct-17
	Direct Pay	Oct-17
	% Cash Compliance	Oct-17
	NAO Manual Accuracy	Oct-17
	NAO Accuracy	Oct-17

CMS 2012 Quality	Critical Process Competence	Oct-17
	Critical Process Points Compliance	Oct-17
	Process Competence	
	Process Compliance	Sep-17
	% Complaints v Client Activity	Oct-17
	Complaints Throughput in 30 working days	Oct-17
	Key Aspects of Service	Aug-17
	Mandatory Recons Throughput in 20 days	Oct-17
	CMG Mandatory Recons Throughput in 20 days	Oct-17

Standard	Actual			
	-2	-1	Current	YTD
90.0%	98.3%	98.5%	98.9%	98.0%
02:00	00:23	00:19	00:16	00:26
15.0%	18.3%	18.1%	18.3%	18.0%
Track Performance	80.5%	80.0%	79.8%	
75.0%	82.6%	82.8%	83.7%	
85.0%	86.7%	86.5%	86.7%	
1.30	1.03	1.07	1.09	
	9,525	9,466	9,569	
25.0%	35.9%	33.0%	32.8%	
60.0%	59.8%	60.5%	60.2%	
8.03	7.96	8.11	8.36	
	80,964	83,940	87,649	
25.0%	50.3%	47.9%	49.0%	
72.0%	69.0%	68.0%	71.0%	
10.73	16.13	16.58	16.86	
	42,700	41,505	49,106	
20.0%	23.6%	26.8%	27.6%	
TBC	9,200	7,523	5,602	
£196.90m	£146.26m	£154.20m	£162.00m	
83.0%	87.8%	88.0%	87.9%	
58.0%	56.0%	57.1%	58.7%	
	70.0%	69.7%	69.4%	
85.0%	88.7%	88.9%	89.4%	
3.00%	5.10%	5.50%	5.20%	
1.00%	1.20%	1.36%	1.07%	

90.0%	92.7%	93.0%	93.8%	93.5%
90.0%	83.8%	83.6%	83.8%	83.3%
90.0%	70.6%	69.6%	74.3%	73.6%
0.10%	0.06%	0.06%	0.07%	
90.0%	94.9%	100.0%	96.7%	
85.0%	73.1%	79.2%	77.3%	
90.0%	87.7%	89.8%	88.9%	84.4%
90.0%	87.8%	90.1%	89.1%	84.8%