App to Initial (New Case)	New Application throughput to Clearance (New Case)
Measure	Cohort by month of new application throughput to initial clearance by case
Internal Performance measure	We aim to aim to progress applications to an outcome (assessment/closure) 80% within 6 weeks, 90% within 12 weeks.
Rationale	New applications should be completed as soon as possible as this is a key customer service.
Detail	Report is in cohort by application date and cases
Lead Supporting line of business	
Performance Issues	

March Marc												Clear	rance Within T	arget	01	Clearance	e Outside of 18 Uncleared	3 Weeks /
No. 10	Month	Region					%	Apps with Initial	%		%	Within 4 Weeks	Within 6 Weeks	Within 12 Weeks	Within 18 Weeks	Weeks	Uncleared	
No. 1780 4 1770 172 273 1680 2600 1770 2971 172 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972 1740 2972		CMS	6,128	63	6,065	676	11.1%	5,367	88.5%	6,043	99.6%	61.4%	76.6%	93.0%	97.3%	2.3%	0.4%	22
March Marc		SW							91.3%		99.5%							8
Fig. 1222 2 1229 15 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245 155 245	Nov-16			4														6
Col.				1														4
Cont. 1																		2
Property																		2
No. 1.50 1																		
Column C																		8
E	Dec-16			1														6
Col. 166 268 146 179 794. 295 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 297. 119 119 297.				3														2
Secondary 1,246		Ot		25			76.4%				97.1%							4
Mar-19		CMS	6,866	41	6,825	767	11.2%	6,004	88.0%	6,771	99.2%	65.2%	81.9%	94.3%	97.0%	2.2%	0.8%	54
Second 1,000 2		SW	1,848	6	1,842	171	9.3%	1,646	89.4%	1,817	98.6%	63.5%	84.0%	94.4%	96.7%	2.0%	1.4%	25
E. 1316 3 1316 149 100 1146 140 100 1146 140 100 14	Jan-17	N	2,018	1	2,017	184	9.1%	1,823	90.4%	2,007	99.5%	61.7%	79.8%	95.1%	97.3%	2.2%	0.5%	10
Col. 277 32 209 108 777 1195 505 278																		9
Fig. 17																		6
Second 1,000 1,0																		4
Fig. 17																		
Second 1,200 3 1,200 122 2,805 1,120 98,25 1,221 98,25 52,15 98,27 52,15 98,78 31.5 1,25																		
E	Feb-17																	
Col. 200 30 277 140 60 60 270 30 30 30 30 30 30 30				3														
CASS				30														12
Second 1980 1980 20 1980 176 2910 1772 2925 2910 2910 2975 2910 2																		
SE		SW																26
SE 1.101 1 1.101 135 9.0% 1.224 88.0% 1.309 9.0% 1.224 88.0% 1.309 9.0% 1.224 88.0% 1.309 9.0% 1.224 88.0% 1.0000 1.0000 1.0000 1.000 1.000 1.000 1.000 1.0000 1.0000 1.0000 1.0000 1.0000 1.0000 1.0000 1.0	Mar-17	N	2,032	1	2,031	197	9.7%	1,822	89.7%	2,019	99.4%	62.4%	81.7%	94.4%	97.4%	2.0%	0.6%	12
Col.	ividi-17	SE	1,411	1	1,410	135	9.6%	1,254	88.9%	1,389	98.5%	57.7%	76.1%	91.3%	94.8%	3.8%	1.5%	21
CMS		E	1,301	3	1,298	119	9.2%	1,172	90.3%	1,291	99.5%	72.4%	84.2%	95.5%	98.1%	1.4%	0.5%	7
SW		Ot	296	34	262	172	65.6%	85	32.4%	257	98.1%	61.8%	75.6%	88.9%	91.6%	6.5%	1.9%	5
Age-17															96.5%			
SE																		
E	Apr-17			0														
Color Colo				1														
CMS																		
May 17 No. 1,777 40 1,777 40 1,777 190 9.2% 1,535 8.89% 1,634 8.82% 1,918 8.83% 8.84% 8.82% 6.7% 1,75% 1,91% 3.33																		
May 17 N																		
SE				1														
E	May-17			0														33
CMS 6.591 84 6.507 715 110% 5.538 86.5% 6.255 97.5% 64.1% 82.23% 94.3% 97.1% 0.5% 2.4% 1.514				0														13
SW 1,732 60 1,672 161 3,9% 1,463 87.5% 1,1264 97.1% 61.7% 82.2% 33.0% 99.9% 0.2% 2.9% 4.8		Ot	239	17	222	140	63.1%	64	28.8%	204	91.9%	61.7%	70.3%	81.5%	88.3%	3.6%	8.1%	18
Jun-17 N 2,038 2 2,036 175 8,6% 1,831 89,9% 2,006 98,5% 62,5% 82,8% 95,4% 97,8% 0.7% 1,5% 33,8 1,26% 1,		CMS	6,591	84	6,507	715	11.0%	5,638	86.6%	6,353	97.6%	64.1%	82.8%	94.3%	97.1%	0.5%	2.4%	154
SE		SW	1,732		1,672	161	9.6%	1,463	87.5%	1,624	97.1%	61.7%	82.2%	93.0%	96.9%	0.2%	2.9%	48
E 1,317 0 0 1,317 106 8.0% 1,200 91.1% 1,306 992.% 80.3% 89.3% 97.9% 99.0% 0.2% 0.8% 11.1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Jun-17																	30
CMS 6,148 27 6,121 632 10,3% 5,249 8,85% 5,881 99,1% 65,4% 83,2% 94,1% 96,1% 0,0% 3,9% 2,0% 1,91 11 1,608 119 7,4% 1,423 8,85% 1,242 9,59% 5,91% 80,7% 93,4% 96,1% 0,0% 3,9% 2,0% 1,17 1,17 1,17 1,17 1,17 1,17 1,17 1,1																		
CMS 6,148 27 6,121 632 10.3% 5.249 85.8% 5.881 96.1% 65.4% 83.2% 94.1% 96.1% 0.0% 3.9% 240																		
SW																		
N																		
SE																		
E 1,304 0 1,304 105 8.1% 1,176 90.2% 1,281 98.2% 81.1% 89.5% 96.5% 98.2% 0.0% 1.8% 23 Ot 204 14 190 107 56.3% 33 17.4% 140 73.7% 50.0% 54.7% 68.5% 69.5% 73.7% 0.0% 26.3% 50 CMS 6,576 58 6,518 369 15.7% 5,710 87.6% 6.079 33.3% 65.7% 83.8% 93.2% 93.2% 93.3% 0.0% 6.7% 438 SW 1,755 33 1,722 95 5.5% 1,496 88.9% 1.591 92.4% 58.5% 81.6% 92.2% 92.4% 0.0% 7.6% 131 N 2,030 0 2,030 112 5.5% 1,797 88.5% 1,190 94.0% 60.3% 82.9% 94.0% 94.0% 0.0% 6.0% 72.6% 121 SE 1,248 0 1,248 63 5.0% 1,110 88.9% 1,173 94.0% 68.8% 85.5% 94.0% 94.0% 0.0% 6.0% 72.6% 121 Ot 164 25 139 36 25.9% 49 35.5% 85.0% 85.7% 83.6% 88.7% 95.7% 95.8% 0.0% 4.2% 58.2% 164 52.5 13.99 36.3 4.6% 1,258 91.2% 1,321 95.8% 78.8% 88.7% 95.7% 95.8% 0.0% 4.2% 58.2% 164 52.5 13.99 36.2 5.9% 49 35.5% 85.1% 69.4% 81.3% 60.4% 61.2% 0.0% 38.8% 65.0% 11.65 SW 1,767 10 1,757 120 6.8% 1,256 73.8% 1,416 80.6% 65.6% 78.8% 80.6% 80.6% 0.0% 19.4% 341 SW 1,767 10 1,757 120 6.8% 1,256 73.8% 1,416 80.6% 65.6% 78.8% 80.6% 80.6% 0.0% 19.4% 341 SE 1,368 0 1,368 106 7.7% 1,028 75.1% 1,134 82.9% 65.1% 80.7% 82.9% 82.9% 0.0% 17.1% 224 E 1,404 1 1,403 101 7.2% 1,102 87.51% 1,134 82.9% 65.1% 80.7% 82.9% 82.9% 0.0% 17.1% 224 E 1,404 1 1,403 101 7.2% 1,102 87.51% 1,152 82.1% 1,253 89.3% 79.5% 83.5% 89.3% 89.3% 89.3% 0.0% 10.7% 150 Ot 404 92 312 113 36.2% 99 31.7% 122 67.9% 59.3% 65.7% 67.9% 0.0% 32.9% 32.	Jul-17																	47
Ot 204 14 190 107 56.3% 33 17.4% 140 73.7% 50.5% 54.7% 69.5% 73.7% 0.0% 26.3% 50.5% 50.5% 6.576 56 6.576 56 6.518 369 5.7% 5.710 87.6% 6.079 33.3% 55.7% 83.8% 33.2% 33.2% 30.0% 6.7% 433 17.2% 15.5% 1.496 88.9% 1.591 92.4% 56.55% 81.6% 22.2% 92.4% 0.0% 7.6% 133 17.2% 15.5% 1.797 88.5% 1.909 94.0% 68.9% 85.9% 94.0% 94.0% 0.0% 6.0% 121 55.5% 11.248 0 1.248 63 5.0% 1.110 88.9% 1.1173 94.0% 60.3% 82.9% 94.0% 94.0% 0.0% 6.0% 121 12.5 5.5% 11.248 0 1.248 63 5.0% 1.110 88.9% 1.321 94.0% 56.3% 82.9% 94.0% 94.0% 0.0% 6.0% 1.248 63 5.0% 1.110 88.9% 1.321 94.0% 56.3% 82.9% 94.0% 94.0% 0.0% 6.0% 1.248 63 5.0% 1.110 88.9% 1.321 94.0% 56.3% 82.9% 94.0% 94.0% 0.0% 6.0% 1.248 63 5.0% 1.258 91.2% 1.321 94.0% 56.8% 78.8% 88.7% 95.7% 95.8% 0.0% 4.2% 56.0% 16.4% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 0.0% 16.0% 1.248 1.258 91.2% 1.321 94.0% 94.0% 94.0% 0.0% 16.0% 1.248 1.258 91.2% 1.321 94.0% 94.0% 94.0% 0.0% 16.0% 1.248 1.258 91.2% 1.321 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 1.258 91.2% 1.321 94.0% 94.0% 94.0% 94.0% 0.0% 16.0% 16.0% 16.2% 1.258 91.2% 1																		
Aug-17 N 2,030 0 2,030 112 5.5% 1,797 88.5% 1,999 94.0% 68.9% 85.9% 94.0% 94.0% 94.0% 0.0% 6.0% 121 SE 1,248 0 1,248 63 5.0% 1,110 88.9% 1,173 94.0% 68.3% 82.9% 94.0% 94.0% 0.0% 6.0% 152 E 1,379 0 13,79 63 4.6% 1,258 91.2% 1,321 95.8% 78.8% 88.7% 95.7% 95.8% 0.0% 42.% 58 OI 164 25 139 36 25.9% 49 35.3% 85 61.2% 27.3% 41.0% 60.4% 61.2% 0.0% 6.0% 154 SW 1,767 10 1,757 120 6.8% 1,296 73.8% 1,416 80.6% 65.6% 78.8% 80.6% 80.6% 0.0% 19.4% 341 SW 1,767 10 1,757 120 6.8% 1,296 73.8% 1,416 80.6% 65.6% 78.8% 80.6% 80.6% 0.0% 19.4% 341 SE 1,388 0 1,388 106 7.7% 1,028 75.7% 1,102 8.2% 1,544 75.4% 1,711 83.5% 79.2% 81.4% 83.5% 83.5% 83.5% 0.0% 15.5% 338 E 1,404 1 1,403 101 7.2% 1,528 25.1% 1,253 89.3% 79.5% 83.3% 89.3% 89.3% 0.0% 10.7% 150 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.9% 32.9% 32.9% 32.9% 0.0% 67.9% 10.0% 10.7% 150 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.9% 32.9% 32.9% 32.9% 0.0% 67.4% 1,038 SW 1,631 8 1,622 40 2.5% 449 30.1% 52.9 32.6% 52.9% 32.9% 32.9% 32.9% 0.0% 67.4% 1,038 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.9% 32.9% 32.9% 32.9% 0.0% 67.4% 1,038 SW 1,631 8 1,622 40 2.5% 449 30.1% 52.9 32.6% 52.9% 32.9% 32.9% 32.9% 0.0% 67.4% 1,038 SE 1,166 0 0 1,166 51 4.4% 430 30.9% 481 41.3% 41.3% 41.3% 41.3% 41.3% 41.3% 0.0% 58.7% 688 Clearance Within Target Rolling Period Region New Apps Areas Only Received Applications																		50
N		CMS	6,576	58	6,518	369	5.7%	5,710	87.6%	6,079	93.3%	65.7%	83.8%	93.2%	93.3%	0.0%	6.7%	439
SE 1,248 0 1,248 63 5.0% 1,110 88.9% 1,173 94.0% 60.3% 82.9% 94.0% 94.0% 0.0% 6.0% 75.5 E 1,379 0 1,379 63 4.6% 1,258 91.2% 1,321 95.5% 78.8% 88.7% 95.7% 95.8% 0.0% 4.2% 58. CI 164 25 139 36 25.9% 49 35.3% 85 61.2% 27.3% 41.0% 60.4% 61.2% 0.0% 38.8% 55. CMS 6,994 105 6,889 607 8.8% 5,119 74.3% 5,726 83.1% 69.4% 81.3% 83.1% 83.1% 0.0% 16.9% 11,63 SW 1,767 10 1,757 120 6.8% 1,296 73.8% 1,416 80.6% 65.6% 78.8% 80.6% 80.6% 0.0% 19.4% 341 SW 1,767 10 1,368 106 7.7% 1.028 75.1% 1,114 82.9% 65.1% 80.6% 80.6% 80.6% 0.0% 19.4% 341 SE 1,388 0 1,388 0 1,388 10 1,388 10 1,388 106 7.7% 1.028 75.1% 1,134 82.9% 65.1% 80.7% 82.9% 82.9% 0.0% 17.1% 234 E 1,404 1 1,403 101 7.2% 1,152 82.1% 1,253 89.3% 79.5% 88.3% 89.3% 89.3% 89.3% 0.0% 10.7% 150 Ot 404 92 312 113 36.2% 99 31.7% 212 67.9% 59.3% 65.7% 67.9% 67.9% 67.9% 0.0% 32.1% 100 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.7% 32.9% 32.9% 32.9% 0.0% 67.4% 1,094 SW 1,631 8 1,623 40 2.5% 489 30.1% 529 32.6% 32.3% 32.6% 32.6% 32.6% 0.0% 67.4% 1,094 SW 1,631 8 1,623 40 2.5% 489 30.1% 529 32.6% 32.3% 32.6% 32.6% 0.0% 67.4% 1,094 SE 1,166 0 1,166 51 4.4% 430 36.9% 481 41.3% 41.0% 41.3% 41.3% 41.3% 0.0% 58.7% 685 Clearance Within Target Cleared Within 12 Weeks With		SW	1,755	33	1,722	95	5.5%	1,496	86.9%	1,591	92.4%	58.5%	81.6%	92.2%	92.4%	0.0%	7.6%	131
SE 1,248 0 1,248 63 5,0% 1,110 88,9% 1,173 94,0% 60,3% 82,9% 94,0% 94,0% 0,0% 6,0% 75 E 1,379 0 1,379 63 4,6% 1,258 91,2% 1,321 95,8% 78,8% 88,7% 95,8% 0,0% 4,2% 58	Aug-17																	
CMS 6,994 105 6,889 607 8.8% 5,119 74.3% 5,726 83.1% 65.4% 83.1% 83.1% 83.1% 0.0% 16.9% 1,163 Sep-17 N 2,051 2 2,049 167 8.2% 1,544 75.4% 1,711 83.5% 70.2% 81.4% 83.5% 83.5% 0.0% 15.5% 338 E 1,404 1 1,403 101 7.2% 1,152 82.1% 1,253 89.3% 79.5% 83.3% 89.3% 89.3% 0.0% 17.1% 234 E 1,404 1 1,403 101 7.2% 1,152 82.1% 1,253 89.3% 79.5% 83.3% 89.3% 89.3% 0.0% 10.7% 150 C 1 404 92 312 113 36.2% 99 31.7% 212 67.9% 59.3% 65.7% 65.7% 67.9% 67.9% 0.0% 32.9% 32.9% SW 1,631 8 1,623 40 2.5% 499 30.1% 529 32.6% 32.5% 32.6%	. 3																	75
CMS 6,994 105 6,889 607 8.8% 5,119 74.3% 5,726 83.1% 69.4% 81.3% 83.1% 83.1% 0.0% 16.9% 1,163																		58
Sep-17 N 2,061 2 2,049 167 8.2% 1,544 75.4% 1,711 83.5% 70.2% 81.4% 83.5% 80.6% 80.6% 0.0% 19.4% 341 SE 1,368 0 1,368 106 7.7% 1,028 75.1% 1,134 82.9% 65.1% 80.7% 82.9% 82.9% 0.0% 17.1% 234 E 1,404 1 1,403 101 7.2% 1,152 82.1% 1,263 89.3% 79.5% 88.3% 89.3% 89.3% 0.0% 10.7% 150 OI 404 92 312 113 36.2% 99 31.7% 212 67.9% 59.3% 65.7% 67.9% 67.9% 0.0% 32.1% 100 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.9% 32.9% 32.9% 32.9% 0.0% 67.7% 4.330 SW 1,631 8 1,623 40 2.5% 489 30.1% 529 32.6% 32.3% 32.6% 32.6% 32.6% 32.6% 0.0% 67.4% 1.094 SE 1,215 0 1,852 67 3.6% 550 28.6% 597 32.2% 32.9% 32.9% 32.2% 32.2% 32.2% 0.0% 67.8% 12.55 SE 1,166 0 1,166 51 4.4% 430 36.9% 481 41.3% 41.0% 41.3% 41.3% 41.3% 41.3% 21.3% 0.0% 58.7% 682.6% Region Region Region Applications																		54
N 2,051 2 2,049 167 8.2% 1,544 75.4% 1,711 83.5% 70.2% 81.4% 83.5% 83.5% 0.0% 16.5% 338																		
SE 1,368 0 1,368 106 7.7% 1,028 75.1% 1,134 82.9% 65.1% 80.7% 82.9% 82.9% 0.0% 17.1% 234 E 1,404 1 1 1,403 101 7.2% 1,152 82.1% 1,253 89.3% 65.7% 65.7% 65.7% 89.3% 89.3% 99.3% 0.0% 10.7% 150 OI 404 92 312 113 36.2% 99 31.7% 212 67.9% 59.3% 65.7% 65.7% 67.9% 67.9% 0.0% 32.1% 100 CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.7% 32.9% 32.9% 32.9% 0.0% 67.1% 4,330 SW 1,631 8 1,623 40 2.5% 489 30.1% 529 32.6% 32.3% 32.6% 32.6% 32.6% 32.6% 0.0% 67.4% 1,094 N 1,852 0 1,852 67 3.6% 530 28.6% 597 32.2% 32.2% 32.2% 32.2% 32.2% 32.2% SE 1,215 0 1,215 34 2.8% 355 29.2% 389 32.0% 31.8% 32.0% 32.0% 32.2% 32.2% 32.0% 0.0% 67.8% 1,255 E 1,166 0 1,166 51 4.4% 430 36.9% 481 41.3% 41.3% 41.3% 41.3% 41.3% 0.0% 58.7% 685 OI 610 13 597 121 20.3% 6 1.0% 127 21.3% 21.3% 21.3% 21.3% 21.3% 21.3% 0.0% 78.7% 470 Rolling Period Region Region Applications Applicatio																		
E 1,404 1 1,403 101 7.2% 1,152 82.1% 1,253 89.3% 79.5% 88.3% 89.3% 89.3% 0.0% 10.7% 150 Ot 404 92 312 113 36.2% 99 31.7% 212 67.9% 59.3% 65.7% 67.9% 67.9% 0.0% 32.1% 100 Sept. 10.0% 1.	Sep-17																	
Ot																		
CMS 6,474 21 6,453 313 4.9% 1,810 28.0% 2,123 32.9% 32.9% 32.9% 32.9% 32.9% 32.9% 32.9% 0.0% 67.1% 4,330																		
Oct-17 SW 1,631 8 1,623 40 2.5% 489 30.1% 5.29 32.6% 32.3% 32.6% 32.6% 32.6% 32.6% 0.0% 67.4% 1,094																		
N																		
SE 1,215 0 1,215 34 2.8% 355 29.2% 389 32.0% 31.8% 32.0% 32.0% 32.0% 32.0% 0.0% 68.0% 826																		
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Ot 610 13 597 121 20.3% 6 1.0% 127 21.3%																		
Rolling Period Region New Apps Arrears Only Received Applications Applications Applications Applications Applications Received Received Applications Received R																		470
Rolling Period Region Region Region Received Applications Applications Applications Applications Applications Received R																		
Rolling Period Region Region Region Received Applications Applications Applications Applications Applications Received R												Clear	ance Within T	arnet		Clearance		3 Weeks /
Period Region Received Applications Applications dosed % Initial % Clearances % Cleared Cleared Cleared Cleared Cleared Weeks Cleared 5-18 Within 4 Within 12 (%) Weeks Cleared 5-18 Uncleared Uncleared Uncleared Cleared Cle	Della		New Arm	A	Net	New Arm				Total to Wat		Clear	ance within I	aigei				
Calculation Within 4 Within 6 Within 12 (%) Wasks Uncleared Uncleared		Region					%		%		%					Cleared >19		
				,,	,,							Within 4 Weeks	Within 6 Weeks	Within 12 Weeks			Uncleared (%)	Uncleared Vol

Rolling		Now Appa	Arrears Only	Net	New Apps		Number of Apps with		Total Initial		Clear	ance within i	arget	Cleared Within 18		Uncleared	
Period	Region		Applications		closed	%	Initial Calculation	%	Clearances	%	Cleared Within 4 Weeks (%)	Cleared Within 6 Weeks (%)	Cleared Within 12 Weeks (%)	100	Cleared >18 Weeks (%)	Uncleared (%)	Uncleared Vol
	CMS Total	55,080	470	54,610	6,160	11.3%	47,623	87.2%	53,783	98.5%	61.8%	80.3%	93.7%	96.8%	1.7%	1.5%	827
Nov-16	South West	14,702	192	14,510	1,310	9.0%	12,951	89.3%	14,261	98.3%	58.7%	80.4%	93.4%	96.6%	1.7%	1.7%	249
To	Northern	16,356	17	16,339	1,595	9.8%	14,584	89.3%	16,179	99.0%	60.4%	79.9%	94.3%	97.5%	1.5%	1.0%	160
10	South East	11,114	10	11,104	1,117	10.1%	9,786	88.1%	10,903	98.2%	55.4%	76.7%	92.2%	95.9%	2.3%	1.8%	201
Jul-17	Eastern	10,780	11	10,769	903	8.4%	9,787	90.9%	10,690	99.3%	74.9%	86.3%	96.5%	98.4%	0.8%	0.7%	79
	Other	2,128	240	1,888	1,235	65.4%	515	27.3%	1,750	92.7%	60.9%	69.7%	81.9%	87.7%	5.0%	7.3%	138

- Information & Caveats

 1. Applications are placed into monthly cohorts depending on the value in the Date Opened field

 2. A case is counted as an initial clearance based upon the earliest occurance of either a Closure, Initial Assessment or Additional Case Service Request (SR).

 3. The appropriate SR completion date is used as the initial clearance date which is then used to determine the time to clear measures.

 4. In some instances the Application will be recorded as 'Closed' without an appropriate Closure SR. In these instances the system closure date is used.

 5. This report is split by 'Old Case' (clients who have come through the case closure journey) and 'New Case' (where the clients have not come through the case closure journey).

App to Initial (Old Case)	2. New Application throughput to Clearance (Old Cases)
Measure	Cohort by month of new application throughput to initial clearance by case
Internal Performance measure	We aim to aim to progress applications to an outcome (assessment/closure) 80% within 6 weeks, 90% within 12 weeks.
Rationale	New applications should be completed as soon as possible as this is a key customer service.
Detail	Report is in cohort by application date and cases
Lead Supporting line of business	
Performance Issues	

Clearance Outside of 18 Weeks /

							Number of				Clear	ance Within T	arget	Cleared	Clearance	e Outside of 18 Uncleared	Weeks/
Month	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps closed	%	Apps with Initial Calculation	%	Total Initial Clearances	%	Cleared Within 4 Weeks (%)	Cleared Within 6 Weeks (%)	Cleared Within 12 Weeks (%)	Within 18 Weeks (%)	Cleared >18 Weeks (%)	Uncleared (%)	Uncleared Vol
	CMS	15,008	8,940	6,068	411	6.8%	5,620	92.6%	6,031	99.4%	34.9%	51.8%	77.7%	87.0%	12.4%	0.6%	37
	SW	2,573	977	1,596	46	2.9%	1,541	96.6%	1,587	99.4%	32.8%	52.3%	76.3%	85.2%	14.2%	0.6%	9
Nov-16	N	2,659	943	1,716	81	4.7%	1,624	94.6%	1,705	99.4%	33.3%	51.7%	77.7%	88.5%	10.8%	0.6%	11
	SE	1,648	475	1,173	39	3.3%	1,125	95.9%	1,164	99.2%	25.7%	43.7%	76.7%	85.8%	13.4%	0.8%	9
	E Ot	1,904 6,224	687 5,858	1,217 366	48 197	3.9% 53.8%	1,164 166	95.6% 45.4%	1,212 363	99.6% 99.2%	41.5% 59.3%	55.2% 64.2%	80.4% 78.1%	88.0% 87.4%	11.6% 11.7%	0.4%	5
	CMS	7,786	3,789	3,997	269	6.7%	3,708	92.8%	3,977	99.5%	32.5%	56.9%	83.2%	90.9%	8.6%	0.5%	20
	SW	1,499	453	1,046		3.6%	1,001	95.7%	1,039	99.3%	32.5%	58.6%	83.3%	90.2%	9.1%	0.7%	7
Dec-16	N	1,542	344	1,198	66	5.5%	1,128	94.2%	1,194	99.7%	29.4%	55.4%	83.9%	91.6%	8.1%	0.3%	4
D60-10	SE	952	163	789	30	3.8%	755	95.7%	785	99.5%	28.8%	53.2%	82.6%	89.6%	9.9%	0.5%	4
	E	1,176	392	784	24	3.1%	757	96.6%	781	99.6%	34.3%	58.9%	83.9%	92.7%	6.9%	0.4%	3
	Ot	2,617	2,437	180		61.7%	67	37.2%	178	98.9%	61.1%	65.0%	77.8%	88.9%	10.0%	1.1%	2
	CMS	10,929	3,876	7,053	545 87	7.7%	6,464	91.6%	7,009	99.4%	37.6%	58.1%	80.9%	89.1%	10.3%	0.6%	44
	SW N	2,426 2,518	549 452	1,877 2,066	87	4.6%	1,775 1,970	94.6% 95.4%	1,862 2,057	99.2% 99.6%	33.2% 36.4%	57.6% 56.5%	79.5% 83.0%	87.3% 90.2%	11.9% 9.3%	0.8%	15 9
Jan-17	SE	1,503	182	1,321	70	5.3%	1,241	93.9%	1,311	99.2%	34.5%	56.3%	78.4%	88.4%	10.8%	0.8%	10
	E	1,753	355	1,398	59	4.2%	1,337	95.6%	1,396	99.9%	41.3%	59.7%	81.3%	90.0%	9.9%	0.1%	2
	Ot	2,729	2,338	391	242	61.9%	141	36.1%	383	98.0%	62.1%	69.1%	83.1%	90.0%	7.9%	2.0%	8
	CMS	10,522	4,680	5,842	443	7.6%	5,342	91.4%	5,785	99.0%	37.5%	58.9%	80.2%	88.0%	11.0%	1.0%	57
	SW	2,339	813	1,526	56	3.7%	1,445	94.7%	1,501	98.4%	31.7%	56.5%	77.6%	85.6%	12.7%	1.6%	25
Feb-17	N OF	2,069	389	1,680	78	4.6%	1,593	94.8%	1,671	99.5%	37.4%	59.5%	81.7%	89.3%	10.1%	0.5%	9
	SE E	1,267 1,483	171 308	1,096 1,175	53 43	4.8% 3.7%	1,029 1,130	93.9% 96.2%	1,082 1,173	98.7% 99.8%	35.9% 39.7%	56.6% 61.3%	78.7% 82.5%	86.0% 90.0%	12.7% 9.8%	1.3% 0.2%	14
1	Ot	3,364	2,999	365	213	58.4%	1,130	39.7%	358	99.8%	59.7%	66.3%	82.5%	90.0%	7.1%	1.9%	7
	CMS	10,341	4,134	6,207	416	6.7%	5,696	91.8%	6,112	98.5%	35.9%	57.3%	81.2%	88.5%	9.9%	1.5%	95
	SW	2,664	938	1,726	74	4.3%	1,615	93.6%	1,689	97.9%	29.8%	53.0%	80.0%	88.4%	9.5%	2.1%	37
Mar-17	N	2,182	376	1,806	91	5.0%	1,696	93.9%	1,787	98.9%	36.5%	57.4%	82.1%	89.8%	9.2%	1.1%	19
	SE	1,306	161	1,145	48	4.2%	1,077	94.1%	1,125	98.3%	35.2%	56.2%	79.4%	86.5%	11.8%	1.7%	20
	E Ot	1,488 2,701	296 2,363	1,192 338	53 150	4.4% 44.4%	1,131 177	94.9% 52.4%	1,184 327	99.3% 96.7%	41.9% 45.9%	65.1% 55.6%	83.8% 80.5%	88.8% 88.8%	10.5% 8.0%	0.7% 3.3%	8 11
	CMS	7,536	3,145	4,391	291	6.6%	3,877	88.3%	4,168	94.9%	36.8%	58.9%	78.9%	85.1%	9.8%	5.1%	223
	SW	1,799	599	1,200	52	4.3%	1,071	89.3%	1,123	93.6%	30.4%	56.9%	77.5%	83.2%	10.4%	6.4%	77
Apr-17	N	1,604	294	1,310		4.5%	1,196	91.3%	1,255	95.8%	35.6%	58.6%	80.8%	87.3%	8.5%	4.2%	55
7,451.17	SE	926	150	776	31	4.0%	687	88.5%	718	92.5%	34.3%	52.7%	73.6%	80.5%	12.0%	7.5%	58
	E	1,117	265	852	29	3.4%	797	93.5%	826	96.9%	44.6%	64.6%	81.8%	86.7%	10.2%	3.1%	26
	Ot	2,090	1,837	253		47.4%	126	49.8%	246	97.2%	55.3%	70.0%	81.8%	90.9%	6.3%	2.8%	7
	CMS SW	8,555 1,859	4,208 793	4,347 1,066	269 49	6.2% 4.6%	3,634 933	83.6% 87.5%	3,903 982	89.8% 92.1%	37.9% 36.9%	58.7% 58.5%	77.2% 77.6%	84.6% 85.6%	5.2% 6.6%	10.2% 7.9%	444 84
	N	1,519	219	1,300	55	4.0%	1,189	91.5%	1,244	95.7%	40.0%	65.5%	85.2%	91.8%	3.9%	4.3%	56
May-17	SE	894	100	794	30	3.8%	709	89.3%	739	93.1%	31.7%	54.0%	75.9%	86.1%	6.9%	6.9%	55
	Е	916	150	766	37	4.8%	698	91.1%	735	96.0%	49.1%	67.0%	83.9%	90.3%	5.6%	4.0%	31
	Ot	3,367	2,946	421	98	23.3%	105	24.9%	203	48.2%	25.4%	31.8%	42.0%	46.3%	1.9%	51.8%	218
	CMS	6,736	2,414	4,322	328	7.6%	3,394	78.5%	3,722	86.1%	40.6%	57.5%	75.7%	84.3%	1.8%	13.9%	600
	SW N	1,533 1,422	512 195	1,021 1,227	40 66	3.9% 5.4%	903 1,115	88.4% 90.9%	943 1,181	92.4% 96.3%	39.8% 44.7%	60.6% 65.2%	79.8% 84.9%	90.2% 94.3%	2.2%	7.6% 3.7%	78 46
Jun-17	SE	756	73	683	47	6.9%	588	86.1%	635	93.0%	35.1%	54.6%	79.9%	90.9%	2.0%	7.0%	48
	E	864	126	738		5.7%	674	91.3%	716	97.0%	55.0%	70.7%	88.8%	95.9%	1.1%	3.0%	22
	Ot	2,161	1,508	653	133	20.4%	114	17.5%	247	37.8%	23.6%	26.2%	32.8%	36.4%	1.4%	62.2%	406
	CMS	6,964	3,084	3,880	209	5.4%	2,971	76.6%	3,180	82.0%	40.3%	57.7%	76.8%	82.0%	0.0%	18.0%	700
	SW	1,480	570	910		2.5%	781	85.8%	804	88.4%	36.4%	58.5%	82.3%	88.4%	0.0%	11.6%	106
Jul-17	N n	1,182	183	999	46	4.6%	901	90.2%	947	94.8%	48.0%	68.6%	88.9%	94.8%	0.0%	5.2%	52
	SE E	707 838	93 116	614 722	22 14	3.6% 1.9%	525 681	85.5% 94.3%	547 695	89.1% 96.3%	38.6% 53.9%	57.7% 72.2%	82.1% 91.3%	89.1% 96.3%	0.0%	10.9% 3.7%	67 27
	Ot	2,757	2,122	635		16.4%	83	13.1%	187	29.4%	20.2%	23.3%	28.2%	29.4%	0.0%	70.6%	448
	CMS	7,893	3,987	3,906	84	2.2%	2,803	71.8%	2,887	73.9%	39.4%	57.2%	73.6%	73.9%	0.0%	26.1%	1,019
1	SW	1,421	512	909	22	2.4%	719	79.1%	741	81.5%	40.0%	61.6%	81.3%	81.5%	0.0%	18.5%	168
Aug-17	N	1,219	177	1,042	23	2.2%	890	85.4%	913	87.6%	47.3%	67.9%	87.1%	87.6%	0.0%	12.4%	129
1	SE	689	89	600		2.7%	492	82.0%	508	84.7%	42.7%	63.2%	84.3%	84.7%	0.0%	15.3%	92
1	E Ot	802 3,762	110 3,099	692 663	17 6	2.5% 0.9%	626 76	90.5% 11.5%	643 82	92.9% 12.4%	58.8% 3.0%	77.0% 8.3%	92.6% 12.4%	92.9% 12.4%	0.0%	7.1% 87.6%	49 581
	CMS	3,762 7,168	3,099 2,409	4,759	220	0.9% 4.6%	2,552	11.5% 53.6%	2,772	12.4% 58.2%	3.0% 40.6%	54.4%	12.4% 58.2%	12.4% 58.2%	0.0%	87.6% 41.8%	1,987
	SW	1,123	145	978		2.4%	625	63.9%	648	66.3%	43.7%	60.9%	66.3%	66.3%	0.0%	33.7%	330
Sep-17	N	1,293	116	1,177	37	3.1%	802	68.1%	839	71.3%	48.3%	67.1%	71.3%	71.3%	0.0%	28.7%	338
Эер-1 <i>1</i>	SE	732	49	683		2.8%	454	66.5%	473	69.3%	46.1%	63.8%	69.3%	69.3%	0.0%	30.7%	210
	E	877	87	790	32	4.1%	597	75.6%	629	79.6%	58.2%	74.6%	79.6%	79.6%	0.0%	20.4%	161
	Ot	3,143	2,012	1,131	109	9.6%	74	6.5%	183	16.2%	14.4%	15.9%	16.2%	16.2%	0.0%	83.8%	948
	CMS	5,222	1,179	4,043	128	3.2%	732	18.1%	860	21.3%	21.2%	21.3%	21.3%	21.3%	0.0%	78.7%	3,183
1	SW N	736 907	69 75	667 832	9	1.3%	176 251	26.4% 30.2%	185 263	27.7% 31.6%	27.4% 31.5%	27.7% 31.6%	27.7% 31.6%	27.7% 31.6%	0.0%	72.3% 68.4%	482 569
Oct-17	SE	463	24			2.7%	120	27.3%	132	31.6%	29.8%	31.6%	30.1%	30.1%	0.0%	69.9%	307
	E	523	39	484	8		174	36.0%	182	37.6%	37.6%	37.6%	37.6%	37.6%	0.0%	62.4%	302
	Ot	2,593	972		87	5.4%	11	0.7%	98	6.0%	6.0%	6.0%	6.0%	6.0%	0.0%	94.0%	1,523
							Number of				Clear	ance Within T	arget	Cleared	Clearance	e Outside of 18 Uncleared	3 Weeks /
Rolling	Region	New Apps	Arrears Only	Net	New Apps	%	Apps with	%	Total Initial	%	Cleared	Cleared	Cleared	Within 18			
Period		Received	Applications	Applications	closed		Initial Calculation		Clearances	.0	Within 4	Within 6	Within 12	Weeks (%)	Cleared >18 Weeks	Uncleared	Uncleared
											Weeks (%)	Weeks (%)	Weeks (%)	(,	(%)	(%)	Vol
	CMS Total	84,377	38,270	46,107	3,181	6.9%	40,706	88.3%	43,887	95.2%	37.0%	57.2%	79.3%	86.9%	8.3%	4.8%	2,220
Nov-16	South West	18,172	6,204	11,968	465	3.9%	11,065	92.5%	11,530	96.3%	33.2%	56.5%	79.1%	87.0%	9.4%	3.7%	438
То	Northern	16,697	3,395	13,302	629	4.7%	12,412	93.3%	13,041	98.0%	37.4%	59.1%	82.7%	90.5%	7.5%	2.0%	261
	_																285
	South East	9,959	1,568	8,391	370	4.4%	7,736	92.2%	8,106	96.6%	33.1%	53.7%	78.5%	86.9%	9.7%	3.4%	
Jul-17	South East Eastern Other	9,959 11,539 28,010	1,568 2,695 24,408	8,391 8,844 3,602	349	3.9% 38.0%	7,736 8,369 1,124	94.6% 31.2%	8,106 8,718 2,492	96.6% 98.6% 69.2%	43.7% 40.9%	53.7% 63.0% 46.7%	78.5% 83.6% 58.2%	86.9% 90.5% 64.2%	9.7% 8.0% 4.9%	3.4% 1.4% 30.8%	126 1,110

- Information 8 Caveats

 1. Applications are placed into monthly cohorts depending on the value in the Date Opened field

 2. A case is counted as an initial clearance based upon the earliest occurance of either a Closure, Initial Assessment or Additional Case Service Request (SR).

 3. The appropriate SR completion date is used as the Initial Clearance date which is then used to determine the time to clear measures.

 4. In some instances the Application will be recorded as 'Closed' without an appropriate Closure SR. In these instances the system closure date is used.

 5. This report is split by 'Old Case' (clients who have come through the case closure journey) and 'New Case' (where the clients have not come through the case closure journey).

App to 1st Payment (New Case)	3. New Application throughput to first payment (New Case)
Measure	Cohort by month of new application throughput to initial clearance by case
Internal Performance measure	We aim to aim to progress applications to an outcome (Payment/closure) 60% within 12 weeks,
Rationale	New applications should be completed as soon as possible as this is a key customer service.
Detail	Report is in cohort by application date and cases
Lead Supporting line of business	
Performance Issues	Payment From NRP

Month	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps	Nil Assessed	First Payments	First Payments	Payment red Tar		Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total o	cleared	Uncle	eared
							due	received	Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
	CMS	6,128	63	6,065	676	265	5,124	4,960	69.2%	87.4%	92.4%	4.4%	4,960	96.8%	164	3.2%
	SW	1,578	10	1,568	129	62	1,377	1,341	73.7% 67.3%	90.3% 85.0%	93.8% 91.6%	3.6% 5.0%	1,341	97.4% 96.7%	36	2.6%
Nov-16	N SE	1,780 1,307	4	1,776 1,306	172 114	79 72	1,525 1,120	1,474 1,075	61.9%	84.6%	90.4%	5.6%	1,474 1,075	96.0%	51 45	4.0%
	E	1,222	2	1,220	115	50	1,055	1,029	75.3%	91.1%	94.9%	2.7%	1,029	97.5%	26	2.5%
	Ot	241	46	195	146	2	47	41	38.3%	63.8%	74.5%	12.8%	41	87.2%	6	12.8%
	CMS	4,050	34	4,016	498	185	3,333	3,215	68.7%	87.9%	92.3%	4.1%	3,215	96.5%	118	3.5%
	SW	1,042 1,168	3 2	1,039	105 111	49 37	885	854 984	70.3% 65.1%	88.9% 86.1%	92.8% 91.8%	3.7% 4.8%	854 984	96.5% 96.7%	31 34	3.5%
Dec-16	N SE	854	1	1,166 853	94	52	1,018 707	676	67.9%	86.3%	90.4%	5.2%	676	95.6%	31	4.4%
	E	821	3	818	81	46	691	676	74.7%	92.3%	95.5%	2.3%	676	97.8%	15	2.2%
	Ot	165	25	140	107	1	32	25	25.0%	59.4%	71.9%	6.3%	25	78.1%	7	21.9%
	CMS	6,866	41	6,825	767	259	5,799	5,603	73.8%	88.9%	92.8%	3.8%	5,603	96.6%	196	3.4%
	SW N	1,848 2,018	6	1,842 2,017	171 184	69 75	1,602 1,758	1,551 1,705	77.6% 71.8%	90.7% 88.9%	93.7% 93.1%	3.1%	1,551 1,705	96.8% 97.0%	51 53	3.2%
Jan-17	SE	1,318	2	1,316	143	52	1,121	1,070	71.2%	86.9%	91.2%	4.3%	1,070	95.5%	51	4.5%
	E	1,411	0	1,411	101	62	1,248	1,219	76.4%	90.1%	93.9%	3.8%	1,219	97.7%	29	2.3%
-	Ot	271	32	239	168	1	70	58	32.9%	57.1%	72.9%	10.0%	58	82.9%	12	17.1%
	CMS SW	6,279 1,685	58	6,221 1,675	717	288 88	5,216 1,441	4,971 1,383	73.8% 75.0%	87.6% 89.0%	92.0% 92.6%	3.3% 3.3%	4,971 1,383	95.3% 96.0%	245 58	4.7% 4.0%
Feb-17	N N	1,901	5	1,896	204	89	1,603	1,538	74.5%	87.4%	92.4%	3.6%	1,538	95.9%	65	4.0%
reb-17	SE	1,269	3	1,266	122	47	1,097	1,028	70.5%	86.1%	90.4%	3.3%	1,028	93.7%	69	6.3%
	E	1,168	1	1,167	100	61	1,006	975	77.7%	90.5%	94.6%	2.3%	975	96.9%	31	3.1%
	Ot	256 6,990	39 59	217 6,931	145 799	259	69 E 973	5,623	29.0% 71.4%	47.8% 88.0%	58.0% 92.0%	10.1%	47 5,623	68.1% 95.7%	22 250	31.9% 4.3%
	CMS SW	1,950	20	1,930	176	74	5,873 1,680	1,619	71.4%	89.0%	92.9%	3.5%	1,619	96.4%	61	3.6%
Mar-17	N	2,032	1	2,031	197	69	1,765	1,689	73.1%	88.1%	92.2%	3.5%	1,689	95.7%	76	4.3%
Wich 17	SE	1,411	1	1,410	135	51	1,224	1,161	66.5%	85.4%	89.6%	5.2%	1,161	94.9%	63	5.1%
	E	1,301	3	1,298	119	59	1,120	1,082	76.9%	90.7%	93.9%	2.7%	1,082	96.6%	38	3.4%
	Ot CMS	296 5,372	34 46	262 5,326	172 620	6 218	4,488	72 4,239	42.9% 71.3%	69.0% 87.9%	76.2% 91.7%	9.5% 2.7%	72 4,239	85.7% 94.5%	12 249	14.3% 5.5%
	SW	1,481	32	1,449	144	52	1,253	1,188	73.0%	89.1%	92.6%	2.2%	1,188	94.8%	65	5.2%
Apr-17	N	1,575	0	1,575	149	71	1,355	1,289	69.8%	88.0%	92.5%	2.7%	1,289	95.1%	66	4.9%
	SE	1,136	1	1,135	129	41	965	897	65.8%	83.1%	88.2%	4.8%	897	93.0%	68	7.0%
	E Ot	968 212	2 11	966 201	81 117	46	839 76	810 55	79.0% 52.6%	93.7% 63.2%	95.6% 67.1%	1.0%	810 55	96.5% 72.4%	29 21	3.5% 27.6%
	CMS	6,656	58	6,598	736	288	5,574	5,257	72.6%	88.4%	92.2%	2.1%	5,257	94.3%	317	5.7%
	SW	1,767	40	1,727	159	81	1,487	1,414	73.6%	89.0%	93.2%	1.9%	1,414	95.1%	73	4.9%
May-17	N	2,059	1	2,058	219	87	1,752	1,651	72.9%	88.5%	92.1%	2.1%	1,651	94.2%	101	5.8%
	SE E	1,323 1,268	0	1,323 1,268	123 95	59 57	1,141 1,116	1,074 1,062	66.8% 79.7%	86.2% 92.4%	90.9%	3.2% 0.9%	1,074 1,062	94.1% 95.2%	67 54	5.9% 4.8%
	Ot	239	17	222	140	4	78	1,002	29.5%	50.0%	66.7%	5.1%	56	71.8%	22	28.2%
	CMS	6,591	84	6,507	715	251	5,541	5,158	74.4%	88.3%	92.5%	0.6%	5,158	93.1%	383	6.9%
	SW	1,732	60	1,672	161	61	1,450	1,345	75.0%	87.9%	92.4%	0.3%	1,345	92.8%	105	7.2%
Jun-17	N SE	2,038	0	2,036	175	84 57	1,777	1,660	74.6% 72.3%	88.2% 87.2%	92.7% 91.6%	0.7%	1,660	93.4% 92.6%	117	6.6% 7.4%
	SE E	1,260 1,317	0	1,260 1,317	140 106	57 46	1,063 1,165	984 1,120	79.1%	93.3%	95.7%	0.9%	984 1,120	96.1%	79 45	3.9%
	Ot	244	22	222	133	3	86	49	20.9%	45.3%	53.5%	3.5%	49	57.0%	37	43.0%
	CMS	6,148	27	6,121	632	227	5,262	4,775	75.3%	88.1%	90.7%	0.0%	4,775	90.7%	487	9.3%
1	SW	1,619	11	1,608	119	58	1,431	1,294	74.1% 76.1%	87.5% 89.4%	90.4% 91.8%	0.0%	1,294	90.4% 91.8%	137	9.6% 8.2%
Jul-17	N SE	1,785 1,236	1	1,784 1,235	184 117	55 61	1,545 1,057	1,419 949	73.3%	87.2%	89.8%	0.0%	1,419 949	89.8%	126 108	10.2%
	E	1,304	0	1,304	105	53	1,146	1,086	82.0%	92.2%	94.8%	0.0%	1,086	94.8%	60	5.2%
	Ot	204	14	190	107	0	83	27	14.5%	27.7%	32.5%	0.0%	27	32.5%	56	67.5%
	CMS	6,576	58	6,518	369	239	5,910	5,163	75.2% 74.1%	87.2% 86.5%	87.4% 86.7%	0.0%	5,163	87.4% 86.7%	747	12.6% 13.3%
A. 47	SW N	1,755 2,030	33	1,722 2,030	95 112	55 88	1,572 1,830	1,363 1,595	75.7%	87.0%	87.2%	0.0%	1,363 1,595	87.2%	209 235	12.8%
Aug-17	SE	1,248	0	1,248	63	44	1,141	1,002	75.0%	87.7%	87.8%	0.0%	1,002	87.8%	139	12.2%
1	Е	1,379	0	1,379	63	51	1,265	1,166	80.3%	92.1%	92.2%	0.0%	1,166	92.2%	99	7.8%
	Ot	164	25	139	36	1	102	37	23.5%	36.3%	36.3%	0.0%	37	36.3%	65 4 F26	63.7%
	CMS SW	6,994 1,767	105 10	6,889 1,757	607 120	231 71	6,051 1,566	4,515 1,143	72.3% 70.8%	74.6% 73.0%	74.6% 73.0%	0.0%	4,515 1,143	74.6% 73.0%	1,536 423	25.4% 27.0%
Sep-17	N	2,051	2	2,049	167	60	1,822	1,357	71.9%	74.5%	74.5%	0.0%	1,357	74.5%	465	25.5%
Gep•17	SE	1,368	0	1,368	106	48	1,214	900	71.6%	74.1%	74.1%	0.0%	900	74.1%	314	25.9%
1	E	1,404	1	1,403	101	41	1,261	1,041	81.0%	82.6%	82.6%	0.0%	1,041	82.6%	220	17.4%
-	Ot CMS	404 6,474	92 21	312 6,453	113 313	11 50	188 6,090	74 1,381	35.1% 22.7%	39.4% 22.7%	39.4% 22.7%	0.0%	74 1,381	39.4% 22.7%	114 4,709	60.6% 77.3%
	SW	1,631	8	1,623	40	13	1,570	388	24.7%	24.7%	24.7%	0.0%	388	24.7%	1,182	75.3%
Oct-17	N	1,852	0	1,852	67	13	1,772	416	23.5%	23.5%	23.5%	0.0%	416	23.5%	1,356	76.5%
1	SE	1,215	0		34	13	1,168	253	21.7%	21.7%	21.7%	0.0%	253	21.7%	915	78.3%
1	E Ot	1,166 610	0 13	1,166 597	51 121	11 0	1,104 476	320	29.0% 0.8%	29.0%	29.0%	0.0%	320 4	29.0%	784 472	71.0% 99.2%
	Οl	010	13	597	121	U	4/0	4	0.6%	0.6%	0.6%	0.0%	4	0.6%	4/2	33.2%

Rolling Period	Region		Arrears Only Applications		New Apps closed	Nil Assessed	First Payments due	First Payments received		ceived within rget	Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total o	cleared	Uncle	ared
							ude	received	Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
	CMS Total	55,080	470	54,610	6,160	2,240	46,210	43,801	72.5%	88.1%	92.1%	2.7%	43,801	94.8%	2,409	5.2%
Nov-16	South West	14,702	192	14,510	1,310	594	12,606	11,989	73.9%	89.1%	92.7%	2.4%	11,989	95.1%	617	4.9%
To	Northern	16,356	17	16,339	1,595	646	14,098	13,409	72.1%	87.8%	92.3%	2.8%	13,409	95.1%	689	4.9%
10	South East	11,114	10	11,104	1,117	492	9,495	8,914	68.4%	85.9%	90.3%	3.6%	8,914	93.9%	581	6.1%
Jul-17	Eastern	10,780	11	10,769	903	480	9,386	9,059	78.0%	91.7%	94.7%	1.8%	9,059	96.5%	327	3.5%
	Other	2,128	240	1,888	1,235	28	625	430	31.7%	52.6%	62.2%	6.6%	430	68.8%	195	31.2%

- Information & Cavests

 1. Applications are placed into monthly cohorts depending on the value in the Date Opened field
 2. A case is counted as an initial clearance based upon the earliest occurance of either a Closure, Initial Assessment or Additional Case Service Request (SR).
 3. The appropriate SR completion date is used as the initial clearance date which is then used to determine the time to clear measures.
 4. In some instances the Application will be necorded as Closured Initial Closarance and appropriate Closure SR. In these instances the system closure date is used.
 5. Data that is greyed out has not been refreshed. This means that uncleared volumes A percentages are inaccurate.
 6. Payments are received at a Casegroup level, not Case level. This will cause unavoidable assumptions about First Payment compliance as we cannot separate payments out at a Case level.
 7. Only payments made after the Initial Clearance date are included in first payment compliance.
 8. Exact dates for Direct Pay arrangements are not available. Instead, for initial payments received via direct pay, the first payment date is calculated as follows:

 > if it is the first month in which liability is due, then the Initial Clearance date is used as the first payment date.

 > if it is the reversed payments are not taken into account, so if a payment is received via direct pay, the first payment date.

 > if it is the reversed payments are not taken into account, so if a payment is received and then subsequently recalled or reversed, only the original payment outcome and date will be recorded for throughput purposes 10. This report is split by 'Old Case' (clients who have come through the case closure journey) and 'New Case' (where the clients have not come through the case closure journey).

App to 1st Payment (Old Case)	4. New Application throughput to first payment (Old Case)
Measure	Cohort by month of new application throughput to initial clearance by case
Internal Performance measure	We aim to aim to progress applications to an outcome (Payment/closure) 60% within 12 weeks,
Rationale	New applications should be completed as soon as possible as this is a key customer service.
Detail	Report is in cohort by application date and cases
Lead Supporting line of business	
Performance Issues	Payment From NRP

Month	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps	Nil Assessed	First Payments	First Payments		ceived within get	Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total o	cleared	Unclea	ired
							due	received	Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
	CMS	15,008	8,940	6,068	411	194	5,463	5,247	42.7%	70.7%	81.4%	14.7%	5,247	96.0%	216	4.0%
	SW N	2,573 2,659	977 943	1,596 1,716	46 81	52 60	1,498 1,575	1,450 1,514	44.5% 45.2%	70.6% 72.5%	81.0% 83.6%	15.8% 12.5%	1,450 1,514	96.8% 96.1%	48 61	3.2%
Nov-16	SE	1,648	475	1,173	39	32	1,102	1,055	36.7%	69.3%	80.3%	15.4%	1,055	95.7%	47	4.3%
	E	1,904	687	1,217	48	41	1,128	1,100	45.7%	73.8%	83.3%	14.2%	1,100	97.5%	28	2.5%
	Ot CMS	6,224 7,786	5,858 3,789	366 3,997	197 269	110	160 3,618	128 3,484	20.6% 47.8%	40.6% 76.2%	56.3% 85.1%	23.8% 11.2%	128 3,484	80.0% 96.3%	32 134	20.0% 3.7%
	SW	1,499	453	1,046	38	27	981	950	52.9%	78.2%	85.5%	11.2%	950	96.8%	31	3.2%
Dec-16	N	1,542	344	1,198	66	34	1,098	1,066	46.4%	77.4%	86.9%	10.2%	1,066	97.1%	32	2.9%
500 10	SE	952	163	789	30	22	737	700	44.0%	73.5%	82.8%	12.2%	700	95.0%	37	5.0%
	E Ot	1,176 2,617	392 2,437	784 180	24 111	25 2	735 67	712 56	50.2% 10.4%	78.5% 29.9%	87.3% 52.2%	9.5% 31.3%	712 56	96.9% 83.6%	23	3.1% 16.4%
	CMS	10,929	3,876	7,053	545	216	6,292	5,998	49.0%	74.0%	82.5%	12.8%	5,998	95.3%	294	4.7%
	SW	2,426	549	1,877	87	60	1,730	1,654	50.6%	74.9%	82.6%	13.0%	1,654	95.6%	76	4.4%
Jan-17	N	2,518	452	2,066	87	70	1,909	1,814	48.2%	75.5%	83.3%	11.7%	1,814	95.0%	95	5.0%
	SE E	1,503 1,753	182 355	1,321	70 59	38 44	1,213 1,295	1,156 1,253	48.4% 51.5%	72.4% 75.1%	82.2% 84.2%	13.1% 12.6%	1,156 1,253	95.3% 96.8%	57 42	4.7% 3.2%
	Ot	2,729	2,338	391	242	4	1,295	1,233	23.4%	47.6%	59.3%	24.1%	1,233	83.4%	24	16.6%
	CMS	10,522	4,680	5,842	443	157	5,242	4,920	49.7%	71.5%	80.2%	13.7%	4,920	93.9%	322	6.1%
	SW	2,339	813	1,526	56	39	1,431	1,331	50.2%	70.6%	78.6%	14.4%	1,331	93.0%	100	7.0%
Feb-17	N SE	2,069 1,267	389 171	1,680 1,096	78 53	51 32	1,551 1,011	1,470	51.1% 48.6%	73.8% 70.6%	82.6% 79.1%	12.2% 13.7%	1,470 939	94.8% 92.9%	81 72	5.2% 7.1%
	E	1,483	308	1,175	43	23	1,109	1,066	52.0%	73.5%	82.5%	13.7 %	1,066	96.1%	43	3.9%
	Ot	3,364	2,999	365	213	12	140	114	20.7%	44.3%	59.3%	22.1%	114	81.4%	26	18.6%
	CMS	10,341	4,134	6,207	416	178	5,613	5,177	46.3%	71.0%	81.1%	11.2%	5,177	92.2%	436	7.8%
	SW N	2,664 2,182	938 376	1,726 1,806	74 91	44	1,608 1,668	1,494	44.7% 46.0%	71.1% 70.1%	82.1% 80.9%	10.8%	1,494 1,533	92.9% 91.9%	114 135	7.1% 8.1%
Mar-17	SE	1,306	161	1,145	48	34	1,063	978	47.8%	70.1%	79.3%	12.7%	978	92.0%	85	8.0%
	E	1,488	296	1,192	53	43	1,096	1,035	52.2%	75.6%	84.4%	10.0%	1,035	94.4%	61	5.6%
	Ot	2,701	2,363	338	150	10	178	137	16.9%	51.7%	63.5%	13.5%	137	77.0%	41	23.0%
	CMS SW	7,536 1,799	3,145 599	4,391 1,200	291 52	112 29	3,988 1,119	3,459 968	47.3% 48.3%	69.6% 70.7%	78.1% 77.7%	8.7% 8.8%	3,459 968	86.7% 86.5%	529 151	13.3% 13.5%
	N	1,799	294	1,310	59	43	1,119	1,061	46.4%	70.7%	79.9%	7.9%	1,061	87.8%	147	12.2%
Apr-17	SE	926	150	776	31	18	727	617	44.6%	67.8%	75.5%	9.4%	617	84.9%	110	15.1%
	E	1,117	265	852	29	17	806	709	52.0%	72.0%	80.0%	7.9%	709	88.0%	97	12.0%
	Ot	2,090 8,555	1,837 4,208	253 4,347	120 269	5 117	128 3,961	104 3,266	32.8% 48.7%	51.6% 68.4%	66.4% 77.0%	14.8% 5.5%	104 3,266	81.3% 82.5%	24 695	18.8% 17.5%
	CMS SW	1,859	793	1,066	49	30	987	851	49.4%	70.5%	79.2%	7.0%	851	86.2%	136	13.8%
May-17	N	1,519	219	1,300	55	34	1,211	1,073	55.5%	75.4%	84.2%	4.4%	1,073	88.6%	138	11.4%
Way-17	SE	894	100	794	30	21	743	635	47.8%	68.8%	78.9%	6.6%	635	85.5%	108	14.5%
	E Ot	916 3,367	150 2,946	766 421	37 98	22 10	707 313	626 81	54.7% 8.3%	76.0% 16.9%	83.9% 21.7%	4.7% 4.2%	626 81	88.5% 25.9%	81 232	11.5% 74.1%
	CMS	6,736	2,414	4,322	328	120	3,874	2,911	45.8%	64.8%	73.4%	1.7%	2,911	75.1%	963	24.9%
	SW	1,533	512	1,021	40	37	944	777	50.5%	71.2%	80.6%	1.7%	777	82.3%	167	17.7%
Jun-17	N	1,422	195	1,227	66	37	1,124	954	52.6%	71.8%	82.1%	2.8%	954	84.9%	170	15.1%
	SE E	756 864	73 126	683 738	47 42	24 16	612 680	507 594	46.6% 57.8%	72.1% 79.1%	81.0% 86.6%	1.8%	507 594	82.8% 87.4%	105 86	17.2% 12.6%
	Ot	2,161	1,508	653	133	6	514	79	5.8%	10.5%	14.8%	0.6%	79	15.4%	435	84.6%
	CMS	6,964	3,084	3,880	209	119	3,552	2,500	45.6%	65.0%	70.4%	0.0%	2,500	70.4%	1,052	29.6%
	SW	1,480	570	910	23	27	860	677	48.6%	72.6%	78.7%	0.0%	677	78.7%	183	21.3%
Jul-17	N SE	1,182 707	183 93	999 614	46 22	36 21	917 571	759 437	56.4% 48.9%	76.7% 69.5%	82.8% 76.5%	0.0%	759 437	82.8% 76.5%	158 134	17.2% 23.5%
	E	838	116	722	14	34	674	564	54.9%	78.2%	83.7%	0.0%	564	83.7%	110	16.3%
	Ot	2,757	2,122	635	104	1	530	63	6.4%	10.9%	11.9%	0.0%	63	11.9%	467	88.1%
I	CMS	7,893	3,987	3,906	84	104	3,718	2,246	44.7%	60.2%	60.4% 67.0%	0.0%	2,246	60.4%	1,472	39.6%
1	SW N	1,421 1,219	512 177	909 1,042	22 23	23 24	864 995	579 715	48.6% 53.7%	66.8% 71.5%	67.0% 71.9%	0.0%	579 715	67.0% 71.9%	285 280	33.0% 28.1%
Aug-17	SE	689	89	600	16	20	564	401	49.1%	70.7%	71.1%	0.0%	401	71.1%	163	28.9%
	Е	802	110	692	17	31	644	498	61.5%	77.3%	77.3%	0.0%	498	77.3%	146	22.7%
	Ot	3,762	3,099	663	6	6	651	53	5.2%	8.1%	8.1%	0.0%	53	8.1%	598	91.9%
	CMS SW	7,168 1,123	2,409 145	4,759 978	220 23	55	4,484 945	1,896 493	39.3% 48.4%	42.3% 52.2%	42.3% 52.2%	0.0% 0.0%	1,896 493	42.3% 52.2%	2,588 452	57.7% 47.8%
Sep-17	N	1,123	116	1,177	37	16	1,124	586	48.8%	52.1%	52.1%	0.0%	586	52.1%	538	47.9%
36μ-17	SE	732	49	683	19	17	647	339	48.2%	52.4%	52.4%	0.0%	339	52.4%	308	47.6%
	E	877	87 2,012	790	32	9	749 1,019	433 45	53.8% 4.2%	57.8% 4.4%	57.8% 4.4%	0.0%	433	57.8% 4.4%	316 974	42.2% 95.6%
—	Ot CMS	3,143 5,222	2,012 1,179	1,131 4,043	109 128	16	3,899	505	13.0%	13.0%	13.0%	0.0%	45 505	13.0%	3,394	95.6% 87.0%
	SW	736	69	667	9	7	651	123	18.9%	18.9%	18.9%	0.0%	123	18.9%	528	81.1%
Oct-17	N	907	75	832	12	5	815	172	21.1%	21.1%	21.1%	0.0%	172	21.1%	643	78.9%
	SE	463	24	439	12	0	427	81	19.0%	19.0% 25.6%	19.0% 25.6%	0.0%	81	19.0%	346	81.0%
	E	523	39 972	484 1,621	87 87	<u>3</u>	473 1,533	121	25.6% 0.5%	25.6%	25.6%	0.0%	121	25.6% 0.5%	352 1,525	74.4% 99.5%

Rolling Period	Region	New Apps Received	Arrears Only Applications		New Apps closed	Nil Assessed	First Payments due	First Payments received	Payment red Tai	not	Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total c	leared	Uncle	ared
							uue	received	Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
	CMS Total	84,377	38,270	46,107	3,181	1,323	41,603	36,962	47.0%	70.4%	79.3%	9.6%	36,962	88.8%	4,641	11.2%
Nov-16	South West	18,172	6,204	11,968	465	345	11,158	10,152	48.6%	72.2%	80.8%	10.2%	10,152	91.0%	1,006	9.0%
To	Northern	16,697	3,395	13,302	629	412	12,261	11,244	49.3%	73.5%	82.9%	8.8%	11,244	91.7%	1,017	8.3%
10	South East	9,959	1,568	8,391	370	242	7,779	7,024	45.7%	70.6%	79.7%	10.6%	7,024	90.3%	755	9.7%
Jul-17	Eastern	11,539	2,695	8,844	349	265	8,230	7,659	51.9%	75.4%	83.9%	9.2%	7,659	93.1%	571	6.9%
	Other	28,010	24,408	3,602	1,368	59	2,175	883	12.2%	24.8%	32.1%	8.5%	883	40.6%	1,292	59.4%

- Information & Caveats

 1. Applications are placed into monthly cohorts depending on the value in the Date Opened field

 2. A case is counted as an initial clearance based upon the earliest occurance of either a Closure, Initial Assessment or Additional Case Service Request (SR).

 3. The appropriate SR completion date is used as the initial clearance date which is then used to determine the time to clear measures.

 4. In some instances the Application will be recorded as 'Closed' without an appropriate Closure SR. In these instances the system closure date is used.

 5. Data that is greyed out has not been refreshed. This means that uncleared volumes & percentages are inaccurate.

 6. Payments are received at a Casegroup level, not Case level. This will cause unavoidable assumptions about First Payment compliance as we cannot separate payments out at a Case level.

 7. Only payments made after the Initial Clearance date are included in first payment transplance.

 8. Exact dates for Direct Pay arrangements are not available. Instance, for initial payments received via direct pay, the first payment date is calculated as follows:

 5. if it is the first month in which liability is due, then the Initial Clearance date is used as the first payment date.

 9. Negative / reversed payments are not taken into account, so if a payment is received and then subsequently recalled or reversed, only the original payment outcome and date will be recorded for throughput purposes 10. This report is split by 'Old Case' (clients who have come through the case closure journey).