

App to Initial (New Case)		1. 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																		
Month	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps closed	%	Number of Apps with Initial Calculation	%	Total Initial Clearances	%	Clearance Within Target			Cleared Within 18 Weeks (%)	Clearance Outside of 18 Weeks / Uncleared			
											Cleared Within 4 Weeks (%)	Cleared Within 6 Weeks (%)	Cleared Within 12 Weeks (%)		Cleared >18 Weeks (%)	Uncleared (%)	Uncleared Vol	
Nov-16	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	
	SW	1,578	10	1,568	129	8.2%	1,431	91.3%	1,560	99.5%	63.3%	79.6%	94.0%	97.3%	2.2%	0.5%	8	
	N	1,780	4	1,776	172	9.7%	1,598	90.0%	1,770	99.7%	57.2%	74.4%	91.4%	97.0%	2.7%	0.3%	6	
	SE	1,307	1	1,306	114	8.7%	1,188	91.0%	1,302	99.7%	51.1%	69.8%	92.5%	97.9%	1.8%	0.3%	4	
	E	1,222	2	1,220	115	9.4%	1,103	90.4%	1,218	99.8%	74.8%	83.8%	96.1%	98.5%	1.3%	0.2%	2	
Dec-16	CMS	4,050	34	4,016	498	12.4%	3,490	86.9%	3,988	99.3%	53.9%	75.6%	93.5%	97.1%	2.2%	0.7%	28	
	SW	1,042	3	1,039	105	10.1%	926	89.1%	1,031	99.2%	53.9%	76.1%	92.9%	96.5%	2.7%	0.8%	8	
	N	1,168	2	1,166	111	9.5%	1,047	89.8%	1,158	99.3%	49.3%	71.2%	92.5%	97.5%	1.8%	0.7%	8	
	SE	854	1	853	94	11.0%	753	88.3%	847	99.3%	47.7%	75.4%	93.0%	96.2%	3.0%	0.7%	6	
	E	821	3	818	81	9.9%	735	89.9%	816	99.8%	65.9%	83.1%	97.7%	99.1%	0.6%	0.2%	2	
Jan-17	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	
	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	
	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	
	SE	1,318	2	1,316	143	10.9%	1,164	88.4%	1,307	99.3%	62.7%	79.7%	93.5%	97.0%	2.4%	0.7%	9	
	E	1,411	0	1,411	101	7.2%	1,304	92.4%	1,405	99.6%	74.9%	85.6%	95.8%	97.9%	1.6%	0.4%	6	
Feb-17	CMS	6,279	58	6,221	717	11.5%	5,453	87.7%	6,170	99.2%	61.9%	81.1%	93.2%	96.7%	2.4%	0.8%	51	
	SW	1,685	10	1,675	146	8.7%	1,517	90.6%	1,663	99.3%	59.1%	81.4%	93.7%	96.4%	2.9%	0.7%	12	
	N	1,901	5	1,896	204	10.8%	1,686	88.9%	1,890	99.7%	61.0%	81.8%	94.2%	97.8%	1.8%	0.3%	6	
	SE	1,269	3	1,266	122	9.6%	1,129	89.2%	1,251	98.8%	59.6%	79.2%	92.1%	95.7%	3.1%	1.2%	15	
	E	1,168	1	1,167	100	8.6%	1,061	90.9%	1,161	99.5%	70.7%	84.2%	94.7%	98.1%	1.4%	0.5%	6	
Mar-17	CMS	6,990	59	6,931	799	11.5%	6,061	87.4%	6,860	99.0%	61.3%	79.7%	93.3%	96.5%	2.5%	1.0%	71	
	SW	1,950	20	1,930	176	9.1%	1,728	89.5%	1,904	98.7%	55.1%	77.7%	92.8%	96.3%	2.3%	1.3%	26	
	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	
	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	
	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	
Apr-17	CMS	5,372	46	5,326	620	11.6%	4,619	86.7%	5,239	98.4%	58.0%	78.4%	93.4%	96.5%	1.9%	1.6%	87	
	SW	1,481	32	1,449	144	9.9%	1,282	88.5%	1,426	98.4%	51.1%	78.9%	93.5%	96.7%	1.7%	1.6%	23	
	N	1,575	0	1,575	149	9.5%	1,415	89.8%	1,564	99.3%	57.6%	77.4%	94.4%	97.8%	1.5%	0.7%	11	
	SE	1,136	1	1,135	129	11.4%	975	85.9%	1,104	97.3%	54.6%	73.2%	89.6%	93.7%	3.6%	2.7%	31	
	E	968	2	966	81	8.4%	876	90.7%	957	99.1%	72.3%	86.2%	97.7%	98.9%	0.2%	0.9%	9	
May-17	CMS	6,656	58	6,598	736	11.2%	5,742	87.0%	6,478	98.2%	61.5%	80.9%	93.7%	96.8%	1.4%	1.8%	120	
	SW	1,767	40	1,727	159	9.2%	1,535	88.9%	1,694	98.1%	58.8%	81.0%	93.0%	96.6%	1.5%	1.9%	33	
	N	2,059	1	2,058	219	10.6%	1,816	88.2%	2,035	98.9%	60.5%	81.2%	95.4%	98.2%	0.7%	1.1%	23	
	SE	1,323	0	1,323	123	9.3%	1,167	88.2%	1,290	97.5%	51.0%	74.3%	90.8%	94.9%	2.6%	2.5%	33	
	E	1,268	0	1,268	95	7.5%	1,160	91.5%	1,255	99.0%	77.6%	89.0%	97.0%	98.3%	0.7%	1.0%	13	
Jun-17	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	
	SW	1,732	60	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	
	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%	30	
	SE	1,260	0	1,260	140	11.1%	1,085	86.1%	1,225	97.2%	53.5%	79.7%	93.1%	96.3%	1.0%	2.8%	35	
	E	1,317	0	1,317	106	8.0%	1,200	91.1%	1,306	99.2%	80.3%	89.3%	97.9%	99.0%	0.2%	0.8%	11	
Jul-17	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	1,619	11	1,608	119	7.4%	1,423	88.5%	1,542	95.9%	59.1%	80.7%	93.4%	95.9%	0.0%	4.1%	66	
	N	1,785	1	1,784	184	10.3%	1,546	86.7%	1,730	97.0%	66.0%	84.2%	95.2%	97.0%	0.0%	3.0%	54	
	SE	1,236	1	1,235	117	9.5%	1,071	86.7%	1,188	96.2%	58.3%	82.6%	94.4%	96.2%	0.0%	3.8%	47	
	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	
Aug-17	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	
	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	
	N	2,030	0	2,030	112	5.5%	1,797	88.5%	1,909	94.0%	68.9%	85.9%	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%	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%	95.7%	95.8%	0.0%	4.2%	58	
Sep-17	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	
	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	
	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	1,403	101	7.2%	1,152	82.1%	1,253	89.3%	79.5%	88.3%	89.3%	89.3%	0.0%	10.7%	150	
Oct-17	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%	0.0%	67.4%	1,094	
	N	1,852	0	1,852	67	3.6%	530	28.6%	597	32.2%	32.0%	32.2%	32.2%	32.2%	0.0%	67.8%	1,255	
	SE	1,215	0	1,215	34	2.8%	355	29.2%	389	32.0%	31.8%	32.0%	32.0%	32.0%	0.0%	68.0%	826	
	E	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	
Rolling Period																		
Rolling Period	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps closed	%	Number of Apps with Initial Calculation	%	Total Initial Clearances	%	Clearance Within Target			Cleared Within 18 Weeks (%)	Clearance Outside of 18 Weeks / Uncleared			
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Nov-16 To Jul-17	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	
	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	
	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	
	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	
	Eastern	10,780</																

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Nov-16	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												
	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	1,904	687	1,217	48	3.9%	1,164	95.6%	1,212	99.6%	41.5%	55.2%	80.4%	88.0%	11.6%	0.4%	5												
Dec-16	Ot	6,224	5,858	366	197	53.8%	166	45.4%	363	99.2%	59.3%	64.2%	78.1%	87.4%	11.7%	0.8%	3												
	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	38	3.6%	1,001	95.7%	1,039	99.3%	32.5%	58.6%	83.3%	90.2%	9.1%	0.7%	7												
	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												
	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												
Jan-17	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	111	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	7.7%	6,464	91.6%	7,009	99.4%	37.6%	58.1%	80.9%	89.1%	10.3%	0.6%	44												
	SW	2,426	549	1,877	87	4.6%	1,775	94.6%	1,862	99.2%	33.2%	57.6%	79.5%	87.3%	11.9%	0.8%	15												
	N	2,518	452	2,066	87	4.2%	1,970	95.4%	2,057	99.6%	36.4%	56.5%	83.0%	90.2%	9.3%	0.4%	9												
Feb-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												
Mar-17	N	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	1,267	171	1,096	53	4.8%	1,029	93.9%	1,082	98.7%	35.9%	56.6%	78.7%	86.0%	12.7%	1.3%	14												
	E	1,483	308	1,175	43	3.7%	1,130	96.2%	1,173	99.8%	39.7%	61.3%	82.5%	90.0%	9.8%	0.2%	2												
	Ot	3,364	2,999	365	213	58.4%	145	39.7%	358	98.1%	59.7%	66.3%	80.8%	91.0%	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												
Apr-17	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												
	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	1,488	296	1,192	53	4.4%	1,131	94.9%	1,184	99.3%	41.9%	65.1%	83.8%	88.8%	10.5%	0.7%	8												
	Ot	2,701	2,363	338	150	44.4%	177	52.4%	327	96.7%	45.9%	55.6%	80.5%	88.8%	8.0%	3.3%	11												
May-17	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												
	N	1,604	294	1,310	59	4.5%	1,196	91.3%	1,255	95.8%	35.6%	58.6%	80.8%	87.3%	8.5%	4.2%	55												
	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												
Jun-17	Ot	2,090	1,837	253	120	47.4%	126	49.8%	246	97.2%	55.3%	70.0%	81.8%	90.9%	6.3%	2.8%	7												
	CMS	8,555	4,208	4,347	269	6.2%	3,634	83.6%	3,903	89.8%	37.9%	58.7%	77.2%	84.6%	5.2%	10.2%	444												
	SW	1,859	793	1,066	49	4.6%	933	87.5%	982	92.1%	36.9%	58.5%	77.6%	85.6%	6.6%	7.9%	84												
	N	1,519	219	1,300	55	4.2%	1,189	91.5%	1,244	95.7%	40.0%	65.5%	85.2%	91.8%	3.9%	4.3%	56												
	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												
Jul-17	E	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	1,533	512	1,021	40	3.9%	903	88.4%	943	92.4%	39.8%	60.6%	79.8%	90.2%	2.2%	7.6%	78												
	N	1,422	195	1,227	66	5.4%	1,115	90.9%	1,181	96.3%	44.7%	65.2%	84.9%	94.3%	2.0%	3.7%	46												
Aug-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	42	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	23	2.5%	781	85.8%	804	88.4%	36.4%	58.5%	82.3%	88.4%	0.0%	11.6%	106												
Sep-17	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	707	93	614	22	3.6%	525	85.5%	547	89.1%	38.6%	57.7%	82.1%	89.1%	0.0%	10.9%	67												
	E	838	116	722	14	1.9%	681	94.3%	695	96.3%	53.9%	72.2%	91.3%	96.3%	0.0%	3.7%	27												
	Ot	2,757	2,122	635	104	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												
Oct-17	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												
	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												
	SE	689	89	600	16	2.7%	492	82.0%	508	84.7%	42.7%	63.2%	84.3%	84.7%	0.0%	15.3%	92												
	E	802	110	692	17	2.5%	626	90.5%	643	92.9%	58.8%	77.0%	92.6%	92.9%	0.0%	7.1%	49												
	Ot	3,762	3,099	663	6	0.9%	76	11.5%	82	12.4%	3.0%	8.3%	12.4%	12.4%	0.0%	87.6%	581												
Nov-17	CMS	7,168	2,409	4,759	220	4.6%	2,552	53.6%	2,772	58.2%	40.6%	54.4%	58.2%	58.2%	0.0%	41.8%	1,987												
	SW	1,123	145	978	23	2.4%	625	63.9%	648	66.3%	43.7%	60.9%	66.3%	66.3%	0.0%	33.7%	330												
	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												
	SE	732	49	683	19	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												
Dec-17	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%																	

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 closed	Nil Assessed	First Payments due	First Payments received	Payment received within Target		Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total cleared		Uncleared	
									Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
Nov-16	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%	90.3%	93.8%	3.6%	1,341	97.4%	36	2.6%
	N	1,780	4	1,776	172	79	1,525	1,474	67.3%	85.0%	91.6%	5.0%	1,474	96.7%	51	3.3%
	SE	1,307	1	1,306	114	72	1,120	1,075	61.9%	84.6%	90.4%	5.6%	1,075	96.0%	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%
Dec-16	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	3	1,039	105	49	885	854	70.3%	88.9%	92.8%	3.7%	854	96.5%	31	3.5%
	N	1,168	2	1,166	111	37	1,018	984	65.1%	86.1%	91.8%	4.8%	984	96.7%	34	3.3%
	SE	854	1	853	94	52	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%
Jan-17	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	1,848	6	1,842	171	69	1,602	1,551	77.6%	90.7%	93.7%	3.1%	1,551	96.8%	51	3.2%
	N	2,018	1	2,017	184	75	1,758	1,705	71.8%	88.9%	93.1%	3.9%	1,705	97.0%	53	3.0%
	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	2.2%
	Ot	271	32	239	168	1	70	58	32.9%	57.1%	72.9%	10.0%	58	82.9%	12	17.1%
Feb-17	CMS	6,279	58	6,221	717	288	5,216	4,971	73.8%	87.6%	92.0%	3.3%	4,971	95.3%	245	4.7%
	SW	1,685	10	1,675	146	88	1,441	1,383	75.0%	89.0%	92.6%	3.3%	1,383	96.0%	58	4.0%
	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	4.1%
	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	39	217	145	3	69	47	29.0%	47.8%	58.0%	10.1%	47	68.1%	22	31.9%
Mar-17	CMS	6,990	59	6,931	799	259	5,873	5,623	71.4%	88.0%	92.0%	3.8%	5,623	95.7%	250	4.3%
	SW	1,950	20	1,930	176	74	1,680	1,619	71.1%	89.0%	92.9%	3.5%	1,619	96.4%	61	3.6%
	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%
	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	296	34	262	172	6	84	72	42.9%	69.0%	76.2%	9.5%	72	85.7%	12	14.3%
Apr-17	CMS	5,372	46	5,326	620	218	4,488	4,239	71.3%	87.9%	91.7%	2.7%	4,239	94.5%	249	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%
	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	968	2	966	81	46	839	810	79.0%	93.7%	95.6%	1.0%	810	96.5%	29	3.5%
	Ot	212	11	201	117	8	76	55	52.6%	63.2%	67.1%	5.3%	55	72.4%	21	27.6%
May-17	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%
	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	1,323	0	1,323	123	59	1,141	1,074	66.8%	86.2%	90.9%	3.2%	1,074	94.1%	67	5.9%
	E	1,268	0	1,268	95	57	1,116	1,062	79.7%	92.4%	94.3%	0.9%	1,062	95.2%	54	4.8%
	Ot	239	17	222	140	4	78	56	29.5%	50.0%	66.7%	5.1%	56	71.8%	22	28.2%
Jun-17	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%
	N	2,038	2	2,036	175	84	1,777	1,660	74.6%	88.2%	92.7%	0.7%	1,660	93.4%	117	6.6%
	SE	1,260	0	1,260	140	57	1,063	984	72.3%	87.2%	91.6%	0.9%	984	92.6%	79	7.4%
	E	1,317	0	1,317	106	46	1,165	1,120	79.1%	93.3%	95.7%	0.4%	1,120	96.1%	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%
Jul-17	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%
	SW	1,619	11	1,608	119	58	1,431	1,294	74.1%	87.5%	90.4%	0.0%	1,294	90.4%	137	9.6%
	N	1,785	1	1,784	184	55	1,545	1,419	76.1%	89.4%	91.8%	0.0%	1,419	91.8%	126	8.2%
	SE	1,236	1	1,235	117	61	1,057	949	73.3%	87.2%	89.8%	0.0%	949	89.8%	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%
Aug-17	CMS	6,576	58	6,518	369	239	5,910	5,163	75.2%	87.2%	87.4%	0.0%	5,163	87.4%	747	12.6%
	SW	1,755	33	1,722	95	55	1,572	1,363	74.1%	86.5%	86.7%	0.0%	1,363	86.7%	209	13.3%
	N	2,030	0	2,030	112	88	1,830	1,595	75.7%	87.0%	87.2%	0.0%	1,595	87.2%	235	12.8%
	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%
	E	1,379	0	1,379	63	51	1,285	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	63.7%
Sep-17	CMS	6,994	105	6,889	607	231	6,051	4,515	72.3%	74.6%	74.6%	0.0%	4,515	74.6%	1,536	25.4%
	SW	1,767	10	1,757	120	71	1,566	1,143	70.8%	73.0%	73.0%	0.0%	1,143	73.0%	423	27.0%
	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%
	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%
	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	404	92	312	113	11	188	74	35.1%	39.4%	39.4%	0.0%	74	39.4%	114	60.6%
Oct-17	CMS	6,474	21	6,453	313	50	6,090	1,381	22.7%	22.7%	22.7%	0.0%	1,381	22.7%	4,709	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%
	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%
	SE	1,215	0	1,215	34	13	1,168	253	21.7%	21.7%	21.7%	0.0%	253	21.7%	915	78.3%
	E	1,166	0	1,166	51	11	1,104	320	29.0%	29.0%	29.0%	0.0%	320	29.0%	784	71.0%
	Ot	610	13	597	121	0	476	4	0.8%	0.8%	0.8%	0.0%	4	0.8%	472	99.2%

Rolling Period	Region	New Apps Received	Arrears Only Applications	Net Applications	New Apps closed	Nil Assessed
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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 closed	Nil Assessed	First Payments due	First Payments received	Payment received within Target		Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total cleared		Uncleared	
									Within 6 Weeks (%)	Within 12 Weeks (%)	Within 18 Weeks (%)	>18 Weeks (%)	Vol	%	Vol	%
Nov-16	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	2,573	977	1,596	46	52	1,498	1,450	44.5%	70.6%	81.0%	15.8%	1,450	96.8%	48	3.2%
	N	2,659	943	1,716	81	60	1,575	1,514	45.2%	72.5%	83.6%	12.5%	1,514	96.1%	61	3.9%
	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	6,224	5,858	366	197	9	160	128	20.6%	40.6%	56.3%	23.8%	128	80.0%	32	20.0%
Dec-16	CMS	7,786	3,789	3,997	269	110	3,618	3,484	47.8%	76.2%	85.1%	11.2%	3,484	96.3%	134	3.7%
	SW	1,499	453	1,046	38	27	981	950	52.9%	78.2%	85.5%	11.3%	950	96.8%	31	3.2%
	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%
	SE	952	163	789	30	22	737	700	44.0%	73.5%	82.8%	12.2%	700	95.0%	37	5.0%
	E	1,176	392	784	24	25	735	712	50.2%	78.5%	87.3%	9.5%	712	96.9%	23	3.1%
	Ot	2,617	2,437	180	111	2	67	56	10.4%	29.9%	52.2%	31.3%	56	83.6%	11	16.4%
Jan-17	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%
	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	1,503	182	1,321	70	38	1,213	1,156	48.4%	72.4%	82.2%	13.1%	1,156	95.3%	57	4.7%
	E	1,753	355	1,398	59	44	1,295	1,253	51.5%	75.1%	84.2%	12.6%	1,253	96.8%	42	3.2%
	Ot	2,729	2,338	391	242	4	145	121	23.4%	47.6%	59.3%	24.1%	121	83.4%	24	16.6%
Feb-17	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%
	N	2,069	389	1,680	78	51	1,551	1,470	51.1%	73.8%	82.6%	12.2%	1,470	94.8%	81	5.2%
	SE	1,267	171	1,096	53	32	1,011	939	48.6%	70.6%	79.1%	13.7%	939	92.9%	72	7.1%
	E	1,483	308	1,175	43	23	1,109	1,066	52.0%	73.5%	82.5%	13.6%	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%
Mar-17	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	2,664	938	1,726	74	44	1,608	1,494	44.7%	71.1%	82.1%	10.8%	1,494	92.9%	114	7.1%
	N	2,182	376	1,806	91	47	1,668	1,533	46.0%	70.1%	80.9%	11.0%	1,533	91.9%	135	8.1%
	SE	1,306	161	1,145	48	34	1,063	978	47.8%	70.6%	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%
Apr-17	CMS	7,536	3,145	4,391	291	112	3,988	3,459	47.3%	69.6%	78.1%	8.7%	3,459	86.7%	529	13.3%
	SW	1,799	599	1,200	52	29	1,119	968	48.3%	70.7%	77.7%	8.8%	968	86.5%	151	13.5%
	N	1,604	294	1,310	59	43	1,208	1,061	46.4%	70.0%	79.9%	7.9%	1,061	87.8%	147	12.2%
	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	1,837	253	120	5	128	104	32.8%	51.6%	66.4%	14.8%	104	81.3%	24	18.8%
May-17	CMS	8,555	4,208	4,347	269	117	3,961	3,266	48.7%	68.4%	77.0%	5.5%	3,266	82.5%	695	17.5%
	SW	1,859	793	1,066	49	30	987	851	49.4%	70.5%	79.2%	7.0%	851	86.2%	136	13.8%
	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%
	SE	894	100	794	30	21	743	635	47.8%	68.8%	78.9%	6.6%	635	85.5%	108	14.5%
	E	916	150	766	37	22	707	626	54.7%	76.0%	83.9%	4.7%	626	88.5%	81	11.5%
	Ot	3,367	2,946	421	98	10	313	81	8.3%	16.9%	21.7%	4.2%	81	25.9%	232	74.1%
Jun-17	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%
	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	756	73	683	47	24	612	507	46.6%	72.1%	81.0%	1.8%	507	82.8%	105	17.2%
	E	864	126	738	42	16	680	594	57.8%	79.1%	86.6%	0.7%	594	87.4%	86	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%
Jul-17	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%
	N	1,182	183	999	46	36	917	759	56.4%	76.7%	82.8%	0.0%	759	82.8%	158	17.2%
	SE	707	93	614	22	21	571	437	48.9%	69.5%	76.5%	0.0%	437	76.5%	134	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%
Aug-17	CMS	7,893	3,987	3,906	84	104	3,718	2,246	44.7%	60.2%	60.4%	0.0%	2,246	60.4%	1,472	39.6%
	SW	1,421	512	909	22	23	864	579	48.6%	66.8%	67.0%	0.0%	579	67.0%	285	33.0%
	N	1,219	177	1,042	23	24	995	715	53.7%	71.5%	71.9%	0.0%	715	71.9%	280	28.1%
	SE	689	89	600	16	20	564	401	49.1%	70.7%	71.1%	0.0%	401	71.1%	163	28.9%
	E	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%
Sep-17	CMS	7,168	2,409	4,759	220	55	4,484	1,896	39.3%	42.3%	42.3%	0.0%	1,896	42.3%	2,588	57.7%
	SW	1,123	145	978	23	10	945	493	48.4%	52.2%	52.2%	0.0%	493	52.2%	452	47.8%
	N	1,293	116	1,177	37	16	1,124	586	48.8%	52.1%	52.1%	0.0%	586	52.1%	538	47.9%
	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	790	32	9	749	433	53.8%	57.8%	57.8%	0.0%	433	57.8%	316	42.2%
	Ot	3,143	2,012	1,131	109	3	1,019	45	4.2%	4.4%	4.4%	0.0%	45	4.4%	974	95.6%
Oct-17	CMS	5,222	1,179	4,043	128	16	3,899	505	13.0%	13.0%	13.0%	0.0%	505	13.0%	3,394	87.0%
	SW	736	69	667	9	7	651	123	18.9%	18.9%	18.9%	0.0%	123	18.9%	528	81.1%
	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%	19.0%	0.0%	81	19.0%	346	81.0%
	E	523	39	484	8	3	473	121	25.6%	25.6%	25.6%	0.0%	121	25.6%	352	74.4%
	Ot	2,593	972	1,621	87	1	1,533	8	0.5%	0.5%	0.5%	0.0%	8	0.5%	1,525	99.5%

Rolling Period	Region	New Apps Received	Arrears Only Applications	Net Applications	
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