

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	2.3%	
	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	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	%
Nov-16 To Nov-17	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%
	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%
	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%
	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%
	Eastern	10,780	11	10,769	903	480	9,386	9,059	78.0%	91.7%	94.7%	1.8%	9,059	96.9%	327	3.5%
	Other	2,128	240	1,888	1,235	28	625	430	31.7%							