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 received within Target		Payment received and Cleared within 12-18 weeks	Payment received and Cleared over 18 weeks	Total cleared		Uncleared	
							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 N	1,578	10	1,568	129 172	62 79	1,377	1,341 1,474	73.7% 67.3%	90.3% 85.0%	93.8% 91.6%	3.6% 5.0%	1,341 1,474	97.4% 96.7%	36 51	2.6% 3.3%
Nov-16	SE	1,780 1,307	1	1,776 1,306	114	79	1,525 1,120	1,474	61.9%	84.6%	90.4%	5.6%	1,474	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		146	2	47	41	38.3%	63.8%	74.5%	12.8%	41	87.2%	6	12.8%
	CMS	4,050	34		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% 65.1%	88.9%	92.8% 91.8%	3.7% 4.8%	854	96.5%	31	3.5%
Dec-16	N SE	1,168 854	1	1,166 853	111 94	37 52	1,018 707	984 676	67.9%	86.1% 86.3%	90.4%	5.2%	984 676	96.7% 95.6%	34 31	3.3% 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	1,848	6	_	171	69	1,602	1,551	77.6%	90.7%	93.7%	3.1%	1,551	96.8%	51	3.2%
Jan-17	N SE	2,018 1,318	1 2	2,017 1,316	184 143	75 52	1,758 1,121	1,705 1,070	71.8% 71.2%	88.9% 86.9%	93.1% 91.2%	3.9% 4.3%	1,705 1,070	97.0% 95.5%	53 51	3.0% 4.5%
	E	1,411	0		101	62	1,121	1,070	76.4%	90.1%	93.9%	3.8%	1,070	97.7%	29	2.3%
	Ot	271	32		168	1	70	58	32.9%	57.1%	72.9%	10.0%	58	82.9%	12	17.1%
	CMS	6,279	58		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		146	88	1,441	1,383	75.0%	89.0%	92.6%	3.3%	1,383	96.0%	58	4.0%
Feb-17	N SE	1,901 1,269	5	1,896 1,266	204 122	89 47	1,603 1,097	1,538 1,028	74.5% 70.5%	87.4% 86.1%	92.4% 90.4%	3.6%	1,538 1,028	95.9% 93.7%	65 69	4.1% 6.3%
	E	1,168	1	1,167	100	61	1,097	975	77.7%	90.5%	94.6%	2.3%	975	96.9%	31	3.1%
	Ot	256	39		145	3	69	47	29.0%	47.8%	58.0%	10.1%	47	68.1%	22	31.9%
	CMS	6,990	59		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		176	74	1,680	1,619	71.1%	89.0%	92.9%	3.5%	1,619	96.4%	61	3.6%
Mar-17	N or	2,032	1	2,031	197	69	1,765	1,689	73.1% 66.5%	88.1% 85.4%	92.2% 89.6%	3.5% 5.2%	1,689	95.7% 94.9%	76	4.3% 5.1%
	SE E	1,411	3	1,410 1,298	135 119	51 59	1,224 1,120	1,161	76.9%	90.7%	93.9%	2.7%	1,161 1,082	96.6%	63 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%
	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%
Apr-17	N OF	1,575	0	1,575	149	71 41	1,355	1,289	69.8% 65.8%	88.0% 83.1%	92.5% 88.2%	2.7% 4.8%	1,289	95.1% 93.0%	66	4.9% 7.0%
	SE E	1,136 968	2	1,135 966	129 81	41	965 839	897 810	79.0%	93.7%	95.6%	1.0%	897 810	96.5%	68 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%
	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 OF	2,059	0	2,058	219	87	1,752	1,651	72.9% 66.8%	88.5% 86.2%	92.1% 90.9%	2.1% 3.2%	1,651	94.2% 94.1%	101	5.8% 5.9%
	SE E	1,323 1,268	0		123 95	59 57	1,141 1,116	1,074 1,062	79.7%	92.4%	94.3%	0.9%	1,074 1,062	95.2%	67 54	4.8%
	Ot	239	17		140	4	78	56	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%
Jun-17	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 CE	2,038 1,260	0	2,036	175 140	84 57	1,777 1,063	1,660 984	74.6% 72.3%	88.2% 87.2%	92.7% 91.6%	0.7%	1,660 984	93.4% 92.6%	117 79	6.6% 7.4%
	SE E	1,260	0		140	46	1,063	1,120	72.3%	93.3%	95.7%	0.9%	1,120	96.1%	79 45	3.9%
Jul-17	Ot	244	22		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%
	SW	1,619	11	1,608	119	58	1,431	1,294	74.1% 76.1%	87.5%	90.4%	0.0%	1,294	90.4%	137	9.6%
	N SE	1,785 1,236	1	1,784 1,235	184 117	55 61	1,545 1,057	1,419 949	76.1% 73.3%	89.4% 87.2%	91.8% 89.8%	0.0%	1,419 949	91.8% 89.8%	126 108	8.2% 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		107	0	83	27	14.5%	27.7%	32.5%	0.0%	27	32.5%	56	67.5%
	CMS	6,576	58		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% 75.7%	86.5% 87.0%	86.7% 87.2%	0.0%	1,363	86.7% 87.2%	209	13.3% 12.8%
Aug-17	N SE	2,030 1,248	0	2,030 1,248	112 63	88 44	1,830 1,141	1,595 1,002	75.7% 75.0%	87.0% 87.7%	87.2% 87.8%	0.0%	1,595 1,002	87.2% 87.8%	235 139	12.8% 12.2%
	E	1,379	0		63	51	1,141	1,166	80.3%	92.1%	92.2%	0.0%	1,166	92.2%	99	7.8%
	Ot	164	25		36	1	102	37	23.5%	36.3%	36.3%	0.0%	37	36.3%	65	63.7%
	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		120	71	1,566	1,143	70.8% 71.9%	73.0% 74.5%	73.0% 74.5%	0.0%	1,143	73.0% 74.5%	423	27.0% 25.5%
Sep-17	N SE	2,051 1,368	0	2,049 1,368	167 106	60 48	1,822 1,214	1,357 900	71.9%	74.5%	74.5%	0.0%	1,357 900	74.5%	465 314	25.5% 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%
<u> </u>	Ot	404	92	312	113	11	188	74	35.1%	39.4%	39.4%	0.0%	74	39.4%	114	60.6%
	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%
Oct-17	SW N	1,631 1,852	8	1,623 1,852	40 67	13 13	1,570 1,772	388 416	24.7% 23.5%	24.7% 23.5%	24.7% 23.5%	0.0%	388 416	24.7% 23.5%	1,182 1,356	75.3% 76.5%
	SE	1,052	0	_	34	13	1,772	253	21.7%	21.7%	21.7%	0.0%	253	21.7%	915	78.3%
	E	1,166	0	, ,	51	11	1,104	320	29.0%	29.0%	29.0%	0.0%	320	29.0%	784	71.0%
	Ot	610	13		121	0	476	4	0.8%	0.8%	0.8%	0.0%	4	0.8%	472	99.2%

Rolling Period	Region		Arrears Only 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				Uncleared	
									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%
То	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%
*Source:	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).