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 — Within 6 Weeks (%)	Within 12 Weeks (%)	Payment received and Cleared within 12-18 weeks — Within 18 Weeks (%)	Payment received and Cleared over 18 weeks — >18 Weeks (%)	Total cleared Vol	Total cleared %	Uncleared Vol	Uncleared %
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	8.1%	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	New Apps closed	Nil Assessed	First Payments due	First Payments received	Payment received within Target — Within 6 Weeks (%)	Within 12 Weeks (%)	Payment received and Cleared within 12-18 weeks — Within 18 Weeks (%)	Payment received and Cleared over 18 weeks — >18 Weeks (%)	Total cleared Vol	Total cleared %	Uncleared Vol	Uncleared %
Nov-16 To Jul-17	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%
	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%
	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%
	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%
	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%

*Source:

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 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 the month is a subsequent month, then the 14th of the month (i.e. middle of the month) 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) and 'New Case' (where the clients have not come through the case closure journey).