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	

Month	Region			Net Applications	New Apps closed	%	Number of Apps with Initial Calculation	%	Total Initial Clearances		Clearance Within Target			Cleared	Clearance Outside of 18 Weeks / Uncleared		
		New Apps Received	Arrears Only Applications								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
Nov-16	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 CF	2,659	943 475	1,716 1,173	81 39	4.7% 3.3%	1,624	94.6% 95.9%	1,705	99.4% 99.2%	33.3% 25.7%	51.7%	77.7%	88.5% 85.8%	10.8% 13.4%	0.6%	11
	SE E	1,648 1,904	687	1,173	48	3.9%	1,125 1,164	95.9%	1,164 1,212	99.2%	41.5%	43.7% 55.2%	76.7% 80.4%	88.0%	11.6%	0.6%	5
	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
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
	SE E	952 1,176	163	789	30	3.8%	755	95.7% 96.6%	785	99.5% 99.6%	28.8% 34.3%	53.2%	82.6%	89.6%	9.9% 6.9%	0.5%	4
	Ot	2,617	392 2,437	784 180	24 111	61.7%	757 67	37.2%	781 178	98.9%	61.1%	58.9% 65.0%	83.9% 77.8%	92.7% 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
Jan-17	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
	SE E	1,503 1,753	182 355	1,321 1,398	70 59	5.3% 4.2%	1,241 1,337	93.9% 95.6%	1,311 1,396	99.2% 99.9%	34.5% 41.3%	56.3% 59.7%	78.4% 81.3%	88.4% 90.0%	10.8% 9.9%	0.8%	10
	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 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 E	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
	Ot	1,483 3,364	308 2,999	1,175 365	43 213	3.7% 58.4%	1,130 145	96.2% 39.7%	1,173 358	99.8% 98.1%	39.7% 59.7%	61.3% 66.3%	82.5% 80.8%	90.0%	9.8% 7.1%	0.2%	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 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 E	1,306 1,488	161 296	1,145	48 53	4.2% 4.4%	1,077	94.1% 94.9%	1,125	98.3% 99.3%	35.2% 41.9%	56.2% 65.1%	79.4%	86.5%	11.8% 10.5%	1.7% 0.7%	20
	Ot	1,488 2,701	2,363	1,192	150	4.4%	1,131 177	94.9% 52.4%	1,184 327	99.3%	41.9% 45.9%	65.1% 55.6%	83.8% 80.5%	88.8% 88.8%	10.5%	3.3%	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	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 26
	E Ot	1,117 2,090	265 1,837	852 253	29 120	3.4% 47.4%	797 126	93.5% 49.8%	826 246	96.9% 97.2%	44.6% 55.3%	64.6% 70.0%	81.8% 81.8%	86.7% 90.9%	10.2% 6.3%	3.1% 2.8%	7
May-17	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 E	894 916	100 150	794 766	30 37	3.8% 4.8%	709 698	89.3% 91.1%	739 735	93.1% 96.0%	31.7% 49.1%	54.0% 67.0%	75.9% 83.9%	86.1% 90.3%	6.9% 5.6%	6.9% 4.0%	55 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
Jun-17	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
	SE E	756 864	73 126	683 738	47 42	6.9% 5.7%	588 674	86.1% 91.3%	635 716	93.0% 97.0%	35.1% 55.0%	54.6% 70.7%	79.9% 88.8%	90.9% 95.9%	2.0%	7.0%	48 22
	Ot	2,161	1,508	653	133	20.4%	114	17.5%	247	37.8%	23.6%	26.2%	32.8%	36.4%	1.1%	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
Jul-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 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%	67 27
	Ot	2,757	2,122	635	104	1.9%	83	13.1%	187	29.4%	20.2%	23.3%	91.3% 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
Aug-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 OF	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 E	689 802	89 110	600 692	16 17	2.7%	492 626	82.0% 90.5%	508 643	84.7% 92.9%	42.7% 58.8%	63.2% 77.0%	84.3% 92.6%	84.7% 92.9%	0.0%	15.3% 7.1%	92 49
	Ot	3,762	3,099	663	6	0.9%	76		82	12.4%	3.0%	8.3%	12.4%	12.4%	0.0%	87.6%	581
	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
Sep-17	N SE	1,293 732	116 49	1,177 683	37 19	3.1% 2.8%	802 454	68.1% 66.5%	839 473	71.3% 69.3%	48.3% 46.1%	67.1% 63.8%	71.3% 69.3%	71.3% 69.3%	0.0%	28.7% 30.7%	338 210
	SE E	732 877	49 87	683 790	19 32	2.8% 4.1%	454 597	75.6%	629	69.3% 79.6%	46.1% 58.2%	63.8% 74.6%	69.3% 79.6%	69.3% 79.6%	0.0%	20.4%	161
L	Ot	3,143	2,012	1,131	109	9.6%	74		183	16.2%	14.4%	15.9%	16.2%	16.2%	0.0%	83.8%	948
Oct-17	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
	SW	736	69	667	9	1.3%	176		185	27.7%	27.4%	27.7%	27.7%	27.7%	0.0%	72.3%	482
	N SE	907 463	75 24	832 439	12 12	1.4% 2.7%	251 120	30.2% 27.3%	263 132	31.6% 30.1%	31.5% 29.8%	31.6% 30.1%	31.6% 30.1%	31.6% 30.1%	0.0%	68.4% 69.9%	569 307
	E E	523	39	439	8	1.7%	174	36.0%	132	30.1%	29.8% 37.6%	30.1%	30.1%	30.1%	0.0%	62.4%	307
	Ot	2,593	972	1,621	87	5.4%	11		98	6.0%	6.0%	6.0%	6.0%	6.0%	0.0%	94.0%	1,523
	Region	New Apps Received			New Apps closed	%	Number of Apps with Initial Calculation				Clearance Within		Target Cleared		Clearance Outside of 18 Weeks / Uncleared		
Rolling Period								%	Total Initial	%	Cloored	Cloored	Cloored	Cleared Within 18 Weeks (%)		Silcicaled	
								70	Clearances	/0	Cleared Within 4	Cleared Within 6	Cleared Within 12		Cleared >18 Weeks	Uncleared	Uncleared
							Jaioulation				Weeks (%)	Weeks (%)	Weeks (%)	(70)	(%)	(%)	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
	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%	285
Jul-17	Eastern Other	11,539 28,010	2,695 24,408	8,844 3,602	349 1,368	3.9% 38.0%	8,369 1,124	94.6% 31.2%	8,718 2,492	98.6% 69.2%	43.7% 40.9%	63.0% 46.7%	83.6% 58.2%	90.5% 64.2%	8.0% 4.9%	1.4%	126 1,110
	04101	20,010	27,700	5,002	1,000	30.070	1,124	J1.2/0	2,702	00.2/0	TO.070	TO.1 /0	JU.Z /0	JT.2 /0	7.0/0	30.070	1,110

- 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).