

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	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	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%	21.3%	21.3%	0.0%	78.7%	3,183		
	SW	736	69	667	9	1.3%	176	26.4%	185	27.7%	27.4%	27.7%	27.7%	27.7%	0.0%	72.3%	482		
	N	907	75	832	12	1.4%	251	30.2%	263	31.6%	31.5%	31.6%	31.6%	31.6%	0.0%	68.4%	569		
	SE	463	24	439	12	2.7%	120	27.3%	132	30.1%	29.8%	30.1%	30.1%	30.1%	0.0%	69.9%	307		
Jan-18	E	523	39	484	8	1.7%	174	36.0%	182	37.6%	37.6%	37.6%	37.6%	37.6%	0.0%	62.4%	302		
	Ot	2,593	972	1,621	87	5.4%	111	0.7%	98	6.0%	6.0%	6.0%	6.0%	6.0%					