

Energy Ombudsman Performance Report - July 2009

KPI Performance Report

KPIs FY 2008/2009			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	83.1%	94%	94%	96%	97%	90%	97%	92%	96%	96%	87%	75%	55%	24%
% PCs >8 weeks	< 1%	3.6%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%
% calls answered <2 mins	> 80%	87.6%	96%	89%	95%	88%	92%	94%	90%	86%	85%	80%	86%	84%	81%
% calls answered <5 mins	> 95%	99.2%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%	99%	99%	98%
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	100%	100%	100%	100%	100%	99%	100%	95%	99%	99%	97%

Key: Achieving Target ■
 Below Target - Expect to achieve target next month ■
 Below Target - Not expected to achieve target next month ■

Operations Report - Processing & Stock Levels

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Running Total YTD
Total Calls	4415	3502	4254	5931	4892	4003	5813	5576	6145	5258	5051	5550	5601	61576
Abandoned Calls	111	166	138	313	202	107	320	361	455	519	400	422	545	3948
Non Member Contacts	72	61	112	152	117	120	111	107	98	92	74	99	60	1203
Total Written	1262	1016	1438	1589	1842	1853	1896	1966	2125	1839	1943	2374	1864	21745

Residential - Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Running Total YTD
Forms Issued	472	392	452	519	498	396	476	510	529	495	551	582	506	5906
Forms Returned	420	339	317	372	410	311	381	414	438	430	450	539	461	4862
PICC Cases	24	19	14	4	20	20	12	14	12	18	16	30	25	204
Mediated Cases	10	12	8	7	9	7	11	2	24	25	39	55	35	234
PCs Issued	437	326	348	236	300	409	320	257	268	230	223	323	430	3670
FDs Issued	369	323	396	411	253	236	406	244	232	238	217	233	386	3585
Number of Awards	351	307	384	364	241	229	397	236	225	249	209	249	371	3451
- Financial	18	15	21	9	10	11	10	1	6	4	4	1	10	102
- Non Financial	59	49	46	44	30	30	43	35	26	38	32	36	68	477
- Both	274	243	317	311	201	188	338	200	193	197	173	212	293	2866
Avg Value of Financial Awards	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.57

SME - Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Running Total YTD
Forms Issued				32	44	49	91	107	130	129	143	171	143	1039
Forms Returned				5	37	42	49	84	93	110	110	169	142	841
PICC Cases				0	3	4	1	3	1	1	4	11	16	44
Mediated Cases				0	0	0	0	0	3	2	7	2	8	22
PCs Issued				0	3	22	24	49	69	73	68	83	115	506
FDs Issued				0	0	3	13	21	26	44	46	58	55	266
Number of Awards				0	0	3	13	20	23	40	42	88	51	280
- Financial				0	0	0	0	1	0	0	0	0	2	3
- Non Financial				0	0	2	1	4	7	12	11	47	16	100
- Both				0	0	1	12	15	16	28	31	41	33	177
Avg Value of Financial Awards				£0.00	£0.00	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£491.43	£731.06	£616.36	£410.79

Week No.	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
Gross Stock	829	890	940	0	1034	1077	1111	1176	1181	1176	0	1215	1229	1233	1213
Stock > 6 weeks	146	192	229	0	244	292	325	327	330	321	0	351	360	413	420
Stock > 8 weeks	74	103	129	0	169	189	200	227	225	208	0	217	215	215	202

Complaints & Cases

