

Energy Ombudsman Performance Report - September 2009

KPI Performance Report

KPIs FY 2008/2009			Measure	Target	Avg 12mth	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
% PCs <6 weeks	> 90%	68.5%	96%	97%	90%	97%	92%	96%	96%	87%	75%	55%	24%	4%	10%			
% PCs >8 weeks	< 1%	12.3%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%			
% calls answered <2 mins	> 80%	86.8%	95%	88%	92%	94%	90%	86%	85%	80%	86%	84%	81%	87%	88%			
% calls answered <5 mins	> 95%	99.0%	100%	100%	99%	100%	100%	100%	100%	97%	99%	99%	98%	99%	99%			
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	100%	100%	100%	99%	100%	95%	99%	99%	97%	99%	100%			

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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Running Total YTD
Total Calls	4254	5931	4892	4003	5813	5576	6145	5258	5051	5550	5601	4720	4982	63522
Abandoned Calls	138	313	202	107	320	361	455	519	400	422	545	313	301	4258
Non Member Contacts	112	152	117	120	111	107	98	92	74	99	60	70	78	1178
Total Written	1438	1589	1842	1853	1896	1966	2125	1839	1943	2374	1864	2145	2065	23501

Residential - Month	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Running Total YTD
Forms Issued	452	519	498	396	476	510	529	495	551	582	506	591	504	6157
Forms Returned	317	372	410	311	381	414	438	430	450	539	478	456	525	5204
PICC Cases	14	4	20	20	12	14	12	18	16	30	25	20	24	215
Mediated Cases	8	7	9	7	11	2	24	25	39	55	35	39	21	274
PCs Issued	348	236	300	409	320	257	268	230	223	323	430	329	353	3678
FDs Issued	396	411	253	236	406	244	232	248	217	233	386	378	426	3670
Number of Awards	384	364	241	229	397	236	225	239	209	249	371	364	394	3518
- Financial	21	9	10	11	10	1	6	4	4	1	10	13	10	89
- Non Financial	46	44	30	30	43	35	26	38	32	36	68	66	77	525
- Both	317	311	201	188	338	200	193	197	173	212	293	285	307	2898
Avg Value of Financial Awards	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£101.82

SME - Month	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Running Total YTD
Forms Issued		32	44	49	91	107	130	129	143	171	143	157	190	1386
Forms Returned		5	37	42	49	84	93	110	110	169	144	117	158	1118
PICC Cases		0	3	4	1	3	1	1	4	11	16	6	14	64
Mediated Cases		0	0	0	0	0	3	2	7	2	8	2	2	26
PCs Issued		0	3	22	24	49	69	73	68	83	115	86	101	693
FDs Issued		0	0	3	13	21	26	44	46	58	55	70	123	459
Number of Awards		0	0	3	13	20	23	40	42	88	51	56	111	447
- Financial		0	0	0	0	1	0	0	0	0	2	1	2	6
- Non Financial		0	0	2	1	4	7	12	11	47	16	19	30	149
- Both		0	0	1	12	15	16	28	31	41	33	36	79	292
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	£474.41	£944.86	£529.06

Week No.	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Gross Stock	1181	1176	0	1215	1229	1233	1213	1246	1271	1322	1337	0	1375	1428	1441
Stock > 6 weeks	330	321	0	351	360	413	420	453	495	470	500	0	524	557	594
Stock > 8 weeks	225	208	0	217	215	215	202	225	242	230	279	0	302	335	351

Complaints & Cases

