

Energy Ombudsman Performance Report - February 2010

KPI Performance Report

KPIs FY 2008/2009			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	37.7%	96%	96%	87%	75%	55%	24%	4%	10%	14%	11%	9%	13%	54%
% PCs >8 weeks	< 1%	39.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%	76.4%	67.3%	31.9%
% calls answered <2 mins	> 80%	87.6%	86%	85%	80%	86%	84%	81%	87%	88%	93%	89%	94%	93%	90%
% calls answered <5 mins	> 95%	98.9%	100%	100%	97%	99%	99%	98%	99%	99%	100%	99%	100%	100%	99%
% written correspondence responded to < 10 days	100%	99.1%	99%	100%	95%	99%	99%	97%	99%	100%	100%	100%	100%	100%	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	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Total Calls	5576	6145	5258	5051	5550	5601	4720	4982	4796	4397	3094	3982	4217	57793
Abandoned Calls	361	455	519	400	422	545	313	301	161	212	104	127	227	3786
Non Member Contacts	107	99	92	74	99	60	70	78	58	74	48	69	72	892
Total Written	1966	2125	1839	1943	2374	1864	2145	2065	1945	1528	1432	1618	1532	22410

Residential - Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Forms Issued	510	529	495	551	582	506	591	504	441	354	298	401	285	5537
Forms Returned	414	438	430	450	539	478	456	525	451	339	201	278	256	4841
PICC Cases	14	12	18	16	30	25	20	24	29	24	9	8	5	220
Informally Resolved Cases	2	24	25	39	55	35	39	21	31	64	42	59	30	464
PCs Issued	257	268	230	223	323	430	329	353	380	491	362	398	368	4155
FDs Issued	244	232	248	217	233	386	378	426	342	351	362	583	449	4207
Number of Awards	236	225	239	209	249	371	364	394	395	334	339	545	473	4137
- Financial	1	6	4	4	1	10	13	10	42	13	11	18	15	147
- Non Financial	35	26	38	32	36	68	66	77	82	71	60	126	111	793
- Both	200	193	197	173	212	293	285	307	271	250	268	401	347	3197
Avg Value of Financial Awards	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£113.89	£133.01	£120.17	£108.32

SME - Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Forms Issued	107	130	129	143	171	143	157	190	193	171	106	130	152	1815
Forms Returned	84	93	110	110	169	144	117	158	173	166	119	118	134	1611
PICC Cases	3	1	1	4	11	16	6	14	12	17	7	8	5	102
Informally Resolved Cases	0	3	2	7	2	8	2	2	6	12	13	8	5	70
PCs Issued	49	69	73	68	83	115	86	101	79	118	137	226	170	1325
FDs Issued	21	26	44	46	58	55	70	123	89	79	110	186	176	1062
Number of Awards	20	23	40	42	88	51	56	111	91	72	99	158	166	997
- Financial	1	0	0	0	0	2	1	2	17	3	6	5	0	36
- Non Financial	4	7	12	11	47	16	19	30	34	24	28	49	50	327
- Both	15	16	28	31	41	33	36	79	40	45	65	104	116	634
Avg Value of Financial Awards	£638.75	£1,026.60	£1,045.76	£491.43	£731.06	£616.36	£474.41	£944.86	£204.61	£865.64	£561.77	£816.43	£820.22	£716.60

Week No.	47	48	49	50	51	52	1	2	3	4	5	6	7	8	9
Gross Stock	1330	1341	0	1179	1129	0	1063	1032	926	803	718	641	599	546	509
Stock > 6 weeks	625	601	0	545	515	0	521	457	421	338	264	219	145	126	114
Stock > 8 weeks	426	380	0	334	300	0	321	309	257	193	186	157	119	105	89