

Energy Ombudsman Performance Report - December 2009

KPI Performance Report

KPIs FY 2008/2009			Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	55.0%	97%	92%	96%	96%	87%	75%	55%	24%	4%	10%	14%	11%	9%
% PCs >8 weeks	< 1%	25.2%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%	76.4%
% calls answered <2 mins	> 80%	86.9%	94%	90%	86%	85%	80%	86%	84%	81%	87%	88%	93%	89%	94%
% calls answered <5 mins	> 95%	99.0%	100%	100%	100%	100%	97%	99%	99%	98%	99%	99%	100%	99%	100%
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	99%	100%	95%	99%	99%	97%	99%	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	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Running Total YTD
Total Calls	4003	5813	5576	6145	5258	5051	5550	5601	4720	4982	4796	4397	3094	60983
Abandoned Calls	107	320	361	455	519	400	422	545	313	301	161	212	104	4113
Non Member Contacts	120	111	107	98	92	74	99	60	70	78	58	74	48	969
Total Written	1853	1896	1966	2125	1839	1943	2374	1864	2145	2065	1945	1528	1432	23122

Residential - Month	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Running Total YTD
Forms Issued	396	476	510	529	495	551	582	506	591	504	441	354	298	5837
Forms Returned	311	381	414	438	430	450	539	478	456	525	451	339	201	5102
PICC Cases	20	12	14	12	18	16	30	25	20	24	29	24	9	233
Mediated Cases	7	11	2	24	25	39	55	35	39	21	31	64	42	388
PCs Issued	409	320	257	268	230	223	323	430	329	353	380	491	362	3966
FDs Issued	236	406	244	232	248	217	233	386	378	426	342	351	362	3825
Number of Awards	229	397	236	225	239	209	249	371	364	394	395	334	339	3752
- Financial	11	10	1	6	4	4	1	10	13	10	42	13	11	125
- Non Financial	30	43	35	26	38	32	36	68	66	77	82	71	60	634
- Both	188	338	200	193	197	173	212	293	285	307	271	250	268	2987
Avg Value of Financial Awards	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£113.89	£104.51

SME - Month	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Running Total YTD
Forms Issued	49	91	107	130	129	143	171	143	157	190	193	171	106	1731
Forms Returned	42	49	84	93	110	110	169	144	117	158	173	166	119	1492
PICC Cases	4	1	3	1	1	4	11	16	6	14	12	17	7	93
Mediated Cases	0	0	0	3	2	7	2	8	2	2	6	12	13	57
PCs Issued	22	24	49	69	73	68	83	115	86	101	79	118	137	1002
FDs Issued	3	13	21	26	44	46	58	55	70	123	89	79	110	734
Number of Awards	3	13	20	23	40	42	88	51	56	111	91	72	99	706
- Financial	0	0	1	0	0	0	0	2	1	2	17	3	6	32
- Non Financial	2	1	4	7	12	11	47	16	19	30	34	24	28	233
- Both	1	12	15	16	28	31	41	33	36	79	40	45	65	441
Avg Value of Financial Awards	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£491.43	£731.06	£616.36	£474.41	£944.86	£204.61	£865.64	£561.77	£656.73

Week No.	40	41	42	43	44	45	46	47	48	49	50	51	52	1	2
Gross Stock	1441	1478	1485	1484	1513	1490	1455	1330	1341	0	1179	1129	0	1063	1032
Stock > 6 weeks	594	649	642	677	714	723	682	625	601	0	545	515	0	521	457
Stock > 8 weeks	351	382	394	441	451	462	456	426	380	0	334	300	0	321	309

Complaints & Cases

