

Energy Ombudsman Performance Report - January 2010

KPI Performance Report

KPIs FY 2008/2009			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	41.2%	92%	96%	96%	87%	75%	55%	24%	4%	10%	14%	11%	9%	13%
% PCs >8 weeks	< 1%	37.0%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%	76.4%	67.3%
% calls answered <2 mins	> 80%	87.2%	90%	86%	85%	80%	86%	84%	81%	87%	88%	93%	89%	94%	93%
% calls answered <5 mins	> 95%	98.9%	100%	100%	100%	97%	99%	99%	98%	99%	99%	100%	99%	100%	100%
% written correspondence responded to < 10 days	100%	99.0%	100%	99%	100%	95%	99%	99%	97%	99%	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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Total Calls	5813	5576	6145	5258	5051	5550	5601	4720	4982	4796	4397	3094	3982	59152
Abandoned Calls	320	361	455	519	400	422	545	313	301	161	212	104	127	3320
Non Member Contacts	111	107	98	92	74	99	60	70	78	58	74	48	69	927
Total Written	1896	1966	2125	1839	1943	2374	1864	2145	2065	1945	1528	1432	1618	22844

Residential - Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Forms Issued	476	510	529	495	551	582	506	591	504	441	354	298	401	5762
Forms Returned	381	414	438	430	450	539	478	456	525	451	339	201	278	4999
PICC Cases	12	14	12	18	16	30	25	20	24	29	24	9	8	229
Mediated Cases	11	2	24	25	39	55	35	39	21	31	64	42	59	436
PCs Issued	320	257	268	230	223	323	430	329	353	380	491	362	398	4044
FDs Issued	406	244	232	248	217	233	386	378	426	342	351	362	583	4002
Number of Awards	397	236	225	239	209	249	371	364	394	395	334	339	545	3900
- Financial	10	1	6	4	4	1	10	13	10	42	13	11	18	133
- Non Financial	43	35	26	38	32	36	68	66	77	82	71	60	126	717
- Both	338	200	193	197	173	212	293	285	307	271	250	268	401	3050
Avg Value of Financial Awards	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£113.89	£133.01	£107.12

SME - Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Forms Issued	91	107	130	129	143	171	143	157	190	193	171	106	130	1770
Forms Returned	49	84	93	110	110	169	144	117	158	173	166	119	118	1561
PICC Cases	1	3	1	1	4	11	16	6	14	12	17	7	8	100
Mediated Cases	0	0	3	2	7	2	8	2	2	6	12	13	8	65
PCs Issued	24	49	69	73	68	83	115	86	101	79	118	137	226	1204
FDs Issued	13	21	26	44	46	58	55	70	123	89	79	110	186	907
Number of Awards	13	20	23	40	42	88	51	56	111	91	72	99	158	851
- Financial	0	1	0	0	0	0	2	1	2	17	3	6	5	37
- Non Financial	1	4	7	12	11	47	16	19	30	34	24	28	49	281
- Both	12	15	16	28	31	41	33	36	79	40	45	65	104	533
Avg Value of Financial Awards	£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	£816.43	£701.47

Week No.	43	44	45	46	47	48	49	50	51	52	1	2	3	4	5
Gross Stock	1484	1513	1490	1455	1330	1341	0	1179	1129	0	1063	1032	926	803	718
Stock > 6 weeks	677	714	723	682	625	601	0	545	515	0	521	457	421	338	264
Stock > 8 weeks	441	451	462	456	426	380	0	334	300	0	321	309	257	193	186

Complaints & Cases

