

Energy Ombudsman Performance Report - November 2009

KPI Performance Report

KPIs FY 2008/2009			Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	55.0%	90%	97%	92%	96%	96%	87%	75%	55%	24%	4%	10%	14%	11%
% PCs >8 weeks	< 1%	25.2%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%
% calls answered <2 mins	> 80%	86.9%	92%	94%	90%	86%	85%	80%	86%	84%	81%	87%	88%	93%	89%
% calls answered <5 mins	> 95%	99.0%	99%	100%	100%	100%	100%	97%	99%	99%	98%	99%	99%	100%	99%
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	100%	99%	100%	95%	99%	99%	97%	99%	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	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Running Total YTD
Total Calls	4892	4003	5813	5576	6145	5258	5051	5550	5601	4720	4982	4796	4397	61892
Abandoned Calls	202	107	320	361	455	519	400	422	545	313	301	161	212	4116
Non Member Contacts	117	120	111	107	98	82	74	99	60	70	78	58	74	1041
Total Written	1842	1853	1896	1966	2125	1839	1943	2374	1864	2145	2065	1945	1528	23543

Residential - Month	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Running Total YTD
Forms Issued	498	396	476	510	529	495	551	582	506	591	504	441	354	5935
Forms Returned	410	311	381	414	438	430	450	539	478	456	525	451	339	5212
PICC Cases	20	20	12	14	12	18	16	30	25	20	24	29	24	244
Mediated Cases	9	7	11	2	24	25	39	55	35	39	21	31	64	353
PCs Issued	300	409	320	257	268	230	223	323	430	329	353	380	491	4013
FDs Issued	253	236	406	244	232	248	217	233	386	378	426	342	351	3699
Number of Awards	241	229	397	236	225	239	209	249	371	364	394	395	334	3642
- Financial	10	11	10	1	6	4	4	1	10	13	10	42	13	125
- Non Financial	30	30	43	35	26	38	32	36	68	66	77	82	71	604
- Both	201	188	338	200	193	197	173	212	293	285	307	271	250	2907
Avg Value of Financial Awards	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£104.82

SME - Month	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Running Total YTD
Forms Issued	44	49	91	107	130	129	143	171	143	157	190	193	171	1674
Forms Returned	37	42	49	84	93	110	110	169	144	117	158	173	166	1415
PICC Cases	3	4	1	3	1	1	4	11	16	6	14	12	17	90
Mediated Cases	0	0	0	0	3	2	7	2	8	2	2	6	12	44
PCs Issued	3	22	24	49	69	73	68	83	115	86	101	79	118	887
FDs Issued	0	3	13	21	26	44	46	58	55	70	123	89	79	627
Number of Awards	0	3	13	20	23	40	42	88	51	56	111	91	72	610
- Financial	0	0	0	1	0	0	0	0	2	1	2	17	3	26
- Non Financial	0	2	1	4	7	12	11	47	16	19	30	34	24	207
- Both	0	1	12	15	16	28	31	41	33	36	79	40	45	377
Avg Value of Financial Awards	£0.00	£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	£618.25

Week No.	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48
Gross Stock	1271	1322	1337	0	1375	1428	1441	1478	1485	1484	1513	1490	1455	1330	1341
Stock > 6 weeks	495	470	500	0	524	557	594	649	642	677	714	723	682	625	601
Stock > 8 weeks	242	230	279	0	302	335	351	382	394	441	451	462	456	426	380

Complaints & Cases

