

Energy Ombudsman Performance Report - October 2009

KPI Performance Report

KPIs FY 2008/2009			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	61.6%	97%	90%	97%	92%	96%	96%	87%	75%	55%	24%	4%	10%	14%
% PCs >8 weeks	< 1%	18.8%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%
% calls answered <2 mins	> 80%	87.2%	88%	92%	94%	90%	86%	85%	80%	86%	84%	81%	87%	88%	93%
% calls answered <5 mins	> 95%	99.0%	100%	99%	100%	100%	100%	100%	97%	99%	99%	98%	99%	99%	100%
% written correspondence responded to < 10 days	100%	99.0%	100%	100%	100%	100%	99%	100%	95%	99%	99%	97%	99%	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	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Running Total YTD
Total Calls	5931	4892	4003	5813	5576	6145	5258	5051	5550	5601	4720	4982	4796	62387
Abandoned Calls	313	202	107	320	361	455	519	400	422	545	313	301	161	4106
Non Member Contacts	152	117	120	111	107	98	92	74	99	60	70	78	58	1084
Total Written	1589	1842	1853	1896	1966	2125	1839	1943	2374	1864	2145	2065	1945	23857

Residential - Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Running Total YTD
Forms Issued	519	498	396	476	510	529	495	551	582	506	591	504	441	6079
Forms Returned	372	410	311	381	414	438	430	450	539	478	456	525	451	5283
PICC Cases	4	20	20	12	14	12	18	16	30	25	20	24	29	240
Mediated Cases	7	9	7	11	2	24	25	39	55	35	39	21	31	298
PCs Issued	236	300	409	320	257	268	230	223	323	430	329	353	380	3822
FDs Issued	411	253	236	406	244	232	248	217	233	386	378	426	342	3601
Number of Awards	364	241	229	397	236	225	239	209	249	371	364	394	395	3549
- Financial	9	10	11	10	1	6	4	4	1	10	13	10	42	122
- Non Financial	44	30	30	43	35	26	38	32	36	68	66	77	82	563
- Both	311	201	188	338	200	193	197	173	212	293	285	307	271	2858
Avg Value of Financial Awards	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£101.06

SME - Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Running Total YTD
Forms Issued	32	44	49	91	107	130	129	143	171	143	157	190	193	1547
Forms Returned	5	37	42	49	84	93	110	110	169	144	117	158	173	1286
PICC Cases	0	3	4	1	3	1	1	4	11	16	6	14	12	76
Mediated Cases	0	0	0	0	0	3	2	7	2	8	2	2	6	32
PCs Issued	0	3	22	24	49	69	73	68	83	115	86	101	79	772
FDs Issued	0	0	3	13	21	26	44	46	58	70	123	89	89	548
Number of Awards	0	0	3	13	20	23	40	42	88	51	56	111	91	538
- Financial	0	0	0	0	1	0	0	0	0	2	1	2	17	23
- Non Financial	0	0	2	1	4	7	12	11	47	16	19	30	34	183
- Both	0	0	1	12	15	16	28	31	41	33	36	79	40	332
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	£204.61	£546.11

Week No.	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Gross Stock	1233	1213	1246	1271	1322	1337	0	1375	1428	1441	1478	1485	1484	1513	1490
Stock > 6 weeks	413	420	453	495	470	500	0	524	557	594	649	642	677	714	723
Stock > 8 weeks	215	202	225	242	230	279	0	302	335	351	382	394	441	451	462

Complaints & Cases

