

Energy Ombudsman Performance Report - March 2010

KPI Performance Report

KPIs FY 2008/2009			Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	36.5%	96%	87%	75%	55%	24%	4%	10%	14%	11%	9%	13%	54%	82%
% PCs >8 weeks	< 1%	40.6%	0.9%	1.3%	1.7%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%	76.4%	67.3%	31.9%	12.3%
% calls answered <2 mins	> 80%	87.9%	85%	80%	86%	84%	81%	87%	88%	93%	89%	94%	93%	90%	88%
% calls answered <5 mins	> 95%	98.8%	100%	97%	99%	99%	98%	99%	99%	100%	99%	100%	100%	99%	99%
% written correspondence responded to < 10 days	100%	99.1%	100%	95%	99%	99%	97%	99%	100%	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	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total YTD
Total Calls	6145	5258	5051	5550	5601	4720	4982	4796	4397	3094	3982	4217	4560	56208
Abandoned Calls	455	519	400	422	545	313	301	161	212	104	127	227	255	3586
Non Member Contacts	98	92	74	99	60	70	78	58	74	48	69	72	71	865
Total Written	2125	1839	1943	2374	1864	2145	2065	1945	1528	1432	1618	1532	2035	22320

Residential - Month	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total YTD
Forms Issued	529	495	551	582	506	591	504	441	354	298	401	285	302	5310
Forms Returned	438	430	450	539	478	456	525	451	339	201	278	256	328	4731
PICC Cases	12	18	16	30	25	20	24	29	24	9	8	5	5	213
Informally Resolved Cases	24	25	39	55	35	39	21	31	64	42	59	30	64	504
PCs Issued	268	230	223	323	430	329	353	380	491	362	398	368	269	4156
FDs Issued	232	248	217	233	386	378	426	342	351	362	583	449	412	4387
Number of Awards	225	239	209	249	371	364	394	395	334	339	545	473	477	4389
- Financial	6	4	4	1	10	13	10	42	13	11	18	15	24	165
- Non Financial	26	38	32	36	68	66	77	82	71	60	126	111	102	869
- Both	193	197	173	212	293	285	307	271	250	268	401	347	351	3355
Avg Value of Financial Awards	£90.26	£102.86	£102.85	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£113.89	£133.01	£120.17	£114.65	£110.35

SME - Month	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total YTD
Forms Issued	130	129	143	171	143	157	190	193	171	106	130	152	197	1882
Forms Returned	93	110	110	169	144	117	158	173	166	119	118	134	170	1688
PICC Cases	1	1	4	11	16	6	14	12	17	7	8	5	5	106
Informally Resolved Cases	3	2	7	2	8	2	2	6	12	13	8	5	11	78
PCs Issued	69	73	68	83	115	86	101	79	118	137	226	170	168	1424
FDs Issued	26	44	46	58	55	70	123	89	79	110	186	176	220	1255
Number of Awards	23	40	42	88	51	56	111	91	72	99	158	166	222	1196
- Financial	0	0	0	0	2	1	2	17	3	6	5	0	9	45
- Non Financial	7	12	11	47	16	19	30	34	24	28	49	50	72	392
- Both	16	28	31	41	33	36	79	40	45	65	104	116	141	759
Avg Value of Financial Awards	£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	£568.44	£678.42

Week No.	52	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Gross Stock	0	1063	1032	926	803	718	641	599	546	509	443	407	416	377	389
Stock > 6 weeks	0	521	457	421	338	264	219	145	126	114	82	70	59	49	41
Stock > 8 weeks	0	321	309	257	193	186	157	119	105	89	67	58	49	39	30