

**Energy Ombudsman Performance Report - June 2010**

**KPI Performance Report**

KPIs FY 2009/2010			Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	41.2%	55%	24%	4%	10%	14%	11%	9%	13%	54%	82%	90%	94%	89%
% PCs >8 weeks	< 1%	39.5%	15.3%	16.7%	35.4%	72.70%	78.60%	77.00%	76.4%	67.3%	31.9%	12.3%	2.2%	0.6%	2.3%
% calls answered <2 mins	> 80%	87.5%	84%	81%	87%	88%	93%	89%	94%	93%	90%	88%	87%	83%	76%
% calls answered <5 mins	> 95%	98.3%	99%	98%	99%	99%	100%	99%	100%	100%	99%	99%	98%	97%	93%
% written correspondence responded to < 10 days	100%	91.2%	99%	97%	99%	100%	100%	100%	100%	100%	100%	100%	99%	91%	8%

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	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Total Calls	5550	5601	4720	4982	4796	4397	3094	3982	4217	4560	3428	2896	2646	49319
Abandoned Calls	422	545	313	301	161	212	104	127	227	255	234	242	300	3021
Non Member Contacts	99	60	70	78	58	74	48	69	72	71	56	43	44	743
Total Written	2374	1864	2145	2065	1945	1528	1432	1618	1532	2035	1422	975	928	19469

Residential - Month	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Forms Issued	582	506	591	504	441	354	298	401	285	302	192	308	394	4576
Forms Returned	539	478	456	525	451	339	201	278	256	328	191	268	287	4058
PICC Cases	30	25	20	24	29	24	9	8	5	5	7	2	9	167
Informally Resolved Cases	55	35	39	21	31	64	42	59	30	64	43	32	20	480
PCs Issued	323	430	329	353	380	491	362	398	368	269	157	181	471	4189
FDs Issued	233	386	378	426	342	351	362	583	449	412	205	192	164	4250
Number of Awards	249	371	364	394	395	334	339	545	473	477	241	218	185	4336
- Financial	1	10	13	10	42	13	11	18	15	24	17	7	7	187
- Non Financial	36	68	66	77	82	71	60	126	111	102	48	40	33	884
- Both	212	293	285	307	271	250	268	401	347	351	176	171	145	3265
Avg Value of Financial Awards	£102.16	£89.53	£104.20	£112.03	£88.07	£140.83	£113.89	£133.01	£120.17	£114.65	£174.23	£163.96	£148.52	£125.26

SME - Month	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Forms Issued	171	143	157	190	193	171	106	130	152	197	141	177	219	1976
Forms Returned	169	144	117	158	173	166	119	118	134	170	143	152	169	1763
PICC Cases	11	16	6	14	12	17	7	8	5	5	1	3	2	96
Informally Resolved Cases	2	8	2	2	6	12	13	8	5	11	12	9	3	91
PCs Issued	83	115	86	101	79	118	137	226	170	168	92	141	186	1619
FDs Issued	58	55	70	123	89	79	110	186	176	220	108	92	106	1414
Number of Awards	88	51	56	111	91	72	99	158	166	222	104	92	96	1318
- Financial	0	2	1	2	17	3	6	5	0	9	6	4	7	62
- Non Financial	47	16	19	30	34	24	28	49	50	72	33	21	21	397
- Both	41	33	36	79	40	45	65	104	116	141	65	67	68	859
Avg Value of Financial Awards	£731.06	£616.36	£474.41	£944.86	£204.61	£865.64	£561.77	£816.43	£820.22	£568.44	£443.82	£602.64	£578.18	£624.78

Week No.	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Gross Stock	377	389	402	421	418	408	419	403	407	454	481	509	559	586	653
Stock > 6 weeks	49	41	39	39	38	41	41	49	42	48	42	39	42	38	36
Stock > 8 weeks	39	30	27	31	30	30	33	34	35	42	32	28	29	23	20