

## Ombudsman Services: Property Performance Report - April 2010

## KPI Performance Report

KPIs 2009/2010			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	49.2%	13%	10%	0%	8%	13%	23%	50%	86%	83%	76%	63%	100%	78%
% PCs >8 weeks	< 1%	34.4%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%	0.0%	4.8%	26.3%	0.0%	7.4%
% calls answered <2 mins	> 80%	96.6%	97%	98%	97%	98%	96%	95%	94%	96%	98%	96%	98%	97%	96%
% calls answered <5 mins	> 95%	99.7%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	99%	99%	100%
% written correspondence responded to < 10 days	100%	99.8%	100%	100%	100%	100%	98%	100%	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 &amp; Stock Levels

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Running Total YTD	
Total Calls	290	259	311	327	225	273	261	285	197	227	288	349	328	3330	
Abandoned Calls	1	10	5	7	8	3	8	9	5	25	11	10	12	113	
Non Member Contacts	51	46	50	42	47	55	67	79	48	59	81	52	65	691	
Total Written	67	58	58	72	60	60	69	64	53	68	100	137	111	910	
Forms Issued	34	28	17	25	18	15	25	28	17	15	25	33	39	285	
Forms Returned	24	29	27	18	17	18	22	21	20	16	19	29	34	270	
PICC Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Informally Resolved Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PCs Issued	15	10	11	38	31	30	24	14	18	21	19	15	27	258	
FDs Issued	19	16	19	11	20	31	13	22	15	24	31	35	13	250	
Number of Awards	14	10	13	9	15	23	10	20	12	19	25	24	8	188	
- Financial	6	5	6	6	7	13	4	11	4	6	13	14	6	95	
- Non Financial	2	1	0	0	1	1	1	2	1	1	0	3	2	13	
- Both	6	4	7	3	7	9	5	7	7	12	12	7	0	80	
Avg Value of Financial Awards	£542.08	£1,566.11	£3,836.53	£755.55	£2,812.14	£1,989.77	£1,588.88	£1,260.99	£399.90	£596.94	£1,568.37	£1,223.69	£359.16	£1,496.50	
Week No.	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Gross Stock	21	18	16	19	18	19	26	23	26	26	27	32	26	29	36
Stock > 6 weeks	1	3	4	3	2	2	2	2	2	4	4	3	5	3	2
Stock > 8 weeks	1	1	1	2	1	0	1	1	1	3	3	2	3	3	2