

Ombudsman Services: Property Performance Report - March 2010

KPI Performance Report

KPIs 2008/2009			Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	43.7%	31%	13%	10%	0%	8%	13%	23%	50%	86%	83%	76%	63%	100%
% PCs >8 weeks	< 1%	39.9%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%	0.0%	4.8%	26.3%	0.0%
% calls answered <2 mins	> 80%	96.7%	95%	97%	98%	97%	98%	96%	95%	94%	96%	98%	96%	98%	97%
% calls answered <5 mins	> 95%	99.7%	99%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	99%	99%
% written correspondence responded to < 10 days	100%	99.8%	100%	100%	100%	100%	100%	98%	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	299	290	259	311	327	225	273	261	285	197	227	288	349	3292
Abandoned Calls	6	1	10	5	7	8	3	8	9	5	25	11	10	102
Non Member Contacts	43	51	46	50	42	47	55	67	79	48	59	81	52	677
Total Written	50	67	58	58	72	60	60	69	64	53	68	100	137	866
Forms Issued	13	34	28	17	25	18	15	25	28	17	15	25	33	280
Forms Returned	15	24	29	27	18	17	18	22	21	20	16	19	29	260
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	16	15	10	11	38	31	30	24	14	18	21	19	15	246
FDs Issued	12	19	16	19	11	20	31	13	22	15	24	31	35	256
Number of Awards	7	14	10	13	9	15	23	10	20	12	19	25	24	194
- Financial	4	6	5	6	6	7	13	4	11	4	6	13	14	95
- Non Financial	0	2	1	0	0	1	1	1	2	1	1	0	3	13
- Both	3	6	4	7	3	7	9	5	7	7	12	12	7	86
Avg Value of Financial Awards	£337.14	£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	£1,511.75

Week No.	52	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Gross Stock	0	25	24	24	21	18	16	19	18	19	26	23	26	26	27
Stock > 6 weeks	0	2	2	2	1	3	4	3	2	2	2	2	2	4	4
Stock > 8 weeks	0	1	1	1	1	1	1	2	1	0	1	1	1	3	3