

Ombudsman Services: Property Performance Report - May 2010

KPI Performance Report

KPIs 2009/2010			May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	55.9%	10%	0%	8%	13%	23%	50%	86%	83%	76%	63%	100%	78%	91%
% PCs >8 weeks	< 1%	29.8%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%	0.0%	4.8%	26.3%	0.0%	7.4%	4.3%
% calls answered <2 mins	> 80%	96.3%	98%	97%	98%	96%	95%	94%	96%	98%	96%	98%	97%	96%	95%
% calls answered <5 mins	> 95%	99.7%	100%	100%	100%	100%	99%	99%	100%	100%	100%	99%	99%	100%	99%
% written correspondence responded to < 10 days	100%	99.8%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	99%

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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD	
Total Calls	259	311	327	225	273	261	285	197	227	288	349	328	343	3414	
Abandoned Calls	10	5	7	8	3	8	9	5	25	11	10	12	22	125	
Non Member Contacts	46	50	42	47	55	67	79	48	59	81	52	65	67	712	
Total Written	58	58	72	60	60	69	64	53	68	100	137	111	102	954	
Forms Issued	28	17	25	18	15	25	28	17	15	25	33	39	38	295	
Forms Returned	29	27	18	17	18	22	21	20	16	19	29	34	31	272	
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	10	11	38	31	30	24	14	18	21	19	15	27	23	271	
FDs Issued	16	19	11	20	31	13	22	15	24	31	35	13	8	242	
Number of Awards	10	13	9	15	23	10	20	12	19	25	24	8	5	183	
- Financial	5	6	6	7	13	4	11	4	6	13	14	6	3	93	
- Non Financial	1	0	0	1	1	1	2	1	1	0	3	2	0	12	
- Both	4	7	3	7	9	5	7	7	12	12	7	0	2	78	
Avg Value of Financial Awards	£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	£546.00	£1,411.49	
Week No.	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Gross Stock	19	26	23	26	26	27	32	26	29	36	33	37	39	43	45
Stock > 6 weeks	2	2	2	2	4	4	3	5	3	2	2	1	2	2	2
Stock > 8 weeks	0	1	1	1	3	3	2	3	3	2	1	1	0	0	2