

Surveyors Ombudsman Service Performance Report - August 2009

KPI Performance Report

KPIs 2008/2009			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	8.4%	0%	0%	6%	11%	0%	0%	9%	31%	13%	10%	0%	8%	13%
% PCs >8 weeks	< 1%	79.0%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%
% calls answered <2 mins	> 80%	97.9%	99%	99%	98%	98%	99%	99%	100%	95%	97%	98%	97%	98%	96%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
% written correspondence responded to < 10 days	100%	99.7%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	98%

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	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Running Total YTD
Total Calls	148	274	226	212	172	213	208	299	290	259	311	327	225	3016
Abandoned Calls	4	3	4	4	7	2	3	6	1	10	5	7	8	60
Non Member Contacts	25	41	40	29	27	42	53	43	51	46	50	42	47	511
Total Written	50	69	58	56	47	69	58	50	67	58	58	72	60	722
Forms Issued	15	24	17	19	9	26	20	13	34	28	17	25	18	250
Forms Returned	14	19	19	16	14	18	23	15	24	29	27	18	17	239
PICC Cases	0	0	0	1	0	0	1	0	0	0	0	0	0	2
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	9	18	35	28	18	20	22	16	15	10	11	38	31	262
FDs Issued	10	9	15	25	22	34	13	12	19	16	19	11	20	215
Number of Awards	9	7	10	18	15	23	10	7	14	10	13	9	15	151
- Financial	4	3	5	7	7	13	5	4	6	5	6	6	7	74
- Non Financial	0	0	0	1	1	4	0	0	2	1	0	0	1	10
- Both	5	4	5	10	7	6	5	3	6	4	7	3	7	67
Avg Value of Financial Awards	£516.11	£688.57	£425.00	£826.47	£1,927.84	£1,217.10	£394.36	£337.14	£542.08	£1,566.11	£3,836.53	£755.55	£2,812.14	£1,277.41

Week No.	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
Gross Stock	0	72	74	81	80	81	83	0	63	57	46	59	57	46	45
Stock > 6 weeks	0	29	32	40	40	49	47	0	36	32	15	32	35	24	18
Stock > 8 weeks	0	23	23	25	27	35	34	0	27	23	8	27	26	16	15

Complaints & Cases

