

Surveyors Ombudsman Service Performance Report - February 2010

KPI Performance Report

KPIs 2008/2009			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	38.0%	9%	31%	13%	10%	0%	8%	13%	23%	50%	86%	83%	76%	63%
% PCs >8 weeks	< 1%	43.6%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%	0.0%	4.8%	26.3%
% calls answered <2 mins	> 80%	96.6%	100%	95%	97%	98%	97%	98%	96%	95%	94%	96%	98%	96%	98%
% calls answered <5 mins	> 95%	99.7%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	99%
% written correspondence responded to < 10 days	100%	99.8%	98%	100%	100%	100%	100%	100%	98%	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	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Total Calls	208	299	290	259	311	327	225	273	261	285	197	227	288	3242
Abandoned Calls	3	6	1	10	5	7	8	3	8	9	5	25	11	98
Non Member Contacts	53	43	51	46	50	42	47	55	67	79	48	59	81	668
Total Written	58	50	67	58	58	72	60	60	69	64	53	68	100	779
Forms Issued	20	13	34	28	17	25	18	15	25	28	17	15	25	260
Forms Returned	23	15	24	29	27	18	17	18	22	21	20	16	19	246
PICC Cases	1	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	22	16	15	10	11	38	31	30	24	14	18	21	19	247
FDs Issued	13	12	19	16	19	11	20	31	13	22	15	24	31	233
Number of Awards	10	7	14	10	13	9	15	23	10	20	12	19	25	177
- Financial	5	4	6	5	6	6	7	13	4	11	4	6	13	85
- Non Financial	0	0	2	1	0	0	1	1	1	2	1	1	0	10
- Both	5	3	6	4	7	3	7	9	5	7	7	12	12	82
Avg Value of Financial Awards	£394.36	£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	£1,437.87

Week No.	47	48	49	50	51	52	1	2	3	4	5	6	7	8	9
Gross Stock	27	27	0	29	29	0	25	24	24	21	18	16	19	18	19
Stock > 6 weeks	1	1	0	3	2	0	2	2	2	1	3	4	3	2	2
Stock > 8 weeks	1	1	0	1	1	0	1	1	1	1	1	1	2	1	0