

Surveyors Ombudsman Service Performance Report - January 2010

KPI Performance Report

KPIs 2008/2009			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	33.5%	0%	9%	31%	13%	10%	0%	8%	13%	23%	50%	86%	83%	76%
% PCs >8 weeks	< 1%	48.2%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%	0.0%	4.8%
% calls answered <2 mins	> 80%	96.7%	99%	100%	95%	97%	98%	97%	98%	96%	95%	94%	96%	98%	96%
% calls answered <5 mins	> 95%	99.8%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%
% written correspondence responded to < 10 days	100%	99.7%	100%	98%	100%	100%	100%	100%	100%	98%	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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Total Calls	213	208	299	290	259	311	327	225	273	261	285	197	227	3162
Abandoned Calls	2	3	6	1	10	5	7	8	3	8	9	5	25	90
Non Member Contacts	42	53	43	51	46	50	42	47	55	67	79	48	59	640
Total Written	69	58	50	67	58	58	72	60	60	69	64	53	68	737
Forms Issued	26	20	13	34	28	17	25	18	15	25	28	17	15	255
Forms Returned	18	23	15	24	29	27	18	17	18	22	21	20	16	250
PICC Cases	0	1	0	0	0	0	0	0	0	0	0	1	0	2
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	20	22	16	15	10	11	38	31	30	24	14	18	21	250
FDs Issued	34	13	12	19	16	19	11	20	31	13	22	15	24	215
Number of Awards	23	10	7	14	10	13	9	15	23	10	20	12	19	162
- Financial	13	5	4	6	5	6	6	7	13	4	11	4	6	77
- Non Financial	4	0	0	2	1	0	0	1	1	1	2	1	1	10
- Both	6	5	3	6	4	7	3	7	9	5	7	7	12	75
Avg Value of Financial Awards	£1,217.10	£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	£1,340.03

Week No.	43	44	45	46	47	48	49	50	51	52	1	2	3	4	5
Gross Stock	26	22	28	29	27	27	0	29	29	0	25	24	24	21	18
Stock > 6 weeks	6	2	2	3	1	1	0	3	2	0	2	2	2	1	3
Stock > 8 weeks	3	2	2	2	1	1	0	1	1	0	1	1	1	1	1

Complaints & Cases

