

Surveyors Ombudsman Service Performance Report - November 2009

KPI Performance Report

KPIs 2008/2009			Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	20.2%	11%	0%	0%	9%	31%	13%	10%	0%	8%	13%	23%	50%	86%
% PCs >8 weeks	< 1%	62.6%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%	7.10%
% calls answered <2 mins	> 80%	97.1%	98%	99%	99%	100%	95%	97%	98%	97%	98%	96%	95%	94%	96%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%	100%
% written correspondence responded to < 10 days	100%	99.7%	100%	100%	100%	98%	100%	100%	100%	100%	100%	98%	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	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Running Total YTD
Total Calls	212	172	213	208	299	290	259	311	327	225	273	261	285	3123
Abandoned Calls	4	7	2	3	6	1	10	5	7	8	3	8	9	69
Non Member Contacts	29	27	42	53	43	51	46	50	42	47	55	67	79	602
Total Written	56	47	69	58	50	67	58	58	72	60	60	69	64	732
Forms Issued	19	9	26	20	13	34	28	17	25	18	15	25	28	258
Forms Returned	16	14	18	23	15	24	29	27	18	17	18	22	21	246
PICC Cases	1	0	0	1	0	0	0	0	0	0	0	0	0	1
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	28	18	20	22	16	15	10	11	38	31	30	24	14	249
FDs Issued	25	22	34	13	12	19	16	19	11	20	31	13	22	232
Number of Awards	18	15	23	10	7	14	10	13	9	15	23	10	20	169
- Financial	7	7	13	5	4	6	5	6	6	7	13	4	11	87
- Non Financial	1	1	4	0	0	2	1	0	0	1	1	1	2	13
- Both	10	7	6	5	3	6	4	7	3	7	9	5	7	69
Avg Value of Financial Awards	£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	£1,989.77	£1,588.88	£1,260.99	£1,519.04

Week No.	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48
Gross Stock	46	45	44	0	41	39	27	24	21	26	22	28	29	27	27
Stock > 6 weeks	24	18	20	0	17	14	7	7	4	6	2	2	3	1	1
Stock > 8 weeks	16	15	14	0	12	12	5	3	2	3	2	2	2	1	1

Complaints & Cases

