

Surveyors Ombudsman Service Performance Report - October 2009

KPI Performance Report

KPIs 2008/2009			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	14.0%	6%	11%	0%	0%	9%	31%	13%	10%	0%	8%	13%	23%	50%
% PCs >8 weeks	< 1%	69.2%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%	20.80%
% calls answered <2 mins	> 80%	97.2%	98%	98%	99%	99%	100%	95%	97%	98%	97%	98%	96%	95%	94%
% calls answered <5 mins	> 95%	99.7%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%
% written correspondence responded to < 10 days	100%	99.7%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	98%	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	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Running Total YTD
Total Calls	226	212	172	213	208	299	290	259	311	327	225	273	261	3050
Abandoned Calls	4	4	7	2	3	6	1	10	5	7	8	3	8	64
Non Member Contacts	40	29	27	42	53	43	51	46	50	42	47	55	67	552
Total Written	58	56	47	69	58	50	67	58	58	72	60	60	69	724
Forms Issued	17	19	9	26	20	13	34	28	17	25	18	15	25	249
Forms Returned	19	16	14	18	23	15	24	29	27	18	17	18	22	241
PICC Cases	0	1	0	0	1	0	0	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	35	28	18	20	22	16	15	10	11	38	31	30	24	263
FDs Issued	15	25	22	34	13	12	19	16	19	11	20	31	13	235
Number of Awards	10	18	15	23	10	7	14	10	13	9	15	23	10	167
- Financial	5	7	7	13	5	4	6	5	6	6	7	13	4	83
- Non Financial	0	1	1	4	0	0	2	1	0	0	1	1	1	12
- Both	5	10	7	6	5	3	6	4	7	3	7	9	5	72
Avg Value of Financial Awards	£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	£1,989.77	£1,588.88	£1,482.83

Week No.	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Gross Stock	46	59	57	46	45	44	0	41	39	27	24	21	26	22	28
Stock > 6 weeks	15	32	35	24	18	20	0	17	14	7	7	4	6	2	2
Stock > 8 weeks	8	27	26	16	15	14	0	12	12	5	3	2	3	2	2

Complaints & Cases

