

Surveyors Ombudsman Service Performance Report - September 2009

KPI Performance Report

KPIs 2008/2009			Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	10.3%	0%	6%	11%	0%	0%	9%	31%	13%	10%	0%	8%	13%	23%
% PCs >8 weeks	< 1%	75.1%	100.0%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%	74.2%	53.30%
% calls answered <2 mins	> 80%	97.5%	99%	98%	98%	99%	99%	100%	95%	97%	98%	97%	98%	96%	95%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%
% written correspondence responded to < 10 days	100%	99.7%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	98%	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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Running Total YTD
Total Calls	274	226	212	172	213	208	299	290	259	311	327	225	273	3015
Abandoned Calls	3	4	4	7	2	3	6	1	10	5	7	8	3	60
Non Member Contacts	41	40	29	27	42	53	43	51	46	50	42	47	55	525
Total Written	69	58	56	47	69	58	50	67	58	58	72	60	60	713
Forms Issued	24	17	19	9	26	20	13	34	28	17	25	18	15	241
Forms Returned	19	19	16	14	18	23	15	24	29	27	18	17	18	238
PICC Cases	0	0	1	0	0	1	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	18	35	28	18	20	22	16	15	10	11	38	31	30	274
FDs Issued	9	15	25	22	34	13	12	19	16	19	11	20	31	237
Number of Awards	7	10	18	15	23	10	7	14	10	13	9	15	23	167
- Financial	3	5	7	7	13	5	4	6	5	6	6	7	13	84
- Non Financial	0	0	1	1	4	0	0	2	1	0	0	1	1	11
- Both	4	5	10	7	6	5	3	6	4	7	3	7	9	72
Avg Value of Financial Awards	£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	£1,989.77	£1,385.84

Week No.	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Gross Stock	81	83	0	63	57	46	59	57	46	45	44	0	41	39	27
Stock > 6 weeks	49	47	0	36	32	15	32	35	24	18	20	0	17	14	7
Stock > 8 weeks	35	34	0	27	23	8	27	26	16	15	14	0	12	12	5

Complaints & Cases

