

Surveyors Ombudsman Service Performance Report - July 2009

KPI Performance Report

KPIs 2008/2009			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	7.3%	18%	0%	0%	6%	11%	0%	0%	9%	31%	13%	10%	0%	8%
% PCs >8 weeks	< 1%	80.2%	63.6%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%	68.4%
% calls answered <2 mins	> 80%	98.2%	100%	99%	99%	98%	98%	99%	99%	100%	95%	97%	98%	97%	98%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
% written correspondence responded to < 10 days	100%	99.8%	100%	100%	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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Running Total YTD
Total Calls	214	148	274	226	212	172	213	208	299	290	259	311	327	2939
Abandoned Calls	5	4	3	4	4	7	2	3	6	1	10	5	7	56
Non Member Contacts	26	25	41	40	29	27	42	53	43	51	46	50	42	489
Total Written	77	50	69	58	56	47	69	58	50	67	58	58	72	712
Forms Issued	30	15	24	17	19	9	26	20	13	34	28	17	25	247
Forms Returned	37	14	19	19	16	14	18	23	15	24	29	27	18	236
PICC Cases	1	0	0	0	1	0	0	1	0	0	0	0	0	2
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	11	9	18	35	28	18	20	22	16	15	10	11	38	240
FDs Issued	7	10	9	15	25	22	34	13	12	19	16	19	11	205
Number of Awards	6	9	7	10	18	15	23	10	7	14	10	13	9	145
- Financial	3	4	3	5	7	7	13	5	4	6	5	6	6	71
- Non Financial	0	0	0	0	1	1	4	0	0	2	1	0	0	9
- Both	3	5	4	5	10	7	6	5	3	6	4	7	3	65
Avg Value of Financial Awards	£258.33	£516.11	£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	£1,086.07

Week No.	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
Gross Stock	53	54	63	0	72	74	81	80	81	83	0	63	57	46	59
Stock > 6 weeks	22	22	26	0	29	32	40	40	49	47	0	36	32	15	32
Stock > 8 weeks	18	17	18	0	23	23	25	27	35	34	0	27	23	8	27

Complaints & Cases

