

Energy Ombudsman Performance Report - January 2009

KPI Performance Report

KPIs FY 2008/2009			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	59.6%	2%	9%	1%	8%	51%	77%	94%	94%	96%	97%	90%	97%	92%
% PCs >8 weeks	< 1%	10.3%	16.3%	57.1%	23.3%	12.0%	2.1%	4.8%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%
% calls answered <2 mins	> 80%	91.4%	98%	85%	83%	89%	90%	97%	96%	89%	95%	88%	92%	94%	90%
% calls answered <5 mins	> 95%	99.6%	100%	99%	99%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%
% written correspondence responded to < 5 days	> 95%	66.2%	25%	6%	4%	63%	79%	100%	100%	100%	92%	76%	79%	71%	60%
% written correspondence responded to < 10 days	100%	99.3%	97%	99%	97%	99%	100%	100%	100%	100%	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	3702	3537	3588	4142	3580	3814	4415	3502	4254	5931	4892	4003	5813	51471
Abandoned Calls	345	238	282	203	199	82	111	166	138	313	202	107	320	2361
Non Member Contacts	69	98	105	93	65	71	72	61	41	93	49	57	51	856
Total Written	995	1115	1121	1388	1189	1316	1262	1016	1438	1589	1842	1853	1896	17025

Residential - Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Forms Issued	396	454	417	501	450	513	476	392	450	519	498	396	476	5542
Forms Returned	442	347	338	401	385	440	420	339	317	372	410	311	381	4461
PICC Cases	8	15	16	9	25	31	24	19	14	4	20	20	12	209
Mediated Cases				3	7	5	10	12	8	7	9	7	11	79
PCs Issued	300	280	317	434	388	375	437	326	349	236	299	409	320	4170
FDs Issued	280	190	300	293	308	397	369	323	399	412	253	237	406	3887
Number of Awards	238	165	248	276	297	376	351	307	384	364	241	229	397	3635
- Financial				54	17	41	18	15	21	9	10	11	10	206
- Non Financial				39	48	59	59	49	46	44	30	30	43	447
- Both				183	232	276	274	243	317	311	201	188	338	2563
Avg Value of Financial Awards	£106.28	£107.44	£121.58	£161.50	£127.26	£92.05	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£116.20

SME - Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Running Total YTD
Forms Issued										32	44	49	91	216
Forms Returned										5	37	42	49	133
PICC Cases										0	3	4	1	8
Mediated Cases										0	0	0	0	0
PCs Issued										0	3	22	25	50
FDs Issued										0	0	3	13	16
Number of Awards										0	0	3	13	16
- Financial										0	0	0	0	0
- Non Financial										0	0	2	1	3
- Both										0	0	1	12	13
Avg Value of Financial Awards										£0.00	£0.00	£100.00	£279.50	£31.63

Week No.	44	45	46	47	48	49	50	51	52	1	2	3	4	5	6
Gross Stock	455	481	512	537	533	519	448	389	389	408	431	418	417	390	427
Stock > 6 weeks	22	20	16	22	18	13	11	12	12	22	25	25	18	36	23
Stock > 8 weeks	10	11	11	9	7	5	5	12	12	12	10	10	12	22	20

Complaints & Cases

