

Surveyors Ombudsman Service Performance Report - January 2009

KPI Performance Report

KPIs 2008/2009			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	11.4%					44%	13%	18%	0%	0%	6%	11%	0%	0%
% PCs >8 weeks	< 1%	80.4%					55.6%	75.0%	63.6%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%
% calls answered <2 mins	> 80%	99.2%	98%	100%	100%	100%	99%	100%	100%	99%	99%	98%	98%	99%	99%
% calls answered <5 mins	> 95%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% written correspondence responded to < 5 days	> 95%	95.1%	100%	83%	90%	89%	94%	96%	100%	100%	97%	97%	98%	98%	87%
% written correspondence responded to < 10 days	100%	99.5%	100%	100%	100%	100%	96%	98%	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	117	117	134	140	177	199	214	148	274	226	212	172	213	2226
Abandoned Calls	0	3	4	5	3	2	5	4	3	4	4	7	2	46
Non Member Contacts	55	53	40	35	40	36	26	25	31	34	22	20	28	390
Total Written	37	40	49	47	48	55	77	50	69	58	56	47	69	665
Forms Issued	8	10	23	25	33	24	30	15	24	17	19	9	26	255
Forms Returned	15	6	17	27	27	23	37	14	18	19	16	14	18	236
PICC Cases	0	0	0	0	0	0	1	0	0	0	1	0	0	2
Mediated Cases				0	0	0	0	0	0	0	0	0	0	0
PCs Issued	3	2	3	8	9	8	11	9	18	35	28	18	20	169
FDs Issued	0	1	2	3	1	9	7	10	9	15	25	22	34	138
Number of Awards	0	0	1	3	0	8	6	10	7	10	18	15	23	101
- Financial				2	0	4	3	4	3	5	7	7	13	48
- Non Financial				0	0	1	0	1	0	0	1	1	4	8
- Both				1	0	3	5	4	4	5	10	7	6	44
Avg Value of Financial Awards	£0.00	£0.00	£50.00	£241.66	£0.00	£634.14	£258.33	£516.11	£688.57	£440.00	£826.47	£1,927.84	£1,217.10	£566.69

Week No.	44	45	46	47	48	49	50	51	52	1	2	3	4	5	6
Gross Stock	73	72	69	61	61	60	59	54	54	56	54	56	52	53	54
Stock > 6 weeks	47	47	43	40	38	37	38	37	37	40	39	39	33	30	28
Stock > 8 weeks	41	40	35	33	30	30	30	30	30	34	32	32	28	26	22

Complaints & Cases

