

Energy Ombudsman Performance Report - February 2009

KPI Performance Report

KPIs FY 2008/2009			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	74.2%	9%	1%	8%	51%	77%	94%	94%	96%	97%	90%	97%	92%	96%
% PCs >8 weeks	< 1%	4.3%	57.1%	23.3%	12.0%	2.1%	4.8%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%
% calls answered <2 mins	> 80%	90.8%	85%	83%	89%	90%	97%	96%	89%	95%	88%	92%	94%	90%	86%
% calls answered <5 mins	> 95%	99.6%	99%	99%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
% written correspondence responded to < 5 days	> 95%	70.5%	6%	4%	63%	79%	100%	100%	100%	92%	76%	79%	71%	60%	23%
% written correspondence responded to < 10 days	100%	99.5%	99%	97%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%

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	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Total Calls	3537	3588	4142	3580	3814	4415	3502	4254	5931	4892	4003	5813	5576	53510
Abandoned Calls	238	282	203	199	82	111	166	138	313	202	107	320	361	2484
Non Member Contacts	98	105	93	65	71	72	61	41	93	49	57	51	43	801
Total Written	1115	1121	1388	1189	1316	1262	1016	1438	1589	1842	1853	1896	1966	17876

Residential - Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Forms Issued	454	417	501	450	513	476	392	450	519	498	396	476	510	5598
Forms Returned	347	338	401	385	440	420	339	317	372	410	311	381	414	4528
PICC Cases	15	16	9	25	31	24	19	14	4	20	20	12	14	208
Mediated Cases			3	7	5	10	12	8	7	9	7	11	2	81
PCs Issued	280	317	434	388	375	437	326	349	236	299	409	320	257	4147
FDs Issued	190	300	293	308	397	369	323	399	412	253	237	406	245	3942
Number of Awards	165	248	276	297	376	351	307	384	364	241	229	397	236	3706
- Financial			54	17	41	18	15	21	9	10	11	10	1	207
- Non Financial			39	48	59	59	49	46	44	30	30	43	35	482
- Both			183	232	276	274	243	317	311	201	188	338	200	2763
Avg Value of Financial Awards	£107.44	£121.58	£161.50	£127.26	£92.05	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£116.06

SME - Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Running Total YTD
Forms Issued									32	44	49	91	107	323
Forms Returned									5	37	42	49	84	217
PICC Cases									0	3	4	1	3	11
Mediated Cases									0	0	0	0	0	0
PCs Issued									0	3	22	25	49	99
FDs Issued									0	0	3	13	23	39
Number of Awards									0	0	3	13	20	36
- Financial									0	0	0	0	1	1
- Non Financial									0	0	2	1	4	7
- Both									0	0	1	12	15	28
Avg Value of Financial Awards									£0.00	£0.00	£100.00	£279.50	£638.75	£84.85

Week No.	48	49	50	51	52	1	2	3	4	5	6	7	8	9	10
Gross Stock	533	519	448	389	389	408	431	418	417	390	427	465	519	525	551
Stock > 6 weeks	18	13	11	12	12	22	25	25	18	36	23	26	25	27	33
Stock > 8 weeks	7	5	5	12	12	12	10	10	12	22	20	23	20	21	22

Complaints & Cases

