

Surveyors Ombudsman Service Performance Report - February 2009

KPI Performance Report

KPIs 2008/2009			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	10.1%				44%	13%	18%	0%	0%	6%	11%	0%	0%	9%
% PCs >8 weeks	< 1%	82.0%				55.6%	75.0%	63.6%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%	82%
% calls answered <2 mins	> 80%	99.3%	100%	100%	100%	99%	100%	100%	99%	99%	98%	98%	99%	99%	100%
% 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%	83%	90%	89%	94%	96%	100%	100%	97%	97%	98%	98%	87%	95%
% written correspondence responded to < 10 days	100%	99.4%	100%	100%	100%	96%	98%	100%	100%	100%	100%	100%	100%	100%	98%

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	117	134	140	177	199	214	148	274	226	212	172	213	208	2317
Abandoned Calls	3	4	5	3	2	5	4	3	4	4	7	2	3	46
Non Member Contacts	53	40	35	40	36	26	25	31	34	22	20	28	41	378
Total Written	40	49	47	48	55	77	50	69	58	56	47	69	58	683
Forms Issued	10	23	25	33	24	30	15	24	17	19	9	26	20	265
Forms Returned	6	17	27	27	23	37	14	18	19	16	14	18	23	253
PICC Cases	0	0	0	0	0	1	0	0	0	1	0	0	1	3
Mediated Cases			0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	2	3	8	9	8	11	9	18	35	28	18	20	22	189
FDs Issued	1	2	3	1	9	7	10	9	15	25	22	34	13	150
Number of Awards	0	1	3	0	8	6	10	7	10	18	15	23	10	111
- Financial			2	0	4	3	4	3	5	7	7	13	5	53
- Non Financial			0	0	1	0	1	0	0	1	1	4	0	8
- Both			1	0	3	3	5	4	5	10	7	6	5	49
Avg Value of Financial Awards	£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	£394.36	£599.55

Week No.	48	49	50	51	52	1	2	3	4	5	6	7	8	9	10
Gross Stock	61	60	59	54	54	56	54	56	52	53	54	49	46	46	47
Stock > 6 weeks	38	37	38	37	37	40	39	39	33	30	28	21	17	17	17
Stock > 8 weeks	30	30	30	30	30	34	32	32	28	26	22	17	16	12	10

Complaints & Cases

