

Energy Ombudsman Performance Report - April 2009

KPI Performance Report

KPIs FY 2008/2009			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	82.1%	8%	51%	77%	94%	94%	96%	97%	90%	97%	92%	96%	96%	87%
% PCs >8 weeks	< 1%	2.4%	12.0%	2.1%	4.8%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%
% calls answered <2 mins	> 80%	90.9%	89%	90%	97%	96%	89%	95%	88%	92%	94%	90%	86%	85%	80%
% calls answered <5 mins	> 95%	99.7%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%
% written correspondence responded to < 10 days	100%	99.8%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	95%

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Running Total YTD
Total Calls	4142	3580	3814	4415	3502	4254	5931	4892	4003	5813	5576	6145	5258	57183
Abandoned Calls	203	199	82	111	166	138	313	202	107	320	361	455	519	2973
Non Member Contacts	93	65	71	72	61	41	93	49	57	51	43	33	31	667
Total Written	1388	1189	1316	1262	1016	1438	1589	1842	1853	1896	1966	2125	1839	19331

Residential - Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Running Total YTD
Forms Issued	501	450	513	476	392	450	519	498	396	476	510	529	495	5704
Forms Returned	401	385	440	420	339	317	372	410	311	381	414	438	430	4657
PICC Cases	9	25	31	24	19	14	4	20	20	12	14	12	18	213
Mediated Cases	3	7	5	10	12	8	7	9	7	11	2	24	25	127
PCs Issued	434	388	375	437	326	349	236	299	409	320	257	268	230	3894
FDs Issued	293	308	397	369	323	399	412	253	237	406	245	232	248	3829
Number of Awards	276	297	376	351	307	384	364	241	229	397	236	225	239	3646
- Financial	54	17	41	18	15	21	9	10	11	10	1	6	4	163
- Non Financial	39	48	59	59	49	46	44	30	30	43	35	26	38	507
- Both	183	232	276	274	243	317	311	201	188	338	200	193	197	2970
Avg Value of Financial Awards	£161.50	£127.26	£92.05	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£108.56

SME - Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Running Total YTD
Forms Issued							32	44	49	91	107	130	129	582
Forms Returned							5	37	42	49	84	93	110	420
PICC Cases							0	3	4	1	3	1	1	13
Mediated Cases							0	0	0	0	0	3	2	5
PCs Issued							0	3	22	25	49	69	73	241
FDs Issued							0	0	3	13	23	26	44	109
Number of Awards							0	0	3	13	20	23	40	99
- Financial							0	0	0	0	1	0	0	1
- Non Financial							0	0	2	1	4	7	12	26
- Both							0	0	1	12	15	16	28	72
Avg Value of Financial Awards							£0.00	£0.00	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£257.55

Week No.	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Gross Stock	417	390	427	465	519	525	551	607	663	676	710	720	738	797	829
Stock > 6 weeks	18	36	23	26	25	27	33	41	46	53	67	82	96	120	146
Stock > 8 weeks	12	22	20	23	20	21	22	30	32	32	29	35	47	59	74

Complaints & Cases

