

Surveyors Ombudsman Service Performance Report - April 2009

KPI Performance Report

KPIs 2008/2009			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	12.0%		44%	13%	18%	0%	0%	6%	11%	0%	0%	9%	31%	13%
% PCs >8 weeks	< 1%	78.5%		55.6%	75.0%	63.6%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%
% calls answered <2 mins	> 80%	98.9%	100%	99%	100%	100%	99%	99%	98%	98%	99%	99%	100%	95%	97%
% calls answered <5 mins	> 95%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
% written correspondence responded to < 10 days	100%	99.4%	100%	96%	98%	100%	100%	100%	100%	100%	100%	100%	98%	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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Running Total YTD
Total Calls	140	177	199	214	148	274	226	212	172	213	208	299	290	2632
Abandoned Calls	5	3	2	5	4	3	4	4	7	2	3	6	1	44
Non Member Contacts	35	40	36	26	25	31	34	22	20	28	41	31	41	375
Total Written	47	48	55	77	50	69	58	56	47	69	58	50	67	704
Forms Issued	25	33	24	30	15	24	17	19	9	26	20	13	34	264
Forms Returned	27	27	23	37	14	18	19	16	14	18	23	15	24	248
PICC Cases	0	0	0	1	0	0	0	1	0	0	1	0	0	3
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	8	9	8	11	9	18	35	28	18	20	22	16	15	209
FDs Issued	3	1	9	7	10	9	15	25	22	34	13	12	19	176
Number of Awards	3	0	8	6	10	7	10	18	15	23	10	7	14	128
- Financial	2	0	4	3	4	3	5	7	7	13	5	4	6	61
- Non Financial	0	0	1	0	1	0	0	1	1	4	0	0	2	10
- Both	1	0	3	3	5	4	5	10	7	6	5	3	6	57
Avg Value of Financial Awards	£241.66	£0.00	£634.14	£258.33	£516.11	£688.57	£440.00	£826.47	£1,927.84	£1,217.10	£394.36	£337.14	£542.08	£648.51

Week No.	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Gross Stock	52	53	54	49	46	46	47	43	42	45	45	43	45	47	53
Stock > 6 weeks	33	30	28	21	17	17	17	17	20	23	20	23	25	24	22
Stock > 8 weeks	28	26	22	17	16	12	10	10	14	15	17	16	16	19	18

Complaints & Cases

