

Energy Ombudsman Performance Report - May 2009

KPI Performance Report

KPIs FY 2008/2009			May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	90.7%	51%	77%	94%	94%	96%	97%	90%	97%	92%	96%	96%	87%	75%
% PCs >8 weeks	< 1%	1.5%	2.1%	4.8%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%
% calls answered <2 mins	> 80%	89.9%	90%	97%	96%	89%	95%	88%	92%	94%	90%	86%	85%	80%	86%
% calls answered <5 mins	> 95%	99.5%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%	99%
% written correspondence responded to < 10 days	100%	99.3%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	95%	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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD
Total Calls	3580	3814	4415	3502	4254	5931	4892	4003	5813	5576	6145	5258	5051	58654
Abandoned Calls	199	82	111	166	138	313	202	107	320	361	455	519	400	3174
Non Member Contacts	65	71	72	61	112	152	117	120	111	107	98	92	74	1187
Total Written	1189	1316	1262	1016	1438	1589	1842	1853	1896	1966	2125	1839	1943	20085

Residential - Month	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD
Forms Issued	450	513	472	392	452	519	498	396	476	510	529	495	551	5803
Forms Returned	385	440	420	339	317	372	410	311	381	414	438	430	450	4722
PICC Cases	25	31	24	19	14	4	20	20	12	14	12	18	16	204
Mediated Cases	7	5	10	12	8	7	9	7	11	2	24	25	39	159
PCs Issued	388	374	437	326	348	236	300	409	320	257	268	230	223	3728
FDs Issued	308	397	369	323	396	411	253	236	406	244	232	248	217	3732
Number of Awards	297	376	351	307	384	364	241	229	397	236	225	239	209	3558
- Financial	17	41	18	15	21	9	10	11	10	1	6	4	4	150
- Non Financial	48	59	59	49	46	44	30	30	43	35	26	38	32	491
- Both	232	276	274	243	317	311	201	188	338	200	193	197	173	2911
Avg Value of Financial Awards	£127.26	£92.05	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£106.53

SME - Month	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD
Forms Issued						32	44	49	91	107	130	129	143	725
Forms Returned						5	37	42	49	84	93	110	110	530
PICC Cases						0	3	4	1	3	1	1	4	17
Mediated Cases						0	0	0	0	0	3	2	7	12
PCs Issued						0	3	22	24	49	69	73	68	308
FDs Issued						0	0	3	13	21	26	44	46	153
Number of Awards						0	0	3	13	20	23	40	42	141
- Financial						0	0	0	0	1	0	0	0	1
- Non Financial						0	0	2	1	4	7	12	11	37
- Both						0	0	1	12	15	16	28	31	103
Avg Value of Financial Awards						£0.00	£0.00	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£491.43	£298.50

Week No.	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Gross Stock	519	525	551	607	663	676	710	720	738	797	829	890	940	1034	
Stock > 6 weeks	25	27	33	41	46	53	67	82	96	120	146	192	229	244	
Stock > 8 weeks	20	21	22	30	32	32	29	35	47	59	74	103	129	169	

Complaints & Cases

