

Surveyors Ombudsman Service Performance Report - May 2009

KPI Performance Report

KPIs 2008/2009			May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	9.2%	44%	13%	18%	0%	0%	6%	11%	0%	0%	9%	31%	13%	10%
% 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%	60.0%
% calls answered <2 mins	> 80%	98.5%	99%	100%	100%	99%	99%	98%	98%	99%	99%	100%	95%	97%	98%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
% written correspondence responded to < 10 days	100%	99.7%	96%	98%	100%	100%	100%	100%	100%	100%	100%	98%	100%	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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD
Total Calls	177	199	214	148	274	226	212	172	213	208	299	290	259	2714
Abandoned Calls	3	2	5	4	3	4	4	7	2	3	6	1	10	51
Non Member Contacts	40	36	26	25	41	40	29	27	42	53	43	51	46	459
Total Written	53	56	77	50	69	58	56	47	69	58	50	67	58	715
Forms Issued	33	24	30	15	24	17	19	9	26	20	13	34	28	259
Forms Returned	27	23	37	14	19	19	16	14	18	23	15	24	29	251
PICC Cases	0	0	1	0	0	0	1	0	0	1	0	0	0	3
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	9	8	11	9	18	35	28	18	20	22	16	15	10	210
FDs Issued	1	9	7	10	9	15	25	22	34	13	12	19	16	191
Number of Awards	0	8	6	9	7	10	18	15	23	10	7	14	10	137
- Financial	0	4	3	4	3	5	7	7	13	5	4	6	5	66
- Non Financial	0	1	0	0	0	1	1	1	4	0	0	2	1	10
- Both	0	3	3	5	4	5	10	7	6	5	3	6	4	61
Avg Value of Financial Awards	£0.00	£634.14	£258.33	£516.11	£688.57	£425.00	£826.47	£1,927.84	£1,217.10	£394.36	£337.14	£542.08	£1,566.11	£777.77

Week No.	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Gross Stock	46	46	47	43	42	45	45	43	45	47	53	54	63		72
Stock > 6 weeks	17	17	17	17	20	23	20	23	25	24	22	22	26		29
Stock > 8 weeks	16	12	10	10	14	15	17	16	16	19	18	17	18		23

Complaints & Cases

