

Energy Ombudsman Performance Report - June 2009

KPI Performance Report

KPIs FY 2008/2009			Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	88.9%	77%	94%	94%	96%	97%	90%	97%	92%	96%	96%	87%	75%	55%
% PCs >8 weeks	< 1%	2.3%	4.8%	1.1%	3.4%	0.6%	0.8%	0.7%	0.9%	0.6%	0.7%	0.9%	1.3%	1.7%	15.3%
% calls answered <2 mins	> 80%	88.8%	97%	96%	89%	95%	88%	92%	94%	90%	86%	85%	80%	86%	84%
% calls answered <5 mins	> 95%	99.3%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	97%	99%	99%
% written correspondence responded to < 10 days	100%	99.3%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	95%	99%	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	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Total Calls	3814	4415	3502	4254	5931	4892	4003	5813	5576	6145	5258	5051	5550	60390
Abandoned Calls	82	111	166	138	313	202	107	320	361	455	519	400	422	3514
Non Member Contacts	71	72	61	112	152	117	120	111	107	98	92	74	99	1215
Total Written	1316	1262	1016	1438	1589	1842	1853	1896	1966	2125	1839	1943	2374	21143

Residential - Month	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Forms Issued	513	472	392	452	519	498	396	476	510	529	495	551	582	5872
Forms Returned	440	420	339	317	372	410	311	381	414	438	430	450	539	4821
PICC Cases	31	24	19	14	4	20	20	12	14	12	18	16	30	203
Mediated Cases	5	10	12	8	7	9	7	11	2	24	25	39	55	209
PCs Issued	374	437	326	348	236	300	409	320	257	268	230	223	323	3677
FDs Issued	397	369	323	396	411	253	236	406	244	232	248	217	233	3568
Number of Awards	376	351	307	384	364	241	229	397	236	225	239	209	249	3431
- Financial	41	18	15	21	9	10	11	10	1	6	4	4	1	110
- Non Financial	59	59	49	46	44	30	30	43	35	26	38	32	36	468
- Both	276	274	243	317	311	201	188	338	200	193	197	173	212	2847
Avg Value of Financial Awards	£92.05	£123.15	£135.51	£113.66	£97.22	£95.74	£117.57	£101.75	£105.72	£90.26	£102.86	£102.85	£102.16	£107.37

SME - Month	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Forms Issued					32	44	49	91	107	130	129	143	171	896
Forms Returned					5	37	42	49	84	93	110	110	169	699
PICC Cases					0	3	4	1	3	1	1	4	11	28
Mediated Cases					0	0	0	0	0	3	2	7	2	14
PCs Issued					0	3	22	24	49	69	73	68	83	391
FDs Issued					0	0	3	13	21	26	44	46	58	211
Number of Awards					0	0	3	13	20	23	40	42	88	229
- Financial					0	0	0	0	1	0	0	0	0	1
- Non Financial					0	0	2	1	4	7	12	11	47	84
- Both					0	0	1	12	15	16	28	31	41	144
Avg Value of Financial Awards					£0.00	£0.00	£100.00	£279.50	£638.75	£1,026.60	£1,045.76	£491.43	£731.06	£359.42

Week No.	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Gross Stock	676	710	720	738	797	829	890	940	0	1034	1077	1111	1176	1181	1176
Stock > 6 weeks	53	67	82	96	120	146	192	229	0	244	292	325	327	330	321
Stock > 8 weeks	32	29	35	47	59	74	103	129	0	169	189	200	227	225	208

Complaints & Cases

