

Surveyors Ombudsman Service Performance Report - June 2009

KPI Performance Report

KPIs 2008/2009			Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	8.1%	13%	18%	0%	0%	6%	11%	0%	0%	9%	31%	13%	10%	0%
% PCs >8 weeks	< 1%	79.8%	75.0%	63.6%	88.9%	100.0%	91.4%	85.7%	83.0%	95.0%	81.80%	43.80%	73.3%	60.0%	90.9%
% calls answered <2 mins	> 80%	98.3%	100%	100%	99%	99%	98%	98%	99%	99%	100%	95%	97%	98%	97%
% calls answered <5 mins	> 95%	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
% written correspondence responded to < 10 days	100%	99.8%	98%	100%	100%	100%	100%	100%	100%	100%	98%	100%	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	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Running Total YTD
Total Calls	199	214	148	274	226	212	172	213	208	299	290	259	311	2826
Abandoned Calls	2	5	4	3	4	4	7	2	3	6	1	10	5	54
Non Member Contacts	36	26	25	41	40	29	27	42	53	43	51	46	50	473
Total Written	56	77	50	69	58	56	47	69	58	50	67	58	58	717
Forms Issued	24	30	15	24	17	19	9	26	20	13	34	28	17	252
Forms Returned	23	37	14	19	19	16	14	18	23	15	24	29	27	255
PICC Cases	0	1	0	0	0	1	0	0	1	0	0	0	0	3
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	8	11	9	18	35	28	18	20	22	16	15	10	11	213
FDs Issued	9	7	10	9	15	25	22	34	13	12	19	16	19	201
Number of Awards	8	6	9	7	10	18	15	23	10	7	14	10	13	142
- Financial	4	3	4	3	5	7	7	13	5	4	6	5	6	68
- Non Financial	1	0	0	0	0	1	1	4	0	0	2	1	0	9
- Both	3	3	5	4	5	10	7	6	5	3	6	4	7	65
Avg Value of Financial Awards	£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	£3,836.53	£1,044.64

Week No.	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
Gross Stock	45	45	43	45	47	53	54	63	0	72	74	81	80	81	83
Stock > 6 weeks	23	20	23	25	24	22	22	26	0	29	32	40	40	49	47
Stock > 8 weeks	15	17	16	16	19	18	17	18	0	23	23	25	27	35	34

Complaints & Cases

