

Energy Supply Ombudsman Performance Report - September 2007

KPI Performance Report

KPIs 2006/2007			Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	95.6%	0.0%	100.0%	100.0%	100.0%	100.0%	96.4%	97.7%	90.9%	98.9%	96.2%	97.9%	94.9%	83.0%
% PCs >8 weeks	< 1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	1.3%
% calls answered <2 mins	> 80%	91.4%	99.4%	97.5%	93.3%	97.8%	95.4%	94.5%	88.7%	98.5%	85.9%	84.0%	91.4%	84.0%	86.0%
% calls answered <5 mins	> 95%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100.0%	100.0%	98.0%
% written correspondence responded to < 5 days	> 95%	83.3%	90.0%	98.5%	96.4%	100.0%	97.2%	51.0%	25.0%	98.5%	95.0%	89.0%	90.8%	95.0%	63.0%
% written correspondence responded to < 10 days	100%	99.9%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Running Total YTD
Total Calls	451	647	900	504	1003	1029	1267	1500	1692	1623	2043	2159	2205	16572
Non Member Calls	10	10	24	23	25	27	30	31	33	24	32	34	33	326
Abandoned Calls	7	10	16	9	34	26	68	51	77	98	16	56	112	573
Total Written	268	399	643	352	540	604	817	682	996	922	1115	877	907	8854
Forms Issued	1	10	29	41	63	71	121	137	205	206	319	382	361	1945
Forms Returned	1	1	22	18	61	44	72	102	148	161	202	311	313	1455
PICC Cases	0	0	0	2	3	5	3	6	16	8	18	11	18	90
PCs Issued	0	1	1	11	23	28	44	44	94	105	146	178	223	898
FDs Issued	0	0	1	0	16	16	31	27	72	65	95	132	145	600
Closed Cases	0	0	0	0	1	14	25	21	47	64	72	102	114	460
Number of Awards	0	0	1	0	15	12	22	27	59	58	86	111	124	515
Value of Awards	£0.00	£0.00	£700.00	£0.00	£88.25	£61.38	£62.39	£70.19	£71.28	£84.49	£83.07	£74.38	£92.50	£115.66

Week No.	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
Gross Stock	203	210	206	238	235	246	259	274		357	360	390	372	430	418
Stock > 6 weeks	5	2	3	4	5	6	9	9		6	7	14	16	18	30
Stock > 8 weeks	2	1	2	1	2	3	5	4		3	2	3	2	8	9

Complaints & Cases

