

Surveyors Ombudsman Service Performance Report - March 2009

KPI Performance Report

KPIs 2008/2009			Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	12.0%			44%	13%	18%	0%	0%	6%	11%	0%	0%	9%	31%
% 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%
% calls answered <2 mins	> 80%	98.9%	100%	100%	99%	100%	100%	99%	99%	98%	98%	99%	99%	100%	95%
% calls answered <5 mins	> 95%	99.9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
% written correspondence responded to < 5 days	> 95%	95.4%	90%	89%	94%	96%	100%	100%	97%	97%	98%	98%	87%	95%	94%
% written correspondence responded to < 10 days	100%	99.4%	100%	100%	96%	98%	100%	100%	100%	100%	100%	100%	100%	98%	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	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total YTD
Total Calls	134	140	177	199	214	148	274	226	212	172	213	208	299	2482
Abandoned Calls	4	5	3	2	5	4	3	4	4	7	2	3	6	48
Non Member Contacts	40	35	40	36	26	25	31	34	22	20	28	41	31	369
Total Written	49	47	48	55	77	50	69	58	56	47	69	58	50	684
Forms Issued	23	25	33	24	30	15	24	17	19	9	26	20	13	255
Forms Returned	17	27	27	23	37	14	18	19	16	14	18	23	15	251
PICC Cases	0	0	0	0	1	0	0	0	1	0	0	1	0	3
Mediated Cases	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCs Issued	3	8	9	8	11	9	18	35	28	18	20	22	16	202
FDs Issued	2	3	1	9	7	10	9	15	25	22	34	13	12	160
Number of Awards	1	3	0	8	6	10	7	10	18	15	23	10	7	117
- Financial		2	0	4	3	4	3	5	7	7	13	5	4	57
- Non Financial		0	0	1	0	1	0	0	1	1	4	0	0	8
- Both		1	0	3	3	5	4	5	10	7	6	5	3	52
Avg Value of Financial Awards	£50.00	£241.66	£0.00	£634.14	£258.33	£516.11	£688.57	£440.00	£826.47	£1,927.84	£1,217.10	£394.36	£337.14	£623.48

Week No.	52	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Gross Stock	54	56	54	56	52	53	54	49	46	46	47	43	42	45	45
Stock > 6 weeks	37	40	39	39	33	30	28	21	17	17	17	17	20	23	20
Stock > 8 weeks	30	34	32	32	28	26	22	17	16	12	10	10	14	15	17

Complaints & Cases

