



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
05/08/2013 – 09/08/2013	RAG Rating	New 10 day KPI controls to be put in place.

Key Performance Indicators	Target (%)	Month Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working days	90.00	99
Registr'n and Accred'n decisions within 30 working days**	95.00	100*	100
Online systems available (within support hours)	99.95	100	100
Tel. calls answered within 30 seconds	80.00	85	83.6
Payments made within 30 working days	95.00	N/A	N/A

Enquiry Handling	RAG Rating
<ul style="list-style-type: none"> NI skillset telephony skillset now implemented, so no further risk to KPI RAG rating. WTD: 18 calls and c. 14 emails received. MTD: 26 calls and c. 16 emails received. <p>Please note emails received are indicative based on relative volumes of phone calls received between GB and IT schemes. We are investigating whether the new CRM will help with more accurate reporting.</p>	

Applications	RAG Rating
<ul style="list-style-type: none"> Amber RAG rating due to new 10 day KPI controls being put in place. WTD: 0 applications approved; 0 in the Quality check queue; 1 in the DA queue; 4 applications received; 9 applications with applicant. MTD: 0 applications approved; 4 applications received. Since scheme inception: 21 applications approved. <p>**KPI percentages unchanged as we are still working on MI to produce this information. *Note: Figures correct as of 12:00 09/07/13 (PIP D2 implementation has created issues with the generation of accurate data)</p>	

Periodic Data	RAG Rating
<ul style="list-style-type: none"> WTD: 1 PD submissions received from 'live' applications; 1 submissions review completed. MTD: 1 PD submissions received from 'live' applications; 1 submission review completed <p>*Note: Figures are correct as of 12:30 on 09/08/2013. Timeframe for pulling weekly data runs from Friday 2nd 12:00 – Friday 9th 12:00</p>	

Technical Support	RAG Rating

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NA as yet

Payments & Drawdown RAG Rating

6 individual payments have been made to NI RHI participants to date amounting to £17,893.12

Fraud & Compliance RAG Rating

NA as yet

Grants RAG Rating

The review of the lottery funding and how this will affect applicants and participants has been finalised. A letter will be issued to applicants and participants once legal have reviewed this.

Audit RAG Rating

NA as yet

Complaints RAG Rating

NA as yet

Dispute Resolution RAG Rating

NA as yet

Resources RAG Rating

Training has been completed with 2 additional staff this means 3 staff are available to handle NI applications (Chioma, Archana And Owen).

Systems and Process Improvements RAG Rating

Nothing to report

IT Systems RAG Rating

Completed Options analysis on NI Privacy Policy, costs have been reviewed. Once budget is confirmed we will put in a change for this to be implemented. We have started to discuss with IT possible release dates to fit in with Project releases.

Risk Classification

Major issues	Moderate issues	Minor / no issues
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