



## Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
20/5/2013 – 24/5/2013	RAG Rating	Minor or no issues

Key Performance Indicators (March)	Month		YTD
	Target (%)	Actual (%)	Actual (%)
Enquiries answered within 10 working days	90.00	99	99.5
Regis'r'n and Accred'n decisions within 30 working days	95.00	100	100
Online systems available (within support hours)	99.95	N/A	N/A
Tel. calls answered within 30 seconds	80.00	84	88.5
Payments made within 30 working days	95.00	N/A	N/A

Enquiry Handling	RAG Rating
For the week ending 24th of May we have handled c.15 calls and c.7 email enquiries. We have now received c.43 calls across the month and c.28 email enquiries (emails based upon the percentage of NI calls vs. GB).	

Applications	RAG Rating
As of 24.05.2013: 6 Accredited, 5 in review, 5 with applicant <i>* Time period altered from 10 to 30 days due to reflect data available for reporting from the Koala and figure brought in line with monthly report showing % of applications approved within the 30 working day KPI. Metrics available from the interim model are currently being investigated to determine whether they can be utilised to support the generation of KPI monitoring against 10 working day turnaround of applications.</i>	

Periodic Data	RAG Rating
May 2013 so far: 4 PD submissions received; 2 submission review completed; 2 set to 'with participant' due to data inaccuracies.	

Technical Support	RAG Rating
NA as yet	

Payments & Drawdown	RAG Rating
An initial request for cash was submitted to DETI for £17K to cover periodic data already submitted by participants.  DETI are currently setting up the accounting process to facilitate transfer of funds to Ofgem to make payments to RHI participants.  The first NI payment of £870.36 is due to be made pending receipt of funding from DETI	

Fraud & Compliance	RAG Rating
NA as yet	

Grants	RAG Rating

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We are still working towards a decision on lottery funding for participants and applicants.

<b>Audit</b>	RAG Rating
NA as yet	

<b>Complaints</b>	RAG Rating
NA as yet	

<b>Dispute Resolution</b>	RAG Rating
NA as yet	

<b>Reporting</b>	RAG Rating
Marcus has generated a response to DETI’s lawyers regarding the relationship between DETI and GEMA. Awaiting further progress – Matthew and Teri are due to meet with DETI this coming week.	

<b>Resources</b>	RAG Rating
Nothing to note.	

<b>Communications and Stakeholder Engagement</b>	RAG Rating
Nothing to note.	

<b>Systems and Process Improvements</b>	RAG Rating
Separation of NI/GB emails to gain further MI has now been signed off by Jacqueline Balian, but implementation delayed due to CRM PIP changes being prioritised ahead of this.	

<b>IT Systems</b>	RAG Rating

**Risk Classification**

	Major issues		Moderate issues		Minor / no issues
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