



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
07/5/2013 – 10/5/2013	RAG Rating	Minor or no issues

Key Performance Indicators (March)	Target (%)	Month Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working days	90.00	99%
Regis'r'n and Accred'n decisions within 10 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	100%	87
Payments made within 30 working days	95.00	N/A	N/A

Enquiry Handling	RAG Rating
Week ending 10th of May has delivered 12 calls and 16 email enquiries (emails based upon the percentage of NI calls vs GB).	

Applications	RAG Rating
As of 10.05.2013: 6 Accredited, 6 in review	

Periodic Data	RAG Rating
2nd Set of periodic data for NI has now been received and is currently in review.	

Technical Support	RAG Rating
NA as yet	

Payments & Drawdown	RAG Rating
The first NI payment of £870.36 is due to be paid pending receipt of funding from DETI	

Fraud & Compliance	RAG Rating
NA as yet	

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

Audit	RAG Rating
NA as yet	

Complaints	RAG Rating
NA as yet	

Dispute Resolution	RAG Rating
NA as yet	

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Reporting	RAG Rating
Marcus has generated a response to DETI’s lawyers regarding the relationship between DETI and GEMA. Awaiting further progress – Matthew liaising with DETI.	

Resources	RAG Rating
Nothing to note.	

Communications and Stakeholder Engagement	RAG Rating
Nothing to note.	

Systems and Process Improvements	RAG Rating
<ul style="list-style-type: none"> 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. 	

IT Systems	RAG Rating
<ul style="list-style-type: none"> Three CR’s will be implemented in the next matinenance release on 15th May 	

Risk Classification

Major issues	Moderate issues	Minor / no issues
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