



NIRHI Operations Internal Report – September 2013

This report covers KPIs for the month of September 2013 for NIRHI Operations. There are currently five areas of analysis.

KPIs to end of September 2013

Category	KPI	June	July	August	September	YTD /%
Enquiry Handling	90% of all enquiries answered within 10 working days	99	99	99	99	99
Enquiry Handling	80% of phone calls answered within 30 seconds <i>(derived from Cabinet Office Performance Management Framework recommended metrics)</i>	70.3	97.3	74.5	57.1	77.2
Accreditation	95% of applications progressed within 10 working days of receipt*	100	100	100	100	100
Payments	95% of payments paid within 30 working days of quarterly periodic data submission	100	100	100	100	100
IT	The on-line application system will be available for a minimum of 99.95% of the supported business hours. <i>(Excluding planned down time). Supported business hours are 08:00-17:30 Monday to Friday excluding bank holidays. Ofgem will use reasonable endeavours to ensure that out of office hours standards are in line with the office hours standards</i>	100	100	100	100	100

Notes on the KPIs

It should be noted that the Ofgem KPIs apply to full accreditations only and do not include those which have been referred to audit, legal, technical advice or for the resolution of IT issues where these applications have exceeded the KPI target for those reasons. The overall KPI time does not include time that an application is set back to 'with applicant' for them to provide further information.

*We have moved to this new Key Performance Indicator for accreditation in line with other schemes within Ofgem. Note that the accreditation KPI for up until July was based on '95% of accreditation and registration decisions within 30 working days of application submission'