



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
07/07/2014 – 11/07/2014	RAG Rating	

Key Performance Indicators	Target (%)	Month Actual (%)	YTD Actual (%)
	Enquiries answered within 10 working dayews	90.00	100
Regis'r'n and Accred'n decisions within 10 working days			
Online systems available (within support hours) including Sharepoint and Email			
Tel. calls answered within 30 seconds	80.00	100	98.98
Payments made within 30 working days	95.00	100.00	100.00

Enquiry Handling - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 23 calls and c. 13 emails received. MTD: 60 calls and c. 28 emails received. <p><i>*Note: Figures are correct as of 09:00 on 14/07/2014. The timeframe for pulling weekly data runs from Monday July 7th 00:00 – Sunday July 13th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 0 applications approved; 12 applications received. MTD: 5 applications approved; 20 applications received. Since scheme inception: 133 applications approved, 8 amendments. <p><i>Note: Figures are correct as of 08:00 on 14/07/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 6 PD submissions received from 'live' applications; 6 submissions review completed. MTD: 10 PD submissions received from 'live' applications; 13 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 14/07/2014.</i></p>	

Technical Support - EW	RAG Rating
NA as yet	

Payments & Drawdown - TA	RAG Rating
A total of £478,330.19 has been paid in the year to date for 8.3 Gwh of heat . 228 individual payments have been made since the inception of the scheme to date, amounting to £843,962.24.	

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for 14.2 Gwh of heat.

Fraud & Compliance - TA RAG Rating

There is one on-going investigation into a suspected fraud relating to meter readings. The Audit team will arrange a site visit as NI budget signed off. This case is being handled by the Central Fraud Team

Grants - EW RAG Rating

We are still waiting on information from DETI to finalise our approach to considering separately applications in receipt of 'de minimis' state aid.

Audit - TA RAG Rating

	WTD	MTD	YTD
Site audits planned			5
Site audits ongoing (from site audit carried out to final report received)			0
Site audits finalised			
No. of non compliant installations from site audits finalised	0	0	0
Non compliance rate (%) from site audits		0%	0%

- Ricardo-AEA planning 5 audits, expected to be carried out w/c 28th July.
- Lessons learnt report received

Complaints - TA RAG Rating

NA as yet

Dispute Resolution RAG Rating

No on-going disputes

Resources - SA RAG Rating

Systems and Process Improvements - SB RAG Rating

Nothing to report

IT Systems - CF RAG Rating

- Nothing further to report

Risk Classification

Major issues	Moderate issues	Minor / no issues
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