

**To:** Lewis Martin[lewis.martin@ofgem.gov.uk]  
**From:** Teri Clifton  
**Sent:** 2015-02-06T15:09:10Z  
**Importance:** Normal  
**Subject:** FW: NI Monthly report  
**Received:** 2015-02-06T15:09:09Z

Also there's an error in the enquiries bit as it says December not January

Thanks  
Teri

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**From:** Teri Clifton  
**Sent:** 06 February 2015 15:08  
**To:** martin baird; Lewis Martin  
**Subject:** NI Monthly report

Hi

As the KPI for accreditations and enquiries is amber not green, please can you add something in the commentary for the monthly report.

Thanks  
Teri

**Teri Clifton**

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## NIRHI Operations Internal Report - January 2015

This report covers KPIs for the month of January 2015 for NIRHI Operations. There are currently five areas of analysis.

Category	KPI	November	December	January	YTD /%
Enquiry Handling	<b>90% of all enquiries answered within 10 working days</b>	100	100	100	100
Enquiry Handling	<b>80% of phone calls answered within 30 seconds</b> <i>(derived from Cabinet Office Performance Management Framework recommended metrics)</i>	94.71	80.67	77.67	92.46
Accreditation	<b>90% of applications progressed within 10 working days of receipt*</b>	69.63	67.56	83.71	77.87
Payments	<b>95% of payments paid within 30 working days of quarterly periodic data submission</b>	100	95.74	97.62	96.99
IT	<b>The on-line application system will be available for a minimum of 99.95% of the supported business hours.</b> <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>	99.99	100	100	99.99

### 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.

**Accreditations:** There has been an improvement in the KPI in the month of January, a number of applications are awaiting both QC and DA reviews to progress to approvals following the cases being held pending the change to agreement with DETI during the month of December. There has been a reduction in the number of applications with Compliance awaiting banking details breaching the KPI.