



Weekly Report - Renewable Heat Incentive (NI) - Operations

Period	Overall Status	Summary
24/11/2014 – 28/11/2014	RAG Rating	

Key Performance Indicators		Nov	YTD
	Target (%)	Actual (%)	Actual (%)
Enquiries answered within 10 working day	90.00	100	100
Regisr'n and Accred'n decisions within 10 working days	90.00	69.63	77.18
Online systems available (within support hours) including Sharepoint and Email	99.95		
Tel. calls answered within 30 seconds	80.00	94.71	96.44
Payments made within 30 working days	95.00	100.00	97.34

Enquiry Handling – TC	RAG Rating
<ul style="list-style-type: none"> WTD: 51 calls and c. 36 emails received. Nov: 173 calls and c. 117 emails received. <p><i>*Note: Figures are correct as of 09:00 on 01/12/2014. The timeframe for pulling weekly data runs from Monday November 24th 00:00 – Sunday November 30th 23:59.</i></p>	

Applications - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 20 applications approved; 13 applications received. MTD: 28 applications approved; 42 applications received. Since scheme inception: 249 applications approved (excludes rejections, withdrawals and amendments), 13 amendments. <p><i>Note: Figures are correct as of 09:00 on 01/12/2014.</i></p>	

Periodic Data - TC	RAG Rating
<ul style="list-style-type: none"> WTD: 33 PD submissions received from 'live' applications; 22 submissions review completed. Nov: 89 PD submissions received from 'live' applications; 84 submissions review completed. <p><i>*Note: Figures are correct as of 09:00 on 01/12/2014. The timeframe for pulling weekly data runs from Monday November 24th 00:00 – Sunday November 30th 23:59.</i></p>	

Technical Support - EW	RAG Rating
Nothing by exception	

Payments & Drawdown - TA	RAG Rating
A total of 1,518,623.19 has been paid in the year to date for 25.1 Gwh of heat . 493 individual payments have been made since the inception of the scheme to date, amounting to £1,884,255.24	

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for 32.2 Gwh of heat.

Counter Fraud and Compliance – RO/APT RAG Rating

As at 27 November 2014 there are no suspected fraud cases under investigation on the Northern Ireland NDRHI scheme.

Grants - EW RAG Rating

We have approved 2 further NI applications with Carbon Trust loans below the de minimis threshold, and expect to write formally to owners of 4 further installations (from which we have received a view from DETI that their loan represents an exception from our duty to accredit), further to phone calls in w/c 3 November.

Audit - APT			RAG Rating
	WTD	MTD	YTD
(POST) Site audits planned			7
Site audits ongoing (from site audit carried out to final report received)			2
Site audits finalised	0	0	5
No. of non compliant installations from site audits finalised	0	0	3
Non compliance rate (%) from site audits		0%	60%
(PRE) Site audits planned			1
Site audits ongoing (from site audit carried out to final report received)	0	1	1
Site audits finalised	0	0	0
No. of non compliant installations from site audits finalised	0	0	0
Non compliance rate (%) from site audits		0%	0%
<ul style="list-style-type: none"> 3 installations audited, audit reports going through review 			

Complaints - APT RAG Rating

NA as yet

Dispute Resolution - APT 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

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- NI Privacy Policy CR to be implemented in December 2014

Risk Classification

	Major issues		Moderate issues		Minor / no issues
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