

Extra Help Unit KPIs and Measures 2022-23

All Complaints Received (Complex & priority complaints)



Priority complaints



Enquiries



Ask the Adviser



Total cases



Self Disconnection (logged as Priority Complaint)



97% of calls were answered, a total of 73,964 calls.



2294 Fuel Vouchers were secured totalling over £80,000 - supporting 6302 people.

Financial Redress**

£2,864,483

**Financial redress includes goodwill, reduction to account, guaranteed standards payments and fuel vouchers. This is direct financial benefit of advice given, it does not take account of the indirect/ preventative impact of positive outcomes delivered on other services and organisations budgets by achieving this financial redress.

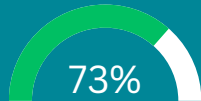
2022-23

KPI PERFORMANCE AND OUTCOMES 2022-23

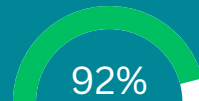
Domestic and Micro-business

Quality Assurance

KPI: 70% of cases assessed as green



KPI: 90% of cases assessed as green and amber

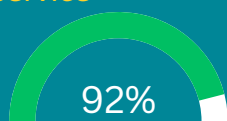


Domestic Only

Consumer Experience

The Accent research aims to understand how complainants feel about the way they are treated and the outcome of the service they receive. It provides an objective and independent view on a regular, ongoing basis. The research goes beyond measuring performance from basic metrics such as volumes of calls and call response times. Around 90 consumers were interviewed every month.

KPI - 85% of consumers satisfied or very satisfied with the overall quality of service



83% were happy with outcome achieved

73% felt less stressed after EHU support

55% felt their mental health and well-being had improved



"They took me seriously and were very sympathetic. I cannot tell you what it meant to me. I'm 72, my husband is autistic and it's a relief that somebody was prepared to listen."

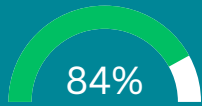
"It's a really good service they have set up. I thought I had nowhere to turn to. It's so good for people who are disabled or sick to have support. Keep doing what you are doing"

"I thought the person dealing with me was very helpful and caring, he kept in touch and really cared about my situation. Really happy with the service I got"

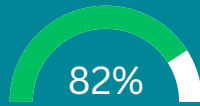
"I suffer from depression and they calmed me down and passed on feedback to other charities about other problems. They seemed to understand what I was going through. There was a lot of tears and I had a panic attack on the phone but the caseworker managed to calm me down." Accent 2022/23

Domestic Case Resolution times and outcomes

KPI - 80% of complaints resolved with a positive outcome



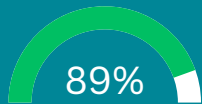
KPI - 70% of priority complaints resolved within 20 working days



KPI - 60% of complaints resolved within 35 working days



KPI - 75% of complaints resolved within 66 working days



Top 3 outcomes - complaint & priority complaint

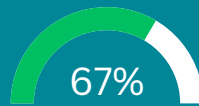
- PPM Discretionary Credit 52%
- Fuel voucher 13%
- Meter Work carried out 13%

Micro-business Only - customer satisfaction, resolution times and outcomes

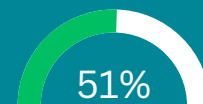
KPI - 83% of consumers satisfied or very satisfied with the overall quality of service



KPI - 60% of complaints resolved with a positive outcome



KPI - 50% of priority complaints resolved within 20 working days



KPI - 55% of complaints resolved within 35 working days



KPI - 70% of complaints resolved within 66 working days



Top 3 outcomes - complaint & priority complaint

- Affordable payment plan 36%
- Re-connection 16%
- Amended bill/account details 14%