

Extra Help Unit KPIs and Measures 2023-24



All Complaints Received
(Complex & priority complaints)



Priority complaints



Enquiries



Ask the Adviser



Self Disconnection
(logged as Priority Complaint)



97% of calls were answered, a total of 77,406 calls



374 Fuel Vouchers were secured totalling over £12,000

Financial Redress**

£6,142,170

**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.

Winners of the Energy Action Scotland 2023 Fuel Poverty Heroes Award
'Going Above & Beyond'

2023-24



1.KM796819
2.BS ISO 22458

KPI PERFORMANCE AND OUTCOMES 2023-24

Domestic and Micro-business

Quality Assurance

KPI: 90 % of cases checked meet the required quality standards



Customer Satisfaction Research

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



KPI - 75% of micro business consumers surveyed satisfied or very satisfied with the overall quality of service



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 are interviewed every month.



76% felt less stressed after EHU support



80% were happy with the outcome achieved

59% felt their mental health & wellbeing had improved



“It was like I was speaking to a friend I could trust. At the end of the day they didn't make me feel like a number, they made me feel like a valued human being ”

“They were amazing. They were brilliant sorting everything out. When I contacted them they jumped to it, otherwise I'll still be sitting here in the dark.”

“The EHU are a great team, problem solvers and compassionate to the needs of vulnerable individuals. I would highly recommend that you contact this team. A big thank you from me.”

“Only that I am so grateful for their help and without it I don't believe my issue with my fuel supplier would have been sorted out even now. Also appreciate that their help stopped my mental health deteriorating even more, I felt there was no way forward before they got involved.”

Accent comments across 23/24

Responding to complaints

KPI - 95% of priority complaints raised with supplier within 48 hours



KPI - 90% of complex complaints raised with supplier within 20 days (from Q2)



Domestic - Case resolution times, themes & outcomes

KPI - 95% of complaints resolved with a positive outcome/change



KPI - 70% of complaints resolved within 85 working days



KPI - 75% of priority complaints resolved within 28 days



Top 5 themes

- PPM Self-disconnection 74%
- Unable to credit PPM (technical fault) 5%
- Consumer not responsible for bill/part of bill 3%
- Inaccurate bill or inaccurate estimated bill 2%
- Debt recovery practices (PPM not threatened) 2%

Top 5 outcomes

- PPM Discretionary Credit 54%
- Meter work carried out 9%
- Full investigation & explanation 8%
- Fuel voucher (Supplier) 7%
- Amended bill/ account details 5%

Micro-business - Case resolution times, themes & outcomes

KPI - 85% of complaints resolved with a positive outcome



KPI - 70% of complaints resolved within 85 working days



KPI - 75% of priority complaints resolved within 40 working days*



Top 3 themes

- Business supply disconnected 38%
- Debt recovery practices (PPM not threatened) 12%
- Non domestic contract issues 8%

Top 3 outcomes

- Full investigation & explanation 26%
- Amended bill / Account details 17%
- Affordable payment plan 16%

*Analysis on the failed micro business KPI found that delays were caused by suppliers in 64% of cases, EHU in 20% of cases and delays in communication from consumers in 16% of cases. Cases which missed the KPI achieved a higher recompense per case rate than those within target showing good outcomes achieved.