

Extra Help Unit KPIs and Measures 2024-25



Priority complaints

16,880

Complex complaints

7,385

Enquiries

2,134

Ask the Adviser

1,107

Additional Support

276

Total cases

27,782

In 7 out of 10 cases



people needed
immediate help to
keep their gas and
electricity on



70,000
Calls answered



470 Fuel Vouchers
secured totalling
£36,000

Financial Redress*

£8,220,431



Finalists in:

- Scottish Public Services Awards
- Energy Awards 2024
- Smarter Working Live Awards

MBE for services to vulnerable consumers:

Awarded to EHU Head of Operational Support,
Natasha Gilmour

*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.

2024-25



1. KM796819
2. BS ISO 22458

KPI PERFORMANCE & OUTCOMES 2024-25

Domestic and Business**

Quality Assurance

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

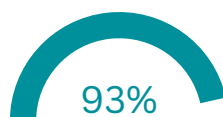


Service delivery and design innovations:

- Implemented HelpFirst AI to help identify & prioritise those most at risk within our service
- Achieved BS ISO 22458 Kitemark for Inclusive Service

Customer Satisfaction Research

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



KPI - 85% of 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 15,000 people were surveyed across the year.



81% felt less stressed after EHU support



85% were happy with the outcome achieved

67% felt their mental health & wellbeing had improved



“At last someone listened. I felt supported. It was such a relief.”

“I was scared as anything. It’s probably the best service I ever received. From the word go they went above and beyond. It was so helpful and so easy for me to understand.”

“I have processing and learning disabilities. Carol was patient, calm and explained everything to me in detail keeping me informed every step of the way.”

“It’s good to know in a broken country where nothing seems to get dealt with, there is a bright light of hope.”

“You’re not alone. People with no family or friends or that have no support network, the Extra Help Unit are there.”

Accent comments across 24/25

Responding to complaints

KPI - 95% of all priority complaints raised with supplier within 48 hours of case being received



KPI - 90% of all complex complaints raised with supplier within 15 days of being received



Geographical split of all cases



- England & Wales 93%
- Scotland 7%

Post/Energy split on all cases



- Energy 99.98%
- Post 0.02%



Above percentages exclude Ask the Adviser

Domestic - Case resolution times, themes & outcomes

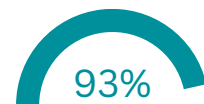
KPI - 95% of domestic complaints resolved with a positive outcome/change



KPI - 80% of domestic complaints resolved within 85 working days



KPI - 75% of domestic priority complaints resolved within 28 days



Top 5 themes

- PPM Self-disconnection 62%
- Unable to credit PPM (technical fault) 5%
- Consumer not responsible for bill 4%
- Inaccurate bill or inaccurate estimated bill 3%
- Supply point administration query 2%

Top 5 outcomes

- PPM Discretionary Credit 43%
- Full explanation 11%
- Meter work carried out 10%
- Amended bill/account details 8%
- Fuel voucher (Supplier) 7%

Business** - Case resolution times, themes & outcomes

KPI - 85% of business complaints resolved with a positive outcome



KPI - 70% of business complaints resolved within 85 working days



KPI - 75% of priority complaints resolved within 85 working days



Top 5 themes

- Business supply disconnected 34%
- Consumer not responsible for bill 9%
- Debt recovery practices 8%
- Non domestic contract issues 7%
- Inaccurate bill/estimated bill 4%

Top 5 outcomes

- Full investigation & explanation 29%
- Amended bill / Account details 21%
- Affordable payment plan 14%
- Reconnection 10%
- Meter work carried out 6%

**Business refers to micro-business and small business. The EHU's remit expanded to cover small businesses in December 2024.

www.ehu.org.uk | www.cas.org.uk

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)