

Postcomm Report on POSTRS KPIs for 4th Quarter 2009 1st October to 31st December

- KPI 1:** Percentage of calls answered by POSTRS staff within 2 minutes
Target 95%, Actual 100%
Target achieved and surpassed by 5%
- KPI 2:** Percentage of written correspondence receiving a response within 5 working days:
Target 100%, Actual 99%.
Target missed by 1%.
- KPI 3:** Percentage of Adjudicators' Final Decisions issued within 6 weeks of receipt of the application from the customer:
Target 90%, Actual 100%
Target achieved and surpassed by 10%
- KPI 4:** Percentage of Adjudicators' Final Decisions issued more than 8 weeks after receipt of the application from the customer and the reasons why:
Target <3%, Actual 0%.
Target achieved and surpassed by 3%.
- KPI 5:** Unit cost as an indication of improved efficiency: The total costs to members divided by the number of valid applications. This is reported on a quarterly basis.
The figure for Q4 2009 was £611.68.
The figure for the year of 2009 was £556.05.

The total costs to members comprise the annual subscription fee from each member and the case fees. The annual fees are set so as to recover the majority of the fixed costs of operating the redress service. As the number of cases increases the cost per case therefore decreases, as has happened throughout 2009.