

Quality of Service

Quality of Service - Index

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Complaints

High Level Monthly Performance

	Mar 18	Feb 18	Mar 17
Capita	674	683	1,076
Per 1000 Licences	0.026	0.026	0.042
Capita, BBC, Third Parties	775	771	1,213
Percentage of Total Mailings	0.014%	0.012%	0.022%
Total (Capita, Akinika DCS, Paypoint)	790	780	1,226
Per 1000 Licences	0.031	0.030	0.047

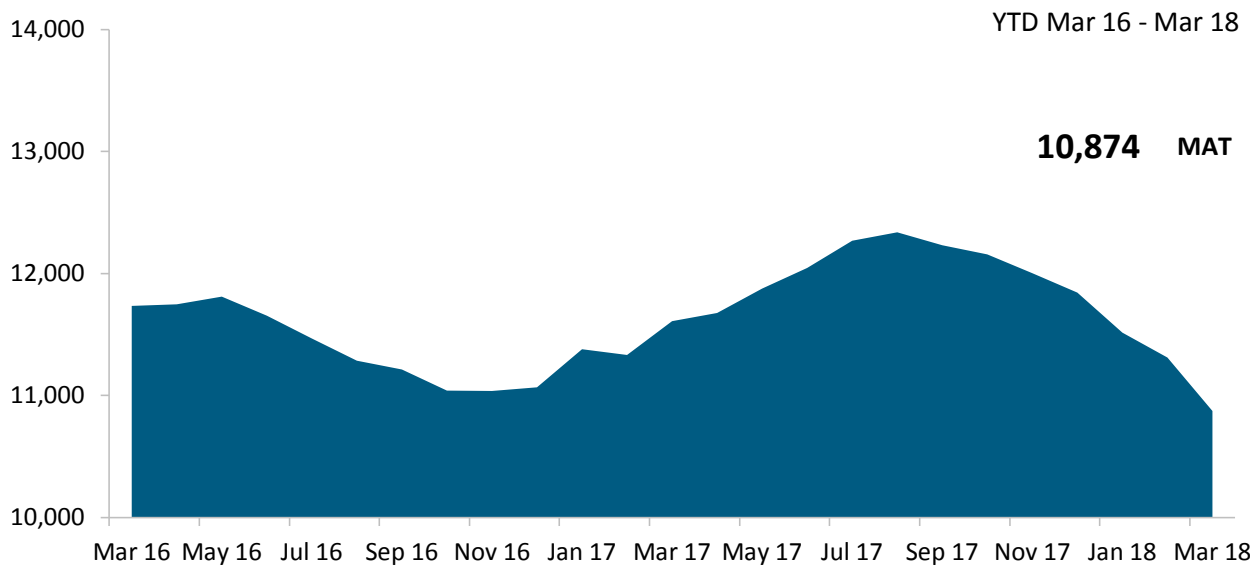
Top 10` Complaint Reason Codes

						Total Complaints: 775
Rank	Area	Primary Cause	Sub Cause	Volume	% Total	Previous Rank
1	Marketing	Campaigns	Not happy at being selected fo	105	13.55%	1
2	BBC	Refunds	Policy	53	6.84%	2
3	BBC	NLN	Add Guard	43	5.55%	3
4	Operation - TVL Cash	Charges and Payments	Amounts/Process	35	4.52%	4
5	BBC	Charges and Payments	Payment Schemes	34	4.39%	6
6	Operation - Field	Customer Service	Agent Incorrect Action	31	4.00%	12
7	BBC	NLN	Guard Expired	27	3.48%	5
8	BBC	Refunds	Evidence	26	3.35%	7
9	Marketing	Campaigns	Insufficient Information	26	3.35%	10
10	BBC	Data Protection	Policy	25	3.23%	15

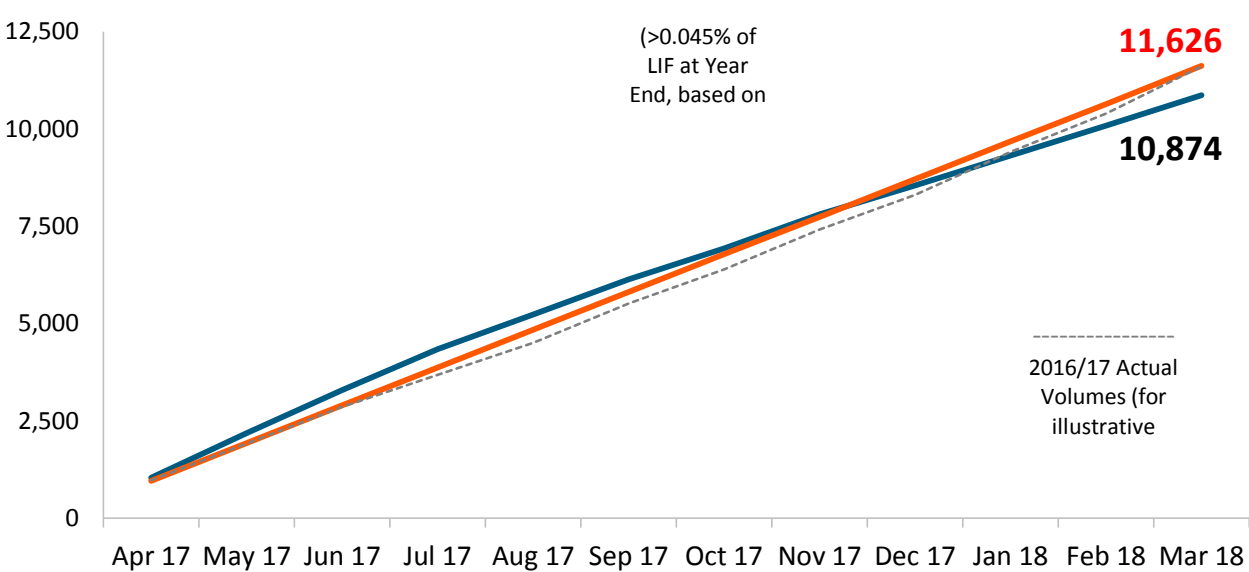
6 Monthly KPI Performance

		Oct 17		Nov 17		Dec 17		Jan 18		Feb 18		Mar 18	
No#	Target Level	Pass	Pts	Pass	Pts	Pass	Pts	Pass	Pts	Pass	Pts	Pass	Pts
2.2ai	80% of complaints to be met with a Meaningful Response within 5 Working Days of receipt	✓	0	✓	0	✓	0	✓	0	✓	0	✓	0
2.2aii	99.5% of complaints to be met with a Meaningful Response within 8 Working Days of receipt	✓	0	✓	0	✓	0	✓	0	✓	0	✓	0
2.2aiii	100% of complaints to be met with a Meaningful Response within 10 Working Days	✓	0	✓	0	✓	0	✓	0	✓	0	✓	0
2.2bi	98% of enquiries to be met with a Meaningful Response within 48 hours	✓	0	✗	3	✓	0	✓	0	✓	0	✓	0
2.2bii	100% of enquiries to be met with a Meaningful Response within 72 hours	✓	0	✗	3	✓	0	✓	0	✓	0	✓	0

25 Month Rolling Annual Complaint Trend

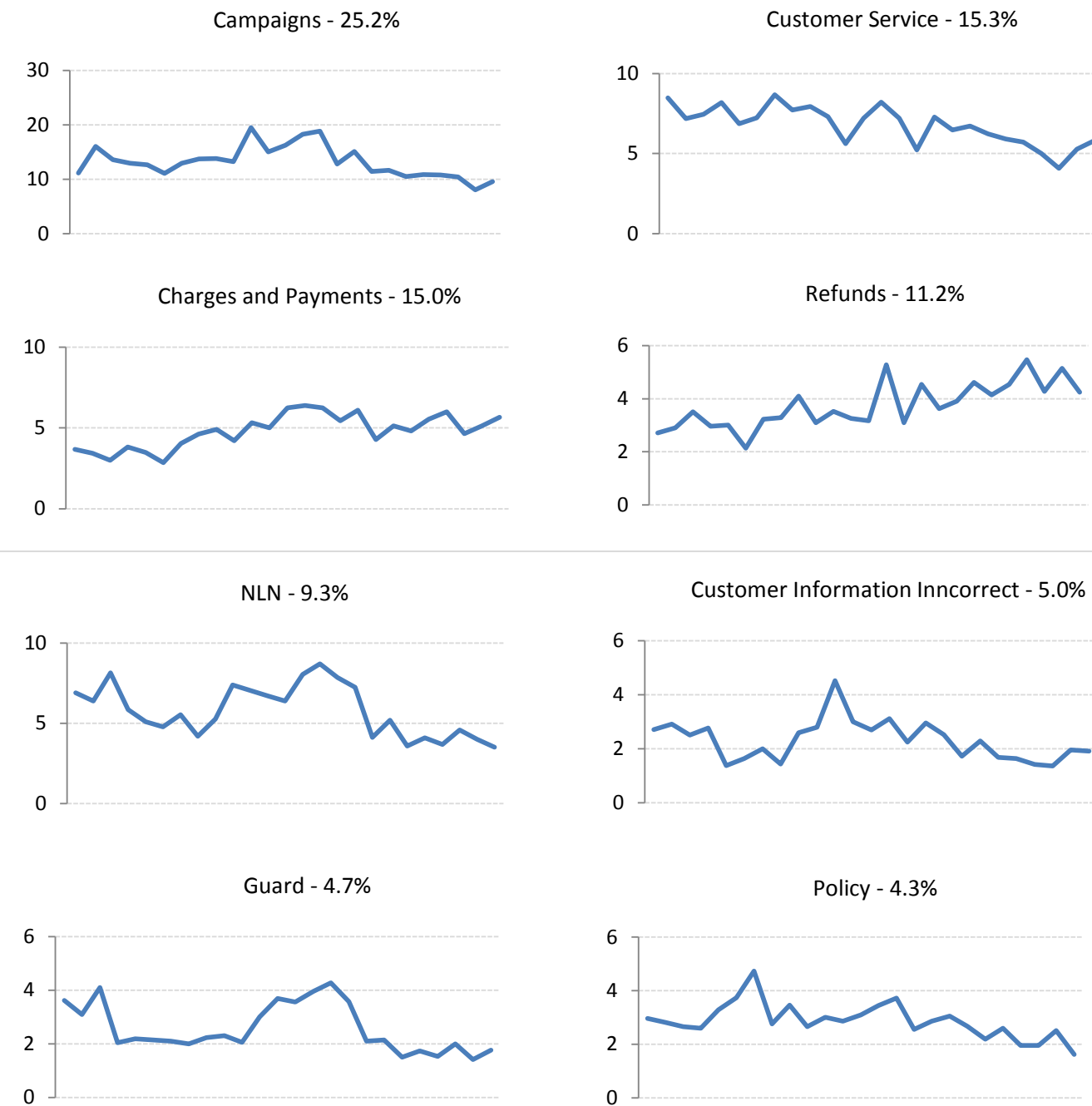


Performance of KPI - Complaints as % of LIF at Year End



Complaints

Cause Level Trends - Complaints Received Per Working Day Over 25 Months



KPIs

All complaint monthly KPIs achieved for March 2018

Volumes

Total complaints for March saw a decrease YoY of 35% (420 complaints) with 793 complaints logged compared to 1,213 in March 2017

MOM performance saw an increase in total volume of 2.7% (22 complaints) with 793 logged in March and 771 logged in February

The 'complaint per day' rate was 38 for March. February had a 'per day' rate of 38 complaints. The 5 Operational responsibilities accounted for 194 complaints (17.8% of complaints) a decrease from February's 235 complaints.

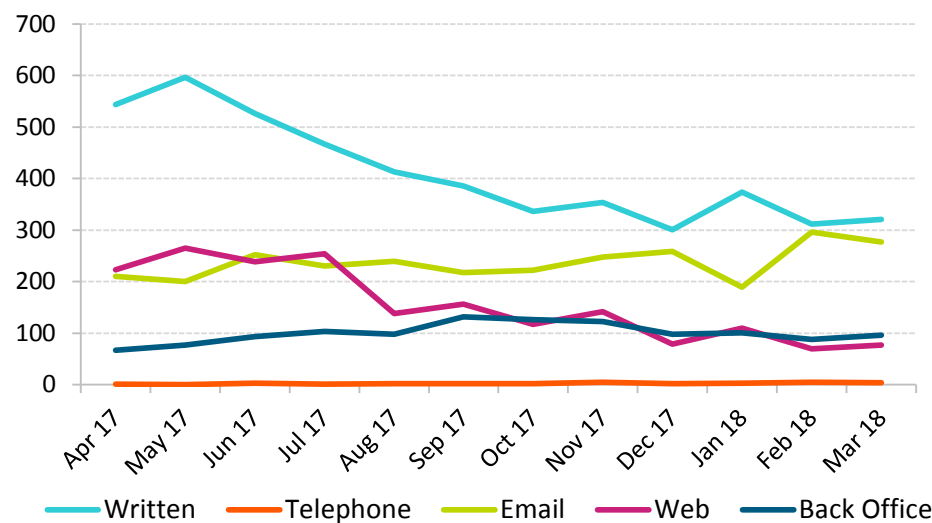
Total Field related complaints (60 complaints) accounted for 7.5% of all complaints (7.1% in February)

The 'Marketing' responsibility saw an increase in total volume in March (192 complaints), up 19.8% (38 complaints) compared to February (154 complaints)

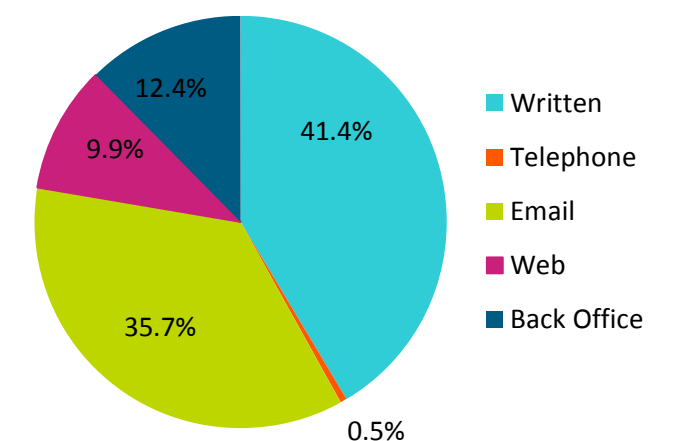
28 BBC 'non TVL related' complaints were logged in March (18 in February)

9 Cash Complaints were as a direct result of the Wave 3 Issues

Volumes Received by Channel



Volume Breakdown for March

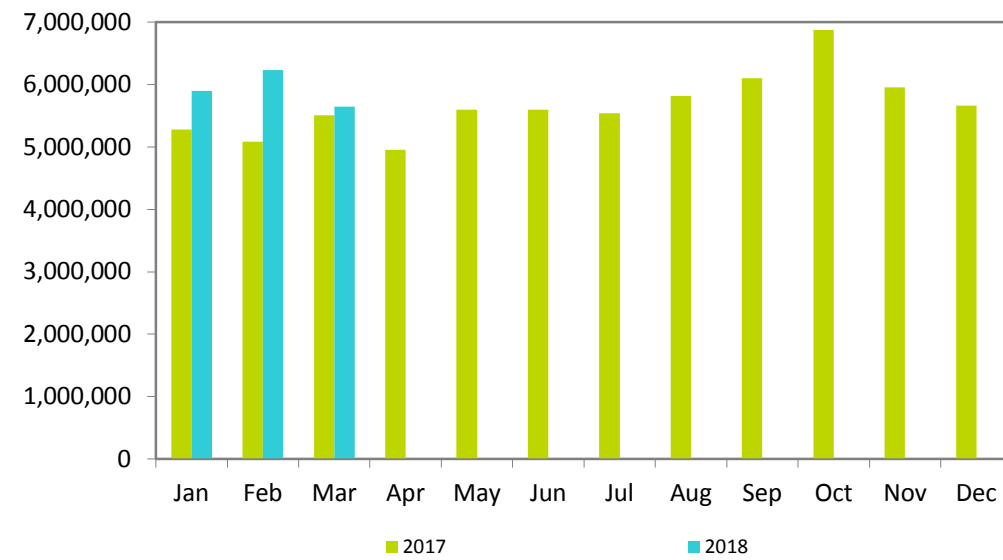


Complaint Volumes Received via the Web Channel

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
No# Complaints	251	223	265	239	254	138	156	117	142	79	110	70	77

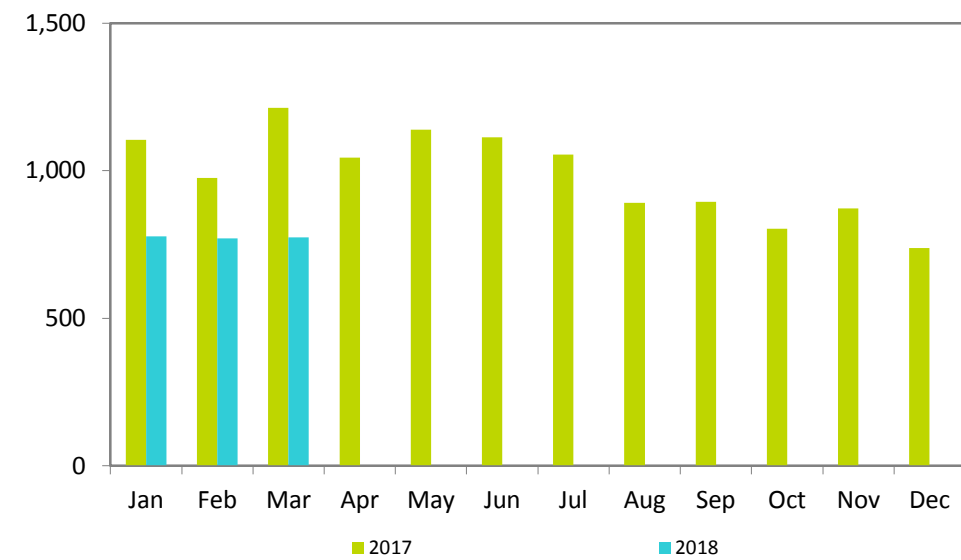
Complaints vs Monthly Mailing/Email Volumes

Monthly Mailing/Email Volumes



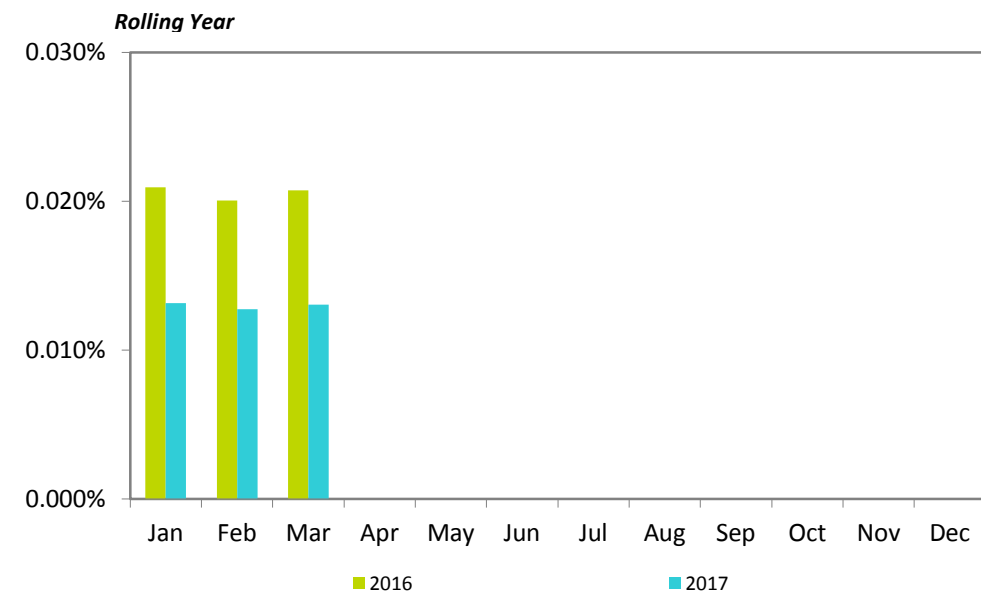
	Month on Month				YTD			
	2017	2018	Difference	% Difference	2017	2018	Difference	% Difference
Jan	5,277,932	5,897,679	619,747	11.74%	5,277,932	5,897,679	619,747	11.74%
Feb	5,085,436	6,234,770	1,149,334	22.60%	10,363,368	12,132,449	1,769,081	17.07%
Mar	5,508,398	5,648,504	140,106	2.54%	15,871,766	17,780,953	1,909,187	12.03%
Apr	4,952,667							
May	5,598,942							
Jun	5,595,616							
Jul	5,539,958							
Aug	5,819,656							
Sep	6,100,796							
Oct	6,879,519							
Nov	5,954,870							
Dec	5,660,044							

Total Complaints



	Month on Month				YTD			
	2017	2018	Difference	% Difference	2017	2018	Difference	% Difference
Jan	1,105	777	-328	-29.68%	1,105	777	-328	-29.68%
Feb	975	771	-204	-20.92%	2,080	1,548	-532	-25.58%
Mar	1,213	775	-438	-36.11%	3,293	2,323	-970	-29.46%
Apr	1,045							
May	1,139							
Jun	1,113							
Jul	1,055							
Aug	891							
Sep	894							
Oct	803							
Nov	872							
Dec	739							

Complaints as Percentage of Mailing/Email Volumes



	Month on Month			YTD		
	2017	2018	% Difference	2016	2017	% Difference
Jan	0.021%	0.013%	-37.07%	0.021%	0.013%	-37.07%
Feb	0.019%	0.012%	-35.5%	0.020%	0.013%	-36.43%
Mar	0.022%	0.014%	-37.7%	0.021%	0.013%	-37.03%
Apr	0.021%					
May	0.020%					
Jun	0.020%					
Jul	0.019%					
Aug	0.015%					
Sep	0.015%					
Oct	0.012%					
Nov	0.015%					
Dec	0.013%					

Monthly Complaints Analysis (Summary 13 Months)

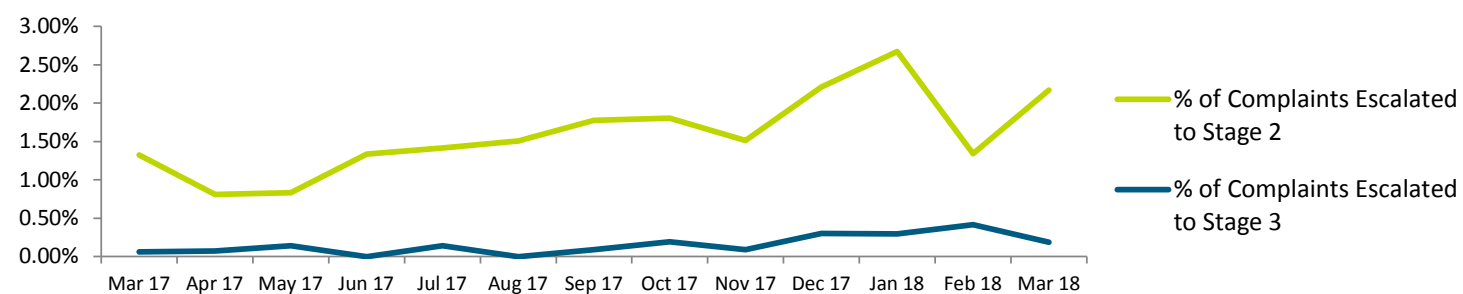
	Total	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Complaints Outside Capita / Partners Control														
Written	162	21	18	14	20	16	14	14	8	18	13	12	10	5
Telephone	3	0	0	0	0	0	0	1	0	0	0	1	0	1
Email	211	11	16	11	15	22	18	16	12	27	28	14	15	17
Web	74	10	13	12	5	10	7	5	2	4	5	6	4	1
Back Office	96	6	4	4	3	5	4	10	12	11	11	10	7	15
Total BBC - Legislation	546	48	51	41	43	53	43	46	34	60	57	43	36	39
Written	348	37	29	35	32	40	27	33	24	25	28	25	24	26
Telephone	2	0	0	0	0	0	0	0	1	1	0	0	0	0
Email	258	20	16	23	23	22	15	25	20	33	25	14	18	24
Web	142	23	21	23	16	18	6	10	10	12	8	8	6	4
Back Office	79	9	4	10	9	6	4	7	8	8	6	5	4	8
Total for Third Party	829	89	70	91	80	86	52	75	63	79	67	52	52	62
Complaints Attributable to Capita / Partners														
Written	2,052	261	229	265	252	197	155	156	139	134	106	163	131	125
Telephone	9	0	0	0	1	0	0	0	0	1	1	1	3	2
Email	1,075	85	75	73	105	91	82	83	65	84	106	76	115	120
Web	503	51	57	76	76	86	29	41	27	33	17	30	13	18
Back Office	216	19	13	14	10	14	11	16	26	24	24	25	23	16
Total BBC - Non Legislation	3,855	416	374	428	444	388	277	296	257	276	254	295	285	281
Written	55	6	10	3	5	8	5	1	5	6	2	3	4	3
Telephone	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Email	20	4	1	0	4	0	0	2	5	0	1	1	4	2
Web	15	3	3	0	3	1	1	1	3	0	0	2	0	1
Back Office	7	0	0	0	1	0	1	1	1	0	1	0	1	1
Total Customer	97	13	14	3	13	9	7	5	14	6	4	6	9	7
Written	1,614	199	190	210	141	154	129	125	111	118	112	129	85	110
Telephone	12	1	1	0	2	1	0	1	1	3	0	1	1	1
Email	417	49	31	42	32	35	38	26	36	24	42	34	40	37
Web	693	91	85	119	83	90	49	53	38	50	30	47	19	30
Back Office	174	11	8	12	18	23	8	17	17	20	16	12	9	14
Total Marketing	2,910	351	315	383	276	303	224	222	203	215	200	223	154	192
Written	129	14	12	5	19	8	18	11	8	9	12	8	12	7
Telephone	2	1	0	0	0	0	1	0	0	0	0	0	1	0
Email	146	12	15	2	10	11	14	16	14	11	13	9	22	9
Web	22	2	2	0	8	2	0	2	0	0	0	4	2	2
Back Office	61	4	1	3	5	6	8	8	5	6	6	5	6	2
Operation - Back Office	360	33	30	10	42	27	41	37	27	26	31	26	43	20
Written	128	14	13	19	17	12	13	5	10	9	8	3	9	10
Telephone	1	0	0	0	0	0	1	0	0	0	0	0	0	0
Email	190	29	24	19	28	17	25	10	14	9	9	5	11	19
Web	146	30	17	14	14	14	17	16	9	16	7	5	9	8
Back Office	394	50	21	25	33	43	46	56	34	36	24	27	26	23
Operation - Field	859	123	75	77	92	86	102	87	67	70	48	40	55	60

Monthly Complaints Analysis (Summary 13 Months)

	Total	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Written	94	6	12	6	10	8	11	5	7	10	4	8	8	5
Telephone	1	0	0	0	0	0	0	0	0	0	1	0	0	0
Email	82	6	11	7	5	5	6	4	4	6	9	6	15	4
Web	59	12	7	2	10	9	3	6	10	2	0	5	1	4
Back Office	95	7	11	4	9	4	8	3	14	8	6	9	6	13
Operation - Front Office	331	31	41	19	34	26	28	18	35	26	20	28	30	26
Written	86	13	10	14	11	5	8	15	4	3	2	3	5	6
Telephone	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Email	83	12	4	3	8	7	17	11	7	8	3	3	9	3
Web	89	18	8	8	11	12	12	13	5	6	4	2	6	2
Back Office	30	1	2	2	2	2	3	7	6	2	0	3	1	0
Operation - Self Serve	288	44	24	27	32	26	40	46	22	19	9	11	21	11
Written	263	27	21	26	19	19	33	21	20	22	14	20	24	24
Telephone	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Email	359	20	17	20	22	20	25	25	45	46	23	27	47	42
Web	127	11	10	11	13	12	14	9	13	19	8	1	10	7
Back Office	50	7	3	3	3	0	5	7	3	8	4	5	5	4
Operation - TVL CASH	799	65	51	60	57	51	77	62	81	95	49	53	86	77
Performance Against Target														
Cases Outside Capita / Partners Control	1,375	137	121	132	123	139	95	121	97	139	124	95	88	101
Cases Attributable to Capita / Partners	9,499	1,076	924	1,007	990	916	796	773	706	733	615	682	683	674
Total Cases (For Period)	10,874	1,213	1,045	1,139	1,113	1,055	891	894	803	872	739	777	771	775
akinika Recoveries (DCS)	111	13	2	12	17	16	7	9	7	11	5	11	5	9
Paypoint (external)	48	0	1	8	13	6	1	7	0	2	0	0	4	6
Overall Total Complaints	11,033	1,226	1,048	1,159	1,143	1,077	899	910	810	885	744	788	780	790
BBC - Non TVL Related - Not included in total	194	14	21	17	29	24	21	14	9	16	4	13	12	14
Referred to Paypoint - Not included in total	35	6	6	3	5	3	1	0	4	2	2	4	1	4
Licences In Force		25,826,118	25,824,439	25,841,434	25,844,035	25,864,845	25,874,802	25,859,357	25,874,514	25,823,252	25,813,329	25,825,773	25,807,021	25,836,495
Complaints per 1000 Licences														
Complaints Attributable to Capita / Partners		0.042	0.036	0.039	0.038	0.035	0.031	0.030	0.027	0.028	0.024	0.026	0.026	0.026
Overall Total Complaints		0.047	0.041	0.045	0.044	0.042	0.035	0.035	0.031	0.034	0.029	0.031	0.030	0.031
M.A.T		0.038	0.038	0.039	0.040	0.040	0.040	0.040	0.040	0.039	0.039	0.038	0.037	0.036
Target		0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045	0.045

Escalated Complaints

		Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Stage 1 Complaints (TVL)		1,585	1,361	1,439	1,496	1,415	1,196	1,128	1,053	1,123	995	1,010	968	1,061
Stage 2 Complaints (Director)		21	11	12	20	20	18	20	19	17	22	27	13	23
	% escalated from Stage 1	1.32%	0.81%	0.83%	1.34%	1.41%	1.51%	1.77%	1.80%	1.51%	2.21%	2.67%	1.34%	2.17%
Stage 3 Complaints (BBC)		1	1	2	0	2	0	1	2	1	3	3	4	2
	% escalated from Stage 1	0.06%	0.07%	0.14%	0.00%	0.14%	0.00%	0.09%	0.19%	0.09%	0.30%	0.30%	0.41%	0.19%
	% escalated from Stage 2	4.76%	9.09%	16.67%	0.00%	10.00%	0.00%	5.00%	10.53%	5.88%	13.64%	11.11%	30.77%	8.70%
Stage 2 Complaints via BBC		5	2	2	1	4	8	5	4	4	2	9	4	1
Stage 3 Follow Ups and Exceptional Cases		6	2	4	4	5	5	2	1	6	1	0	7	11
Stage 3 BBC MP Cases		6	11	4	0	3	5	3	1	5	4	1	11	10
Stage 3 TVL MP Cases		13	7	8	5	7	12	12	14	8	15	14	9	24



Processing Times - KPI Performance

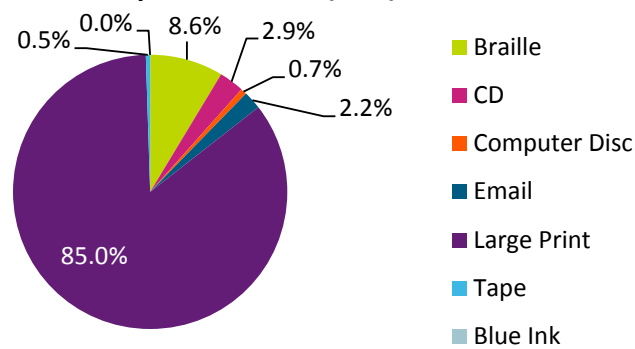
		Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Stage 1 Complaints (TVL)	5 Days & Under	1,273	1,111	1,223	1,269	1,169	978	921	899	928	840	892	782	876
	8 Days & Under	307	245	214	225	241	215	204	154	192	153	117	186	182
	10 Days & Under	5	5	2	2	5	3	3	0	3	2	1	0	3
	Over 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Stage 2 Complaints (Ops Director)	5 Days & Under	2	3	3	6	3	8	5	6	14	10	15	5	7
	8 Days & Under	19	8	9	14	17	9	15	13	0	12	12	8	16
	10 Days & Under	0	0	0	0	0	1	0	0	3	0	0	0	0
	Over 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Ops Director via BBC S2	5 Days & Under	0	0	0	0	0	3	0	3	1	2	5	3	1
	8 Days & Under	3	2	2	1	4	5	2	1	3	0	4	1	0
	10 Days & Under	2	0	0	0	0	0	3	0	0	0	0	0	0
	Over 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Stage 3 Escalated to BBC New Complaints (TVL)	5 Days & Under	1	1	2	0	1	0	1	2	1	3	3	4	2
	8 Days & Under	0	0	0	0	1	0	0	0	0	0	0	0	0
	10 Days & Under	0	0	0	0	0	0	0	0	0	0	0	0	0
	Over 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Stage 3 follow up from existing complaints and exceptional cases outside of escalation process	2 Days & Under	6	2	4	4	5	5	2	1	6	1	0	7	11
	Over 2 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Stage 3 - BBC MP Cases	2 Days & Under	6	11	4	0	3	5	3	1	4	4	1	11	10
	Over 2 Days	0	0	0	0	0	0	0	0	1	0	0	0	0
Stage 3 - TVL MP Cases	5 Days & Under	5	0	3	2	6	11	9	7	7	9	12	8	3
	8 Days & Under	8	7	5	3	0	1	3	3	1	6	2	1	21
	10 Days & Under	0	0	0	0	1	0	0	2	0	0	0	0	0
	Over 10 Days	0	0	0	0	0	0	0	2	0	0	0	0	0

Equality & Diversity - Overview

Breakdown of Special Format Correspondence

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Braille	38	44	37	38	43	15	57	14	33	27	26	33	405
CD	9	12	11	11	9	2	20	6	16	10	16	16	138
Computer Disc	1	3	3	3	2	1	2	5	4	5	1	3	33
Email	6	13	11	11	9	2	12	10	10	6	5	6	101
Large Print	369	444	384	388	403	170	438	195	329	290	259	316	3,985
Tape	2	5	5	5	2	0	0	0	0	1	2	2	24
Blue Ink	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	425	521	451	456	468	190	529	230	392	339	309	376	4,686

Combined Total Special Format (YTD)



Breakdown of Diversity Related Complaint Cases

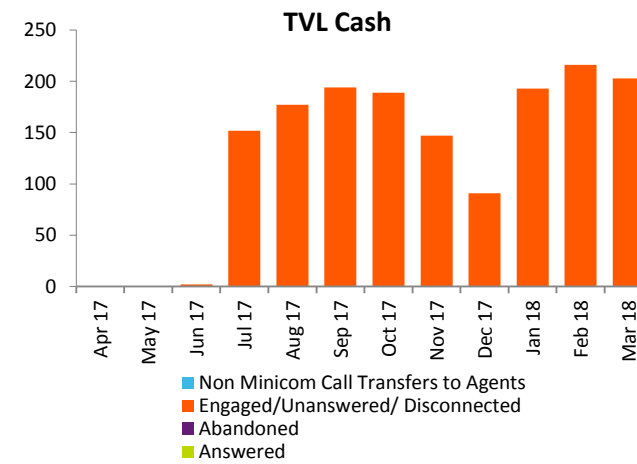
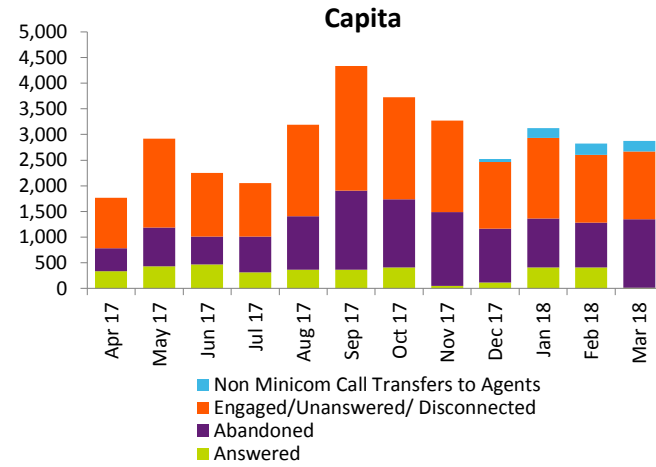
	Q4 Jan 17 - Mar 17	Q1 Apr 17 - Jun 17	Q2 Jul 17 - Sep 17	Q3 Oct 17 - Dec 17	Q4 Jan 18 - Mar 18
Age	0	0	0	0	0
Disability	10	9	22	33	8
Ethnic background	0	0	0	0	0
Faith or belief	0	0	0	0	0
Gender	0	0	0	1	0
Marriage / civil partnership	0	0	0	0	0
pregnancy / maternity	0	0	0	0	0
Sexual orientation	0	0	0	0	0
Transgender	1	1	1	0	0
Total	11	10	23	34	8

Welsh Calls Answered

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Total
Total	444	349	347	362	365	351	415	317	246	386	333	317	4,232

Equality & Diversity - Minicom

	Total Calls		Answered		Abandoned		Engaged/Unanswered/Disconnected		Non Minicom Call Transfers to Agents	
	Capita	TVL Cash	Capita	TVL Cash	Capita	TVL Cash	Capita	TVL Cash	Capita	TVL Cash
March 18	2,490	380	12	0	1,337	0	1,320	203	203	0
February 18	2,379	444	407	0	879	0	1,321	216	216	0
January 18	2,791	335	406	0	960	0	1,567	193	193	0
December 17	2,342	269	115	0	1,047	0	1,302	91	56	0
November 17	3,122	296	49	0	1,436	0	1,786	147	0	0
October 17	3,551	367	406	0	1,334	0	1,989	189	0	0
September 17	4,159	368	364	0	1,544	0	2,425	194	0	0
August 17	3,000	367	364	0	1,044	0	1,782	177	0	0
July 17	1,899	308	317	0	692	0	1,046	152	0	0
June 17	2,243	8	467	0	541	0	1,241	2	0	0
May 17	2,920	0	434	0	752	0	1,734	0	0	0
April 17	1,770	0	337	0	449	0	984	0	0	0



Equality & Diversity - Language Line Calls

Summary

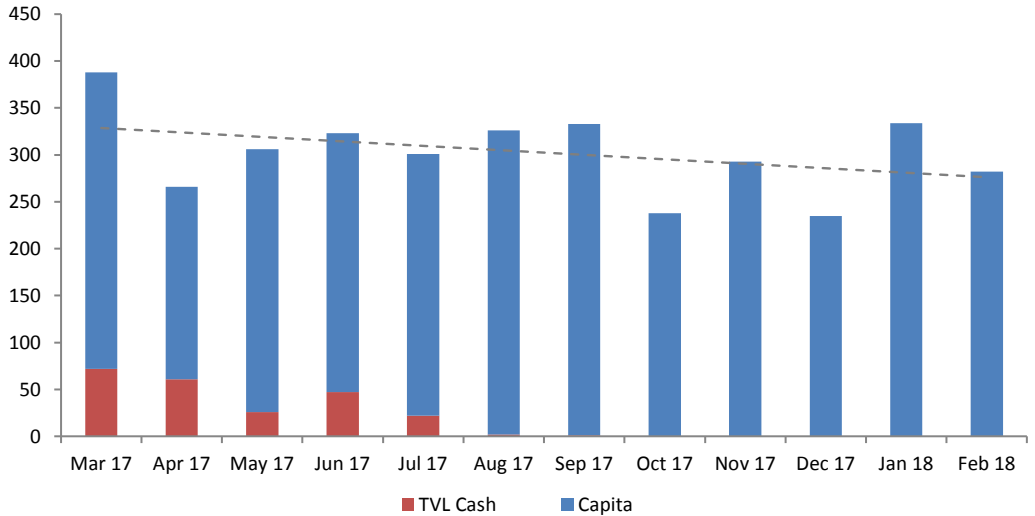
Please note that data is 1 month in arrears on this report.

Call volumes for the Language Line are showing a falling trend over the last 12 months.

Of the Top 10 most common languages, the Average Handling Time is 9 minutes 22 seconds.

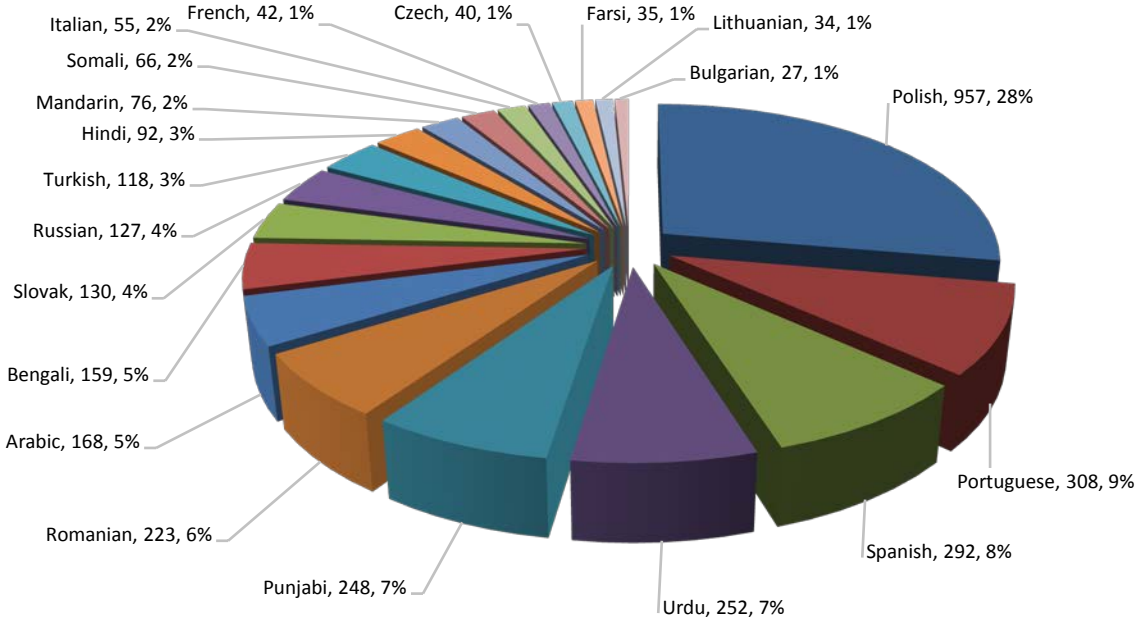
Polish remains our highest Language Line interaction requirement with some 957 calls taken in the last 12 months for this language.

Translation Service Call Volumes



Please note that since the transfer of CASH to Darwen, calls are transferred to Language Line via the same mechanism as Non Cash calls and as such are no longer available as a separate figure.

Top 20 Languages - Last 12 Month Total



Top 10 Languages Calls Answered and Average Handling Times - Last 12 Month Total

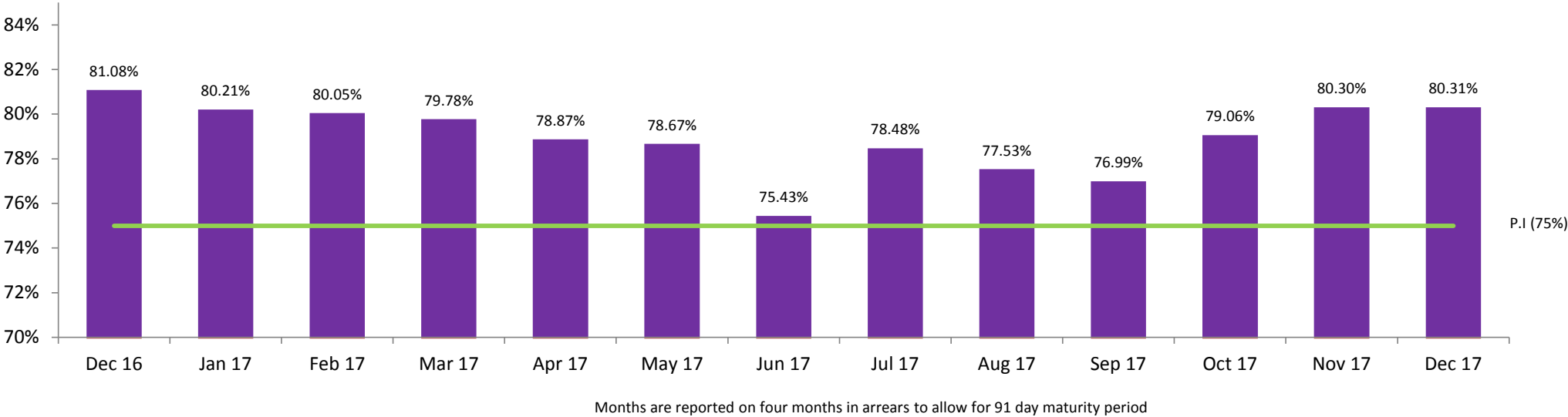
	Calls Answered	AHT (mm:ss)
Polish	957	00:09:22
Portuguese	308	00:10:19
Spanish	292	00:10:00
Urdu	252	00:08:35
Punjabi	248	00:09:00
Romanian	223	00:10:19
Arabic	168	00:09:55
Bengali	159	00:09:00
Slovak	130	00:09:19
Russian	127	00:10:28

AHT is based on the chargable minutes as invoiced from Language Line.

Right First Time and Repeat Contacts

Right First Time

Percentage of Inbound Customer Contacts actioned by Agents resolved “Right First Time” without the need for the Customer to re-contact within 91 days of the original Agent handled contact.

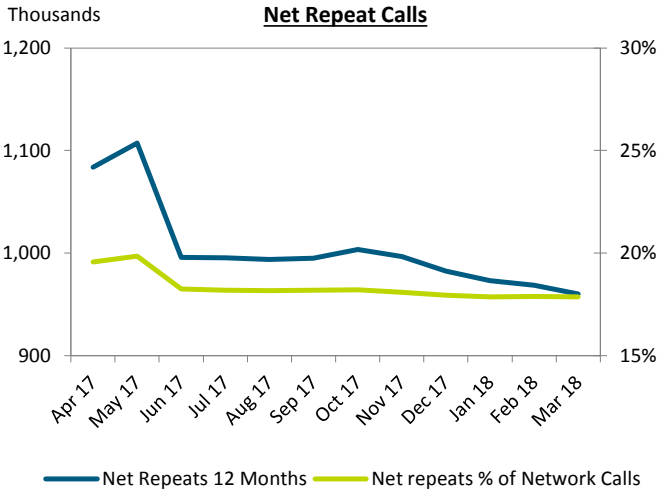


Repeat Calls

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Repeat Calls	69,643	87,148	74,052	74,408	77,906	91,604	98,350	79,970	63,257	83,358	76,974	83,603
Repeat Calls %	17.7%	19.0%	16.8%	17.1%	17.7%	19.1%	19.1%	17.1%	17.5%	17.0%	17.7%	18.2%

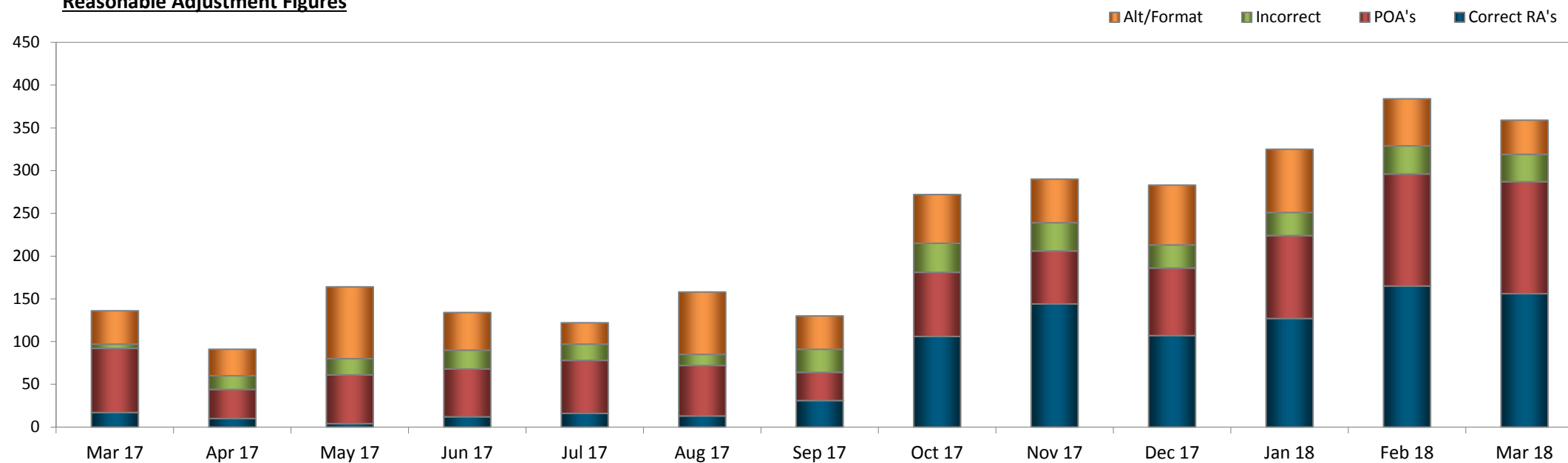
Repeat Emails

	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Total Unique Customers	28,937	35,734	35,675	34,965	39,216	35,385	40,131	37,078	28,323	39,284	37,403	38,327
Customers with Single Contact	26,364	32,457	32,254	31,932	35,711	32,024	36,558	33,141	25,611	35,438	33,697	34,471
% Customers with Single Contact	91.1%	90.8%	90.4%	91.3%	91.1%	90.5%	91.1%	89.4%	90.4%	90.2%	90.1%	89.9%
Volume of Repeat Contacts	12,817	15,472	15,722	15,740	16,350	16,092	16,904	17,854	12,169	17,170	15,501	15,893



Reasonable Adjustment and Alternative Format Volumes

Reasonable Adjustment Figures



Total Alternative Format Customers Receiving Correspondence

