

CAPITA

**TELEVISION LICENSING
MONTHLY PERFORMANCE PACK
CUSTOMER ADMINISTRATION**

July 2010



TV LICENSING

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July 2010

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Schedule Amendments/Additions:

Additions

Amendments

Confidential

CUSTOMER ADMINISTRATION ANALYSIS - July 2010

Summary/headlines:

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Customer Admin Cleared Volumes

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Information Act 2000

Customer Administration Cleared Volumes - 13 Month Summary

July 2010													
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
Non Smart Agent Work													
Corres and Refunds													
Hotel & Multi Corres													
CLC Corres													
Address Structure Corres													
Over 75													
Diplomats													
Cheques *													
Potential Complaints													
Transcription													
Total													
Smart Agent Work													
Corres and Refunds													
DDI's													
Dealers													
Call Log													
Web													
Emails													
Manual IVR **													
DCC													
Total													
Overall Total													

Withheld under s43 Freedom of Information Act 2000

Withheld under s43 Freedom of Information Act 2000

CORRESPONDENCE VOLUMES - 13 MONTHS

July 2010													
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
Customer Administration FTE													
Written Contact													
Work Received													
Withheld under s43 Freedom of Information Act 2000Withheld under s43 Freedom of Information Act 2000													
Work Cleared													
Work Cleared inc Held & Pend													
Undeliverable Mail													
Potential Complaints													
Work Received													
Withheld under s43 Freedom of Information Act 2000Withheld under s43 Freedom of Information Act 2000													
Work Cleared													
Licence Issue													
Work Received													
Withheld under s43 Freedom of Information Act 2000Withheld under s43 Freedom of Information Act 2000													
Work Cleared													
Work Cleared inc Held & Pend													
BBC Enquiries													
Work Received													
Withheld under s43 Freedom of Information Act 2000Withheld under s43 Freedom of Information Act 2000													
Work Cleared													

CORRESPONDENCE BREAKDOWN - 13 MONTHS

July 2010													
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
Written Contact													

POTENTIAL COMPLAINTS BREAKDOWN - 13 MONTHS

July 2010

	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
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	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
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Potential Complaints

Withheld under s43 Freedom of Information Act 2000

Work Cleared

CUSTOMER RELATIONS ANALYSIS - July 2010

Complaints Analysis

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Withheld under s43 Freedom of Information Act 2000

CUSTOMER RELATIONS GRAPH ANALYSIS - July 2010

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MONTHLY WRITTEN, EMAIL & TELEPHONE COMPLAINTS ANALYSIS (SUMMARY 13 MONTHS)

July 2010

Complaints Outside Capita and AMV Control														
New Categorisation	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	YTD
Written														
Telephone														
Email														
BBC														
MP														
Total for Policy														
Written														
Telephone														
Email														
BBC														
MP														
Total for Third Party														
Complaints Attributable to Capita and AMV														
Written														
Telephone														
Email														
BBC														
MP														
Total for Contact Centre														
Written														
Telephone														
Email														
BBC														
MP														
Total for Marketing														
Written														
Telephone														
Email														
BBC														
MP														
Total for Field														
Written														
Telephone														
Email														
BBC														
MP														
Total for Web														
Unattributable Complaints														
Written														
Telephone														
Email														
BBC														
MP														
Total for Unattributable														
Performance Against Target														
Cases Outside Capita / AMV Control (1 & 2)														
Cases Attributable to Capita / AMV (3, 4, 5 & 6)														
Unattributable Cases (8)														
Total Cases (For Period)														
Referred to BBCI - Not included in total														
Referred to ICOR - Not included in total														
Referred to Paypoint - Not included in total														
Licences In Force														
Complaints per 1000														
Total Complaints per 1000 Licences														
(Campaigns / Marketing) Complaints per 1000 Licences														
(Performance/Data/Other) Complaints per 1000 Licences														

MONTHLY WRITTEN & TELEPHONE COMPLAINTS ANALYSIS (SUMMARY 13 MONTHS)

July 2010																						
Complaints Outside Capita and AMV Control																						
New Categorisation	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	YTD
MP Cases	Withheld under s43 Freedom of Information Act 2000																					
BBC Cases																						
Written Cases																						
Telephone Cases																						
Emails																						
Total																						
Complaints Attributable to Capita and AMV																						
MP Cases																						
BBC Cases																						
Written Cases																						
Telephone Cases																						
Emails																						
Total																						
Unattributable Complaints																						
MP Cases																						
BBC Cases																						
Written Cases																						
Telephone Cases																						
Emails																						
Total																						
Performance Against Target																						
Cases Outside Capita / AMV Control																						
Cases Attributable to Capita / AMV																						
Unattributable Complaints																						
Total Cases (For Period)																						

July 2010

Volumes Conducted & Performance Scores

Business Area			
1. Customer Administration			
Address Structure ARC Correspondence Customer Relations (Complaints) Mail Processing Over 75's & Licence Issue Web & E-Mail	Withheld under s43 Freedom of Information Act 2000		
Total for Customer Administration			
2. Capita Offshore			
Withheld under s43 Freedom of Information Act 2000			
Total for Capita Offshore			
3. Client Accounts			
DCC Hotels & Company Group Licensing	Withheld under s43 Freedom of Information Act 2000		
Total for Client Accounts			
4. Front Office (Calls)			
Inbound - Call Monitoring (CS Team) Dialler - Call Monitoring (CS Team - w/e/f 10/09)	Withheld under s43 Freedom of Information Act 2000		
Total for Front Office (Calls)			
Withheld under s43 Freedom of Information Act 2000			

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July 2010

Most Common Test Failures / Areas of Weakness

Business Area

1a. Customer Administration

Have the correct Guards been applied to the relevant Licensable addresses on the system?								
Was the Administrators Name, Address and Telephone No. (if applicable) updated onto the ALF system correctly?		Withheld under s43 Freedom of Information Act 2000						
Has the correct Classification Code been entered onto the LASSY system?								

1b. Customer Relations (Complaints)

Was our response to the complaint free from grammatical errors and typographical mistakes?								
Does the CARE record show the corresponding C/R database reference number?		Withheld under s43 Freedom of Information Act 2000						
Has CARE been updated with the item of correspondence / e-mail and the outcome / action taken?								

2. Capita Offshore

Had the item of work been processed correctly by the Associate in accordance with the Training Brief?								
Had the LASSY database been correctly updated?		Withheld under s43 Freedom of Information Act 2000						
Had the Customer's Enquiry been fully addressed?								

Business Area

3. Front Office (Calls)

Inbound:

Customer Experience - Managing long pauses within the Call effectively								
Sales - Offer Direct Debit to the Customer with feature and benefit		Withheld under s43 Freedom of Information Act 2000						
Customer Experience -Address Customer by Name, Sir or Madam								

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Capita Offshore Monthly Work Volumes

July 2010

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Capita Offshore 13 Month Summary

July 2010

Total	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10
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Capita Offshore 13 Month Summary Charts

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STAMPS USED AS INITIAL PAYMENTS ON DD (VOL)

Total	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10					
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

DEBIT/CREDIT CARD USED AS INITIAL PAYMENTS ON DD (VOL)

Total	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10	Withheld under s43 Freedom of Information Act 2000				
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

DD JOINERS BY SCHEME

Total	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

% IP OF JOINERS BY SCHEME

Total	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

Quarterly DD

Quarterly DD	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10					
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

Quarterly DD

Quarterly DD	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10					
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

Quarterly DD

Quarterly DD	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

Quarterly DD

Quarterly DD	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

Monthly DD

Monthly DD	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10					
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

Monthly DD

Monthly DD	Total	Norm	Variance	Average Value £	Average Norm £
Jul 09					
Aug 09					
Sep 09					
Oct 09					
Nov 09					
Dec 09					
Jan 10	Withheld under s43 Freedom of Information Act 2000				
Feb 10					
Mar 10					
Apr 10					
May 10					
Jun 10					
Jul 10					

Monthly DD

Monthly DD	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

Monthly DD

Monthly DD	Total
Jul 09	
Aug 09	
Sep 09	
Oct 09	
Nov 09	
Dec 09	
Jan 10	
Feb 10	
Mar 10	
Apr 10	
May 10	
Jun 10	
Jul 10	

The Norm figure is based on 2009 figures for the same period.