

# *Quality of Service*

## Quality of Service - Index

<b>Page</b>	<b>Schedule Title</b>
1	Complaints Overview (part one)
2	Complaints Overview (part two)
3	Complaints - Mailing Volumes
4	Complaints - Total Complaints & LIF
6	Escalated Complaints
7	Equality and Diversity - Overview
8	Equality and Diversity - Minicom
9	Equality and Diversity - Language Line
10	Quality Auditing (part one)
11	Quality Auditing (part two)
12	Right First Time

## Complaints

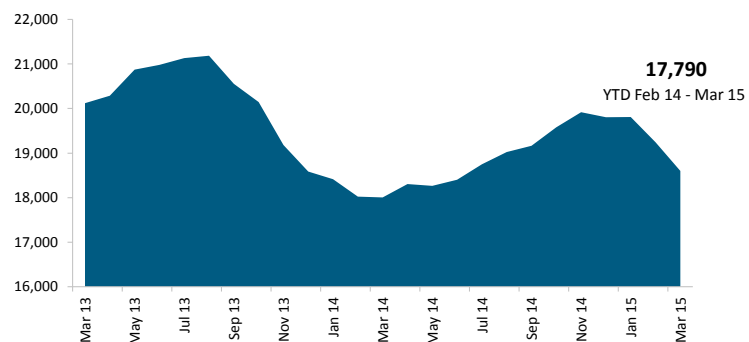
### High Level Monthly Performance

	Mar 15	Feb 15	Mar 14
<b>Capita</b>	937	925	1,616
<i>Per 1000 Licences</i>	0.037	0.036	0.064
<b>Capita, BBC, Third Parties</b>	1,055	1,040	1,864
<i>Percentage of Total Mailings</i>	0.025%	0.027%	0.048%
<b>Total (Capita, Akinika DCS, Paypoint)</b>	1,071	1,060	1,879
<i>Per 1000 Licences</i>	0.042	0.042	0.074

### 6 Monthly KPI Performance

No#	Target Level	Oct 14		Nov 14		Dec 14		Jan 15		Feb 15		Mar 15	
		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	✗	5	✓	0	✓	0	✓	0	✓	0	✓	0
2.2aii	100% of complaints to be met with a Meaningful Response within 8 Working Days of receipt	✗	4	✗	2	✓	0	✓	0	✓	0	✓	0
2.2b	100% of enquiries to be met with a Meaningful Response within 48 hours	✓	0	✓	0	✓	0	✓	0	✓	0	✓	0

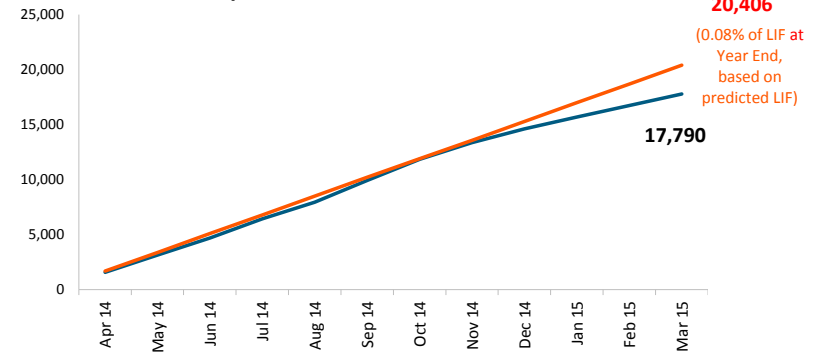
### Rolling Annual Complaint Trend



### Top 10 Complaint Reason Codes

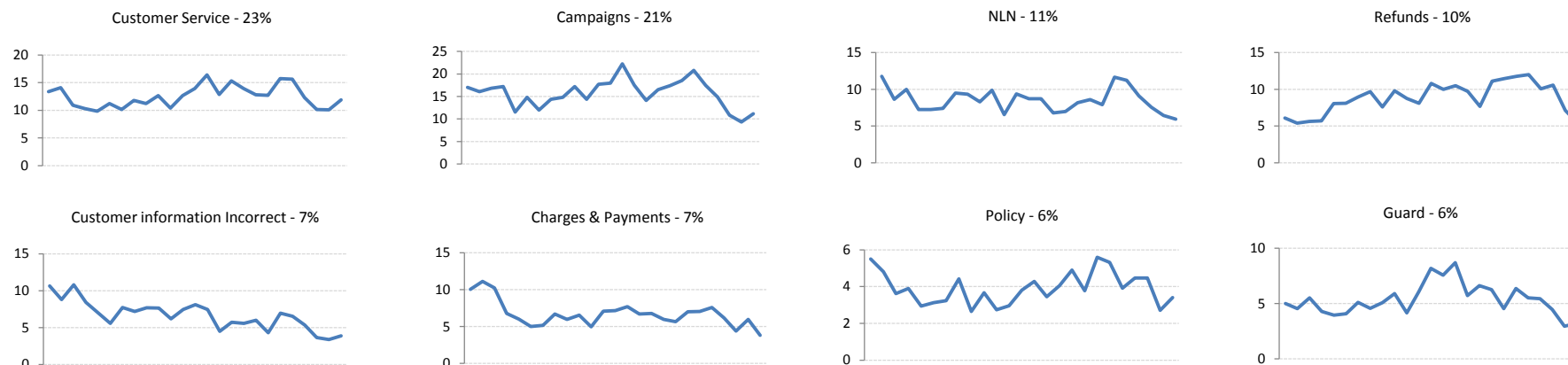
Total Complaints 1,055						
Rank	Area	Primary Cause	Sub Cause	Volume	% Total	Previous Rank
1	Marketing	Campaigns	Not happy at being selected for	100	9.48%	2 ↑
2	BBC	NLN	Add Guard	54	5.12%	1 ↓
3	Operation - Field	Customer Service	Agent Manner	53	5.02%	15 ↑
4	BBC	Refunds	Policy	47	4.45%	37 ↑
5	Operation - Field	Policy	Capita	41	3.89%	6 ↑
6	Marketing	Campaigns	Tone of Letter	40	3.79%	20 ↑
7	Operation - Field	Customer Service	Agent Incorrect Action	40	3.79%	7 →
8	BBC	Guard	Add Guard	37	3.51%	52 ↑
9	Third Party	Customer Informatic	Address Details	37	3.51%	13 ↑
10	BBC	NLN	Guard Expired	32	3.03%	8 ↓

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



## Complaints

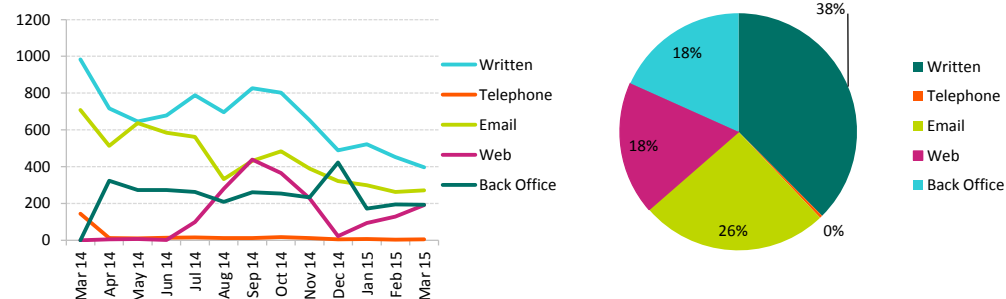
### Cause Level Trends - Complaints Received Per Working Day Over 25 Months



Total complaint volumes in March 15 are up 1.4% on February 15. 1,055 complaints were logged in March 2015 over 22 working days which equates to 48 complaints per day compared to 52 complaints per day in February (20 working days). *Marketing/ Not happy at being selected for campaign* remains as the number one cause for complaint in March with an increase of 23% (81 to 100 complaints). This volume is the highest since October 14 and analysis is being completed on the complaints logged. *NLN/Add Guard* also remains in the top 2 reasons for complaint but the volume has decreased from 72 to 54 complaints (down 25%).

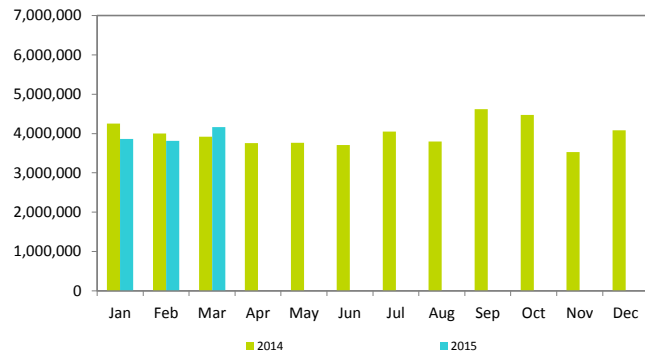
There are two new entries in the Top 10 in February, *Field /Customer Service/ Agent incorrect action* and *Marketing/Campaigns/Tone of Letter*. These categories will be monitored over the coming month to identify any trends. Complaints regarding *Licence Expiry/Short Dating and Marketing /Insufficient information* do not appear in this month's top 10 with reductions of 50% and 32%. *BBC / Programming* complaints remain at a low level (12 compared to 11 in February) with general complaints about the BBC accounting for 83% of the total.

### Volumes Received by Channel



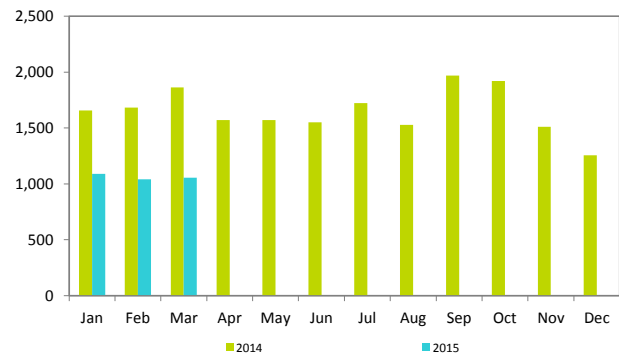
## Complaints vs Monthly Mailing/Email Volumes

Monthly Mailing/Email Volumes



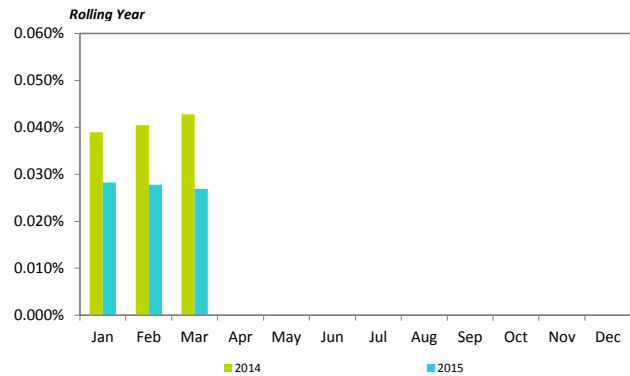
	Month on Month				YTD			
	2014	2015	Difference	% Difference	2014	2015	Difference	% Difference
Jan	4,253,803	3,861,591	-392,212	-9.22%	4,253,803	3,861,591	-392,212	-9.22%
Feb	3,999,107	3,816,116	-182,991	-4.58%	8,252,910	7,677,707	-575,203	-6.97%
Mar	3,915,930	4,167,653	251,723	6.43%	12,168,840	11,845,360	-323,480	-2.66%
Apr	3,758,623							
May	3,764,422							
Jun	3,711,455							
Jul	4,053,071							
Aug	3,800,794							
Sep	4,622,851							
Oct	4,477,257							
Nov	3,525,511							
Dec	4,081,824							

Total Complaints



	Month on Month				YTD			
	2014	2015	Difference	% Difference	2014	2015	Difference	% Difference
Jan	1,658	1,091	-567	-34.20%	1,658	1,091	-567	-34.20%
Feb	1,684	1,040	-644	-38.24%	3,342	2,131	-1,211	-36.24%
Mar	1,864	1,055	-809	-43.40%	5,206	3,186	-2,020	-38.80%
Apr	1,571							
May	1,571							
Jun	1,551							
Jul	1,723							
Aug	1,528							
Sep	1,970							
Oct	1,921							
Nov	1,512							
Dec	1,257							

Complaints as Percentage of Mailing/Email Volumes



	Month on Month			YTD		
	2014	2015	% Difference	2014	2015	% Difference
Jan	0.039%	0.028%	-27.51%	0.039%	0.028%	-27.51%
Feb	0.042%	0.027%	-35.3%	0.040%	0.028%	-31.46%
Mar	0.048%	0.025%	-46.8%	0.043%	0.027%	-37.13%
Apr	0.042%					
May	0.042%					
Jun	0.042%					
Jul	0.043%					
Aug	0.040%					
Sep	0.043%					
Oct	0.043%					
Nov	0.043%					
Dec	0.031%					

## Monthly Complaints Analysis (Summary 13 Months)

	Total	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
<b>Complaints Outside Capita / Partners Control</b>														
Written	202	32	17	24	15	19	13	24	19	18	18	13	13	9
Telephone	2	2	0	0	0	0	0	0	1	0	1	0	0	0
Email	281	36	22	36	40	32	26	23	20	27	18	11	10	16
Web	59	0	0	1	0	5	14	15	11	10	0	0	1	2
Back Office	68	0	14	6	5	4	5	3	6	4	9	5	3	4
BBC	0	5	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total BBC - Legislation</b>	<b>612</b>	<b>76</b>	<b>53</b>	<b>67</b>	<b>60</b>	<b>60</b>	<b>58</b>	<b>65</b>	<b>57</b>	<b>59</b>	<b>46</b>	<b>29</b>	<b>27</b>	<b>31</b>
Written	530	83	42	60	47	46	38	50	54	37	28	56	44	28
Telephone	12	6	0	1	1	1	3	1	1	0	0	2	0	2
Email	391	82	33	49	56	46	25	19	30	21	19	33	27	33
Web	147	0	1	1	0	6	26	30	22	24	0	11	11	15
Back Office	103	0	10	7	11	10	4	5	10	7	16	8	6	9
BBC	0	1	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total for Third Party</b>	<b>1,183</b>	<b>172</b>	<b>86</b>	<b>118</b>	<b>115</b>	<b>109</b>	<b>96</b>	<b>105</b>	<b>117</b>	<b>89</b>	<b>63</b>	<b>110</b>	<b>88</b>	<b>87</b>
<b>Complaints Attributable to Capita / Partners</b>														
Written	3,536	360	350	277	326	391	314	368	374	309	249	243	184	151
Telephone	31	28	5	3	2	3	4	3	4	3	1	2	1	0
Email	2,131	203	206	225	210	221	160	191	225	181	172	140	106	94
Web	575	0	2	4	1	35	87	150	110	67	7	29	34	49
Back Office	668	0	64	53	47	58	40	58	52	60	142	32	36	26
BBC	0	10	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total BBC - Non Legislation</b>	<b>6,941</b>	<b>601</b>	<b>627</b>	<b>562</b>	<b>586</b>	<b>708</b>	<b>605</b>	<b>770</b>	<b>765</b>	<b>620</b>	<b>571</b>	<b>446</b>	<b>361</b>	<b>320</b>
Written	89	21	6	11	13	8	2	13	9	11	4	4	5	3
Telephone	1	2	0	0	1	0	0	0	0	0	0	0	0	0
Email	43	10	7	9	7	5	1	2	5	1	3	2	0	1
Web	16	0	0	0	0	0	1	3	4	2	0	1	2	3
Back Office	9	0	0	1	0	0	3	1	1	0	3	0	0	0
BBC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Customer</b>	<b>158</b>	<b>33</b>	<b>13</b>	<b>21</b>	<b>21</b>	<b>13</b>	<b>7</b>	<b>19</b>	<b>19</b>	<b>14</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>7</b>
Written	1,814	266	162	133	164	200	210	212	181	150	96	104	100	102
Telephone	33	5	4	4	5	7	0	2	3	5	0	1	1	1
Email	843	162	118	112	118	108	50	77	70	53	33	23	33	48
Web	467	0	0	0	0	28	57	111	94	51	6	20	39	61
Back Office	288	0	31	21	19	23	23	13	15	21	71	12	22	17
BBC	0	3	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Marketing</b>	<b>3,445</b>	<b>436</b>	<b>315</b>	<b>270</b>	<b>306</b>	<b>366</b>	<b>340</b>	<b>415</b>	<b>363</b>	<b>280</b>	<b>206</b>	<b>160</b>	<b>195</b>	<b>229</b>

# Monthly Complaints Analysis (Summary 13 Months)

	Total	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
Written	384	45	46	30	28	26	26	44	58	30	21	23	29	23
Telephone	11	6	0	1	0	0	1	2	3	1	1	1	0	1
Email	403	46	37	30	29	38	33	42	37	34	30	40	31	22
Web	67	0	2	0	0	5	9	15	7	6	3	6	5	9
Back Office	155	0	22	15	12	11	7	15	18	12	22	10	5	6
BBC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Operation - Back Office	1,020	98	107	76	69	80	76	118	123	83	77	80	70	61
Written	215	57	13	15	16	18	21	18	18	19	23	16	15	23
Telephone	11	14	1	0	2	3	0	2	2	1	0	0	0	0
Email	265	61	22	29	39	24	7	17	28	21	18	17	18	25
Web	133	0	0	0	0	3	21	25	28	16	0	7	11	22
Back Office	715	0	86	43	61	64	52	59	55	50	74	31	60	80
BBC	0	2	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operation - Field	1,339	134	122	87	118	112	101	121	131	107	115	71	104	150
Written	255	29	19	19	21	27	22	33	25	22	22	16	21	8
Telephone	11	7	2	0	2	0	3	2	1	0	1	0	0	0
Email	216	28	27	32	23	22	10	19	12	21	12	11	13	14
Web	106	0	0	0	0	4	18	13	22	8	2	9	12	18
Back Office	190	0	15	17	19	18	12	16	23	12	26	16	10	6
BBC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operation - Front Office	778	64	63	68	65	71	65	83	83	63	63	52	56	46
Written	202	21	9	26	14	21	10	25	23	31	9	10	10	14
Telephone	2	2	0	1	0	0	0	0	0	1	0	0	0	0
Email	395	52	26	94	45	52	13	34	53	21	12	16	15	14
Web	203	0	0	0	0	10	33	61	46	28	2	8	8	7
Back Office	87	0	3	10	16	2	12	2	9	7	16	4	4	2
BBC	0	2	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operation - Self Serve	889	77	38	131	75	85	68	122	131	88	39	38	37	37
Written	436	69	53	51	35	32	40	39	41	25	18	36	31	35
Telephone	1	71	0	0	0	0	0	0	1	0	0	0	0	0
Email	119	28	15	20	18	13	7	8	4	9	5	6	10	4
Web	82	0	0	0	0	2	14	16	21	16	1	2	5	5
Back Office	787	0	79	100	83	72	51	89	65	59	43	54	49	43
BBC	0	5	0	0	0	0	0	0	0	0	0	0	0	0
MP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operation - TVL CASH	1,425	173	147	171	136	119	112	152	132	109	67	98	95	87

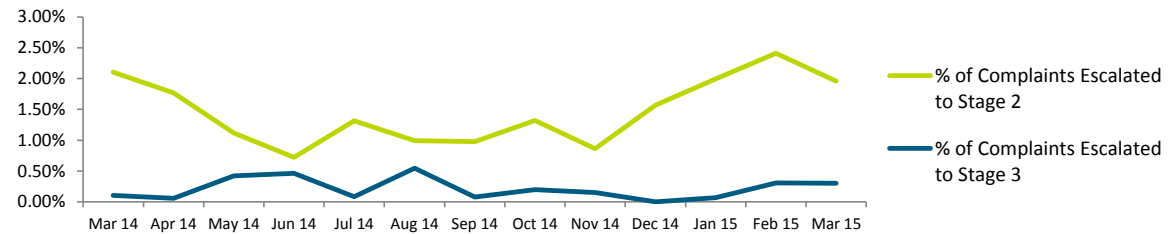
## Monthly Complaints Analysis (Summary 13 Months)

	Total	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
<b>Performance Against Target</b>														
Cases Outside Capita / Partners Control	1,795	248	139	185	175	169	154	170	174	148	109	139	115	118
Cases Attributable to Capita / Partners	15,995	1,616	1,432	1,386	1,376	1,554	1,374	1,800	1,747	1,364	1,148	952	925	937
<b>Total Cases (For Period)</b>	<b>17,790</b>	<b>1,864</b>	<b>1,571</b>	<b>1,571</b>	<b>1,551</b>	<b>1,723</b>	<b>1,528</b>	<b>1,970</b>	<b>1,921</b>	<b>1,512</b>	<b>1,257</b>	<b>1,091</b>	<b>1,040</b>	<b>1,055</b>
akinika Recoveries (DCS)	111	9	7	7	7	9	8	11	13	10	9	10	12	8
Paypoint (external)	107	6	22	6	11	7	6	9	10	7	4	9	8	8
<b>Overall Total Complaints</b>	<b>218</b>	<b>1,879</b>	<b>1,600</b>	<b>1,584</b>	<b>1,569</b>	<b>1,739</b>	<b>1,542</b>	<b>1,990</b>	<b>1,944</b>	<b>1,529</b>	<b>1,270</b>	<b>1,110</b>	<b>1,060</b>	<b>1,071</b>
BBC - Non TVL Related - Not included in total	439	29	22	29	26	42	59	83	79	20	27	28	11	13
Referred to Paypoint - Not included in total	67	6	3	3	2	7	7	9	9	7	6	2	3	9
Licences In Force		25,419,296	25,400,949	25,405,484	25,434,601	25,457,866	25,465,879	25,497,985	25,527,351	25,427,831	25,449,898	25,474,249	25,492,092	25,507,911
<b>Complaints per 1000 Licences</b>														
Complaints Attributable to Capita / Partners	0.064	0.056	0.055	0.054	0.061	0.054	0.071	0.068	0.054	0.045	0.037	0.036	0.037	0.037
<b>Overall Total Complaints</b>	<b>0.074</b>	<b>0.063</b>	<b>0.062</b>	<b>0.062</b>	<b>0.068</b>	<b>0.061</b>	<b>0.078</b>	<b>0.076</b>	<b>0.060</b>	<b>0.050</b>	<b>0.044</b>	<b>0.042</b>	<b>0.042</b>	<b>0.042</b>
M.A.T	0.061	0.061	0.061	0.062	0.063	0.064	0.065	0.066	0.066	0.066	0.066	0.064	0.062	0.059
Target (TBC)		0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080	0.080



## Escalated Complaints

	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
<b>Stage 1 Complaints (TVL)</b>	1,853	1,752	1,882	1,930	2,279	2,009	2,551	2,500	1,963	1,593	1,403	1,286	1,327
<b>Stage 2 Complaints (Director)</b>	39	31	21	14	30	20	25	33	17	25	28	31	26
% escalated from Stage 1	2.10%	1.77%	1.12%	0.73%	1.32%	1.00%	0.98%	1.3%	0.9%	1.6%	2.0%	2.4%	2.0%
<b>Stage 3 Complaints (BBC)</b>	2	1	8	9	2	11	2	5	3	0	1	4	4
% escalated from Stage 1	0.11%	0.06%	0.43%	0.47%	0.09%	0.55%	0.08%	0.2%	0.2%	0.0%	0.1%	0.3%	0.3%
% escalated from Stage 2	5.13%	3.23%	38.10%	64.29%	6.67%	55.00%	8.00%	15.2%	17.6%	0.0%	3.6%	12.9%	15.4%
<b>Stage 2 Complaints via BBC</b>	5	5	4	4	10	1	9	4	1	1	6	9	4
<b>Stage 3 Follow Ups and Exceptional Cases</b>	1	9	10	11	16	6	18	26	12	20	17	10	10
<b>Stage 3 BBC MP Cases</b>	11	6	8	8	9	7	13	17	4	9	7	6	8
<b>Stage 3 TVL MP Cases</b>	21	17	6	7	21	20	22	15	14	14	17	20	17



### Processing Times - KPI Performance

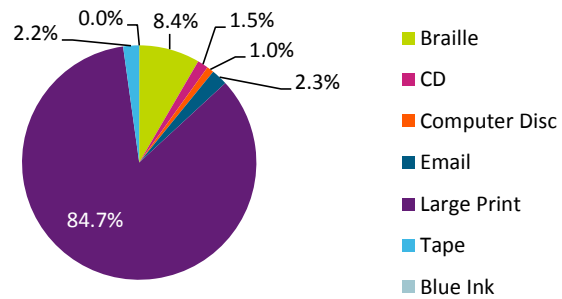
		Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
<b>Stage 1 Complaints (TVL)</b>	5 Days & Under		1,628	1,603	1,663	1,874	1,261	2,020	1,650	1,737	1,349	1,199	1,105	1,100
	8 Days & Under		1,749	1,881	1,930	2,278	1,936	2,480	2,411	1,957	1,593	1,403	1,286	1,327
	Over 8 Days		3	1	0	1	73	71	89	6	0	0	0	0
<b>Stage 2 Complaints (Ops Director)</b>	5 Days & Under		15	11	12	21	2	17	24	13	17	19	25	10
	8 Days & Under		31	21	14	30	19	25	33	17	25	9	6	16
	Over 8 Days		0	0	0	0	1	0	0	0	0	0	0	0
<b>Ops Director via BBC S2</b>	5 Days & Under		3	1	4	3	0	6	2	3	1	2	3	2
	8 Days & Under		5	4	4	10	1	9	4	3	1	4	6	2
	Over 8 Days		0	0	0	0	0	0	0	0	0	0	0	0
<b>Stage 3 Escalated to BBC New Complaints (TVL)</b>	5 Days & Under		1	8	9	2	11	2	5	3	0	1	4	4
	8 Days & Under		1	8	9	2	11	2	5	3	0	0	0	0
	Over 8 Days		0	0	0	0	0	0	0	0	0	0	0	0
<b>Stage 3 follow up from exisiting complaints and exceptional cases outside of escalation process</b>	2 Days & Under		9	10	11	16	3	18	26	12	20	17	10	10
	Over 2 Days		0	0	0	0	3	0	0	0	0	0	0	0
<b>Stage 3 - BBC MP Cases</b>	2 Days & Under		6	8	8	9	4	13	17	4	9	7	6	8
	Over 2 Days		0	0	0	0	3	0	0	0	0	0	0	0
<b>Stage 3 - TVL MP Cases</b>	5 Days & Under		16	6	3	7	6	3	5	2	8	2	1	5
	8 Days & Under		16	6	7	21	18	22	15	14	12	15	19	12
	Over 8 Days		1	0	0	0	2	0	0	0	0	0	0	0

## Equality & Diversity - Overview

### Breakdown of Special Format Correspondence

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total
Braille	22	21	21	6	21	10	38	26	26	24	27	33	275
CD	2	6	6	1	3	2	4	3	8	6	2	6	49
Computer Disc	1	5	3	2	0	1	1	4	3	8	1	3	32
Email	6	9	4	3	3	5	6	6	11	5	11	5	74
Large Print	235	236	188	149	207	190	255	285	253	239	260	272	2769
Tape	11	5	5	6	5	1	10	6	5	3	11	4	72
Blue Ink	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>277</b>	<b>282</b>	<b>227</b>	<b>167</b>	<b>239</b>	<b>209</b>	<b>314</b>	<b>330</b>	<b>306</b>	<b>285</b>	<b>312</b>	<b>323</b>	<b>3,271</b>

Combined Total Special Format (YTD)



### Breakdown of Diversity Related Complaint Cases

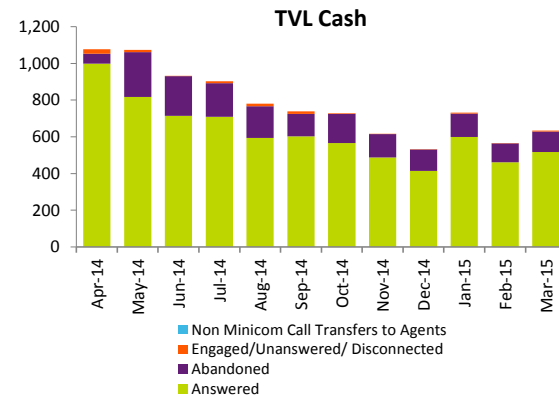
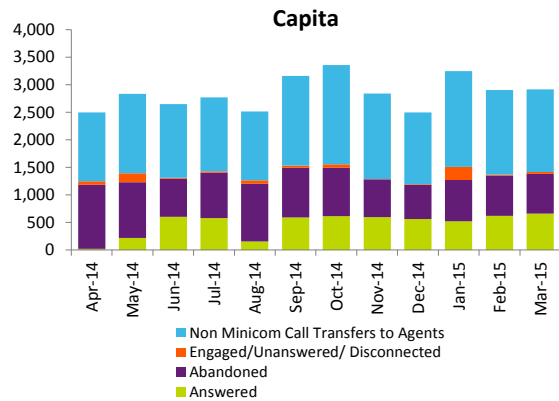
	Q1 Apr 14 - Jun 14	Q2 Jul 14 - Sep 14	Q3 Oct 14 - Dec 14	Q4 Jan 15 - Mar 15
Age	0	0	0	0
Disability	2	1	1	5
Ethnic background	2	0	2	0
Faith or belief	0	0	0	0
Gender	0	0	0	0
Marriage / civil partnership	0	0	1	0
pregnancy / maternity	0	0	0	0
Sexual orientation	0	0	0	0
Transgender	0	0	0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>

### Welsh Calls Answered

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total
<b>Total</b>	<b>155</b>	<b>158</b>	<b>162</b>	<b>159</b>	<b>160</b>	<b>203</b>	<b>192</b>	<b>171</b>	<b>159</b>	<b>189</b>	<b>137</b>	<b>198</b>	<b>2043</b>

## 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 15	2,916	635	661	518	719	111	36	6	1,500	0
February 15	2,903	567	621	461	732	104	18	2	1,532	0
January 15	3,249	731	522	600	751	127	237	4	1,739	0
December 14	2,497	533	563	415	623	117	9	1	1,302	0
November 14	2,839	616	595	488	686	127	9	1	1,549	0
October 14	3,358	729	614	567	880	158	60	4	1,804	0
September 14	3,160	738	589	603	901	122	41	13	1,629	0
August 14	2,515	781	155	594	1,044	173	64	14	1,252	0
July 14	2,770	903	580	709	824	184	22	10	1,344	0
June 14	2,646	932	605	714	689	216	17	2	1,335	0
May 14	2,832	1,074	217	817	1,012	245	164	12	1,439	0
April 14	2,499	1,077	19	999	1,163	54	66	24	1,251	0



## Equality & Diversity - Language Line Calls

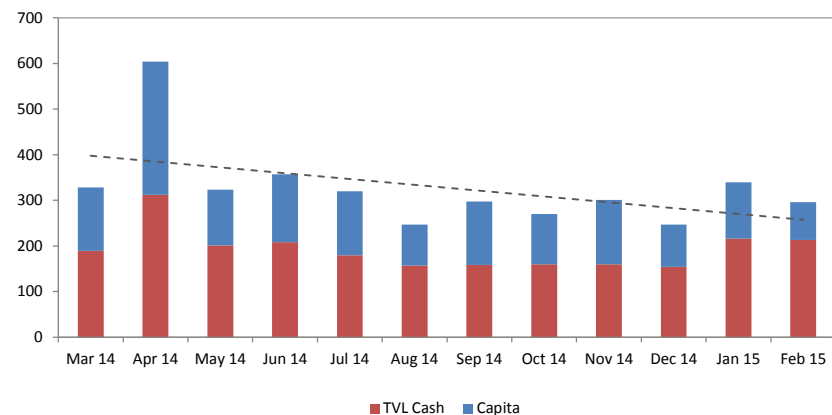
### Summary

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

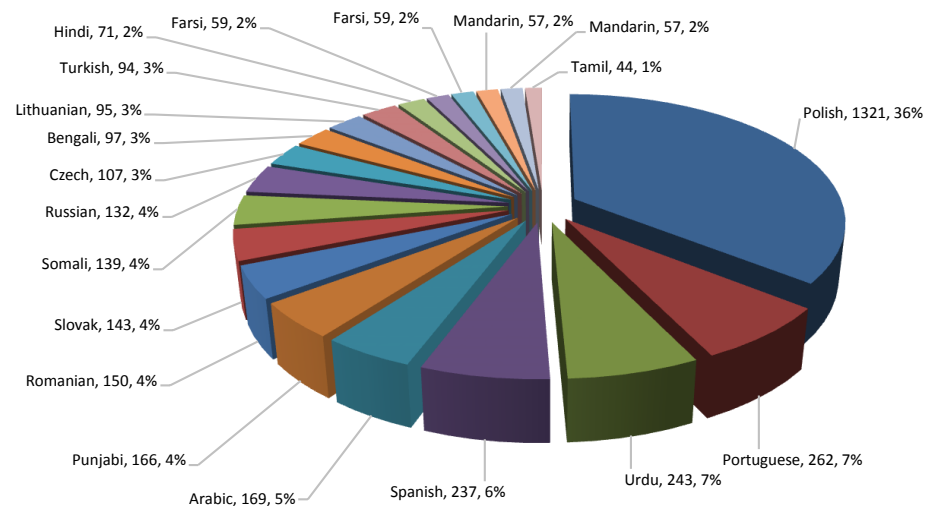
Call volumes the Language Line continue to show a decreasing trend over the last 13 months, with a slight increase in Capita related escalations in February.

Polish remains our highest Language Line interaction requirement with some 1,321 calls taken in the last 12 months for this language.

### Translation Service Call Volumes



### 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	1321	00:09:17
Portuguese	262	00:10:49
Spanish	243	00:08:51
Urdu	237	00:10:59
Turkish	169	00:10:24
Arabic	166	00:07:57
Somali	150	00:08:52
Romanian	143	00:08:46
Punjabi	139	00:10:11
Russian	132	00:09:40

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

## Quality Auditing - Volumes Conducted & % Performance Scores

BBC Contract - Schedule 6 - PI 3.6 - Contact Quality Call Quality Analysis (Inbound and Outbound)

Call Monitoring	Total Agent Calls this Month	Number of Calls checked this Month	% Quality this Month	Level Achieved this Month	Number of Calls checked YTD	% Quality YTD	Level Achieved YTD	Trend
Inbound	148,724	653	93.7%	1	8,820	93.1%	1	
Dialler	98,364	144	92.5%	1	1,938	91.8%	1	
Field	3,422	161	95.5%	1	1,508	96.0%	1	
Escalated	3,043	35	98.8%	1	358	96.3%	1	
Complaints Calls	281	48	94.6%	1	587	93.5%	1	
<b>Total Capita</b>	<b>253,834</b>	<b>1,041</b>	<b>94.0%</b>	<b>1</b>	<b>13,211</b>	<b>93.3%</b>	<b>1</b>	
TVL Cash Applications		95	88.7%	2	1,159	89.8%	2	
TVL Cash Inbound	190,516	190	89.2%	2	2,340	88.8%	2	
TVL Cash Outbound	329,172	320	89.2%	2	4,155	89.7%	2	
<b>Total TVL Cash</b>	<b>519,688</b>	<b>605</b>	<b>89.1%</b>	<b>2</b>	<b>7,654</b>	<b>89.4%</b>	<b>2</b>	
<b>Total Call Monitoring Volumes / Average % Score</b>	<b>773,522</b>	<b>1,646</b>	<b>92.2%</b>	<b>1</b>	<b>20,865</b>	<b>91.9%</b>	<b>1</b>	

BBC Contract - Schedule 6 - PI 3.7 - E-Mail Quality Analysis (All other Contact Channels other than Call)

Correspondence, E-Mail, Transcription & WEB Monitoring	Number of Cases checked this Month	% Quality this Month	Level Achieved this Month	Number of Cases checked YTD	% Quality YTD	Level Achieved YTD	Trend
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### On-Shore Processing:-

Address Structure	35	99.5%	1	958	99.7%	1	
ARC	115	100.0%	1	1,443	97.9%	2	
Correspondence, E-Mail & WEB	9	100.0%	1	456	99.7%	1	
Customer Relations (Complaints)	95	97.8%	2	2,076	95.4%	3	
BBC & HLR Complaints	30	100.0%	1	360	99.7%	1	
DCC	10	100.0%	1	81	99.9%	1	
Hotels & Company Group Licensing	40	100.0%	1	428	99.9%	1	
TVL Cash NLN	180	100.0%	1	2,160	100.0%	1	
TVL Cash Correspondence	62	90.3%	3	634	94.4%	3	
Licence Issue	20	100.0%	1	240	99.2%	1	
Mail Processing (CDIS)	14	100.0%	1	168	100.0%	1	
Over 75's	82	97.5%	2	1,158	98.5%	1	
Refunds				105	92.3%	3	
<b>Total for Onshore Processing</b>	<b>976</b>	<b>97.8%</b>		<b>9,575</b>	<b>98.1%</b>		

### Off-Shore Processing:-

Addacs	53	100.0%	1	568	100.0%	1	
COA Forms & DD Gone Aways	216	99.8%	1	2,924	99.8%	1	
Correspondence	1,339	99.8%	1	15,397	99.8%	1	
DDI	170	99.9%	1	2,193	99.8%	1	
E-Mail	1,158	99.9%	1	18,073	99.7%	1	
IVR	341	99.9%	1	4,707	99.9%	1	
Refunds	3,406	99.6%	1	36,412	99.7%	1	
Transcription	129	99.9%	1	1,913	99.9%	1	
WEB	1,525	99.8%	1	16,659	99.8%	1	
<b>Total for Offshore Processing</b>	<b>8,337</b>	<b>99.7%</b>	<b>1</b>	<b>98,846</b>	<b>99.8%</b>	<b>1</b>	
<b>Total Correspondence, Email, Transcription &amp; WEB</b>	<b>9,029</b>	<b>99.6%</b>	<b>1</b>	<b>109,113</b>	<b>99.6%</b>	<b>1</b>	

BBC Contract - Schedule 2 & Schedule 4 - Item 3.4.44

Field	Number Failing this Month	Total Volume	% Quality this Month	Number Failing YTD	Total Volume	% Quality YTD	Trend
Quality of Prosecution Statements (Code 8 Rejects)	389	39,047	99.00%	3,569	345,573	98.97%	
Complaint Volumes (attributable to Field)	150	396,382	99.96%	1,339	3,986,308	99.97%	
Non- Adherence to Work Instructions & BBC Policies	220	39,047	99.44%	2,575	345,573	99.25%	
Case Quality (Fraud) - VO failure to follow procedure	0	39,047	100.00%	0	345,573	100.00%	
Calls Handled (also included in Call Monitoring above)	161	3,422	95.50%	1,508	35,564	96.00%	

GREEN = Level 1 = Acceptable Performance / Comprehensive Understanding of Quality. Improving Trend.

AMBER = Level 2 = Less than Acceptable Performance / Understands Quality but further basic training required. Stable Trend.

RED = Level 3 = Unacceptable Performance / Lack of Understanding of Quality, needs support, coaching & training. Falling Trend.

### Call Monitoring:

In accordance with PI 3.6; 5 calls per live Call Centre Agent have been monitored this Month. All figures quoted are for the new BBC year which started on 1st of April 2014.

### Darwen Inbound:

This month's performance shows a 0.4% improvement on last month achieving 93.7% on 653 Calls Monitored. YTD the % rate has remained at 93.1%.

### Darwen Dialler:

The Quality Assurance Team completed 144 Call Monitors achieving a 92.5% result which is 3.5% better than last month. YTD has improved by 0.1% to 91.8%.

### Darwen Escalated and Complaints Calls:

83 Audits completed this month on the bespoke form with a stricter scoring regime in place and a focus on conflict handling.

Escalated Call Quality performance was 98.8% - 2.4% better than last month.

Complaints Call Quality performance was 94.6% - 0.8% better than last month.

### Darwen Field Back Office Calls:

Performance was 95.5%, 1.5% lower than last month with 161 Calls monitored by the QA Team.

### Preston - All Calls:

605 Call evaluations achieved an 89.1% result, 0.3% lower than last month.

YTD sits at 89.4%, the same as last month.

### Back Office - UK & India:

In accordance with PI 3.7 (& PI 3.8 on the next page) we are required to monitor at least 400 pieces of outgoing E-Mail / Letters to Customers.

This month we completed a review of some 9,029 items across the Correspondence, E-Mail, Transcription and WEB queues, achieving a result of some 99.6%, which is 0.1% higher than last month.

### Offshore:

99.7% accuracy is evident which is the same as last month.

Internal levelling was conducted this month on Correspondence - the results are due to be discussed in the next few days.

### Onshore:

98.5% was achieved this month, 0.8% higher than last month.

The Level 3 result in TVL Cash Correspondence is attributable to the Customer's Enquiry not being fully addressed and the wrong format of the letter being used in our response.

The Level 2 result in Over 75's is a similar issue to the TVL Cash Correspondence, but has improved by 0.1% this month.

In Customer Relations, whilst still at Level 2 this month there remains evidence of underlying improvements - this month is 1.1% better than last month. Most commonest area of non-compliance is down to grammatical errors and typographical mistakes on response letters (prior to them being corrected and then sent to the Customer).

Quality checking on Refunds was not completed due to the Team being re-trained and doing their own internal levelling on a number of processed cases.

### Field Dashboard:

The results shown are the specific elements stipulated within the Contract. The Field Quality Dashboard has been sent separately which reflects additional aspects of Field Quality monitoring and fulfils the requirement of item 3.4.44 in Schedule 4 of the Contract.

## Quality Auditing - Outbound Letter Quality

BBC Contract - Schedule 6 - PI 3.8 - Outbound Letter Quality

Business Area	This Month			YTD			Trend
	Number of Cases Failing	Number of Cases Checked	% Quality this Month	Number of Cases Failing	Number of Cases Checked	% Quality YTD	
(GEN03) - Had most appropriate Letter / E-Mail been sent in response to the Customer's Enquiry?							
Address Structure	0	21	100.0%	5	439	98.9%	
ARC	0	14	100.0%	2	151	98.7%	
Correspondence, E-Mail & WEB	0	15	100.0%	10	611	98.4%	
DCC	0	2	100.0%	0	27	100.0%	
Over 75's	3	36	91.7%	11	532	97.9%	
Refunds	0	0	N/A	3	86	96.5%	
Correspondence (Offshore)	4	312	98.7%	54	6,541	99.2%	
E-Mail (Offshore)	3	798	99.6%	99	12,752	99.2%	
Refunds (Offshore)	41	834	95.1%	344	13,486	97.4%	
WEB (Offshore)	1	235	99.6%	32	2,264	98.6%	
WM DD Gone Aways & Change of Address (Offshore)	2	12	83.3%	3	217	98.6%	
TOTAL	54	2,279	97.6%	563	37,106	98.5%	
(GEN04) - Had Customer's Enquiry been fully addressed?							
Address Structure	0	14	100.0%	10	458	97.8%	
ARC	0	15	100.0%	5	160	96.9%	
Correspondence, E-Mail & WEB	1	26	96.2%	14	864	98.4%	
DCC	0	10	100.0%	0	87	100.0%	
Licence Issue	0	20	100.0%	1	231	99.6%	
Over 75's	1	61	98.4%	23	1,004	97.7%	
Refunds	0	0	N/A	7	95	92.6%	
Correspondence (Offshore)	0	1,339	100.0%	1	15,386	100.0%	
E-Mail (Offshore)	1	1,159	99.9%	25	18,107	99.9%	
Refunds (Offshore)	8	2,480	99.7%	15	29,560	99.9%	
IVR (Offshore)	0	247	100.0%	5	3,629	99.9%	
WEB (Offshore)	0	1,264	100.0%	4	15,488	100.0%	
WM DD Gone Aways & Change of Address (Offshore)	0	190	100.0%	0	2,732	100.0%	
TOTAL	11	6,825	99.8%	110	87,801	99.9%	
(GEN11) - Was our response free from grammatical errors and typographical mistakes?							
Address Structure	3	21	85.7%	14	439	96.8%	
ARC	0	14	100.0%	19	170	88.8%	
Correspondence, E-Mail & WEB	0	12	100.0%	5	360	98.6%	
DCC	0	2	100.0%	0	27	100.0%	
Hotel & Company Groups	0	2	100.0%	0	11	100.0%	
Over 75's	3	36	91.7%	34	480	92.9%	
TOTAL	6	87	93.1%	72	1,487	95.2%	
Customer Relations / Complaints Responses							
(CUR10) - Customer Complaint fully answered	1	95	98.9%	17	2,249	99.2%	
(CUR12) - Agent correctly quoted from Business / BBC Policies	0	95	100.0%	1	2,248	100.0%	
(CUR13) - Response free from grammatical errors & typographical	11	95	88.4%	416	2,527	83.5%	
(CUR24) - Letter format correct	3	95	96.8%	209	1,682	87.6%	
(CO203) - Correct use of Glossaries	3	95	96.8%	122	2,247	94.6%	
(CUR16) - Response logically flowed	1	95	98.9%	1	2,247	100.0%	
(CUR17) - Apology given where appropriate	0	81	100.0%	0	1,806	100.0%	
(CUR19) - Response preserved relationship & fully supported TVL's	0	3	100.0%	0	81	100.0%	
TOTAL	19	654	97.1%	766	15,087	94.9%	
TOTAL Outbound Letter Quality performance							
OVERALL TOTAL	90	9,845	99.1%	1,511	141,481	98.9%	
GREEN = Acceptable Performance. Improving Trend.							
AMBER = Less than Acceptable Performance. Stable Trend.							
RED = Unacceptable Performance. Falling Trend.							

The results declared on this page reflect our performance against **PI 3.8 Outbound Letter Quality**.

Here we're looking at whether we sent the most appropriate response, had covered all the points raised by the Customer in their contact with us and that we responded in an appropriate and meaningful way.

For Customer Relations / Complaints letters we have a more detailed and stricter level of marking - as we're expecting total accuracy and a very detailed response that covered all the points raised by the Customer.

This month overall we've achieved 99.1% which is 0.7% higher than last month. YTD has remained the same as last month.

The errors identified in the letters i.e. typographical and grammatical errors were before they were sent out to the Customer.

All Customer Relations response letters are 100% checked by a Team Leader outside of this QA process.

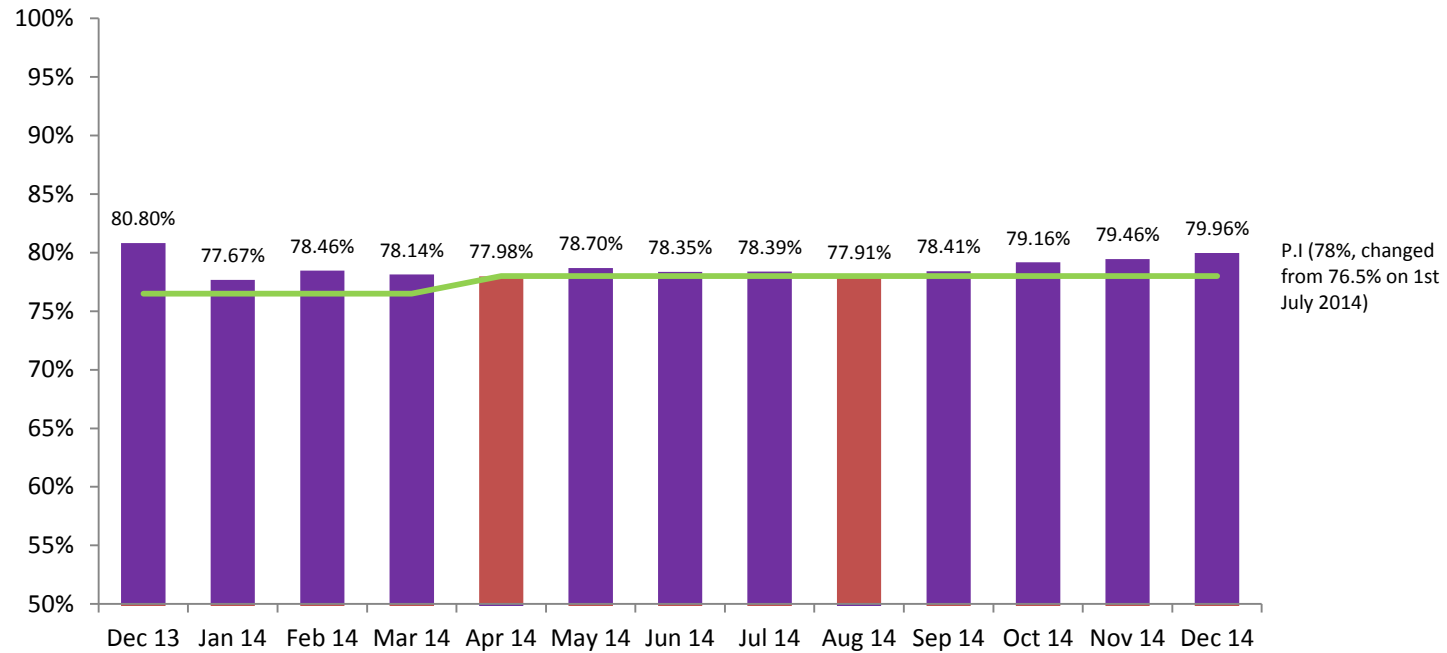
Focus for Offshore remains on the sending of the most appropriate e-mail or Refund letter in response to the Customer's Enquiry.

Levelling identified an issue with certain types of E-Mail responses which are reflected in this result.

The Offshore Quality Team continue to take on board all areas of learning and implement them.

## 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.



Months are reported on four months in arrears to allow for 91 day maturity period