

**CAPITA**

**March 2017**

 **TV LICENSING**

***Field***

**Confidential**

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Schedule Amendments/Additions:

Additions

Amendments

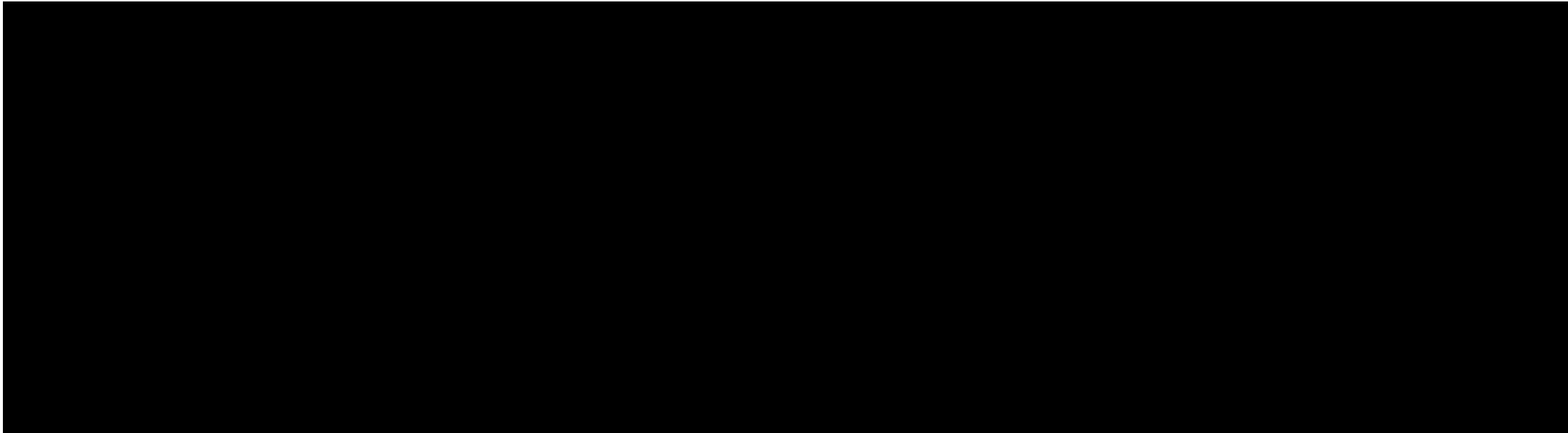
# Field Summary Dashboard

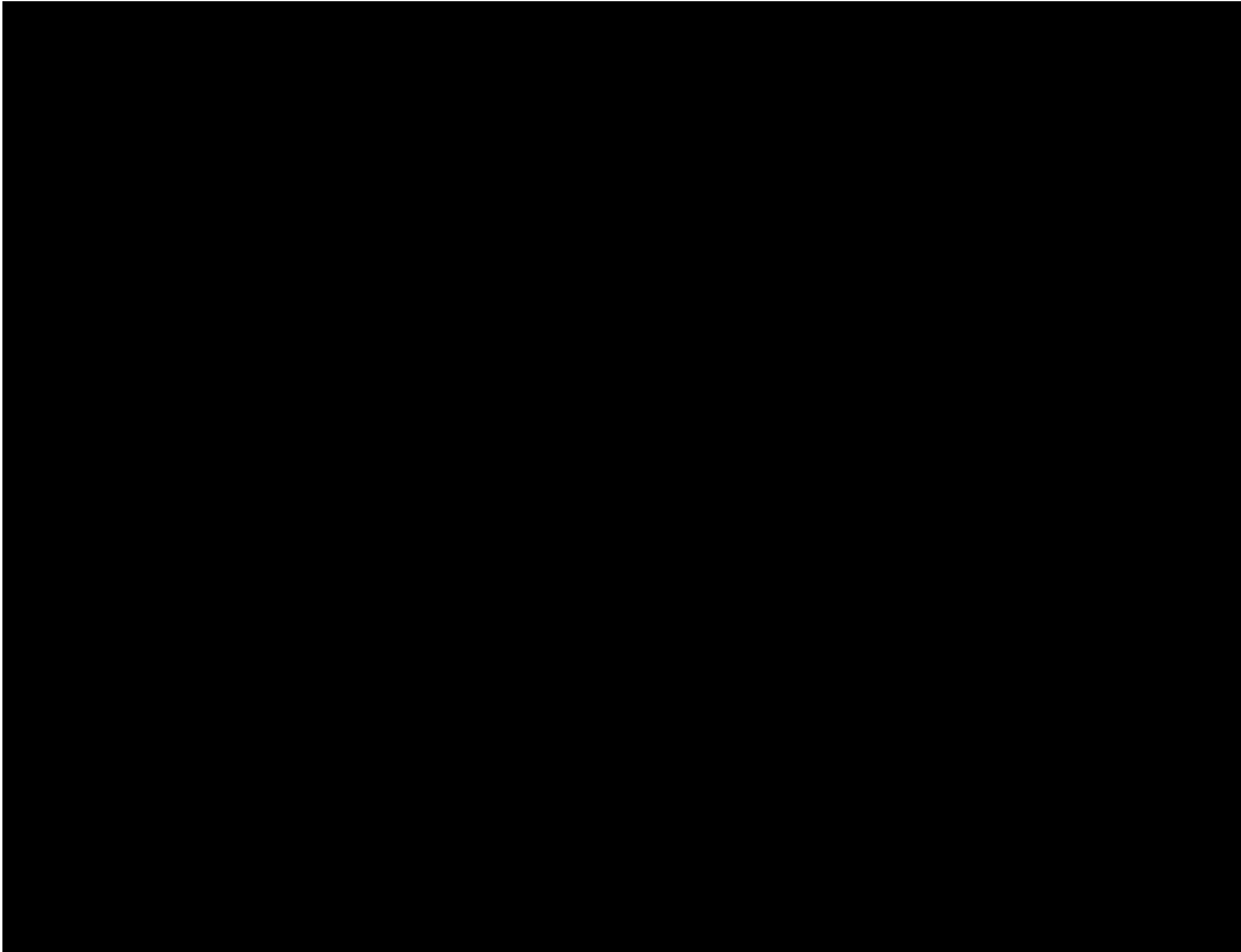
	Mar 16	Total 15/16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Total 16/17
Total															

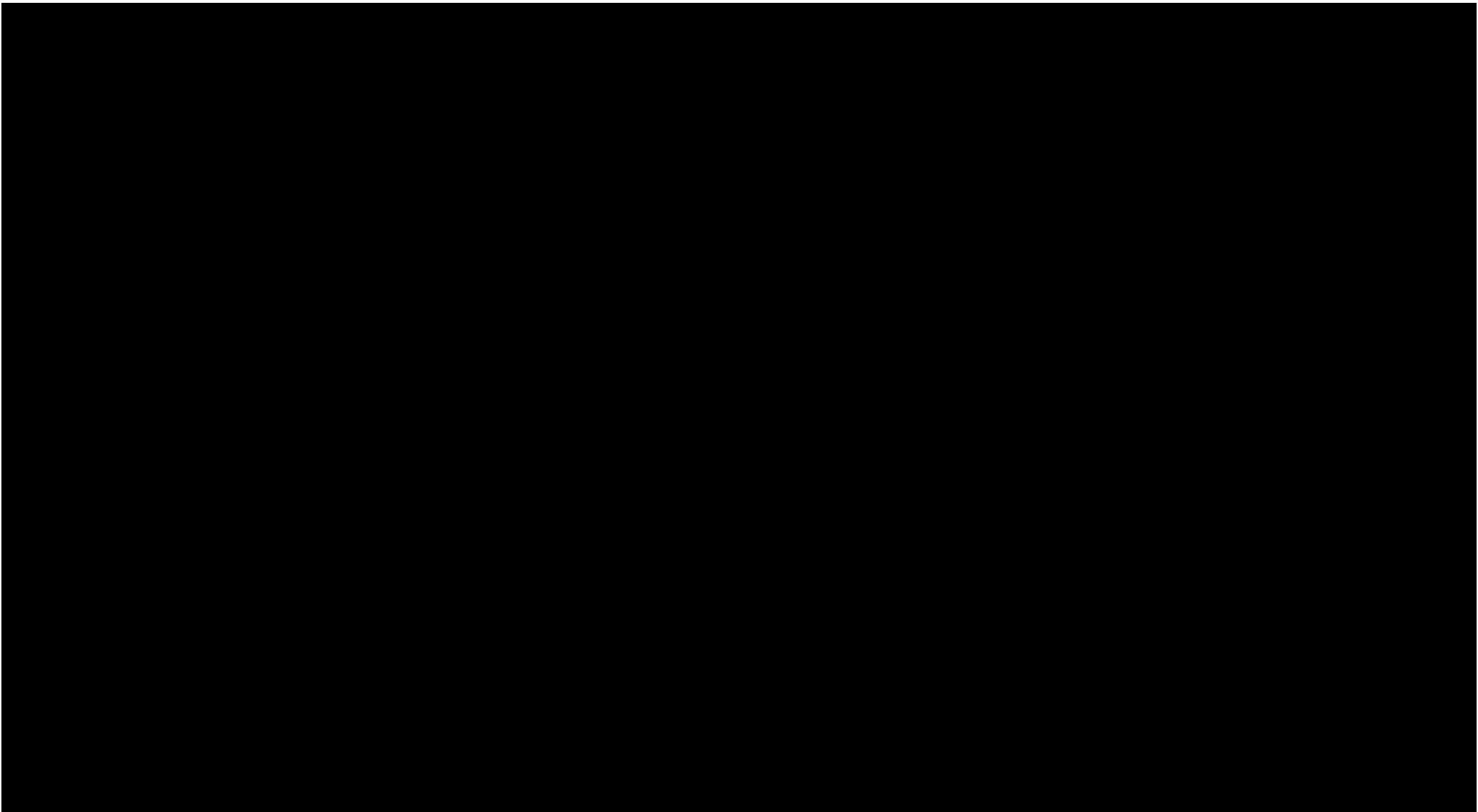
Field Position

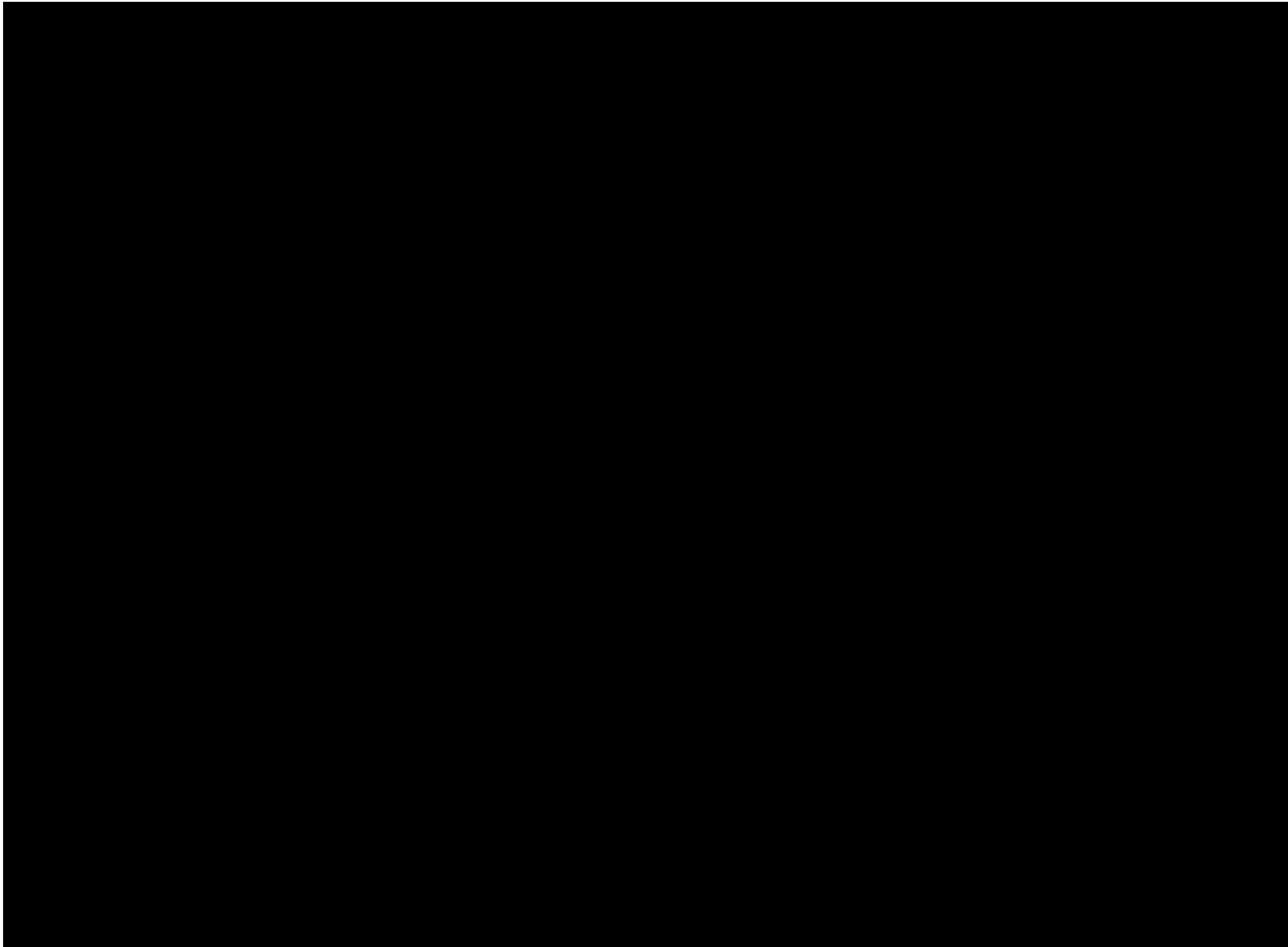
April	May	June	July	August	September	October	November	December	January	February	March	YTD	Year End Out Turn Gross	Target (Gross)
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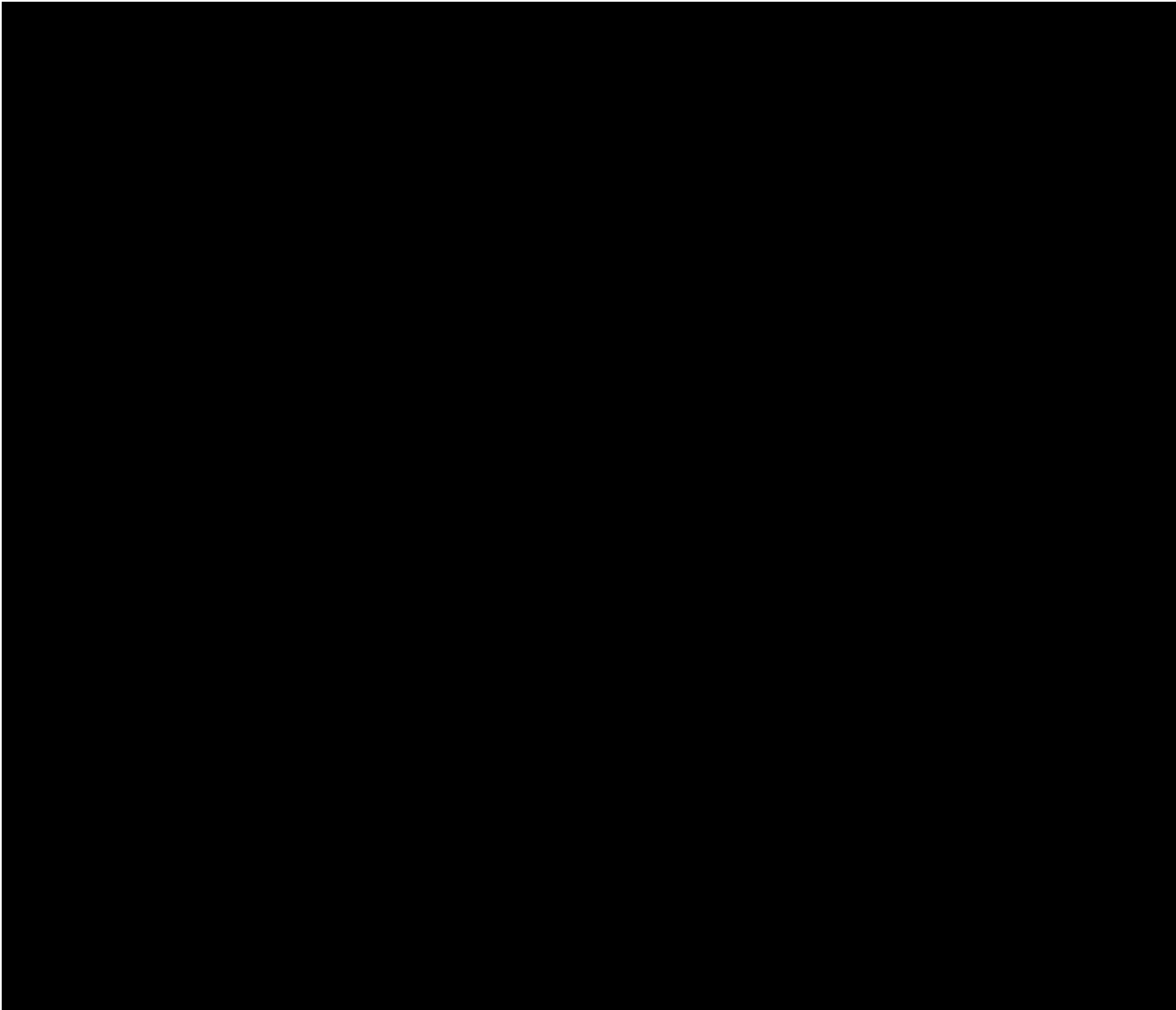
Field Position															
Code 8's FBM	203	23,500	22,934	23,848	23,483	22,279	22,610	23,254	24,800	14,993	22,369	22,232	20,946	267,248	0
Code 8 Actual		22,231	20,725	24,462	21,265	22,138	20,566	22,134	25,437	16,131	22,232	20,570	18,706	256,597	
Code 8 Out Turn		22,231	20,725	24,462	21,265	22,138	20,566	22,134	25,437	16,131	22,232	20,570	18,706	256,597	
Variance															256,597



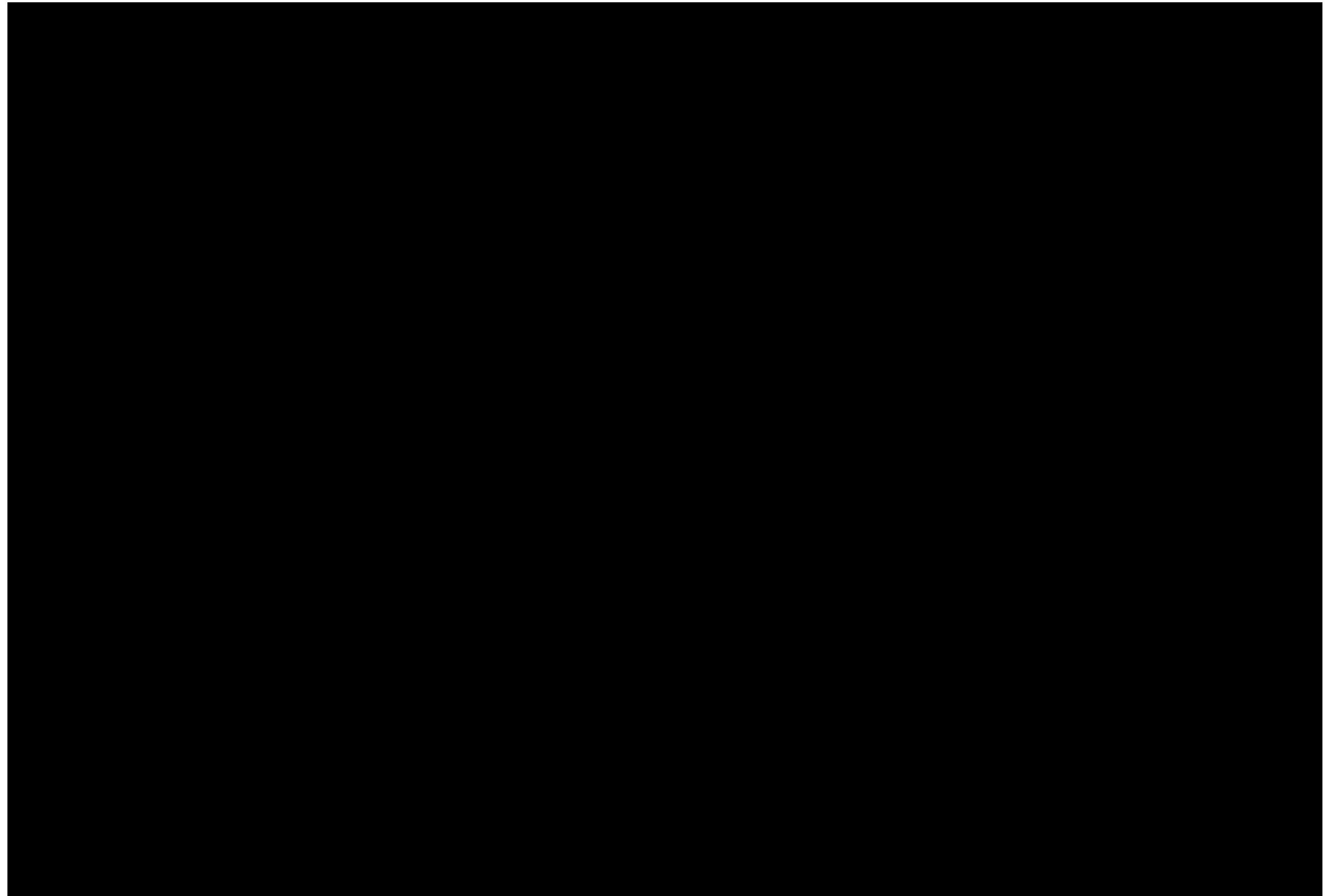


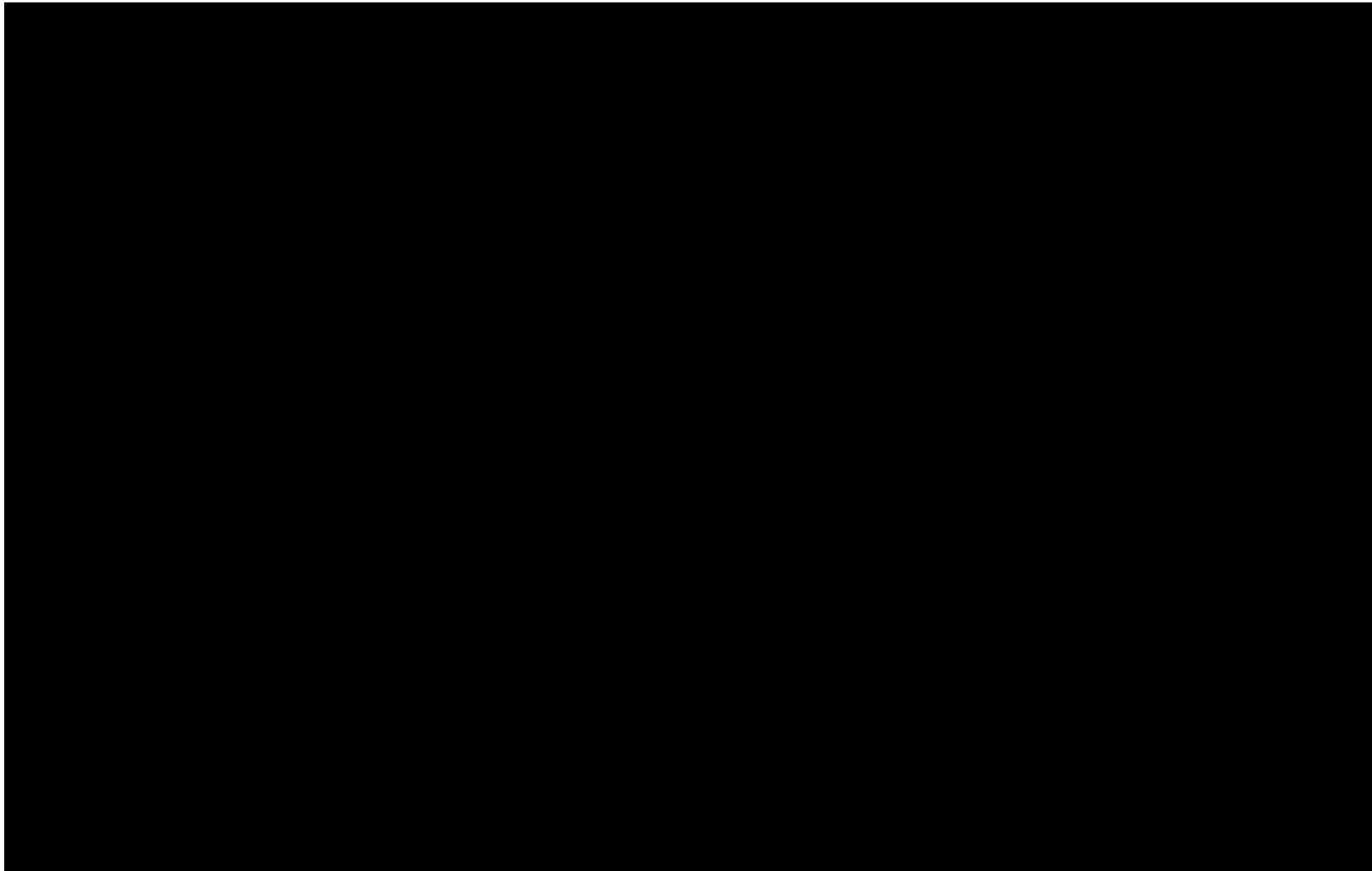


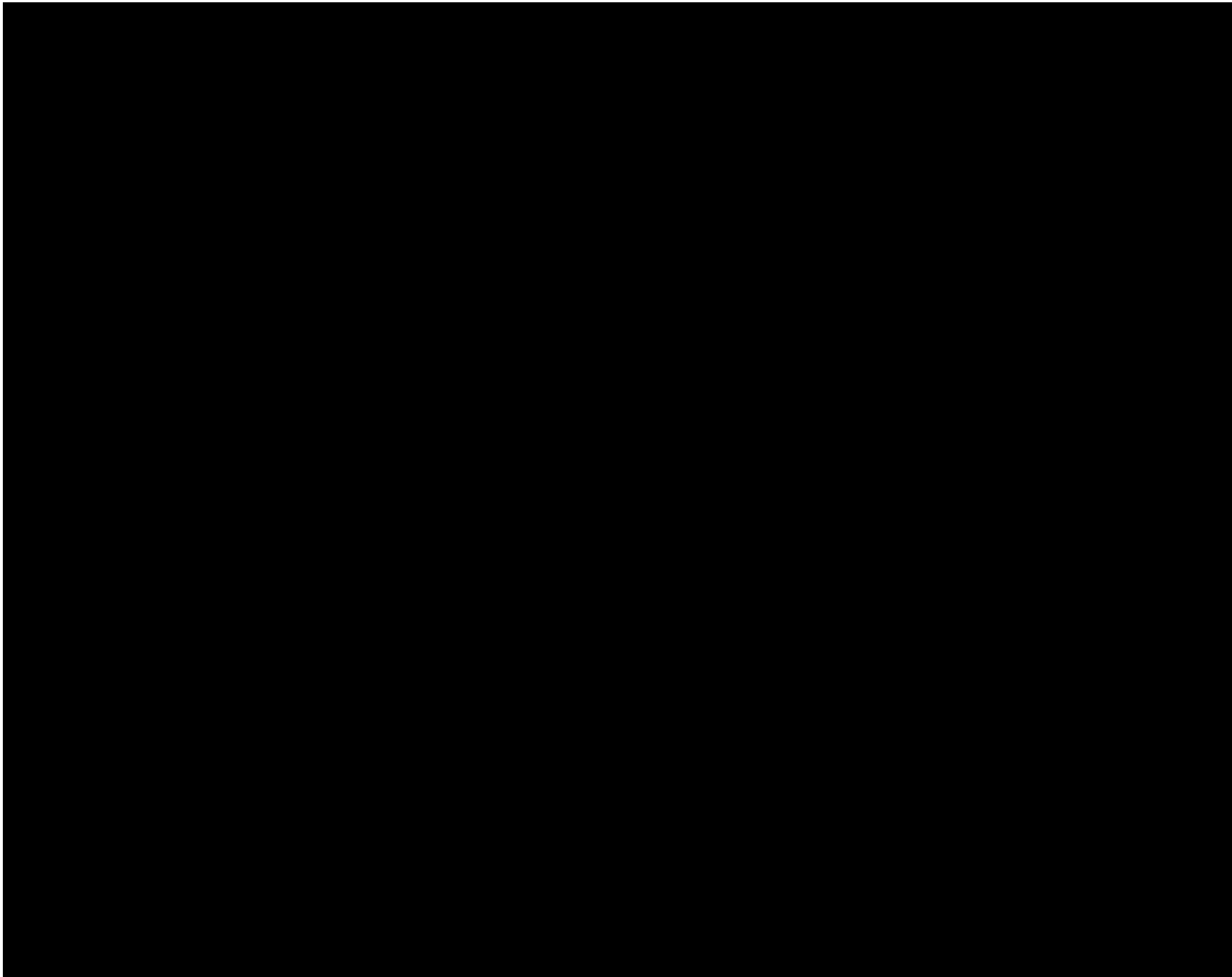


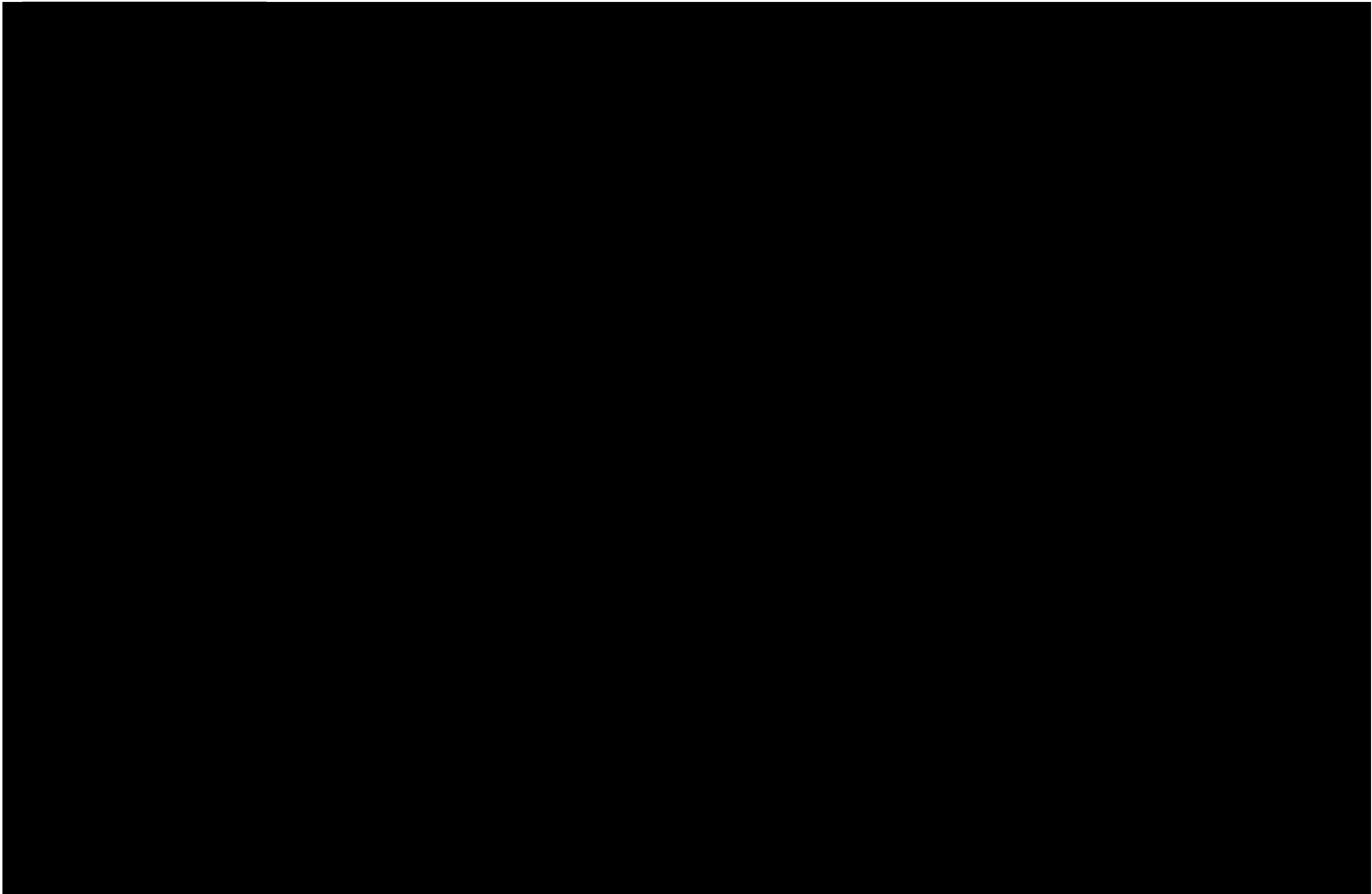


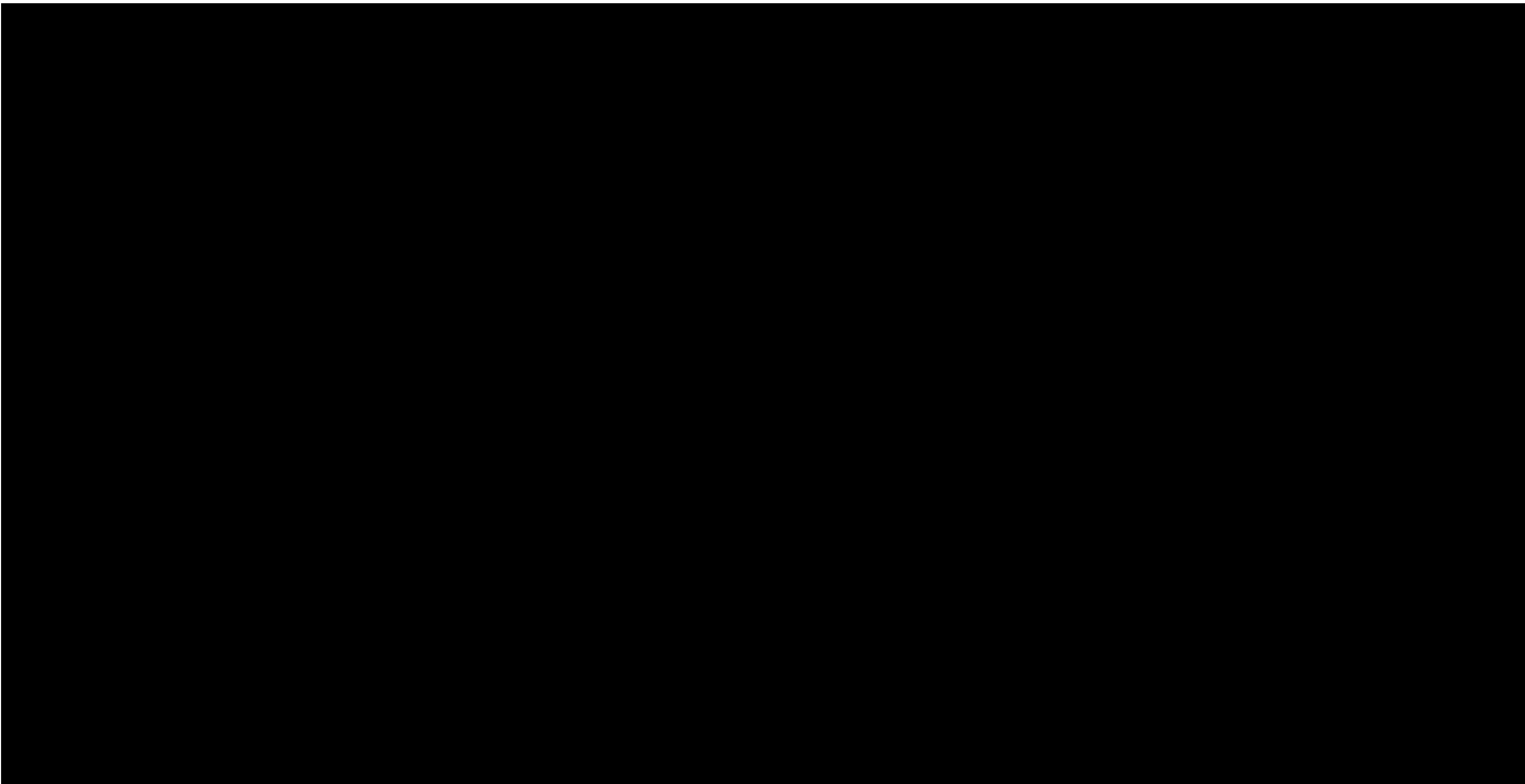


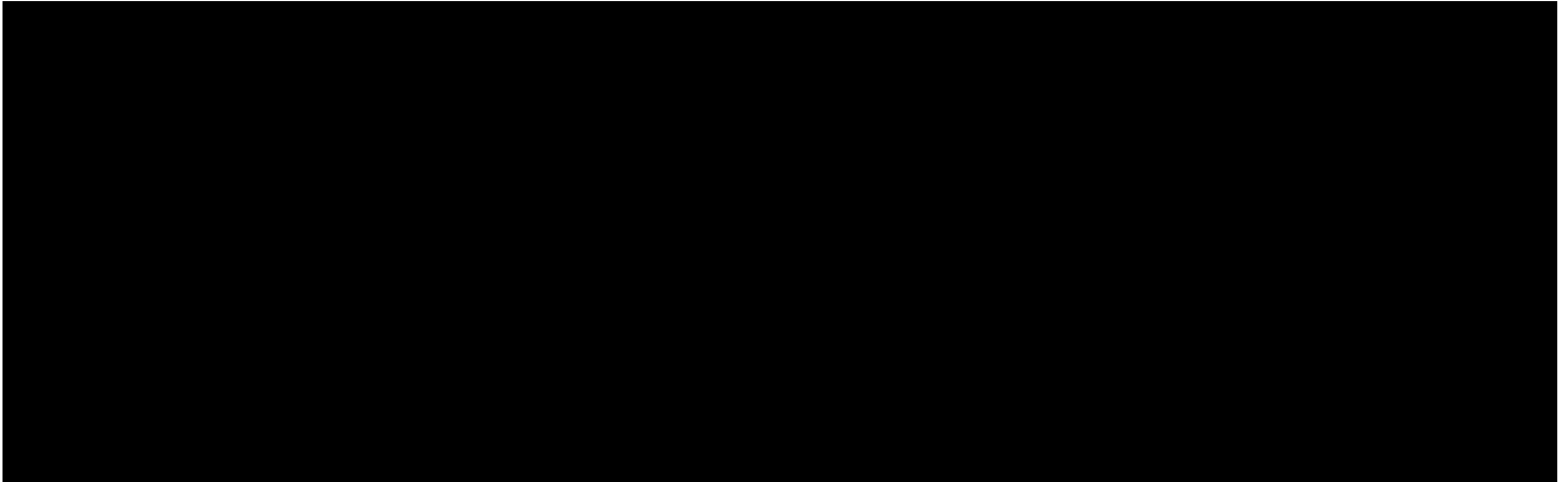


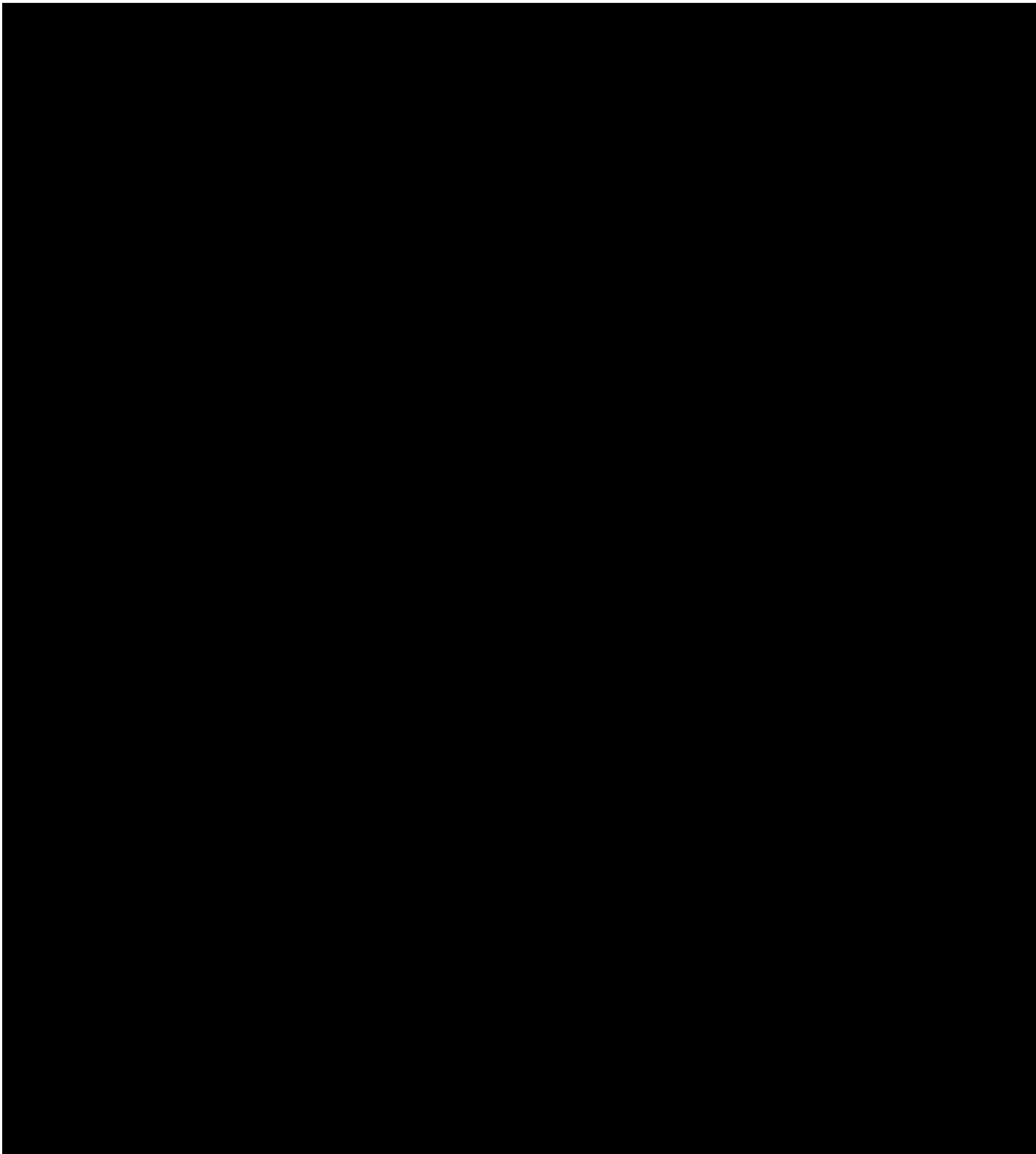












TVL Field Performance - Visit Results Summary

			Month						Year To Date					
Result/Outcome Description & Code	Licensable		England	Northern Ireland	Scotland	Wales	Total	%age	England	Northern Ireland	Scotland	Wales	Total	%age
Evader Caught (Statement Taken)	Y	8	15,701	824	885	1,296	18,706	6.3%	220,134	9,527	10,704	16,232	256,597	8.3%
Contact Made Refused to Purchase	Y	9R												
Confirmed No Set		C												
Interviewee Gone Away / Confirmed No Set		2C												
Interviewee Moved Away / Confirmed No Set		1C												
Confirmed Mono Set		A												
Unconfirmed Mono Set		D												
Premise Non Existent		4												
Interviewee Gone Away / Premise Non Existent		24												
Interviewee Moved Away / Premise Non Existent		14												
Business Premise No Set		6												
Interviewee Gone Away / Business Premise No Set		26												
Interviewee Moved Away / Business Premise No Set		16												
Premise Unoccupied		3												
Interviewee Gone Away / Premise Unoccupied		23												
Interviewee Moved Away / Premise Unoccupied		13												
Licence Seen/Held		7												
Interviewee Gone Away / Licence Seen/Held		27												
Interviewee Moved Away / Licence Seen/Held		17												
Licence Seen/Held: Amendment Required		57												
Interviewee Gone Away		2												
Interviewee Moved Away		1												
Confirmed Occupied	Y	9P												
Unable to gain access due to Intercom	Y	9I												
Detection visit Required	Y	9X												
Search Warrant requested	Y	9W												
Not Resolved (TVL43 letter left, etc.)	Y	9												

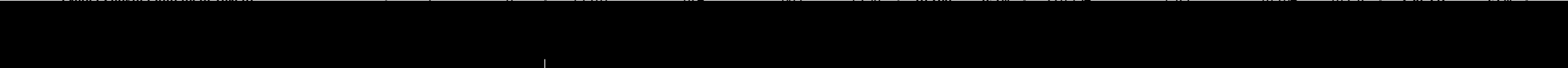
Year to Date Performance						
Month	Visits Made		Evaders Caught - Code 8's only		Strike Rate*	
	Month	YTD	Month	YTD	Month	YTD
Mar 16			24,494	298,162		
Apr 16			22,231	22,231		
May 16			20,725	42,956		
Jun 16			24,462	67,418		
Jul 16			21,265	88,683		
Aug 16			22,138	110,821		
Sep 16			20,566	131,387		
Oct 16			22,134	153,521		
Nov 16			25,437	178,958		
Dec 16			16,131	195,089		
Jan 17			22,232	217,321		
Feb 17			20,570	237,891		
Mar 17			18,706	256,597		



TVL Field 'Capita Enforcement' Performance - Visit Results Summary

Result/Outcome Description & Code	Licensable Visits	Month						Year To Date					
		England	Northern Ireland	Scotland	Wales	Total	%	England	Northern Ireland	Scotland	Wales	Total YTD	% YTD

Evader Caught (Statement Taken)	Y	8	15,701	824	885	1,296	18,706	6.9%	220,134	9,527	10,704	16,232	256,597	9.1%
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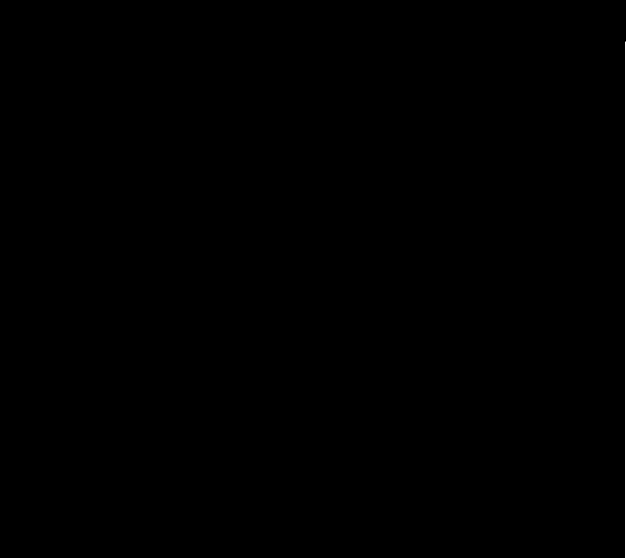


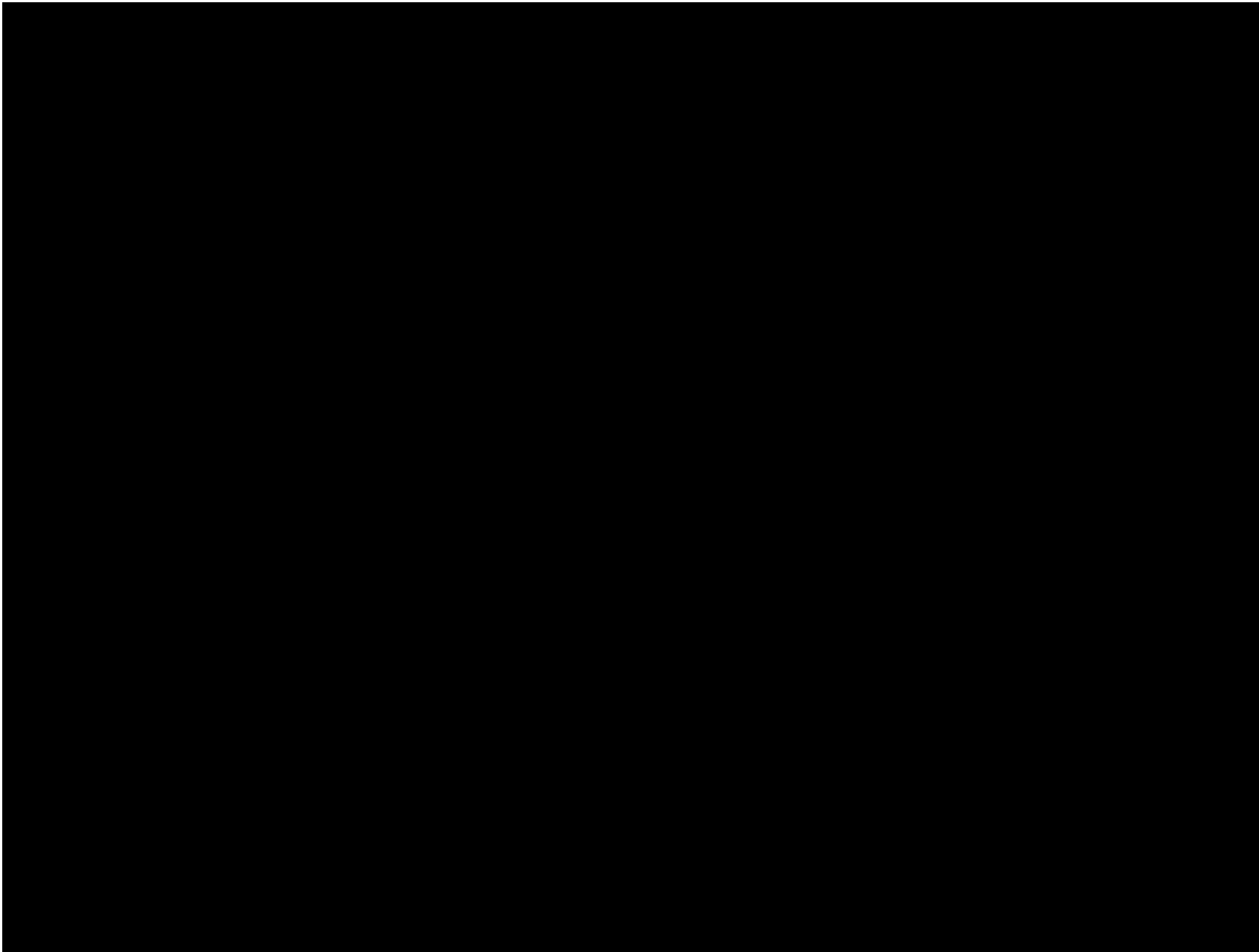
Confirmed No Set		C
Interviewee Gone Away / Confirmed No Set		2C
Interviewee Moved Away / Confirmed No Set		1C
Confirmed Mono Set		A
Unconfirmed Mono Set		D
Premise Non Existent		4
Interviewee Gone Away / Premise Non Existent		24
Interviewee Moved Away / Premise Non Existent		14
Business Premise No Set		6
Interviewee Gone Away / Business Premise No Set		26
Interviewee Moved Away / Business Premise No Set		16
Premise Unoccupied		3
Interviewee Gone Away / Premise Unoccupied		23
Interviewee Moved Away / Premise Unoccupied		13
Licence Seen/Held		7
Interviewee Gone Away / Licence Seen/Held		27
Interviewee Moved Away / Licence Seen/Held		17
Licence Seen/Held: Amendment Required		57
Interviewee Gone Away		2
Interviewee Moved Away		1
Confirmed Occupied	Y	9P
Unable to gain access due to Intercom	Y	9I
Detection visit Required	Y	9X
Search Warrant Requested	Y	9W
Not Resolved (TVL43 letter left, etc.)	Y	9

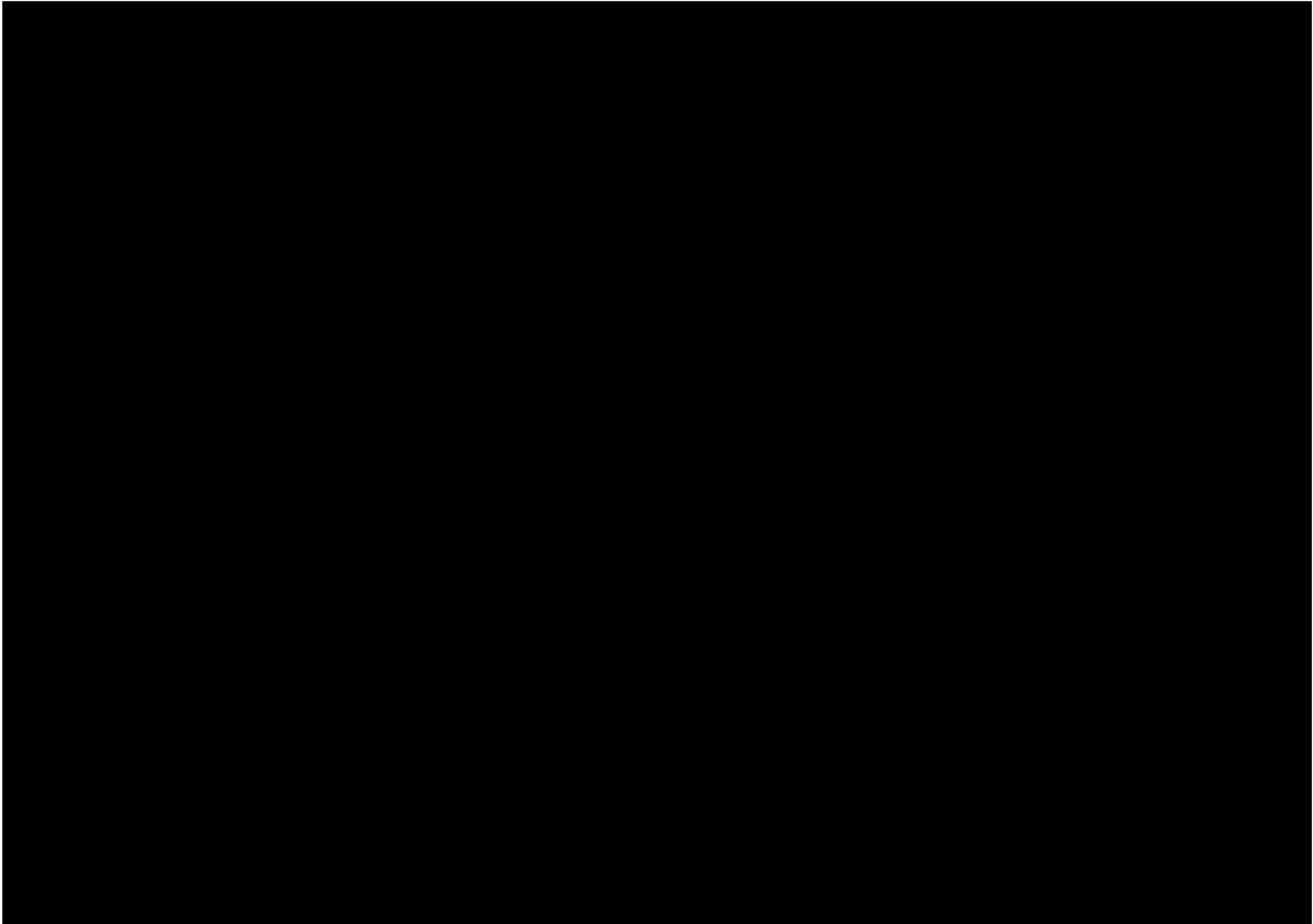


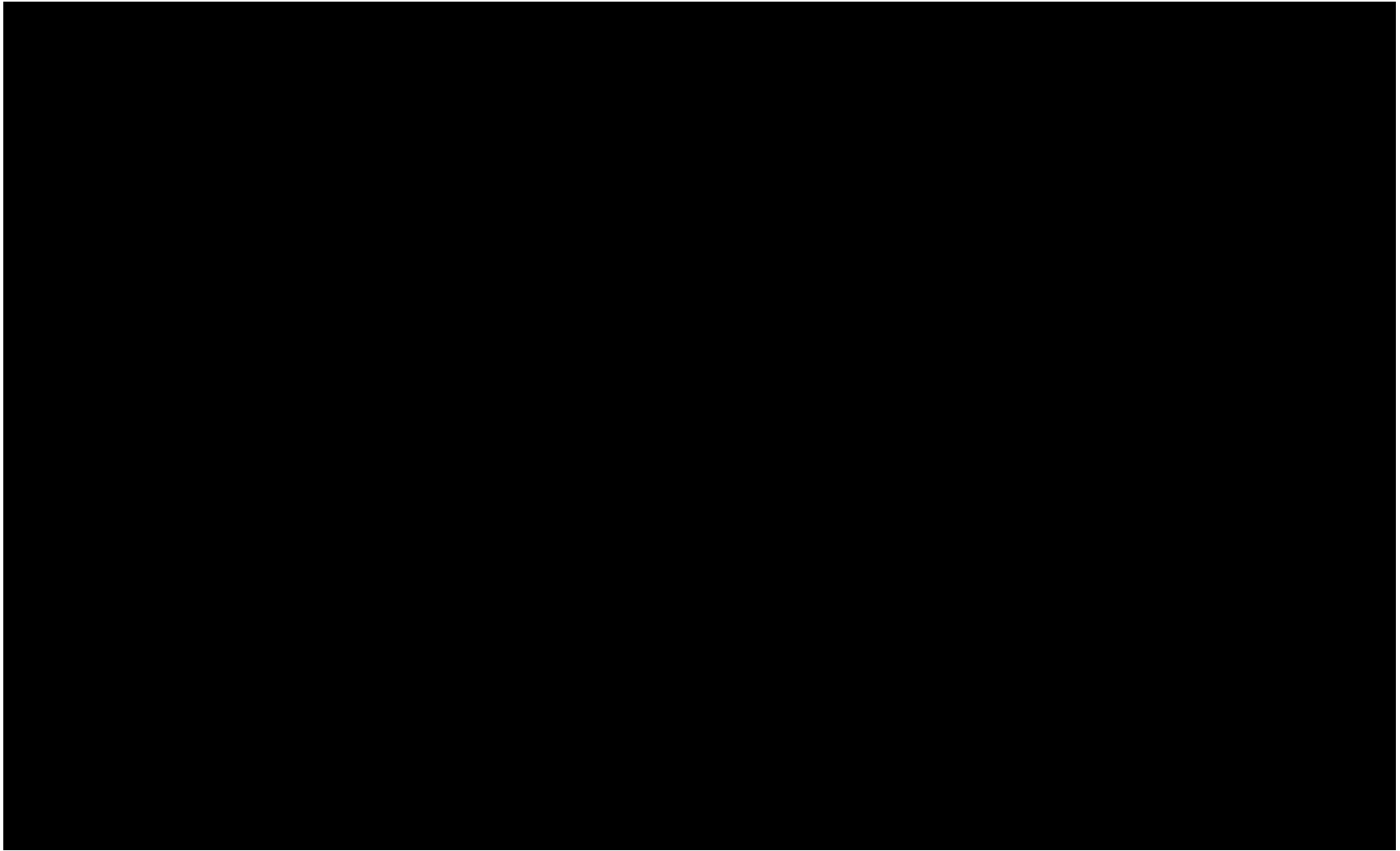
Year to Date Performance

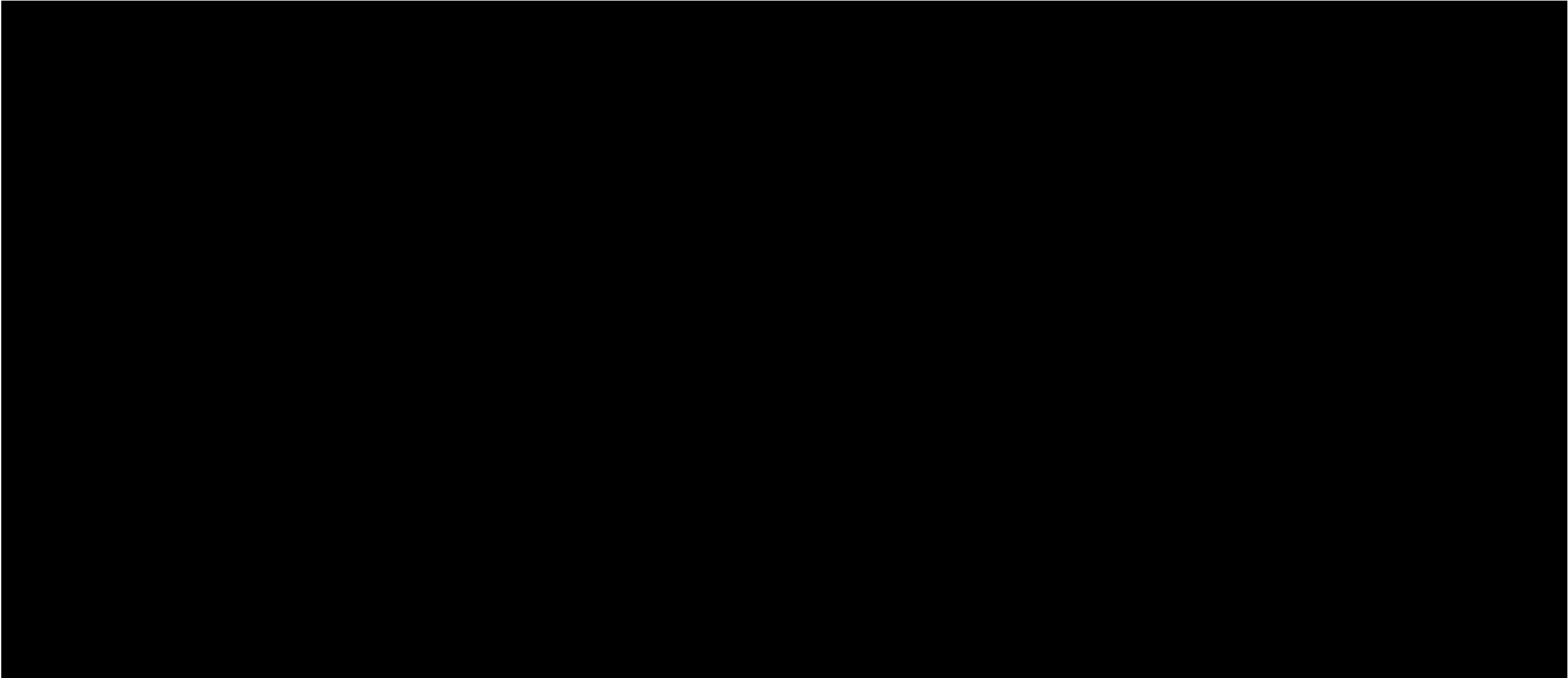
Month	Visits Made			Evaders Caught Code 8's only		Strike Rate Code 8	
	Month	Quarter	YTD	Month	YTD	Month	YTD
Mar 16				24,494	298,162		
Apr 16				22,231	22,231		
May 16				20,725	42,956		
Jun 16				24,462	67,418		
Jul 16				21,265	88,683		
Aug 16				22,138	110,821		
Sep 16				20,566	131,387		
Oct 16				22,134	153,521		
Nov 16				25,437	178,958		
Dec 16				16,131	195,089		
Jan 17				22,232	217,321		
Feb 17				20,570	237,891		
Mar 17				18,706	256,597		

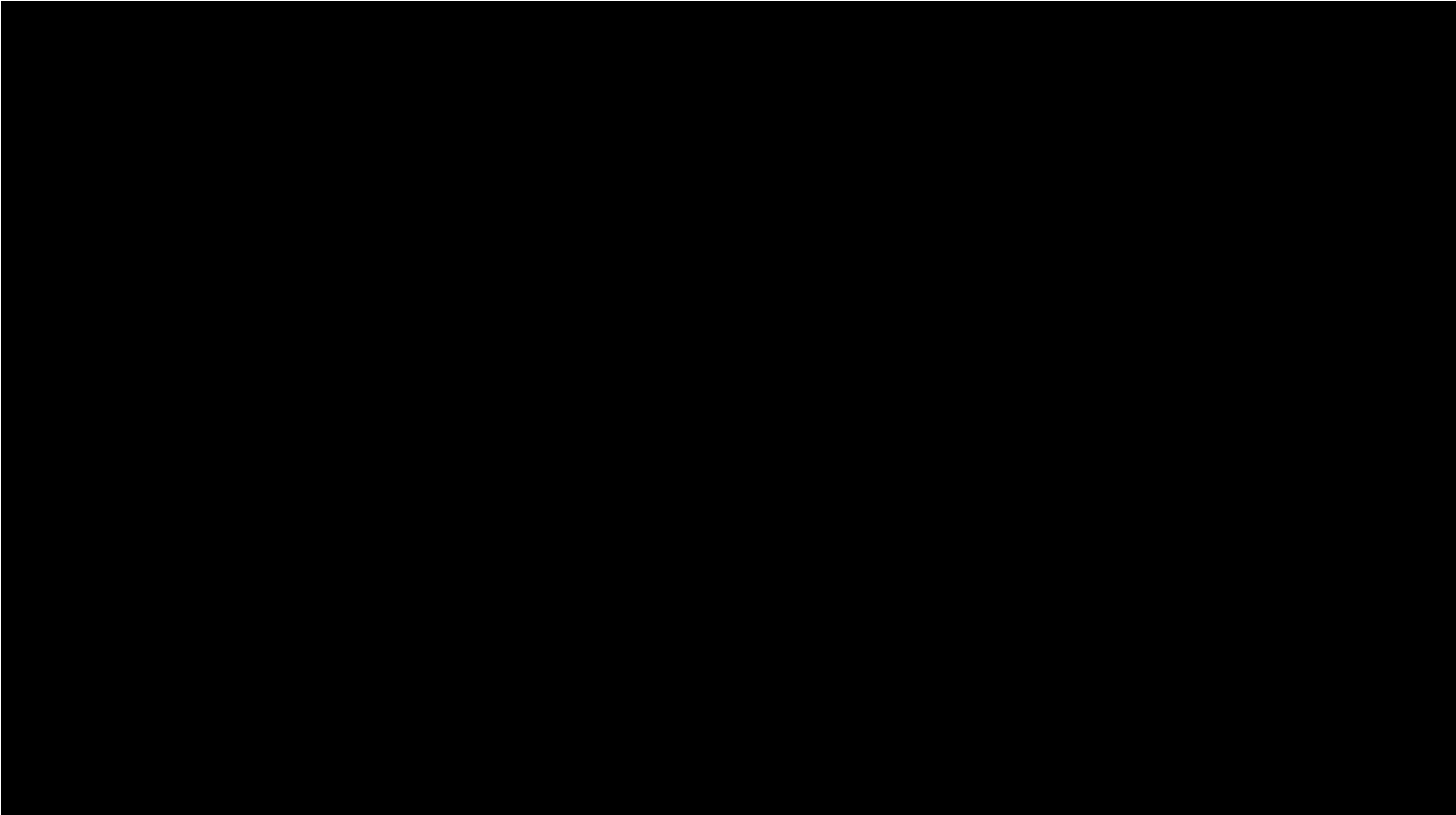


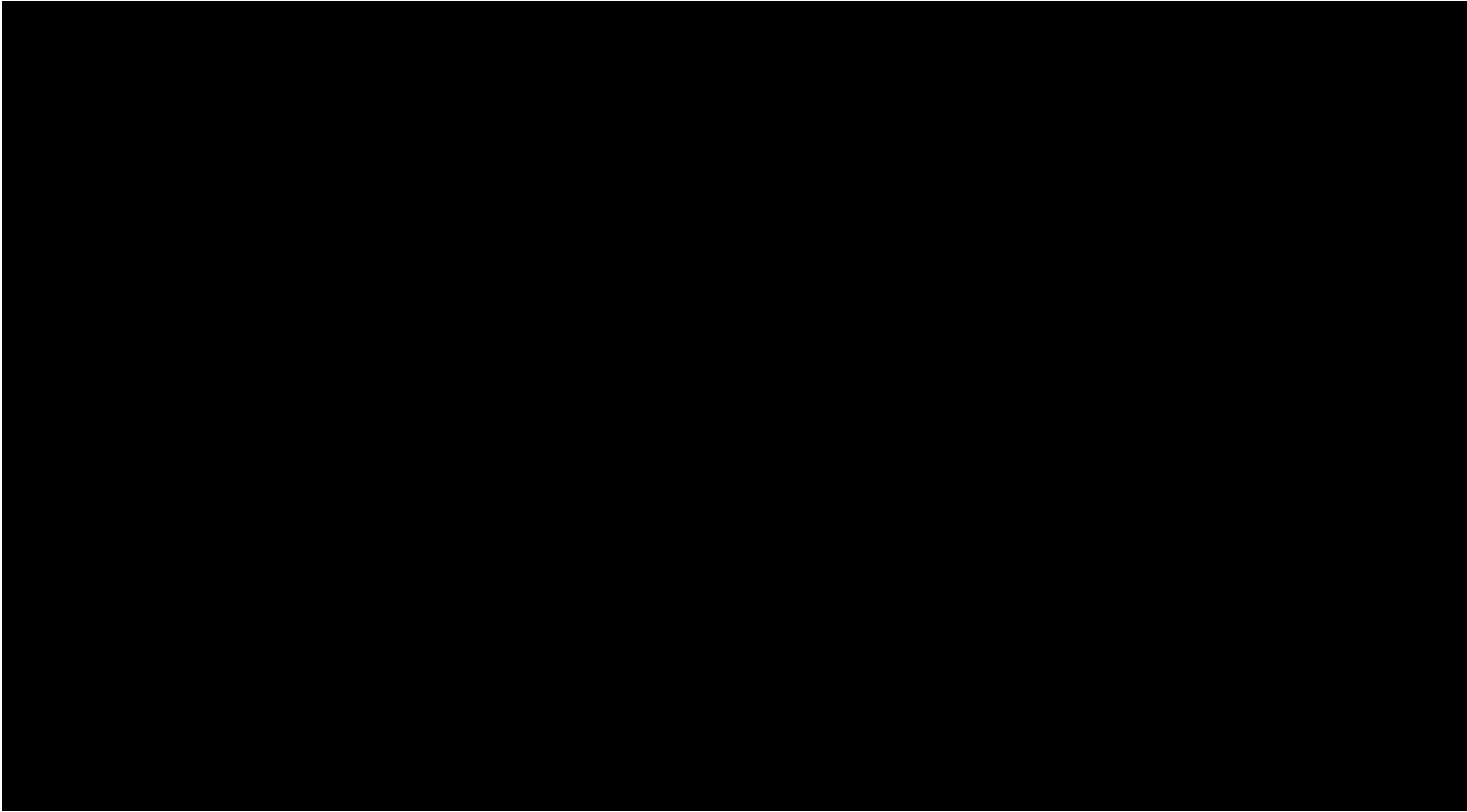


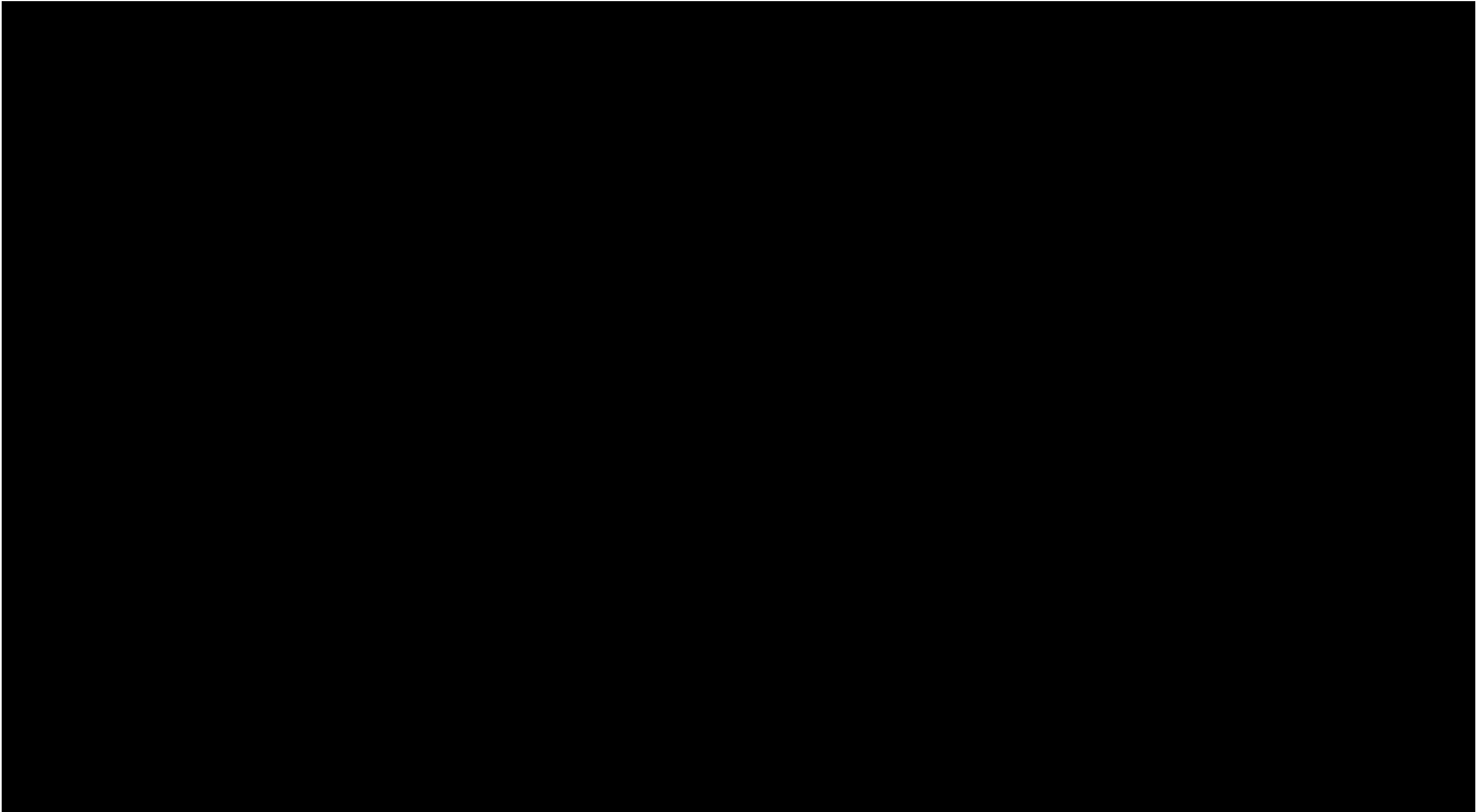




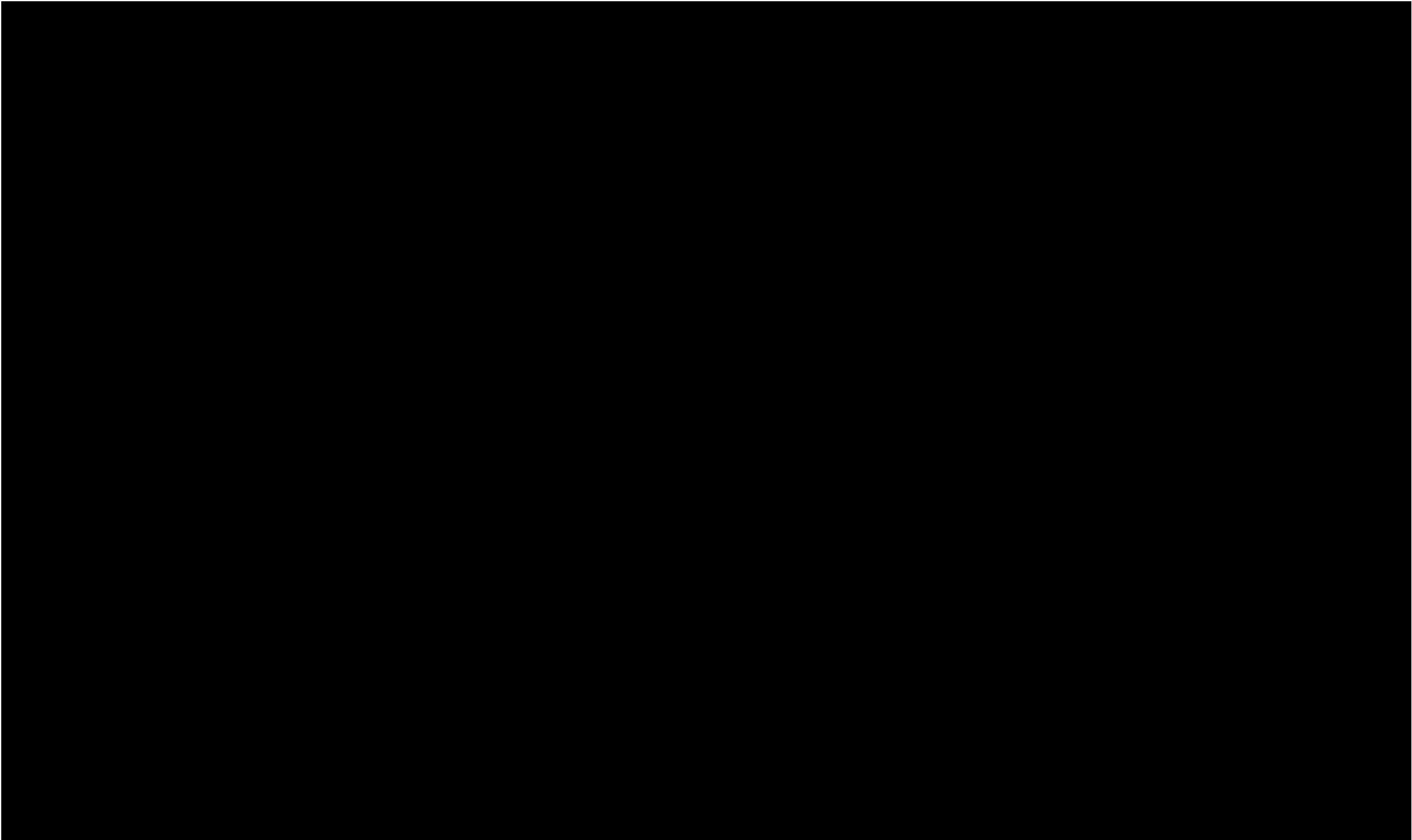


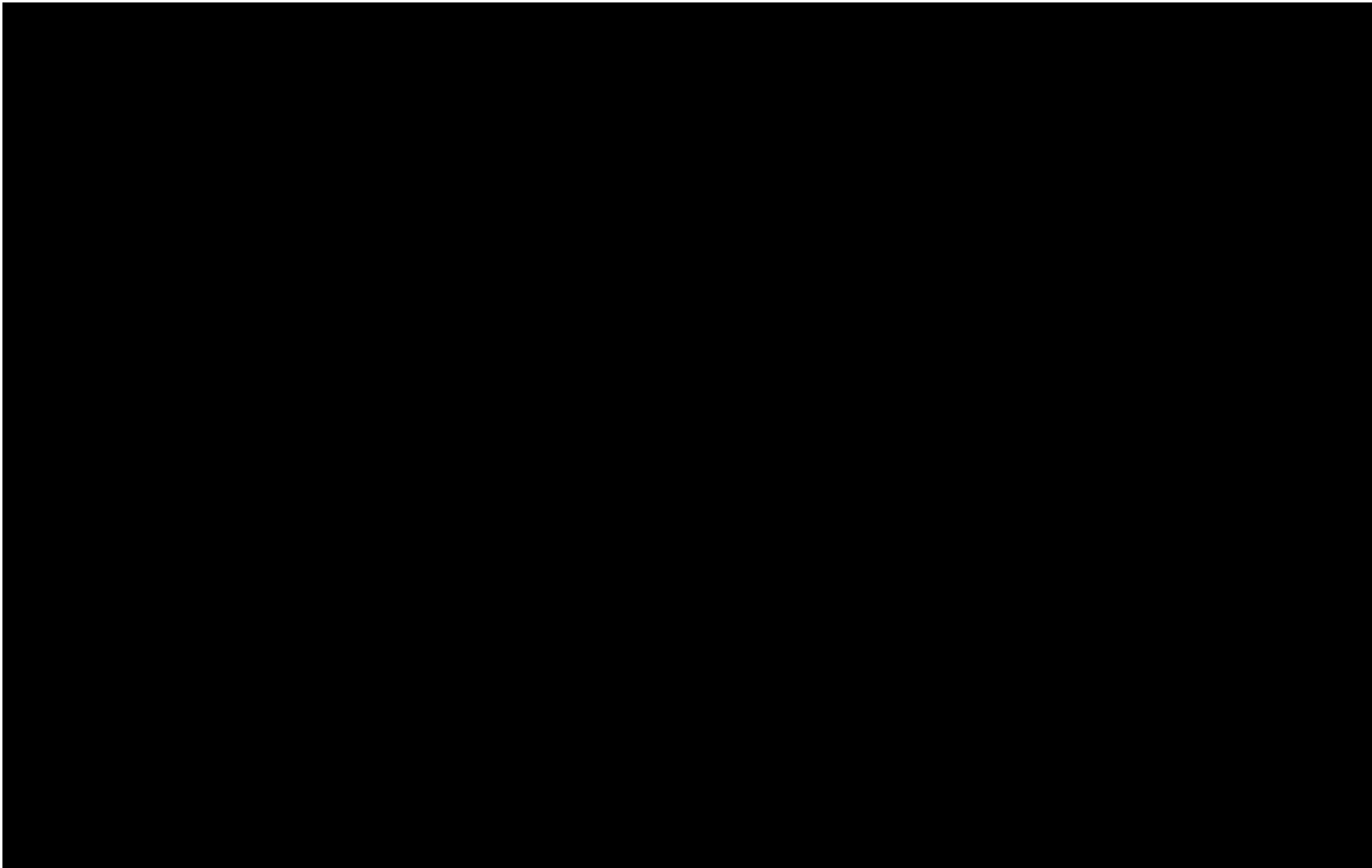












## Monthly TVL Field Performance Report - Case Results

	Region								Total	Total YTD
	England & Wales	England & Wales YTD	Northern Ireland	Northern Ireland YTD	Scotland	Scotland YTD	Islands	Islands YTD		
Court Activity										
Cases Laid	11,513	150,752	854	9,616	422	5,248	0	873	12,789	166,489
Cases Heard	11,761	159,616	450	5,795	676	4,952	0	1	12,887	170,364
Convictions	11,111	142,872	286	3,430	667	4,828	0	1	12,064	151,131
Cases Withdrawn	868	16,533	162	2,362	9	124	0	0	1,039	19,019
Fines Imposed	£2,018,647	£25,758,010	£24,640	£284,603	£50,675	£390,070	0	£210	£2,093,962	£26,432,893
Costs Awarded	£1,298,578	£16,553,396	£20,191	£264,713	£0	£1	0	£240	£1,318,769	£16,818,349
Costs Received	£1,123,433	£15,332,206	£36,222	£175,100	0	£46	0	£2,095	£1,159,655	£15,509,447
Search Warrants										
Appeals										
Set Aside at MC	0	13	0	0	0	0	0	0	0	13
Received	6	86	0	0	0	0	0	0	6	86
Heard	0	63	0	1	0	0	0	0	0	64
Accepted	1	43	0	0	0	0	0	0	1	43
Rejected	4	37	0	0	0	0	0	0	4	37
Abandoned	0	6	0	1	0	0	0	0	0	7

## Withdrawn Cases

		Mar 16	Total 15/16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Total 16/17
Definition	Code															
Un-Assigned	(blank)	0	0	1	2	3	2	1	1	1	0	1	3	1	2	18
Absolute Discharge	AD00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Case rejected by PF (Scotland only)	3K	8	99	5	16	6	21	8	6	4	19	3	12	11	7	118
Conditional Discharge	CD06	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Conditional Discharge	CD12	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Deceased: After Case Laid	2U	1	19	1	2	1	2	0	0	4	0	0	1	3	1	15
Further action: After Conviction	4Q	0	9	2	0	0	2	0	1	0	0	0	0	0	0	5
Gone away: After Case Laid	2H	106	1,255	80	94	55	77	86	74	37	73	30	59	64	76	805
Inappropriate person: After Case Laid	2B	41	536	41	62	50	43	52	31	19	19	19	12	21	21	390
Lack of evidence: After Case Laid	2A1	15	141	12	12	10	18	9	12	6	7	6	7	3	9	111
Lic already held: After Case Laid	2C	22	249	27	20	20	13	12	8	10	13	5	8	10	12	158
Licence now on file: After Conviction	4R	0	8	2	1	1	0	0	0	0	0	0	0	0	0	4
NIPi (Hardship): After Case Laid	2G3	26	236	23	16	18	0	7	4	9	3	6	6	3	4	99
NIPi (Hostile Circs): After Case Laid	2G4	12	70	5	3	2	0	4	3	1	0	0	3	0	1	22
NIPi: After Case Laid	2G1	114	1,141	106	74	67	51	44	43	37	30	19	19	29	31	550
No disposal received (Scotland only)	ND	0	12	0	0	0	0	0	1	0	0	0	1	0	0	2
Out of time: > 26 Weeks & Not Laid	1E	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
PICS Policy: After Case Laid	2D	1,845	18,914	1,711	1,599	1,357	1,353	1,340	1,366	1,297	1,349	930	982	1,004	762	15,050
PICS Policy: Successful Conviction	4D	0	4	0	2	0	0	1	0	0	0	0	0	0	0	3
Refused by court: Not Laid	1S	0	2	0	0	0	0	0	1	0	1	0	0	0	0	2
Summons not served: After Case Laid	2I	103	2,180	132	170	176	129	115	87	127	81	87	72	64	72	1,312
Under 18: After Case Laid	2J	1	29	1	1	0	0	0	0	0	0	2	0	0	0	4
VO unavailable: After Case Laid	2L	69	1,314	54	37	43	21	30	34	21	19	19	20	28	22	348
Statutory Declaration: After Conviction	4T	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Lack of evidence: Failed at Court	3A1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NIPi (Age 73+): After Case Laid	2G6	0	2	0	0	1	0	1	0	0	0	0	0	0	0	2
VO under investigation: After Case Laid	2L1	21	22	5	1	0	0	0	1	0	0	0	0	0	2	9
PICS Policy: Failed at Court	3D	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
NIPi: Failed at Court	3G1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VO unavailable: Failed at Court	3L	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Grand Total</b>		<b>2,384</b>	<b>26,244</b>	<b>2,208</b>	<b>2,113</b>	<b>1,810</b>	<b>1,732</b>	<b>1,712</b>	<b>1,674</b>	<b>1,573</b>	<b>1,614</b>	<b>1,127</b>	<b>1,205</b>	<b>1,241</b>	<b>1,022</b>	<b>19,031</b>

## Analysis of Court Activity by Month/Cumulative

### Month

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
Cases Laid	15,718	16,853	19,018	16,400	14,459	16,070	17,692	12,658	14,891	17,403	20,618	15,570
Cases Heard	14,429	14,665	16,166	16,717	15,410	18,761	17,367	18,744	17,706	17,971	16,445	17,911
Convictions	12,641	12,765	14,124	14,584	13,187	16,182	15,048	16,305	15,150	15,445	13,939	15,273
Cases Withdrawn	1,787	1,899	2,035	2,132	2,221	2,576	2,318	2,438	2,548	2,523	2,503	2,636
Fines Imposed	£2,074,192	£2,046,431	£2,289,471	£2,375,761	£2,121,481	£2,756,181	£2,560,925	£2,601,004	£2,534,826	£2,579,127	£2,280,092	£2,450,322
Costs Awarded	£1,317,047	£1,328,252	£1,478,512	£1,523,165	£1,407,675	£1,762,232	£1,675,092	£1,804,358	£1,683,034	£1,702,908	£1,558,617	£1,667,544
Costs Received	£891,149	£895,077	£873,869	£837,647	£1,042,415	£848,193	£936,507	£1,135,239	£984,990	£1,061,688	£1,256,752	£1,771,943

	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Cases Laid	14,999	17,929	19,384	18,456	14,903	18,137	15,908	16,295	13,048	18,906	14,111	13,880
Cases Heard	17,092	14,908	16,801	17,061	16,104	18,653	17,485	17,229	15,133	16,827	16,928	17,575
Convictions	14,849	13,004	14,757	15,121	13,920	16,045	15,225	15,028	13,127	14,584	14,671	15,224
Cases Withdrawn	2,240	1,902	2,039	1,938	2,182	2,607	2,257	2,195	2,005	2,240	2,255	2,384
Fines Imposed	£2,400,918	£2,141,133	£2,517,524	£2,463,835	£2,181,058	£2,647,084	£2,677,684	£2,637,926	£2,316,474	£2,674,918	£2,599,481	£2,619,520
Costs Awarded	£1,622,277	£1,409,011	£1,628,218	£1,645,861	£1,496,944	£1,725,434	£1,649,864	£1,584,790	£1,385,710	£1,558,715	£1,575,877	£1,636,099
Costs Received	£704,990	£1,272,016	£1,175,294	£1,424,531	£1,286,592	£1,231,934	£1,428,319	£1,327,573	£1,341,205	£1,251,085	£1,306,704	£1,364,711

	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Cases Laid	16,552	16,004	14,920	14,129	13,095	14,745	12,958	13,375	9,937	14,883	13,102	12,789
Cases Heard	15,107	15,188	17,123	14,124	14,196	14,926	14,230	14,391	11,442	14,000	12,750	12,887
Convictions	12,903	13,073	15,314	12,395	12,463	13,254	12,659	12,779	10,318	12,800	11,109	12,064
Cases Withdrawn	2,204	2,111	1,807	1,729	1,712	1,671	1,570	1,610	1,124	1,200	1,242	1,039
Fines Imposed	£2,323,315	£2,361,464	£2,830,852	£2,213,192	£2,197,114	£2,324,627	£2,271,455	£2,232,734	£1,800,075	£2,183,581	£1,600,522	£2,093,962
Costs Awarded	£1,422,808	£1,449,927	£1,683,026	£1,365,876	£1,386,446	£1,469,509	£1,453,076	£1,430,645	£1,160,154	£1,461,487	£1,216,626	£1,318,769
Costs Received	£1,365,426	£1,252,224	£1,344,818	£1,429,327	£1,280,099	£1,550,550	£1,169,178	£1,301,325	£1,196,980	£1,129,673	£1,330,193	£1,159,655

## Analysis of Court Activity by Month/Cumulative

### Cumulative

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
Cases Laid	15,718	32,571	51,589	67,989	82,448	98,518	116,210	128,868	143,759	161,162	181,780	197,350
Cases Heard	14,429	29,094	45,260	61,977	77,387	96,148	113,515	132,259	149,965	167,936	184,381	202,292
Convictions	12,641	25,406	39,530	54,114	67,301	83,483	98,531	114,836	129,986	145,431	159,370	174,643
Cases Withdrawn	1,787	3,686	5,721	7,853	10,074	12,650	14,968	17,406	19,954	22,477	24,980	27,616
Fines Imposed	£2,074,192	£4,120,623	£6,410,093	£8,785,854	£10,907,335	£13,663,516	£16,224,441	£18,825,445	£21,360,270	£23,939,397	£26,219,488	£28,669,810
Costs Awarded	£1,317,047	£2,645,299	£4,123,811	£5,646,976	£7,054,652	£8,816,883	£10,491,975	£12,296,333	£13,979,367	£15,682,274	£17,240,891	£18,908,436
Costs Received	£891,149	£1,786,226	£2,660,096	£3,497,742	£4,540,157	£5,388,350	£6,324,857	£7,460,096	£8,445,086	£9,506,774	£10,763,525	£12,535,468

	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Cases Laid	14,999	32,928	52,312	70,768	85,671	103,808	119,716	136,011	149,059	167,965	182,076	195,956
Cases Heard	17,092	32,000	48,801	65,862	81,966	100,619	118,104	135,333	150,466	167,293	184,221	201,796
Convictions	14,849	27,853	42,610	57,731	71,651	87,696	102,921	117,949	131,076	145,660	160,331	175,555
Cases Withdrawn	2,240	4,142	6,181	8,119	10,301	12,908	15,165	17,360	19,365	21,605	23,860	26,244
Fines Imposed	£2,400,918	£4,542,051	£7,059,575	£9,523,410	£11,704,468	£14,351,552	£17,029,236	£19,667,162	£21,983,636	£24,658,554	£27,258,035	£29,877,555
Costs Awarded	£1,622,277	£3,031,288	£4,659,505	£6,305,366	£7,802,310	£9,527,744	£11,177,609	£12,762,399	£14,148,109	£15,706,824	£17,282,701	£18,918,800
Costs Received	£704,990	£1,977,006	£3,152,300	£4,576,831	£5,863,423	£7,095,357	£8,523,676	£9,851,249	£11,192,454	£12,443,538	£13,750,243	£15,114,953

	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Cases Laid	16,552	32,556	47,476	61,605	74,700	89,445	102,403	115,778	125,715	140,598	153,700	166,489
Cases Heard	15,107	30,295	47,418	61,542	75,738	90,664	104,894	119,285	130,727	144,727	157,477	170,364
Convictions	12,903	25,976	41,290	53,685	66,148	79,402	92,061	104,840	115,158	127,958	139,067	151,131
Cases Withdrawn	2,204	4,315	6,122	7,851	9,563	11,234	12,804	14,414	15,538	16,738	17,980	19,019
Fines Imposed	£2,323,315	£4,684,779	£7,515,631	£9,728,823	£11,925,937	£14,250,564	£16,522,019	£18,754,753	£20,554,828	£22,738,409	£24,338,931	£26,432,893
Costs Awarded	£1,422,808	£2,872,735	£4,555,761	£5,921,637	£7,308,083	£8,777,591	£10,230,668	£11,661,313	£12,821,467	£14,282,955	£15,499,580	£16,818,349
Costs Received	£1,365,426	£2,617,650	£3,962,467	£5,391,794	£6,671,893	£8,222,442	£9,391,621	£10,692,946	£11,889,926	£13,019,598	£14,349,792	£15,509,447