

Appendix 2

Note: Service level relates to the % of calls answered within 20 seconds

Capita Monthly Service Performance - 2015							
Service	Overall Performance						
Month	Calls Received	Calls Answered	Answered %	Calls Abandoned	Abandoned %	Service Level	AHT (Min+sec)
April	3268	2904	88.86%	364	11.14%	39.50%	00:05:20
May	2836	2505	88.33%	331	11.67%	42.90%	00:05:32
June	2629	2459	93.53%	170	6.50%	57.10%	00:06:00
July	2810	2517	89.57%	293	10.43%	44.40%	00:05:31
August	3235	2850	88.10%	385	11.90%	30.60%	00:05:48
September	3886	3462	89.09%	424	10.91%	29.20%	00:05:18
October	3870	3378	87.29%	492	12.71%	30.30%	00:05:18
November	2980	2659	89.23%	321	10.77%	29.10%	00:05:31
Capita Monthly Service Performance April 2014 to March 2015							
Service	Overall Performance						
Month	Calls Received	Calls Answered	Answered %	Calls Abandoned	Abandoned %	Service Level	AHT (Min+sec)
April	4447	3896	87.61%	551	12.39%	36.60%	00:05:35
May	5624	4749	84.44%	875	15.56%	30.20%	00:05:48
June	5408	4730	87.46%	678	12.54%	38.60%	00:06:05
July	6212	5195	83.63%	1017	16.37%	32.40%	00:06:20
August	5812	4676	80.45%	1136	19.55%	27.30%	00:06:12
September	5770	5164	89.50%	606	10.50%	40.50%	00:06:12
October	4627	4253	91.92%	374	8.08%	49.80%	00:05:37
November	3602	3351	93.03%	251	6.97%	53.20%	00:05:34
December	2483	2276	91.66%	207	8.34%	52.30%	00:06:22
January	2800	2639	94.25%	161	5.75%	56.60%	00:05:23
February	2091	1982	94.79%	109	5.21%	58.30%	00:05:20
March	2626	2323	88.46%	303	11.54%	43.00%	00:05:07
Capita Monthly Service Performance Oct 2013 to March 2014							
Service	Overall Performance						
Month	Calls Received	Calls Answered	Answered %	Calls Abandoned	Abandoned %	Service Level	AHT (Min+sec)
October	4331	4038	93.23%	352	8.13%	51.80%	00:05:34
November	2696	2619	97.14%	77	2.86%	74.10%	00:05:46
December	2269	2055	90.57%	214	9.43%	56.50%	00:05:29
January	3255	3062	94.07%	193	5.93%	60.00%	00:05:23
February	2892	2746	94.95%	146	5.05%	66.90%	00:05:17
March	4606	4008	87.02%	598	12.98%	39.10%	00:05:23

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