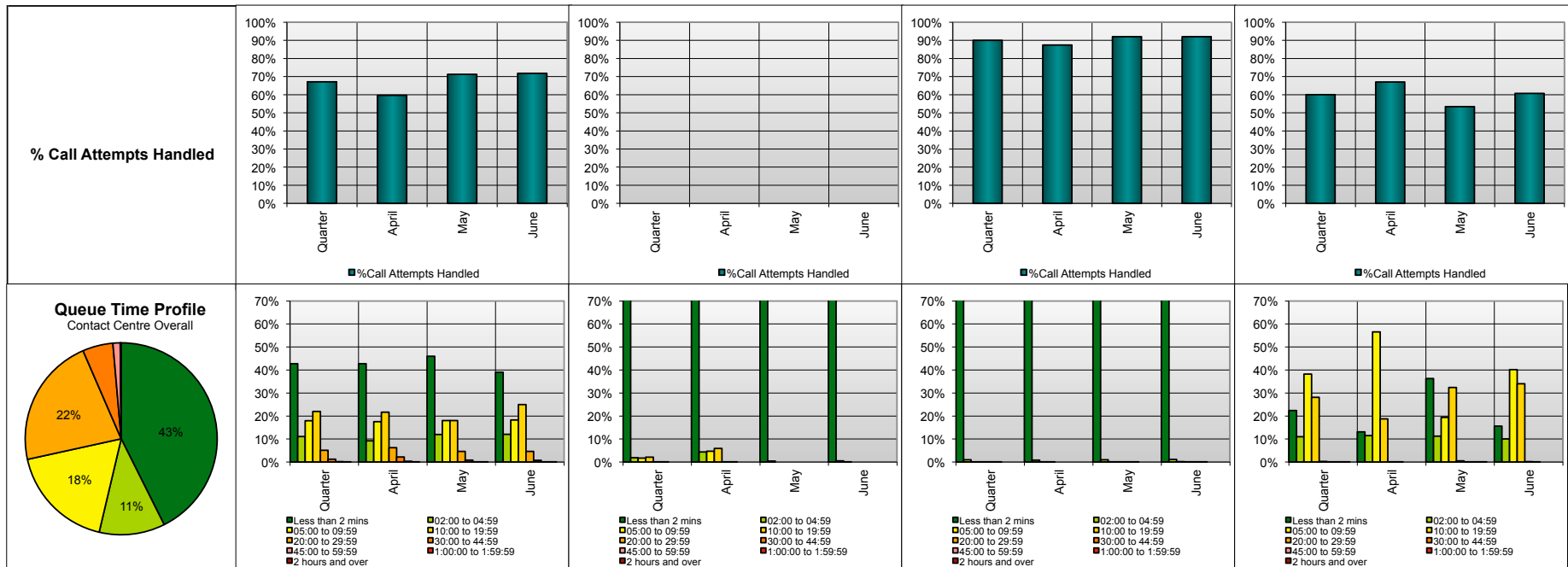


Contact Centre Quarterly Performance April to June 2012

	Contact Centres' Overall				Bereavement				PAYE ADL				EHL			
	Quarter	April	May	June	Quarter	April	May	June	Quarter	April	May	June	Quarter	April	May	June
Call Attempts	22,126,296	8,219,148	7,499,998	6,407,150	n/a	n/a	n/a	n/a	349,197	124,552	121,448	103,197	824,452	282,793	319,174	222,485
%Call Attempts Handled	67%	60%	71%	72%	n/a	n/a	n/a	n/a	90%	87%	92%	92%	60%	67%	53%	61%
Callers	15,250,294	5,270,423	5,266,336	4,713,535	n/a	n/a	n/a	n/a	210,831	73,163	76,154	61,514	527,354	178,078	200,948	148,328
Queue Time - % Answered in -																
Less than 2 mins	43%	43%	46%	39%	94%	85%	100%	100%	99%	99%	99%	99%	22%	13%	36%	16%
02:00 to 04:59	11%	9%	12%	12%	2%	4%	0%	0%	1%	1%	1%	1%	11%	11%	11%	10%
05:00 to 09:59	18%	18%	18%	18%	2%	5%	0%	0%	0%	0%	0%	0%	38%	57%	19%	40%
10:00 to 19:59	22%	22%	18%	25%	2%	6%	0%	0%	0%	0%	0%	0%	28%	19%	32%	34%
20:00 to 29:59	5%	6%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
30:00 to 44:59	1%	2%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
45:00 to 59:59	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1:00:00 to 1:59:59	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 hours and over	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%



Call attempts

This is the number of calls made to HMRC or to the relevant helpline. The term 'call attempts' is used because not all calls get through, for example, a customer may hear a message advising them that all of our lines are busy and asking them to call back later.

% call attempts handled

This is the percentage of all call attempts that are either answered by an advisor or dealt with successfully by an automated message. We count a call as being dealt with successfully by an automated message if the customer terminates the call directly after listening to the particular message.

Callers

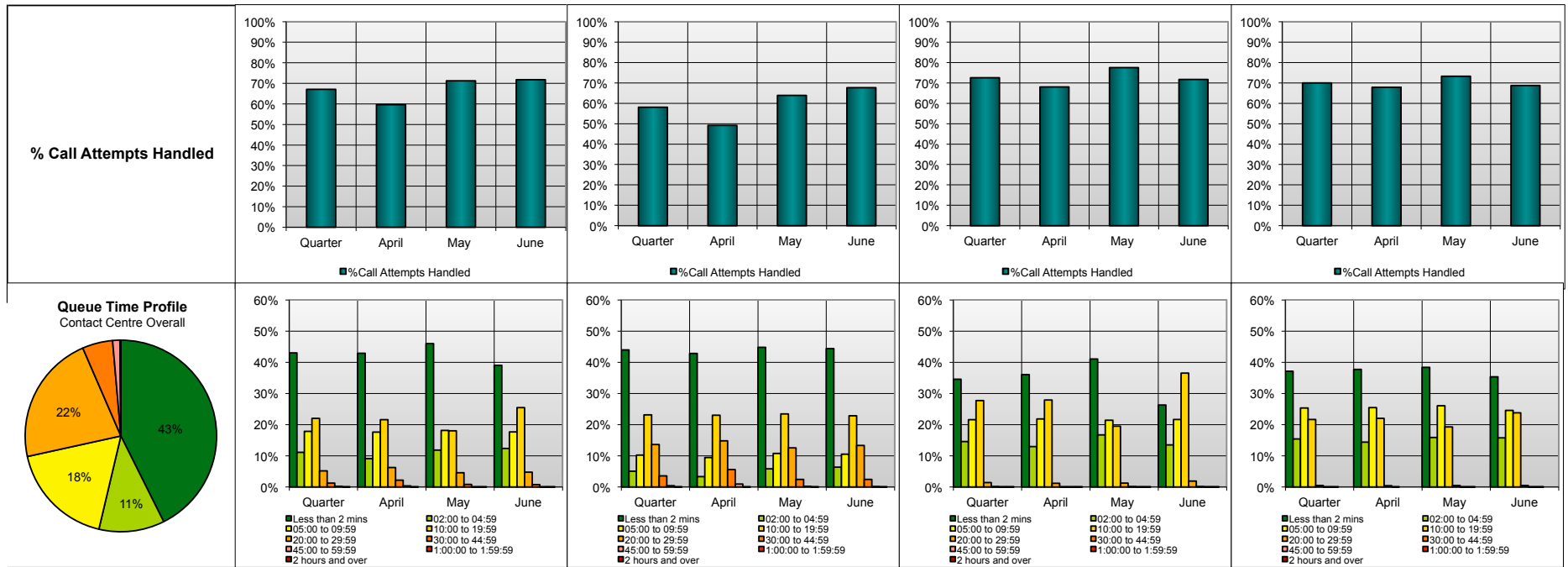
This is the number of individual callers that attempted to call HMRC or the relevant helpline within a business day. We measure this by identifying the number of unique telephone numbers used to attempt to call us.

Queue time

This is the amount of time that customers who opted to speak to an advisor waited to be connected, measured from the time that the customer finished listening to our automated messages and completed their selection from our automated menu.

Contact Centre Quarterly Performance April to June 2012

	Contact Centres' Overall				Taxes				Tax Credits				Child Benefit			
	Quarter	April	May	June	Quarter	April	May	June	Quarter	April	May	June	Quarter	April	May	June
Call Attempts	22,126,296	8,219,148	7,499,998	6,407,150	8,115,885	3,675,449	2,582,560	1,857,876	8,413,179	2,553,273	2,831,403	3,028,503	1,151,121	359,439	388,523	403,159
%Call Attempts Handled	67%	60%	71%	72%	58%	49%	64%	68%	73%	68%	77%	72%	70%	68%	73%	69%
Callers	15,250,294	5,270,423	5,266,336	4,713,535	5,388,491	2,241,245	1,774,620	1,372,626	6,039,128	1,723,301	2,077,580	2,238,247	825,662	247,628	281,523	296,511
Queue Time - % Answered in -																
Less than 2 mins	43%	43%	46%	39%	44%	43%	45%	44%	35%	36%	41%	26%	37%	38%	38%	35%
02:00 to 04:59	11%	9%	12%	12%	5%	3%	6%	6%	15%	13%	17%	14%	15%	14%	16%	16%
05:00 to 09:59	18%	18%	18%	18%	10%	9%	11%	11%	22%	22%	21%	22%	25%	25%	26%	25%
10:00 to 19:59	22%	22%	18%	25%	23%	23%	23%	23%	28%	28%	20%	37%	22%	22%	19%	24%
20:00 to 29:59	5%	6%	5%	5%	14%	15%	13%	13%	1%	1%	1%	2%	0%	0%	0%	0%
30:00 to 44:59	1%	2%	1%	1%	4%	6%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%
45:00 to 59:59	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1:00:00 to 1:59:59	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2 hours and over	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%



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