

TABLE 1: Language services requests delivered by Capita under the Framework Agreement (FWA)

	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	FULL YR
FWA delivered:	<i>(= Fulfilled + Customer did not attend)</i>												
Criminal Courts	2,792	4,267	4,463	5,269	4,868	5,514	5,414	5,126	5,669	5,579	4,329	5,210	58,500
Civil & Family	231	435	460	571	469	542	474	492	644	634	480	522	5,954
Tribunals	972	3,350	3,107	3,769	3,321	3,551	3,136	3,331	3,981	4,285	3,078	4,048	39,929
Other <i>(Prisons + NOMS)</i>	12	23	26	51	34	92	76	69	51	45	34	36	549
TOTAL	4,007	8,075	8,056	9,660	8,692	9,699	9,100	9,018	10,345	10,543	7,921	9,816	104,932
% of total requests	59.6%	72.6%	80.3%	82.1%	82.7%	82.6%	84.0%	83.3%	83.5%	83.6%	82.6%	75.5%	80.0%
FWA failed to deliver:	<i>(= Not fulfilled by supplier + Supplier did not attend)</i>												
Criminal Courts	1,407	1,007	533	349	325	362	255	252	377	355	325	647	6,194
Civil & Family	77	82	37	34	24	42	31	31	32	52	43	89	574
Tribunals	510	755	339	304	219	239	194	227	346	383	281	810	4,607
Other <i>(Prisons + NOMS)</i>	3	6	0	1	0	3	0	1	3	1	1	4	23
TOTAL	1,997	1,850	909	688	568	646	480	511	758	791	650	1,550	11,398
% of total requests	29.7%	16.6%	9.1%	5.8%	5.4%	5.5%	4.4%	4.7%	6.1%	6.3%	6.8%	11.9%	8.7%
Cancellations:	<i>(= Cancelled by customer)</i>												
Criminal Courts	416	462	460	592	518	636	559	586	582	583	468	740	6,602
Civil & Family	25	66	62	82	91	104	89	86	77	64	50	100	896
Tribunals	267	664	541	744	642	658	595	620	621	630	495	788	7,265
Other <i>(Prisons + NOMS)</i>	7	2	6	6	2	5	10	1	10	4	0	7	60
TOTAL	715	1,194	1,069	1,424	1,253	1,403	1,253	1,293	1,290	1,281	1,013	1,635	14,823
% of total requests	10.6%	10.7%	10.7%	12.1%	11.9%	11.9%	11.6%	11.9%	10.4%	10.2%	10.6%	12.6%	11.3%
Total requests under FWA:													
Criminal Courts	4,615	5,736	5,456	6,210	5,711	6,512	6,228	5,964	6,628	6,517	5,122	6,597	71,296
Civil & Family	333	583	559	687	584	688	594	609	753	750	573	711	7,424
Tribunals	1,749	4,769	3,987	4,817	4,182	4,448	3,925	4,178	4,948	5,298	3,854	5,646	51,801
Other <i>(Prisons + NOMS)</i>	22	31	32	58	36	100	86	71	64	50	35	47	632
TOTAL	6,719	11,119	10,034	11,772	10,513	11,748	10,833	10,822	12,393	12,615	9,584	13,001	131,153
Estimated total requirement for courts and tribunals:	<i>(based on Lord McNally's quoted 800 requests/day - 9/7/12 House of Lords)</i>												
Working days	21	22	19	21	19	22	22	20	23	22	19	22	252
Total requirement	16,800	17,600	15,200	16,800	15,200	17,600	17,600	16,000	18,400	17,600	15,200	17,600	201,600
% of est. total requirement delivered by Capita under the FWA:													
	24%	46%	53%	58%	57%	55%	52%	56%	56%	60%	52%	56%	52%