

Communications - Quarterly Operational KPIs



Qtr 2 2021

82.77

80% of calls to be answered in less than 2 minutes

96.87

90% of calls to be answered in less than 5 minutes

52.30

90% of decisions issued within 6 weeks of the case accept

34.77

Less than 1% of decisions after 8 weeks of accept

100%

100% of written correspondence to be replied to within ten days

Qtr 1 2021

83.17

80% of calls to be answered in less than 2 minutes

95.23

90% of calls to be answered in less than 5 minutes

20.77

90% of decisions issued within 6 weeks of the case accept

63.00

Less than 1% of decisions after 8 weeks of accept

100%

100% of written correspondence to be replied to within ten days

Qtr 4 2020

79.10

80% of calls to be answered in less than 2 minutes

92.10

90% of calls to be answered in less than 5 minutes

32.23

90% of decisions issued within 6 weeks of the case accept

50.63

Less than 1% of decisions after 8 weeks of accept

100%

100% of written correspondence to be replied to within ten days

Qtr 3 2020

82.90

80% of calls to be answered in less than 2 minutes

96.83

90% of calls to be answered in less than 5 minutes

56.73

90% of decisions issued within 6 weeks of the case accept

34.10

Less than 1% of decisions after 8 weeks of accept

89%

100% of written correspondence to be replied to within ten days