

Comms - Quarterly Operational KPIs



Quarter	Year	80% of calls answered in 2 minutes	90% of calls answered in 5 minutes	100% of written correspondence to be replied to	90% of decisions issued in 6 weeks	less than 1% issued over 8 weeks
Qtr 2	2022	85.87	98.60	100.00	96.37	99.67
Qtr 1	2022	88.10	98.90	100.00	97.40	99.50
Qtr 4	2021	88.23	98.93	100.00	95.07	98.93
Qtr 3	2021	81.97	96.30	100.00	95.30	99.13