

Communications - Quarterly Operational KPIs



Qtr 2 2020

83.07 80% of calls to be answered in less than 2 minutes	95.30 90% of calls to be answered in less than 5 minutes	56.03 90% of decisions issued within 6 weeks of the case accept	25.47 Less than 1% of decisions after 8 weeks of accept	100% 100% of written correspondence to be replied to within ten days
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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	100% 100% of written correspondence to be replied to within ten days
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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	89% 100% of written correspondence to be replied to within ten days
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Qtr 1 2021

83.40 80% of calls to be answered in less than 2 minutes	95.33 90% of calls to be answered in less than 5 minutes	18.17 90% of decisions issued within 6 weeks of the case accept	66.17 Less than 1% of decisions after 8 weeks of accept	100% 100% of written correspondence to be replied to within ten days
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Qtr 1 2021

83.40

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

95.33

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

18.17

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

66.17

Less than 1% of decisions after 8 weeks of accept

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