

Communications - Quarterly Operational KPIs



Quarter	80% of calls to be answered in less than 2 minutes	90% of calls to be answered in less than 5 minutes	90% of decisions issued within 6 weeks of the case accept	Less than 1% of decisions after 8 weeks of accept	100% of written correspondence to be replied to within ten days
Qtr 1 2018	94.23 80% of calls to be answered in less than 2 minutes	99.80 90% of calls to be answered in less than 5 minutes	98.33 90% of decisions issued within 6 weeks of the case accept	0.60 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days
Qtr 2 2018	90.70 80% of calls to be answered in less than 2 minutes	99.10 90% of calls to be answered in less than 5 minutes	98.23 90% of decisions issued within 6 weeks of the case accept	0.73 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days
Qtr 3 2018	84.50 80% of calls to be answered in less than 2 minutes	97.67 90% of calls to be answered in less than 5 minutes	97.67 90% of decisions issued within 6 weeks of the case accept	0.77 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days
Qtr 4 2018	84.53 80% of calls to be answered in less than 2 minutes	97.93 90% of calls to be answered in less than 5 minutes	97.33 90% of decisions issued within 6 weeks of the case accept	0.80 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days
Qtr 1 2019	84.87 80% of calls to be answered in less than 2 minutes	98.03 90% of calls to be answered in less than 5 minutes	93.33 90% of decisions issued within 6 weeks of the case accept	1.17 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days
Qtr 2 2019	80.40 80% of calls to be answered in less than 2 minutes	95.73 90% of calls to be answered in less than 5 minutes	95.37 90% of decisions issued within 6 weeks of the case accept	0.83 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days