

Communications - Quarterly Operational KPIs



Quarter	2021	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 4	2021 Year	88.23 80% of calls answered in 2 minutes	98.93 90% of calls answered in 5 minutes	100.00 100% of written correspondence to be replied to	95.07 90% of decisions issued in 6 weeks	98.93 less than 1% issued over 8 weeks
Qtr 3	2021 Year	81.97 80% of calls answered in 2 minutes	96.30 90% of calls answered in 5 minutes	100.00 100% of written correspondence to be replied to	95.30 90% of decisions issued in 6 weeks	99.13 less than 1% issued over 8 weeks
Qtr 2	2021 Year	82.77 80% of calls answered in 2 minutes	96.87 90% of calls answered in 5 minutes	100.00 100% of written correspondence to be replied to	52.40 90% of decisions issued in 6 weeks	65.40 less than 1% issued over 8 weeks
Qtr 1	2021 Year	83.17 80% of calls answered in 2 minutes	95.23 90% of calls answered in 5 minutes	100.00 100% of written correspondence to be replied to	20.90 90% of decisions issued in 6 weeks	37.17 less than 1% issued over 8 weeks