

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 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	80.37 80% of calls to be answered in less than 2 minutes	95.77 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
Qtr 3 2019	76.90 80% of calls to be answered in less than 2 minutes	94.90 90% of calls to be answered in less than 5 minutes	95.67 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 4 2019	82.97 80% of calls to be answered in less than 2 minutes	92.67 90% of calls to be answered in less than 5 minutes	96.30 90% of decisions issued within 6 weeks of the case accept	0.23 Less than 1% of decisions after 8 weeks of accept	100.00 100% of written correspondence to be replied to within ten days