

Communications - Quarterly Operational KPIs



Qtr 1 2020

84.37 80% of calls to be answered in less than 2 minutes	96.47 90% of calls to be answered in less than 5 minutes	94.97 90% of decisions issued within 6 weeks of the case accept	0.57 Less than 1% of decisions after 8 weeks of accept	100% 100% of written correspondence to be replied to within ten days
--	--	---	--	--

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
--	--	---	---	--

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
--	--	---	---	--

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
--	--	---	---	---