Communications - Quarterly Operational KPIs

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

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



Less than 1% of decisions after 8 weeks of accept

100% of written correspondence to be replied to within ten days

Qtr 1 2020				
84.37	96.47	94.97	0.57	100%
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 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
00 /0 Of Calls to be answered III less than 2 millitates	30 /0 of calls to be answelled ill less than 3 milliotes	30 /0 of decisions issued within 0 weeks of the case accept	Less than 170 of decisions after 6 weeks of accept	100 /0 of written correspondence to be replied to within ten days
L o. 2 2020				
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	92.10	32.23	50.63	89%

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