

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for April to June 2022 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 1 2022/23				
Measure	Target	Actual achieved		
		APR 22	MAY 22	JUN 22
Standard relay calls answered within 15 seconds	>= 90% on average	87.2%	93.8%	95.3%
	>= 85% per 15 minute interval ¹	85.9%	89.4%	91.7%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	95.2%	94.8%	96.8%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	3.7%	1.4%	0.9%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.4%	0.4%	0.0%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.4%	97.0%	95.3%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁵	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.8%	99.8%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	67.1	66.5	66.6
Average voice to text transcription accuracy	>= 98%	98.4%	98.5%	99.0%
Complaints relating to the relay service	< one complaint per 1000 calls	0.30	0.18	0.13
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	4.2% ⁷	2.4%	1.7%

¹ This KPI demonstrates consistency of performance across each 24 hour period and limits the opportunity of long periods of poor performance being masked with one period of really good performance

² Emergency relay calls are given priority over standard relay calls in the same way as voice emergency calls are prioritised over other voice calls

³ This will be measured and reported on a bi-annual basis as part of an agreed Customer Research programme

⁴ "Abandoned" means that the call is ended by the caller before the Relay Assistant has joined the call

⁵ Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged for individual calls
All measures except for ">40 wpm" to be averaged over a monthly period

⁶ This measure records the % of calls automatically transferred between Advisors across the relay platform

⁷ Performance impacted by Covid-19 safety precautions resulting in higher automatic transfer rates

Comments on 2022-23 Q1 KPI results

The Relay UK time to answer and abandoned rates missed target in April, largely due to periods of very high call handling rates at peak times, with many businesses being very slow to answer calls.

Handover rates have reduced significantly since April and were on target again in June, largely due to pandemic spacing and call transfer guidelines being relaxed during the quarter, and also through further sharing of best practice across our Call Centres to minimise any disruption to callers.

BT is continuing to focus closely on all areas where performance challenges arise and apply appropriate measures to deliver a high quality service as consistently as possible.