

**ANNEX 1**

**BT RELAY UK REPORTED KPIS**

Key Performance report for April to June 2024 inclusive is shown below.

<b>Table 1</b>				
<b>Key Performance Indicators: Quarter 1 2024/25</b>				
Measure	Target	Actual achieved		
		APR 24	MAY 24	JUN 24
Standard relay calls answered within 15 seconds	>= 90% on average	94.1%	95.6%	92.1%
	>= 85% per 15 minute interval <sup>1</sup>	92.8%	92.9%	89.6%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% <sup>2</sup>	99.6%	99.7%	99.3%
Customers surveyed expressing dissatisfaction with the relay service <sup>3</sup>	< 5% customers dissatisfied	Further research to be carried out in 2024		
Standard relay calls abandoned <sup>4</sup>	< 3% Standard Calls Abandoned	0.9%	0.8%	1.6%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.0%	0.0%	0.0%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	93.7%	92.7%	92.1%
In conversation voice to text transcription speed for standard/emergency relay calls, per call <sup>5</sup>	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.6%	99.6%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	64.4	64.5	64.4
Average voice to text transcription accuracy	>= 98%	97.6%	99.0%	98.9%
Complaints relating to the relay service	< one complaint per 1000 calls	0.27	0.22	0.13
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls <sup>6</sup>	1.3%	1.1%	1.3%

<sup>1</sup> 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

<sup>2</sup> Emergency relay calls are given priority over standard relay calls in the same way that voice emergency calls are prioritised over other calls

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

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

<sup>5</sup> 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

<sup>6</sup> This measure records the % of calls automatically transferred between Advisors across the relay platform

**Comment on Q1 2024-25 Q4 KPI results**

Another strong quarter for call answering and typing speed results, but quality KPIs fell a little below target. This is being addressed through an increased focus on identifying the underlying reasons, along with delivery of improvement coaching measures across the Relay UK Teams.