

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for July to September 2021 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 2 2021/22				
Measure	Target	Actual achieved		
		JUL 21	AUG 21	SEP 21
Standard relay calls answered within 15 seconds	>= 90% on average	68.5%	76.8%	77.2%
	>= 85% per 15 minute interval ¹	64.7%	73.7%	71.3%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	92.0%	95.8%	94.9%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	10.3%	6.3%	6.2%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.3%	0.1%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	97.7%	96.9%	97.8%
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)	99.9%	99.8%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	67.2	67.7	68.0
Average voice to text transcription accuracy	>= 98%	99.1%	99.0%	98.4%
Complaints relating to the relay service	< one complaint per 1000 calls	0.12	0.20	0.14
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	2.7%	2.8%	2.7%

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.

Comments on Q2 KPI results

Following the easing of Covid 19 lockdown measures in the summer of 2021, there's been an unprecedented and sustained increase in the volume of calls to the Emergency 999 Service and in particular to the Ambulance service - and this has necessitated Advisors prioritising the answering of those calls ahead of non-emergency Relay calls. This has had a detrimental impact on BTs ability to meet Relay UK call answering targets across the quarter, however all quality and typing speed KPIs have been achieved during this same period.

BT has run an extensive recruitment and training programme since June 2021 and this has helped us fill some gaps in resourcing across all the services we support, although has been compromised by difficulties attracting and retaining suitably skilled people in what has become a far more discerning labour market.

Additionally, due to significantly increased Covid-19 safety precautions being implemented early in 2021, more calls have been handed over via an automatic transfer process. This has continued during this quarter and is expected to remain at a higher rate until full relaxation of these rules.

BT have kept Ofcom updated on these performance challenges and the measures being taken to minimise any disruption to service whilst we get back on track.