

## ANNEX 1

## BT RELAY UK REPORTED KPIS

Key Performance report for October to December 2021 inclusive is shown below.

<b>Table 1</b>				
<b>Key Performance Indicators: Quarter 3 2021/22</b>				
Measure	Target	Actual achieved		
		OCT 21	NOV 21	DEC 21
Standard relay calls answered within 15 seconds	>= 90% on average	78.3%	83.9%	84.7%
	>= 85% per 15 minute interval <sup>1</sup>	72.9%	77.9%	83.8%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% <sup>2</sup>	94.1%	95.7%	94.6%
Customers surveyed expressing dissatisfaction with the relay service <sup>3</sup>	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned <sup>4</sup>	< 3% Standard Calls Abandoned	6.1%	3.1%	3.2%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.2%	0.2%	0.2%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.4%	97.1%	92.9%
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)	99.7%	99.8%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	67.3	67.2	66.2
Average voice to text transcription accuracy	>= 98%	99.4%	98.3%	96.8%
Complaints relating to the relay service	< one complaint per 1000 calls	0.18	0.16	0.16
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls <sup>6</sup>	2.6% <sup>7</sup>	2.1%	2.4%

<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 as voice emergency calls are prioritised over other voice 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

<sup>7</sup> Performance impacted by Covid-19 safety precautions resulting in higher automatic transfer rates

### **Comments on Q3 KPI results**

Relay UK call answering results during the quarter continued to be impacted by very high call volumes to the Emergency voice 999 Service, which have been running at well above the long-term average. This necessitated Advisors prioritising the answering of those calls ahead of non-emergency Relay calls.

BT has continued an extensive recruitment and training programme to help fill some gaps in resourcing across all the services we support, and this will help improve service levels moving forward.

BT have kept Ofcom updated on these performance challenges and measures being taken to minimise any disruption to service during the quarter.