

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for October to December 2022 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 3 2022/23				
Measure	Target	Actual achieved		
		OCT 22	NOV 22	DEC 22
Standard relay calls answered within 15 seconds	>= 90% on average	88.4% ¹	93.7%	71.3% ²
	>= 85% per 15 minute interval ³	87.3%	92.6%	81.3%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ⁴	99.1%	99.9%	99.2%
Customers surveyed expressing dissatisfaction with the relay service ⁵	< 5% customers dissatisfied	2022 Survey – over 92% satisfied and less than 3.5% dissatisfied		
Standard relay calls abandoned ⁶	< 3% Standard Calls Abandoned	6.1%	2.0%	14.4%
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	98.5%	95.4%	95.8%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁷	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.8%	99.7%	99.6%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	64.8	66.0	64.3
Average voice to text transcription accuracy	>= 98%	100.0%	97.1%	97.9%
Complaints relating to the relay service	< one complaint per 1000 calls	0.28	0.27	0.31
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁸	1.5%	1.2%	0.8%

¹ Excludes performance for days where Industrial Action reduced the number of Relay Advisors available to answer calls

² Relay call answering was heavily impacted by exceptional demand for emergency Ambulance service calls being given priority during the month

³ 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

⁴ Emergency relay calls are given priority over standard relay calls in the same way that voice emergency calls are prioritised over other calls

⁵ This will be measured and reported on a bi-annual basis as part of an agreed Customer Research programme

⁶ "Abandoned" means that the call is ended by the caller before the Relay Assistant has joined the call

⁷ 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

⁸ This measure records the % of calls automatically transferred between Advisors across the relay platform

Comments on 2022-23 Q3 KPI results

The majority of the Key performance indicator metrics were achieved during the quarter, but the service experienced significant pressure at times in October and more extensively in December, where advisors were prioritised to support the exceptional demand for emergency ambulance voice calls. The average time to answer standard Relay calls in December was under 15 seconds, but at busy times the number of repeat calls adversely impacted the abandonment rate.

Voice to text transcription accuracy was fractionally below target in November and December and ongoing quality monitoring and coaching continues to focus on and address any issues found.

The Mac Desktop version of the app was launched in December.