

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for October to December 2023 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 3 2023/24				
Measure	Target	Actual achieved		
		OCT 23	NOV 23	DEC 23
Standard relay calls answered within 15 seconds	>= 90% on average	95.9%	96.0%	96.4%
	>= 85% per 15 minute interval ¹	93.9%	93.2%	94.8%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	99.0%	98.0%	99.3%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	2022 Survey – over 92% satisfied and less than 3.5% dissatisfied		
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	0.8%	0.9%	0.7%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.1%	0.2%	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%	95.9%	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)	99.7%	99.6%	99.5%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	63.9	65.1	63.9
Average voice to text transcription accuracy	>= 98%	99.4%	98.6%	98.9%
Complaints relating to the relay service	< one complaint per 1000 calls	0.21	0.38	0.11
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	1.1%	1.2%	0.9%

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 that voice emergency calls are prioritised over other 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 2023-24 Q3 KPI results

A consistently strong set of results with all key performance indicators being achieved during the quarter. Demand has been steady and followed anticipated patterns over the three months.

A further update of the Relay UK app was released in December, providing new service status details along with clearer messaging when internet connectivity isn't available. A dark mode option is now available on selected computer versions of the app – see the [website](#) for further details.