

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for January to March 2022 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 4 2021/22				
Measure	Target	Actual achieved		
		JAN 22	FEB 22	MAR 22
Standard relay calls answered within 15 seconds	>= 90% on average	89.6%	90.3%	89.2%
	>= 85% per 15 minute interval ¹	89.3%	86.4%	84.8%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95% ²	95.9%	96.1%	94.3%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	2.3%	1.9%	2.2%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.4%	0.2%	0.3%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	97.7%	95.2%	94.3%
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)	99.8%	99.8%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	66.5	66.3	67.0
Average voice to text transcription accuracy	>= 98%	98.9%	97.9%	96.0%
Complaints relating to the relay service	< one complaint per 1000 calls	0.10	0.20	0.23
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls ⁶	3.2% ⁷	3.6%	4.1%

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

⁷ Performance impacted by Covid-19 safety precautions resulting in higher automatic transfer rates

Comments on Q4 KPI results

Some of the Relay UK call answering results were narrowly missed in January and March, with many businesses struggling to answer calls very quickly due to Covid-19 pandemic (Omicron variant) resourcing challenges. This led to some periods of very high call handling times, which impacted on speed to answer times.

Voice to text transcription accuracy results dipped a little below target in February and March and is the focus of ongoing quality improvement measures.

Handover rates again exceeded target in the quarter, with pandemic spacing and call transfer guidelines still in place whilst variable restrictions remained in force across the UK.

BT have continued to focus on all areas where performance has been challenged and review and apply appropriate measures to minimise any disruption to service.