ANNEX 1   **BT RELAY UK REPORTED KPIs**

Key Performance report for July to September 2024 inclusive is shown below.

Table 1 Key Performance Indicators: Quarter 2 2024/25				
Measure	**Target**	**Actual achieved**		
		JUL 24	**AUG 24**	**SEP 24**
Standard relay calls answered within 15 seconds	>= 90% on average	94.6%	92.5%	93.2%
	>= 85% per 15 minute interval[1]	91.4%	91.4%	92.6%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95%[2]	99.3%	99.3%	99.1%
Customers surveyed expressing dissatisfaction with the relay service[3]	< 5% customers dissatisfied	Further research was carried out in September 2024		
Standard relay calls abandoned[4]	< 3% Standard Calls Abandoned	1.0%	1.7%	1.3%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.03%	0.03%	0.00%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	93.3%[5]	96.3%	95.4%
In conversation voice to text transcription speed for standard/emergency relay calls, per call[6]	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.6%	99.6%	99.9%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	64.4	63.8	64.4
Average voice to text transcription accuracy	>= 98%	98.6%	98.8%	98.2%
Complaints relating to the relay service	< one complaint per 1000 calls	0.10	0.24	0.23
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls[7]	1.5%	2.1%	2.7%

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[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] Specific focus on quality during the quarter has resulted in performance improving since July

[6] 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

[7] This measure records the % of calls automatically transferred between Advisors across the relay platform

Comments on Q2 2024-25 KPI report

The quarter saw continued strong performance on all the call answering KPIs.

The bi-annual Customer Satisfaction Survey was completed during this period and results are published separately.

There has been a strong focus on quality during the quarter and this has resulted in performance recovering to required standards during August and September after a period where this KPI had fallen a little under target.

The number of automatic call handovers increased during the quarter and actions are in place to reduce this back down to under 2%.