ANNEX 1 **BT RELAY UK REPORTED KPIs**

Key Performance report for July to September 2023 inclusive is shown below.

Table 1 **Key Performance Indicators: Quarter 2 2023/24**				
Measure	**Target**	**Actual achieved**		
		JUL 23	**AUG 23**	**SEP 23**
Standard relay calls answered within 15 seconds	>= 90% on average	87.4%	90.9%	92.5%
	>= 85% per 15 minute interval[1]	86.6%	89.8%	89.6%
Emergency relay calls answered within 5 seconds. This aligns with the voice 999 service measure	>= 95%[2]	97.4%	98.2%	99.1%
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	3.8%	1.9%	1.4%
Emergency calls abandoned. This is in line with the voice 999 service measure	< 2% Emergency Calls Abandoned	0.5%	0.3%	0.2%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.0%	95.5%	98.0%
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)	99.6%	99.6%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	63.7	62.6	62.4
Average voice to text transcription accuracy	>= 98%	98.0%	98.3%	99.3%
Complaints relating to the relay service	< one complaint per 1000 calls	0.32	0.31	0.16
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls[6]	1.1%	0.8%	0.9%

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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] 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 Q2 KPI results

All key performance indicators were achieved during the quarter with the exception of standard call answering and the abandonment rate in July, when the service was impacted by a number of unexpected peaks in demand.

Another update of the Relay UK app was released in August, further improving features including management of saved calls, the cloud backup process and the security of desktop versions – see website for further details.