



KPI Breakdown Q2 April – June 2024

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KPI Breakdown

Q2 2024 (April – June)

KPI	Q2 2024 (April – June)
More than 80% of calls to be answered in less than two minutes	82%
More than 90% of calls to be answered in less than five minutes	97%
100% of written correspondence to be replied to within ten days	100%
More than 90% of case decisions* to be issued within six weeks of the case being accepted	99%
Less than 1% of case decisions* to be issued later than eight weeks after the case has been accepted	<1%