



KPI Breakdown Q4 October – December 2023

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KPI Breakdown

Q4 2023 (October – December)

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More than 80% of calls to be answered in less than two minutes	88%
More than 90% of calls to be answered in less than five minutes	98%
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%