

Appendix 2

Helpdesk performance

Introduced the call centre for ESPF in November 2019

The main helpline for all six Pension Funds

Period	Offered (Calls received)	Handled (Calls answered)	Abandoned (Caller hung up)	Aband %	SLA % (75% of calls within 20 seconds)	Queue %	Abandoned Time
01/07/20 to 30/09/20	7,300	6,051	1,249	17.1%	Jul 22% Aug n/a Sep 24%	Jul 74% Aug 81% Sep 73%	Jul 6.42 Aug 7.57 Sep 6.19
01/10/20 to 31/12/20	6,881	5,975	906	13.2%	Oct 22% Nov 32% Dec 32%	Oct 75% Nov 64% Dec 63%	Oct 7.11 Nov 5.54 Dec 6.44
01/01/21 to 31/03/21	9,719	8,299	1,420	14.2%	Jan 12% Feb 21% Mar 48%	Jan 86% Feb 76% Mar 49%	Jan 6.35 Feb 6.51 Mar 4.19

Since lockdown the telephone service opening times has been restricted – phone line was open from 10am to 2pm and 2pm to 4pm.

From April 2021 the main helpline has been separated for ESPF

Period	Offered (Calls received)	Handled (Calls answered)	Abandoned (Caller hung up)	Aband %	SLA % (75% of calls within 20 seconds)	Queue %	Abandoned Time
01/04/21 to 30/06/21	2,561	2,417	144	5.7%	Apr 53% May 44% Jun 56%	Apr 44% May 52% Jun 39%	Apr 4.33 May 3.16 Jun 4.10
01/07/21 to 30/09/21	2,601	2,380	221	8.5%	Jul 43% Aug 31% Sep 23%	Jul 50% Aug 57% Sep 49%	Jul 3.30 Aug 4.51 Sep 5.01

East Sussex PAT the telephone opening times are being reverted back to the pre-pandemic opening times of 9am to 4pm.

Helpdesk (website) performance

All six Pension Funds

Period	Calls received	Handled	Abandoned	Abandoned %	SLA %	Queue %	Abandoned Time
01/07/20 to 30/09/20	1,032	926	106	10.27%	Jul 1% Aug n/a Sep 39%	Jul 41% Aug 46% Sep 26%	Jul 4.45 Aug 3.28 Sep 1.37
01/10/20 to 31/12/20	451	362	89	19.73%	Oct 37% Nov 32% Dec 37%	Oct 35% Nov 39% Dec 32%	Oct 1.54 Nov 4.57 Dec 6.14
01/01/21 to 31/03/21	529	435	94	17.77%	Jan 17% Feb 43% Mar 53%	Jan 60% Feb 24% Mar 19%	Jan 3.29 Feb 2.19 Mar 2.36
01/04/21 to 30/06/21	796	505	81	14.00%	Apr 30% May 31% Jun 48%	Apr 38% May 44% Jun 20%	Apr 1.39 May 2.10 Jun 1.06

01/07/21 to 30/09/21	558	496	62	11.11%	Jul 39% Aug 44% Sep 49%	Jul 33% Aug 33% Sep 67%	Jul 2.28 Aug 3.50 Sep 2.48
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A new dedicated ESPF website helpline was introduced 14 Aug 21, this will be presented separately from 1 October 21.

ES Helpdesk service levels for helpdesk services – new measurement approach post April 21

KPI	A	B	C	D
	First time fix	Call answer time	Abandoned call rate	Email response time
Gold	85% of enquiries dealt with at first point of contact	75% of calls answered in 20 seconds	Less than 5% of calls abandoned	100% of emails answered within 3 working days
Silver	80% of enquiries dealt with at first point of contact	50% of calls answered in 20 seconds	Less than 10% of calls abandoned	75% of emails answered within 3 working days
Bronze	70% of enquiries dealt with at first point of contact	30% of calls answered in 20 seconds	Less than 15% of calls abandoned	75% of emails answered within 10 working days
Below Bronze	<70% of enquiries dealt with at first point of contact	<30% of calls answered in 20 seconds	>15% of calls abandoned	<75% of emails answered within 10 working days

- Allow a three months' shadow period to adjust to the required higher standards where we will not consider applying performance penalties
- Thereafter quarterly performance assessed against the scoring mechanism with rectification plan for underperformance including penalty clauses for sustained underperformance.

Main Helpline for ESPF

Period	First time fix	Call answer time	Abandoned call rate	Email response time
GOLD TARGETS	85%	75%	5%	100%
April 21	96%	53%	5%	100%
May 21	95%	44%	7%	100%
June 21	95%	56%	5%	100%
July 21	91%	43%	9%	100%
August 21	88%	31%	9%	100%
September 21	86%	23%	6%	100%

Website Helpline (all six Pension Funds)

Period	First time fix	Call answer time	Abandoned call rate	Email response time
GOLD TARGETS	85%	75%	5%	100%
April 21	N/A	30%	18%	N/A
May 21	N/A	31%	15%	N/A
June 21	N/A	48%	10%	N/A
July 21	100%	39%	10%	100%
August 21	100%	49%	21%	100%
September 21	100%	67%	6%	100%

The Helpdesk suspect that there are some errors with the reporting which has caused the SLA% to be lower than expected in September for both helplines. It is currently under investigation with BT. They have started to manually capture daily data for October so that they can check for accuracy.