

Appendix 5

Helpdesk performance

Since 1st April 24 the Fund no longer have access to Achiever software so can no longer determine the Call Answer Time or the Abandoned Call Rate. Although members can still dial both the Main Helpline and Website Helpline numbers, they both feed into one Hunt Group resulting in no differentiation between call types. On 17 May 25 ESCC telephony went live - the helpdesk was NOT treated as a Contact Centre (and still awaiting to be set up – project with IT).

Combined Main & Website Helpline for ESPF

Service level	% enquires dealt with at 1 st point of contact	Email response time
GOLD TARGETS	85%	100% < 3 days
SILVER TARGETS	80%	75%+ < 3 days
BRONZE TARGETS	70%	75%+ < 10 days
BELOW BRONZE	<70%	<75% < 10 days
Period	% enquires dealt with at 1 st point of contact	Email response time
Apr 25	81%	100% < 3 Days
May 25	83%	75%+ < 10 days
Jun 25	80%	75%+ < 3 days

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	Call Back's	Tasks	Total
Apr 25	1,081	1,097	46	399	2,623
May 25	983	1,030	36	203	2,252
Jun 25	805	1,316	24	220	2,365

Top five reasons for calls

Month	MSS login / issues	Receipt of Claim form	Claim form guidance	Tax, Payslip P60	Document / Form enquiry	Progress Update	Update address	Leaver Forms
Apr 25		3 rd	1 st		5 th	2 nd	4 th	
May 25	1 st		3 rd	2 nd		5 th		4 th
Jun 25	1 st	4 th	2 nd		3 rd		5 th	

Telephone survey

Apr to Jun 2025	1 Star	2 Star	3 Star	4 Star	5 Star
1. How easy was it for you to contact the Pensions Helpdesk today?	3	2	8	39	292
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	11	11	12	45	256
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	6	8	13	30	277
4. How satisfied were you with your overall experience today?	9	6	15	33	271
5. How many times have you called the helpdesk about the request / issue?	Zero/Once = 264	Twice = 51	Three = 15	Four+ = 11	

Customer Thermometer (email feedback)

Month	Excellent	Good	OK	Poor
Apr 25	56	14	11	8
May 25	46	6	0	11
Jun 25	47	11	5	9