# 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 1st 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 1st point of contact** | **Email response time** |
| Jul 25 | 77% | 75%+ < 3 days |
| Aug 25 | 80% | 100% < 3 days |
| Sep 25 | 82% | 75%+ < 3 days |

**Monthly transaction volumes**

| Month | Telephone Calls | Email's Processed | Call Back's | MSS Tasks | i-Connect | Post | Total |
|---|---|---|---|---|---|---|---|
| Jul 25 | 861 | 1,319 | 13 | 234 | 76 | 0 | 2,503 |
| Aug 25 | 727 | 935 | 0 | 246 | 151 | 0 | 2,059 |
| Sep 25 | 922 | 1,432 | 12 | 392 | 25 | 67 | 2,850 |

**Top five reasons for calls**

| Month | MSS login / issues | Receipt of Claim form | Claim form guidance | Document / Form enquiry | Progress Update | Update address | Leaver Forms |
|---|---|---|---|---|---|---|---|
| Jul 25 | | 3rd | | 4th | 2nd | 5th | 1st |
| Aug 25 | 5th | | 1st | 2nd | | 4th | 3rd |
| Sep 25 | 1st | | 4th | 3rd | 5th | 2nd | |

**Telephone survey**

| Jul to Sep 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 | 1 | 10 | 23 | 307 |
| 2. How confident are you that your question was resolved or will be resolved in the relevant timelines? | 7 | 3 | 21 | 49 | 264 |
| 3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague? | 3 | 3 | 9 | 33 | 293 |
| 4. How satisfied were you with your overall experience today? | 7 | 4 | 7 | 37 | 291 |
| 5. How many times have you called the helpdesk about the request / issue? | Zero/Once = 276 | Twice = 40 | Three = 18 | Four+ = 10 | |

**Customer Thermometer (email feedback)**

| Month | Excellent | Good | OK | Poor |
|---|---|---|---|---|
| Jul 25 | 47 | 3 | 2 | 3 |
| Aug 25 | 36 | 9 | 3 | 2 |
| Sep 25 | 53 | 7 | 2 | 1 |