

Appendix 2

Helpdesk performance (all six funds) Currently about 2 FTE allocated to ESPF (team is 14).

Introduced the call centre for ESPF in November 2019 (not taken on managing the corporate email box).

Period	Offered (Calls received)	Handled (Calls answered)	Abandoned (Caller hung up)	Aband %	SLA % (75% of calls within 20 seconds)	Queue %	Abandoned Time
01/01/20 to 31/03/20	8,415*	7,896	519	6.17%	Jan 40% Feb 57% Mar 56%	Jan 59% Feb 43% Mar 45%	Jan 4.32 Feb 22.38 Mar 3.27
01/04/20 to 30/06/20	3,953*	3,381	572	14.5%	Apr 52% May 40% Jun 9%	Apr 42% May 55% Jun 88%	Apr 4.59 May 6.59 Jun 7.10
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

* Since lockdown the telephone service opening times has been restricted (with NO back-up – phone line is still only open from 10am to 2pm and 2pm to 4pm). First few months there was no call recording and logging was inconsistent. All staff did not initially have laptops and only got Jaba software from June 2020.

Following ongoing challenge from East Sussex PAT the telephone opening times are being reviewed alongside the capacity planning. Prior to the pandemic the telephone open times have always been 9am to 4pm.

Helpdesk - Top five reasons for ESPF calls:

Oct 20		Most popular calls	Dec 20	
Number	Reason		Reason	Number
76	Self-service on-line activation	1 st	Login to website issues	40
61	Login to website issues	2 nd	Guidance with forms	35
57	Guidance with forms	3 rd	Self-service on-line activation	26
37	Updates on benefit settlements	4 th	Address updates	25
35	Member options guidance	5 th	Member options guidance	20

Helpdesk (website) performance

Period	Calls received	Handled	Abandoned	Abandoned %	SLA %	Queue %	Abandoned Time
01/01/20 to 31/03/20	697	574	123	17.64%	Jan 24% Feb 28% Mar 28%	Jan 52% Feb 49% Mar 37%	Jan n/a Feb 5.08 Mar 1.17
01/04/20 to 30/06/20	1,320	871	449	34.02%	Apr 28% May 28% Jun 0%	Apr 43% May 56% Jun 75%	Apr 2.59 May 2.27 Jun 4.13
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

Proposed ES Helpdesk service levels for helpdesk services 2021-22

We are looking to accept a “Gold” service for the combined telephone and bulk email inbox.

Pension Fund	Annual volumes (2020)	%	Enquiries per member pa	Charge based on rate per enquiry	Cost Per member per annum	Calls	%	Calls per member pa	Emails	%	Emails per member pa	Fund members
ESCC	8623	13%	0.12	£63,049	£0.84	6569	76%	0.09	2054	24%	0.03	74965
SCC	40974	63%	0.37	£299,590	£2.69	15474	38%	0.14	25500	62%	0.23	111314
Hillingdon	5687	9%	0.24	£41,582	£1.73	2928	51%	0.12	2759	49%	0.11	24020
LBHF	4988	8%	0.33	£36,471	£2.38	2493	50%	0.16	2495	50%	0.16	15296
Westminster	4829	7%	0.29	£35,308	£2.10	2413	50%	0.14	2416	50%	0.14	16853
Totals	65101	100%	0.27	£476,000	£1.96	29877	46%	0.12	35224	54%	0.15	242448
Additional charge to manage all ESCC email enquiries												
ESCC	12522		0.17	£91,559	£1.22							
Combined charge to manage all ESCC enquiries through the helpdesk												
ESCC	21145		0.28	£154,608	£2.06	6569	31%	0.09	14576	69%	0.19	74965

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

- There will need to be a three months’ notice lead in period, to allow the team to expand and train the team.
- Then live but with a three months’ shadow period to adjust to the required higher standards where we will not apply performance penalties
- Thereafter quarterly performance assessed against the scoring mechanism with rectification plan for underperformance including penalty clauses for sustained underperformance.