

Appendix 2

Helpdesk performance for last 12 months

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

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%
January 23	87%	86%	1%	97%
February 23	84%	88%	1%	96%
March 23	86%	86%	1%	100%
April 23	87%	82%	1%	100%
May 23	87%	88%	1%	100%
June 23	85%	92%	0%	100%
July 23	87%	93%	0%	100%
August 23	89%	92%	0%	100%
September 23	85%	93%	1%	100%
October 23	85%	91%	1%	100%
November 23	92%	76%	1%	80%
December 23	89%	85%	1%	0%

Note: In Nov 23 the pensioner mailing about online comms becoming a default creating a significant spike in both calls and written communications. In Dec 23 one team member retired and one team member moved to bank support. The email's in December were all processed within seven days.

Website Helpline

Period	First time fix	Call answer time	Abandoned call rate	Email response time
GOLD TARGETS	85%	75%	5%	100%
October 22	100%	51%	15%	70%
November 22	95%	51%	5%	100%
December 22	100%	69%	0%	100%
January 23	100%	80%	2%	100%
February 23	100%	77%	2%	100%
March 23	100%	76%	1%	100%
April 23	100%	66%	2%	100%
May 23	100%	60%	3%	100%
June 23	100%	82%	2%	100%
July 23	100%	72%	2%	100%
August 23	100%	79%	3%	100%
September 23	100%	78%	2%	100%
October 23	85%	70%	2%	100%
November 23	92%	49%	10%	80%
December 23	89%	60%	4%	0%

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	Call Back's	Total
October 22	736	1,050	17	1,803
November 22	513	1,660	25	2,148
December 22	518	875	6	1,399
January 23	1,064	1,302	15	2,381
February 23	923	1,308	10	2,241
March 23	1,077	1,439	13	2,529
April 23	1,024	1,114	6	2,114
May 23	1,157	1,561	10	2,728
June 23	934	1,441	15	2,390
July 23	969	1,352	9	2,330
August 23	1,027	2,005	15	3,047
September 23	819	1,486	17	2,322
October 23	915	1,470	12	2,397
November 23	1,882	1,827	10	3,719
December 23	875	1,165	2	2,042

Top five reasons for calls

Month	Self Service Activation	Login issues	Claim form guidance	Leaver form received	Document or Form enquiry	Other
Jul 23		3 rd	1 st	2 nd	4 th	5 th
Aug 23	1 st	2 nd	4 th		5 th	3 rd
Sep 23	2 nd	1 st	4 th		3 rd	5 th
Oct 23	5 th	1 st	4 th		2 nd	3 rd
Nov 23	2 nd	3 rd	5 th		4 th	1 st
Dec 23	2 nd	3 rd	5 th		4 th	1 st

Telephone survey

Quarter 4 2023	1 Star	2 Star	3 Star	4 Star	5 Star
1. How easy was it for you to contact the Pensions Helpdesk today?	7	7	13	61	517
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	19	7	27	79	470
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	15	3	14	69	496
4. How satisfied were you with your overall experience today?	14	9	25	64	477

The graph below represents the number of times the member called in connection with the same enquiry.

