

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.

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 24	85%	75% < 3 Days
May 24	85%	75% < 3 Days
Jun 24	83%	100% < 3 Days
Jul 24	84%	100% < 3 Days
Aug 24	86%	100% < 3 Days
Sep 24	80%	100% < 3 Days

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	Call Back's	Tasks	Total
Apr 24	865	1,343	151	0	2,359
May 24	1,006	1,638	150	0	2,794
Jun 24	794	1,474	54	1	2,323
Jul 24	1,349	2,058	73	172	3,652
Aug 24	1,329	1,811	70	311	3,521
Sep 24	967	1,678	26	187	2,858

Top five reasons for calls

Month	Self Service Activation	Login issues	Claim form guidance	Leaver form received	Document or Form enquiry	TV out request	Refund	Other
Apr 24		1 st	3 rd	4 th	2 nd			5 th
May 24		1 st	4 th			2 nd	3 rd	5 th
Jun 24		1 st	4 th		3 rd	2 nd		5 th
Jul 24	3 rd	2 nd	5 th			4 th		1 st
Aug 24	1 st	2 nd	4 th		5 th			3 rd
Sep 24	1 st	4 th	2 nd	3 rd				5 th

Telephone survey

Quarter 2, 2024	1 Star	2 Star	3 Star	4 Star	5 Star
1. How easy was it for you to contact the Pensions Helpdesk today?	4	4	8	44	329
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	28	12	31	59	264
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	18	4	22	36	229
4. How satisfied were you with your overall experience today?	16	17	23	53	285

5. How many times have you called the helpdesk about the request / issue?	Once = 287	Twice = 61	Three = 30	Four+ = 17	
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Customer Thermometer (email feedback)

Month	Excellent	Good	OK	Poor
Apr 24	18	10	1	3
May 24	25	8	5	3
Jun 24	32	6	9	2
Jul 24	60	8	7	10
Aug 24	43	16	3	5
Sep 24	49	14	4	10