

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
Oct 24	79%	100% < 3 Days
Nov 24	84%	100% < 3 Days
Dec 24	79%	100% < 3 Days

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	Call Back's	Tasks	Total
Oct 24	1,007	1,690	42	141	2,880
Nov 24	948	1,471	28	110	2,557
Dec 24	1,071	617	30	65	1,783*

* plus indexing 648, Reply due 73, Face to Face 1

Top five reasons for calls

Month	Self Service Activation	Login issues	Claim form guidance	TV in request	Document or Form enquiry	Progress Update	Retirement projection	Other
Oct 24	1 st	5 th	2 nd			3 rd		4 th
Nov 24	5 th	3 rd			2 nd	1 st	4 th	
Dec 24		1 st	5 th	3 rd		2 nd	4 th	

Telephone survey

Oct to Dec 2024	1 Star	2 Star	3 Star	4 Star	5 Star
1. How easy was it for you to contact the Pensions Helpdesk today?	2	6	4	65	234
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	8	6	15	54	228
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	5	9	5	36	285
4. How satisfied were you with your overall experience today?	9	9	9	35	277
5. How many times have you called the helpdesk about the request / issue?	Once = 258	Twice = 45	Three = 16	Four+ = 15	

Customer Thermometer (email feedback)

Month	Excellent	Good	OK	Poor
Oct 24	63	12	2	7
Nov 24	50	16	1	1
Dec 24	45	6	2	3