

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 new ESCC telephony project goes live - the helpdesk will be treated as a Contact Centre.

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
Jan 25	80%	100% < 3 Days
Feb 25	78%	100% < 3 Days
Mar 25	77%	100% < 3 Days

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	Call Back's	Tasks	Total
Jan 25	1,166	1,561	33	283	3,043
Feb 25	1,009	1,371	19	369	2,768
Mar 25	908	1,261	0	435	2,604

Top five reasons for calls

Month	Activation keys to self-serve	Receipt of claim form	Claim form guidance	TV in request	Document / Form enquiry	Progress Update	Retirement projection	Leaver Forms
Jan 25	2 nd	4 th	3 rd			5 th	1 st	
Feb 25		3 rd	4 th	5 th	1 st	2 nd		
Mar 25		4 th	5 th		2 nd	3 rd		1 st

Telephone survey

Jan to Mar 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	3	8	35	272
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	15	5	23	52	226
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	6	6	15	46	252
4. How satisfied were you with your overall experience today?	8	8	15	41	251
5. How many times have you called the helpdesk about the request / issue?	Once = 274	Twice = 24	Three = 15	Four+ = 15	

Customer Thermometer (email feedback)

Month	Excellent	Good	OK	Poor
Jan 25	81%	13%	3%	3%
Feb 25	78%	6%	2%	14%
Mar 25	69%	27%	2%	2%