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 ESCC telephony went live - the helpdesk was NOT treated as a Contact Centre (and still awaiting to be set up – project with IT).

Combined Main & Website Helpline for ESPF

Service level	% enquires dealt with at 1st 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 1st point of contact**	**Email response time**
Oct 25	75%	100% < 3 days
Nov 25	72%	100% < 3 days
Dec 25	72%	100% < 3 days

Monthly transaction volumes

Month	Telephone Calls	Email's Processed	MSS Queries	MSS Tasks	i-Connect	Post	TUO	Total
Oct 25	855	1,331	157	184	654	99	0	3,280
Nov 25	606	1,036	148	171	311	85	0	2,357
Dec 25	510	987	88	99	405	30	17	2,136

Top five reasons for calls

Month	MSS login / issues	Receipt of Claim form	Claim form guidance	Document / Form enquiry	Progress Update	Update address	Leaver Forms	Doc's for TV's
Oct 25	1st	4th	2nd	3rd			5th	
Nov 25	5th	4th	2nd				3rd	1st
Dec 25	2nd		4th	1st		5th	3rd	

Telephone survey

Oct to Dec 2025	1 Star	2 Star	3 Star	4 Star	5 Star
1. How easy was it for you to contact the Pensions Helpdesk today?	0	1	7	16	234
2. How confident are you that your question was resolved or will be resolved in the relevant timelines?	5	6	7	30	210
3. Based on your recent experience how strongly would you recommend using the Helpdesk to a colleague?	5	2	7	20	224
4. How satisfied were you with your overall experience today?	5	3	6	16	228
5. How many times have you called the helpdesk about the request / issue?	Zero/Once = 199	Twice = 35	Three = 11	Four+ = 13	

Customer Thermometer (email feedback)

Month	Excellent	Good	OK	Poor
Oct 25	34	9	4	5
Nov 25	31	9	4	3
Dec 25	9	5	1	4