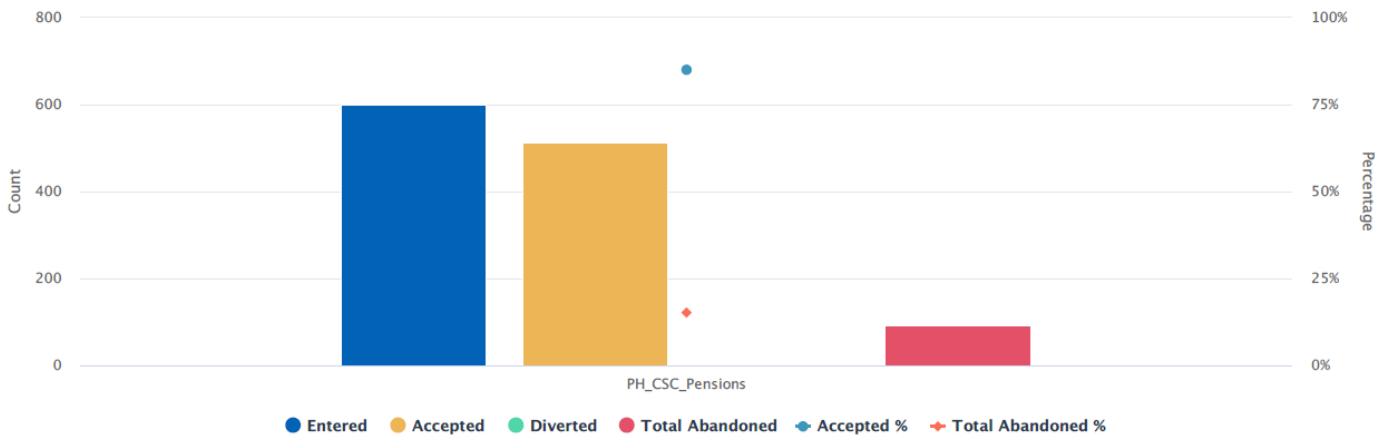


Pensions Queue performance

April 2023

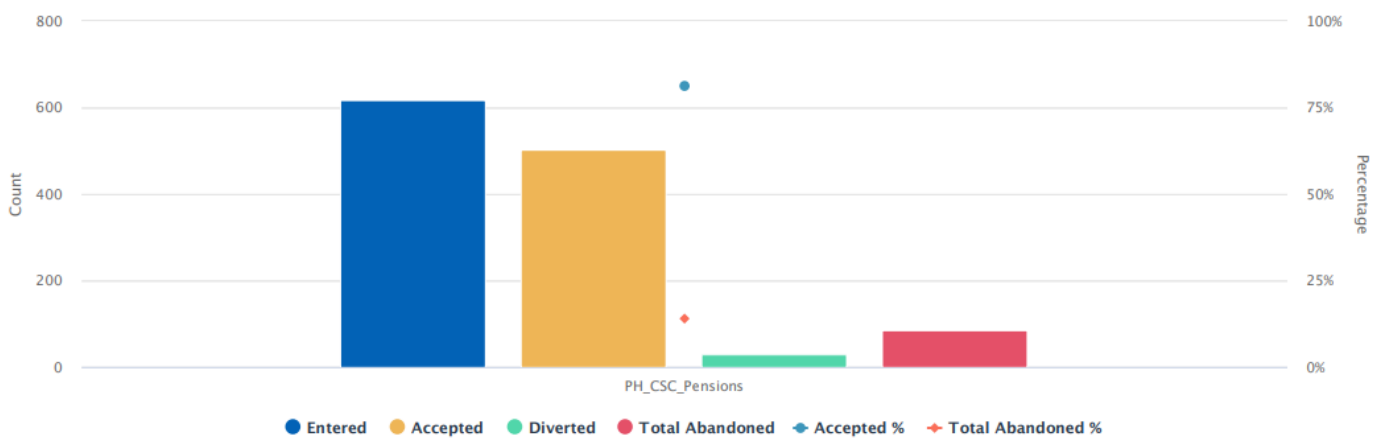
Queue Interactions Summary Template (copy)



Queue	Entered	Accepted	Diverted	Total Abandoned	Average Wait Before Accept Time	Average Handling Time	Accepted %	Total Abandoned %
PH_CSC_Pensions	601	511	0	90	0:05:12	0:07:49	85.02%	14.98%
Queue Subtotal	601	511	0	90	0:05:12	0:07:49	85.02%	14.98%

May 2023

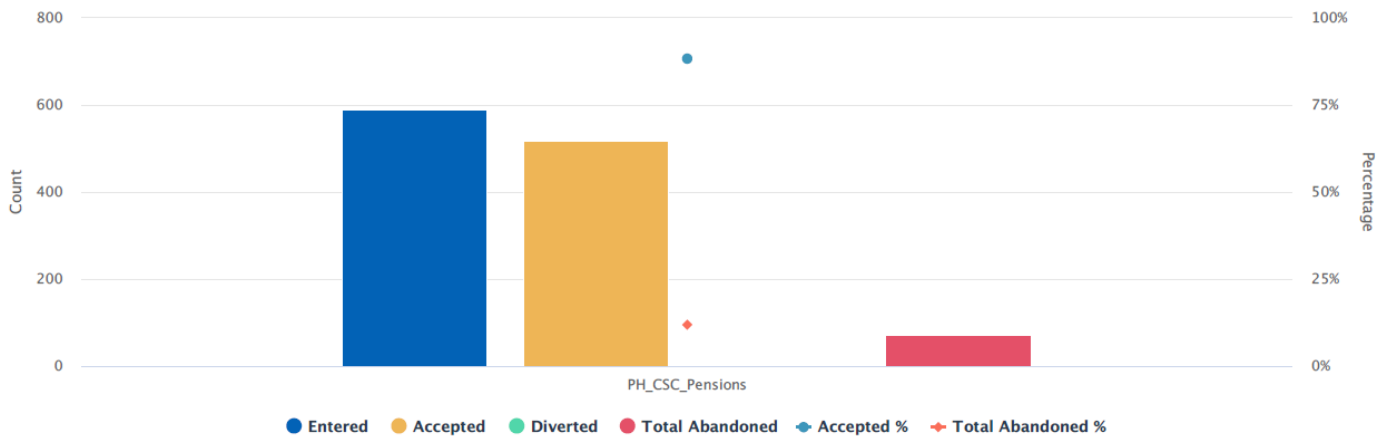
Queue Interactions Summary Template



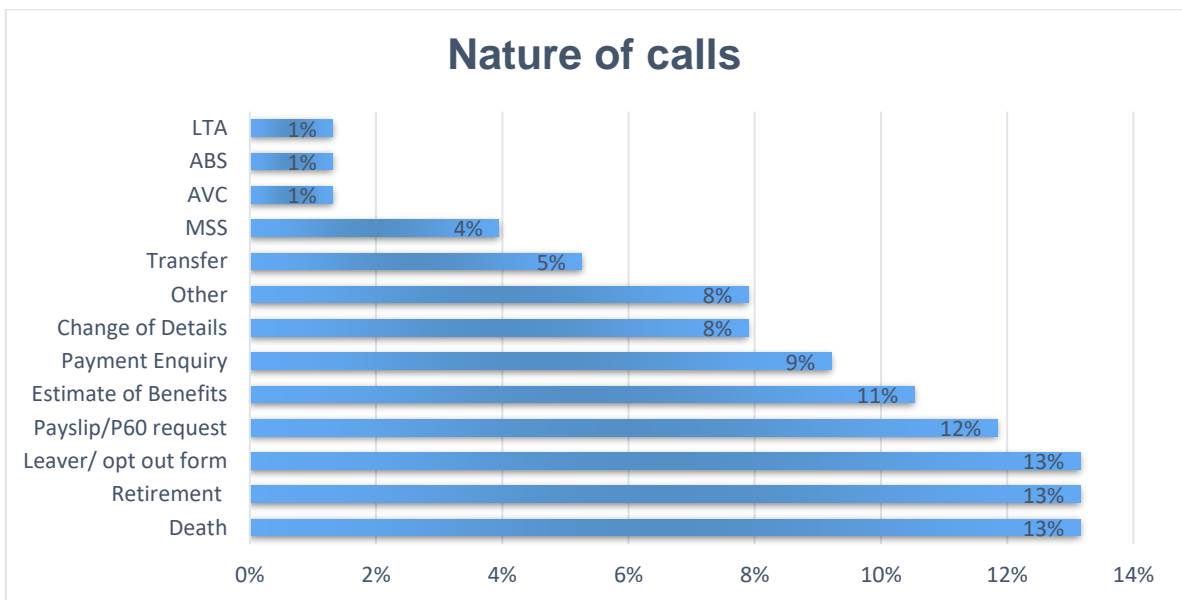
Queue	Entered	Accepted	Diverted	Total Abandoned	Average Wait Before Accept Time	Average Handling Time	Accepted %	Total Abandoned %
PH_CSC_Pensions	619	504	29	86	0:04:14	0:07:13	81.42%	13.89%
Queue Subtotal	619	504	29	86	0:04:14	0:07:13	81.42%	13.89%

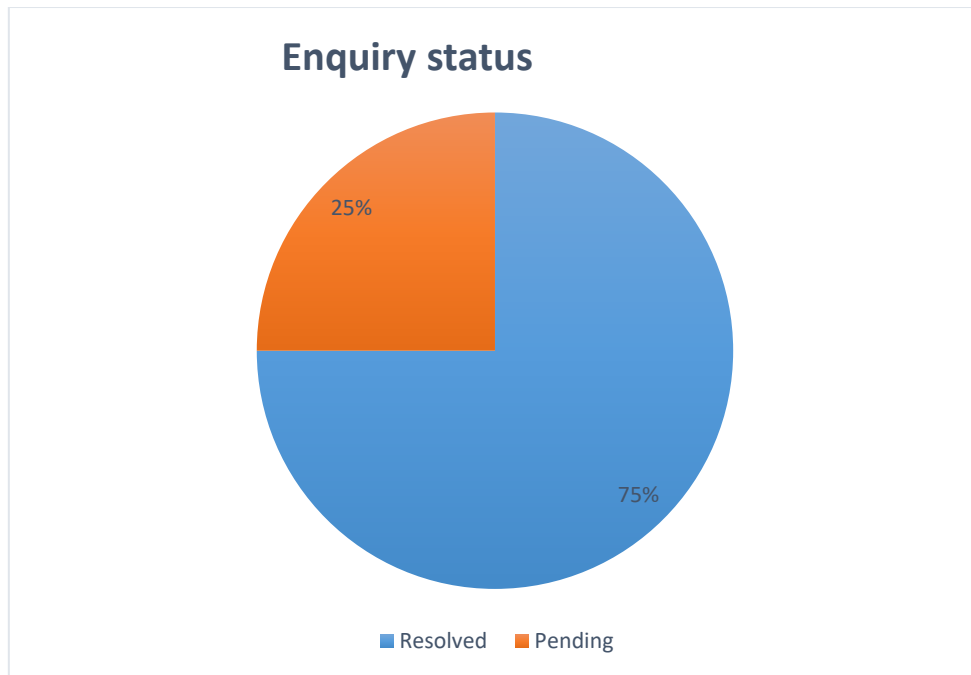
June 2023

Queue Interactions Summary Template (copy)



Queue	Entered	Accepted	Diverted	Total Abandoned	Average Wait Before Accept Time	Average Handling Time	Accepted %	Total Abandoned %
PH_CSC_Pensions	588	518	0	70	0:03:58	0:07:53	88.10%	11.90%
Queue Subtotal	588	518	0	70	0:03:58	0:07:53	88.10%	11.90%





A call analysis has been carried out to identify the reason for members calling and if their enquiry has been fully resolved on first call or remains pending after the call.

Three quarters of all enquiries were resolved on the first call with 25% going into pending due to having to follow up on cases and liaise with other teams.

The reasons for calls vary but leavers/opt out forms, retirements and death ranked the highest.

Leaver forms have a tendency to be quite challenging with external employers, as we require the members up-to-date pay information. This may involve multiple attempts to contact employers and, on occasion, can cause delays.

Death calls account for death notifications and death benefits enquiries, which include a death grant and a survivor's pension.

This analysis provides a brief overview of the pension calls received and can be used as an indicator to show that telephony is an important point of first contact for our members (particularly retired members).

Contact from other enquiry sources also include website, post/mail and emails.