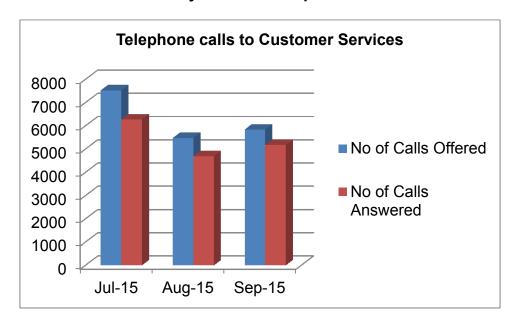
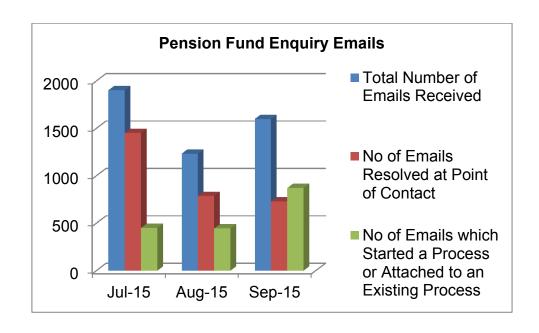
West Midlands Pension Fund

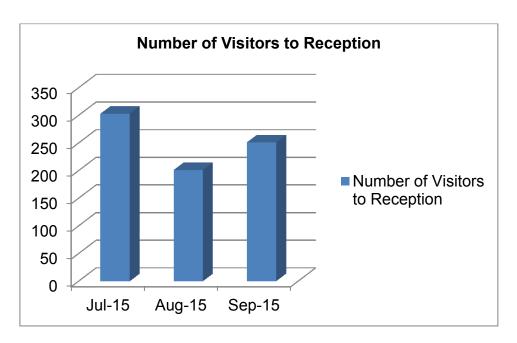
Appendix D: Customer Service Statistics 1 July 2015 to 30 September 2015



	July 2015	Aug 2015	Sept 2015
No of Calls Offered	7526	5477	5839
No of Calls Answered	6279	4691	5173
Answer Rate	83.4%	85.6%	88.6%
Calls answered at first point			
of contact	98.7%	99.1%	98.8%



	July 2015	Aug 2015	Sept 2015
Total Number of Emails received Number of Emails resolved at	1903	1232	1598
point of contact Number of Emails which started a process or attached	1453	788	728
to an existing process	450	444	870



	July 2015	Aug 2015	Sept 2015
Number of Visitors to Reception	303	201	251