

Appendix 3 – Call Back Performance

April - June 2011

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	54	111	165	0.9%
2	84	79	163	0.9%
3	285	326	611	3.2%
4	1777	2363	4140	21.7%
5	7309	6688	13997	73.4%
Total	9509	9567	19076	

Response

Rating	How quickly arrived	Initial Police actions	Clearly informed of follow up actions	Satisfied with follow up actions	Rating of overall service	Number	% age
1	345	257	137	166	274	1179	4.2%
2	263	140	116	76	172	767	2.7%
3	675	386	378	299	557	2295	8.2%
4	1744	1568	1412	1121	2186	8031	28.7%
5	3059	3648	2166	1300	5528	15701	56.1%
Total	6086	5999	4209	2962	8717	27973	

Total Successful Call Backs	15216
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CR3 - Dissatisfaction - %age of negative feedback received from customers where they have scored 1's or 2's divided by the number of call backs questions completed

Total CR Callback questions	1s	2s	Total	%
19076	165	163	328	2%