

Call Back Performance

Totals to Date: Oct 10 - Mar 11

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	55	145	200	0.8%
2	97	119	216	0.9%
3	476	612	1088	4.5%
4	2554	2839	5393	22.3%
5	8928	8406	17334	71.5%
Total	12110	12121	24231	

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	455	357	251	406	371	1840	4.9%
2	354	196	185	208	236	1179	3.2%
3	1012	635	654	548	888	3737	10.0%
4	2051	1925	1840	1501	2796	10113	27.2%
5	3930	4531	2812	2266	6834	20373	54.7%
Total	7802	7644	5742	4929	11125	37242	

Total Successful Call Backs	17423
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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	%
24231	200	216	416	1.7%