

Appendix 4 –Call Back Performance

Totals to Date: April - December 2011

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	121	283	404	1.0%
2	200	197	397	0.9%
3	772	862	1634	3.9%
4	4867	5785	10652	25.4%
5	17440	14036	28875	68.8%
Total	23400	21163	41962	

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	747	662	293	297	598	2597	4.5%
2	635	383	223	164	382	1787	3.1%
3	1676	1087	696	529	1278	5266	9.0%
4	4329	3205	2510	1770	4658	16472	28.3%
5	7233	7363	3755	2060	11686	32097	55.1%
Total	14620	12700	7477	4820	18602	58219	

Total Successful Call Backs	37458
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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	%
47272	348	339	687	1.5%