

Appendix 4 –Call Back Performance

Totals to Date: April - October 2011

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	101	247	348	0.9%
2	168	171	339	0.9%
3	590	670	1260	3.2%
4	3831	4702	8533	21.7%
5	14839	14036	28875	73.4%
Total	19529	19826	39355	

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	569	293	297	598	2504	4.5%
2	535	319	223	164	382	1623	2.9%
3	1401	854	696	529	1278	4758	8.6%
4	3499	3205	2510	1770	4658	15642	28.2%
5	6103	7363	3755	2060	11686	30967	55.8%
Total	12285	12310	7477	4820	18602	55494	

Total Successful Call Backs	31053
------------------------------------	--------------

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	%
39355	348	339	687	1.7%