

Appendix 3 – Call Back Performance

April - August 2011

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	86	194	280	0.9%
2	139	136	275	0.9%
3	437	502	939	3.1%
4	2802	3667	6469	21.1%
5	11803	10931	22734	74.1%
Total	15267	15430	30697	

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	599	451	249	253	473	2025	4.6%
2	422	232	180	127	296	1257	2.9%
3	1083	648	603	430	934	3698	8.4%
4	2728	2441	2090	1527	3541	12327	28.1%
5	4768	5787	3216	1762	9041	24574	56.0%
Total	9600	9559	6338	4099	14285	43881	

Total Successful Call Backs	23710
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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	%
30697	280	275	555	1.8%