

Cleveland Police Call Backs Performance Monitoring

Background

On 1st October 2010 Cleveland Police Authority entered into a shared services contract with a private sector partner, Steria, for delivery of the Force's Control Room, Community Justice and back-office functions.

A key part of the outsourcing partnership with Steria concerns their contractual responsibility to re-contact members of the community who have recently received a service from Cleveland Police.

Methodology

Between October 2010 and the end of August 2011 some 41,133 members of the community (service recipients) were re-contacted by Steria personnel and Cleveland Police volunteers and surveyed over the telephone concerning their views on the overall quality of service that they received either from the control room or responding officers (or both). The scale of 1 – 5 used within the telephone survey represents a continuum of service from 1 (poor) to 5 (excellent).

Responses of '1' or '5' to any questions asked in the survey trigger an e-mail to the direct supervisor of the officer concerned. For instances of particularly poor performance (1 rating), the member of the public is contacted directly to resolve the issue and appropriate action is taken with the officer concerned. For instances of particularly good performance (5 rating), the officer concerned is notified and their Performance Development Review updated accordingly.

It is planned that further refinements will be made to the call back process in the future, including provision to provide an improved update on the outcome of the event or incident involving the member of the community.

Results

The overall level of satisfaction with Cleveland Police is high, with over 83% of recipients expressing a satisfaction level that was either very good or excellent concerning the response of officers attending to their call or incident and over 94% of recipients receiving a control room service indicating similar satisfaction. Importantly, less than 6% of those surveyed overall indicated that they had received a poor service from Cleveland Police.

Full details of the call back results are provided at Appendix A.

Call Back Performance – All sections

Totals to date: October 2010 to August 2011

Control Room

Rating	How quickly answered	Telephone response	Number	% age
1	141	339	480	0.9%
2	236	255	491	0.9%
3	913	1114	2027	3.7%
4	5356	6506	11862	21.6%
5	20731	19337	40068	72.9%
Total	27377	27551	54928	

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	1054	808	500	659	844	3865	4.8%
2	776	428	365	335	532	2436	3.0%
3	2095	1283	1257	978	1822	7435	9.2%
4	4779	4366	3930	3028	6337	22440	27.7%
5	8698	10318	6028	4028	15875	44947	55.4%
Total	17402	17203	12080	9028	25410	81123	

Total Successful Call Backs

41133

Dissatisfaction - %age of negative feedback received from customers where they have scored 1's or 2's divided by the number of call back questions completed

Total Call back questions	1s	2s	Total	%
136,051	4345	2927	7272	5.3%