

Agenda Item No. 6

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
29th January 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (December 2009)
- the Board Performance Report (November 2009)
- Handover times/delays broken down by hospital for December 2009

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Consider the appended reports and identify any issues requiring further clarification or discussion with the Great Western Ambulance NHS Trust or NHS Gloucestershire as lead commissioners.

1.0 Reasons

- 1.1 The Great Western Ambulance Joint Health Scrutiny Committee had previously resolved to review the monthly "Managing Our Performance" Report that was presented to the Great Western Ambulance NHS Trust Board. This report has subsequently been revised and renamed as the "Board Performance Report".

2.0 Detail

- 2.1 The Commissioners Monthly Report (December 2009) outlines GWAS performance by month, broken down by sector, PCT and local authority. This is attached at Appendix 1.
- 2.2 The Board Performance Report (November 2009) is attached at Appendix 2.
- 2.3 Attached at Appendix 3 is a full breakdown of handover times/delays by hospital. This is being provided in response to a request by members at the last meeting of the JOSC, as the Board Performance Report only indicates average handover time.

3.0 Background Papers and Appendices

Appendices

Appendix 1: Commissioners Monthly Report (December 2009), Great Western Ambulance NHS Trust

Appendix 2: Board Performance Report (November 2009), Great Western Ambulance NHS Trust

Appendix 3: Breakdown of handover times/delays by hospital for December , Great Western Ambulance NHS Trust



Great Western Ambulance Service



NHS Trust

ACTIVITY & PERFORMANCE

COMMISSIONERS' MONTHLY REPORT 2009/10



ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2009/10

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TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	17,985	19,135	18,490	19,251	18,751	18,814	19,883	19,474	22,163	*	*	*	173,946
2009/10 Contract	18,214	19,840	19,124	19,902	19,265	19,470	20,673	20,123	23,616	*	*	*	180,227
2009/10 Actual	19,747	21,086	20,642	21,623	21,072	20,683	22,493	21,570	23,647	*	*	*	192,563
Variance from Contract	1,533	1,246	1,518	1,721	1,807	1,213	1,820	1,447	31	*	*	*	12,336
Variance from Contract %	8.4%	6.3%	7.9%	8.6%	9.4%	6.2%	8.8%	7.2%	0.1%	*	*	*	6.8%
Variance from 2008/09	1,762	1,951	2,152	2,372	2,321	1,869	2,610	2,096	1,484	*	*	*	18,617
Variance from 2008/09 %	9.8%	10.2%	11.6%	12.3%	12.4%	9.9%	13.1%	10.8%	6.7%	*	*	*	10.7%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	11,619	12,107	11,751	12,212	11,886	12,033	13,057	12,958	14,476	*	*	*	112,099
2009/10 Contract	11,968	12,470	12,104	12,578	12,243	12,394	13,449	13,347	14,910	*	*	*	115,462
2009/10 Actual	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,611	*	*	*	126,950
Variance from Contract	1,336	1,557	1,373	1,199	1,463	1,399	1,452	1,007	701	*	*	*	11,488
Variance from Contract %	11.2%	12.5%	11.3%	9.5%	12.0%	11.3%	10.8%	7.5%	4.7%	*	*	*	9.9%
Variance from 2008/09	1,685	1,920	1,726	1,565	1,820	1,760	1,844	1,396	1,135	*	*	*	14,851
Variance from 2008/09 %	14.5%	15.9%	14.7%	12.8%	15.3%	14.6%	14.1%	10.8%	7.8%	*	*	*	13.2%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	64.6%	63.3%	63.6%	63.4%	63.4%	64.0%	65.7%	66.5%	65.3%	*	*	*	64.4%
2009/10 Actual	67.4%	66.5%	65.3%	63.7%	65.0%	66.7%	66.2%	66.5%	66.0%	*	*	*	65.9%
Variance from 2008/09 %	2.8%	3.3%	1.7%	0.3%	1.7%	2.7%	0.6%	0.0%	0.7%	*	*	*	1.5%

PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	72.63%	71.54%	68.62%	72.36%	73.91%	66.55%	63.79%	65.30%	60.85%	68.81%	66.87%	71.15%	68.4%
2009/10 Target	74.00%	76.00%	75.50%	76.25%	76.25%	75.75%	76.25%	76.25%	75.25%	75.75%	75.75%	75.25%	75.0%
2009/10 Actual	75.90%	76.94%	75.71%	72.73%	75.92%	75.75%	74.69%	74.88%	69.91%	*	*	*	74.6%
Variance from Target	1.9%	0.9%	0.2%	-3.5%	-0.3%	0.0%	-1.6%	-1.4%	-5.3%	*	*	*	-0.4%
Variance from 2008/09	3.3%	5.4%	7.1%	0.4%	2.0%	9.2%	10.9%	9.6%	9.1%	*	*	*	6.2%

Category A 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	94.69%	94.82%	93.45%	94.11%	95.54%	92.11%	91.86%	93.28%	91.90%	95.34%	94.47%	95.66%	93.9%
2009/10 Target	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.4%
2009/10 Actual	95.89%	96.45%	95.66%	95.27%	95.46%	95.68%	95.16%	95.18%	93.18%	*	*	*	95.3%
Variance from Target	0.5%	1.0%	0.3%	-0.1%	0.1%	0.3%	-0.2%	-0.2%	-2.2%	*	*	*	-0.1%
Variance from 2008/09	1.2%	1.6%	2.2%	1.2%	-0.1%	3.6%	3.3%	1.9%	1.3%	*	*	*	1.4%

Category B 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	88.59%	86.89%	82.64%	84.93%	88.23%	83.38%	85.06%	88.06%	86.04%	91.75%	89.71%	91.47%	87.2%
2009/10 Target	93.40%	94.40%	94.40%	94.65%	94.65%	94.65%	94.90%	94.90%	94.90%	95.15%	95.15%	95.40%	95.0%
2009/10 Actual	92.33%	92.90%	92.34%	91.04%	91.73%	92.14%	89.71%	89.74%	86.36%	*	*	*	90.9%
Variance from Target	-1.1%	-1.5%	-2.1%	-3.6%	-2.9%	-2.5%	-5.2%	-5.2%	-8.5%	*	*	*	-4.1%
Variance from 2008/09	3.7%	6.0%	9.7%	6.1%	3.5%	8.8%	4.7%	1.7%	0.3%	*	*	*	3.7%

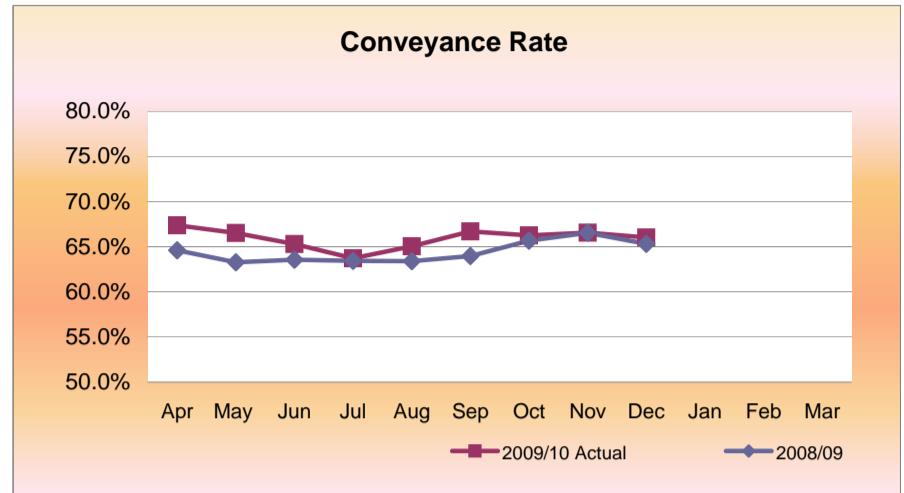
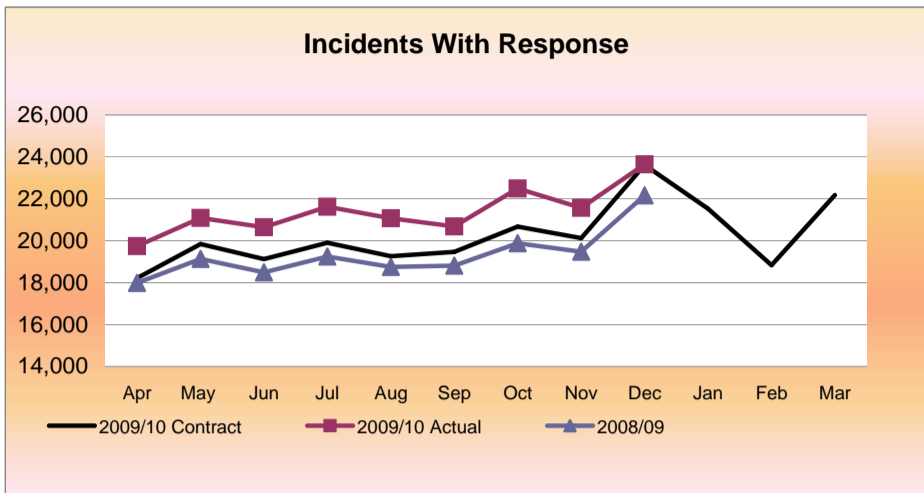
Category C Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	88.4%	85.8%	79.7%	82.8%	87.4%	83.5%	80.6%	85.5%	85.4%	92.5%	92.9%	92.1%	86.7%
2009/10 Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
2009/10 Actual	92.2%	92.4%	93.0%	91.6%	90.3%	90.8%	86.4%	85.9%	81.1%	*	*	*	89.1%
Variance from Target	-2.8%	-2.6%	-2.0%	-3.4%	-4.7%	-4.2%	-8.6%	-9.1%	-13.9%	*	*	*	-5.9%
Variance from 2008/09	3.7%	6.5%	13.3%	8.8%	2.9%	7.2%	5.9%	0.4%	-4.3%	*	*	*	2.4%

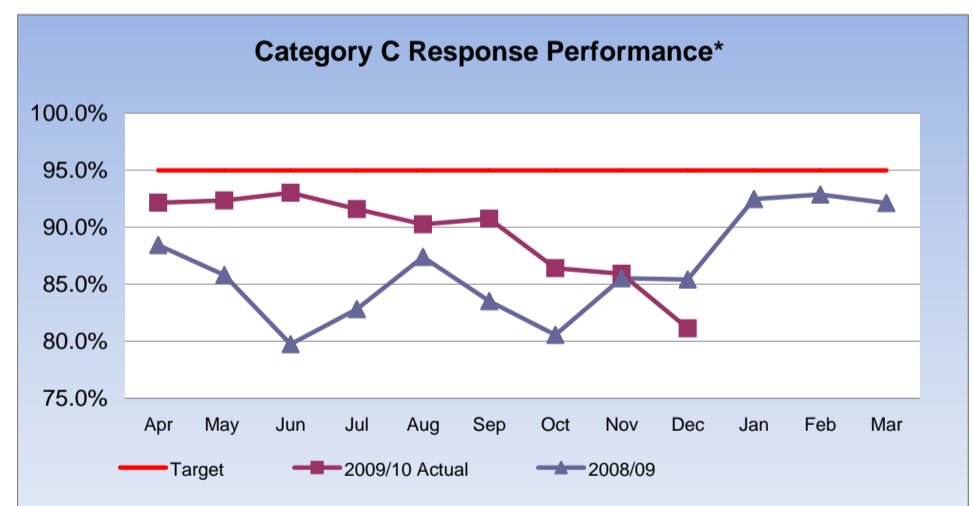
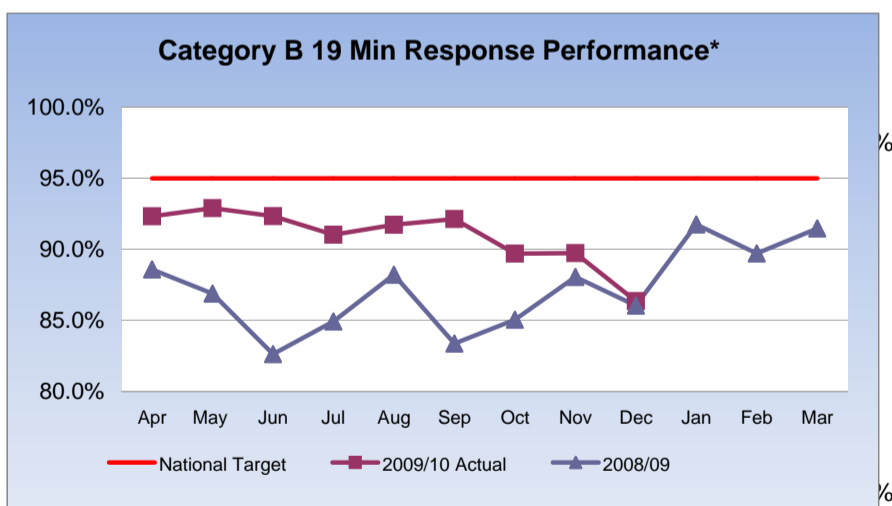
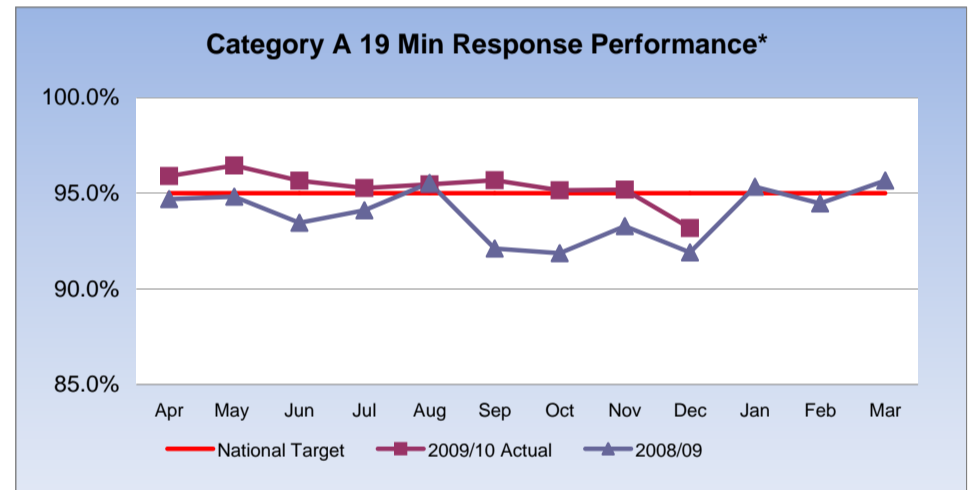
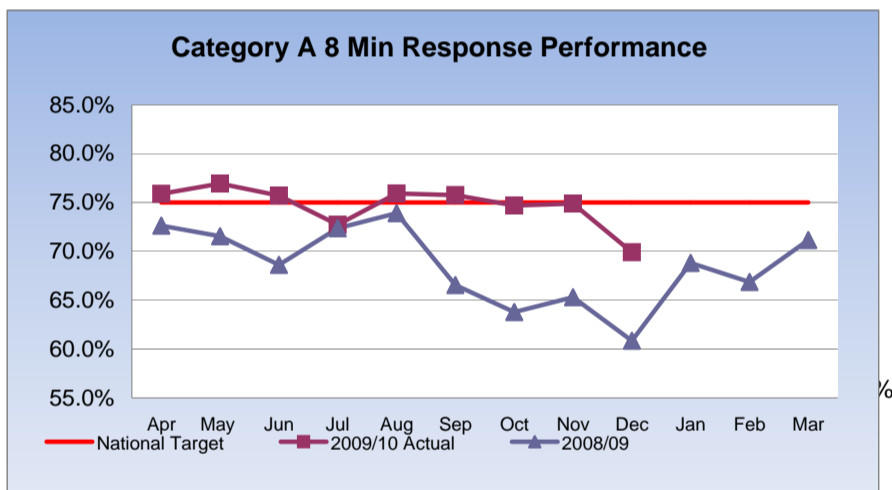


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:



PERFORMANCE:



Category A 8 Minute Performance by Sector

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2895	2866	2799	3107	2862	2853	3271	3277	3688	*	*	*	27,618
Gloucestershire	1586	1540	1546	1671	1637	1555	1797	1791	2054	*	*	*	15,177
Wiltshire	2114	2308	2221	2467	2373	2360	2621	2629	2887	*	*	*	21,980
Other/Unknown	6	17	46	56	48	45	54	67	63	*	*	*	402
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2231	2265	2194	2262	2283	2192	2435	2503	2642	*	*	*	21,007
Gloucestershire	1215	1162	1157	1192	1156	1162	1313	1289	1359	*	*	*	11,005
Wiltshire	1564	1748	1644	1848	1808	1795	2021	2015	2068	*	*	*	16,511
Other/Unknown	0	4	11	8	7	12	14	7	8	*	*	*	71
Total	5,010	5,179	5,006	5,310	5,254	5,161	5,783	5,814	6,077	*	*	*	48,594

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	77.1%	79.0%	78.4%	72.8%	79.8%	76.8%	74.4%	76.38%	71.64%	*	*	*	76.1%
Gloucestershire	76.6%	75.5%	74.8%	71.3%	70.6%	74.7%	73.1%	71.97%	66.16%	*	*	*	72.5%
Wiltshire	74.0%	75.7%	74.0%	74.9%	76.2%	76.1%	77.1%	76.65%	71.63%	*	*	*	75.1%
Other/Unknown	0.0%	23.5%	23.9%	14.3%	14.6%	26.7%	25.9%	10.45%	12.70%	*	*	*	17.7%
Total	75.9%	76.9%	75.7%	72.7%	75.9%	75.8%	74.7%	74.9%	69.9%	*	*	*	74.6%

Category A 8 Minute Performance by PCT

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	477	515	488	544	465	506	619	598	574	*	*	*	4,786
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	*	*	*	14,765
Gloucestershire	1,586	1,540	1,546	1,671	1,637	1,555	1,797	1,791	2,054	*	*	*	15,177
North Somerset	622	595	601	673	629	679	747	718	808	*	*	*	6,072
South Gloucestershire	639	609	620	674	589	638	745	746	850	*	*	*	6,110
Swindon	528	595	577	586	612	597	589	687	811	*	*	*	5,582
Wiltshire	1,171	1,267	1,224	1,412	1,353	1,330	1,492	1,438	1,591	*	*	*	12,278
Other/Unknown	6	17	46	57	49	47	55	67	63	*	*	*	407
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	347	394	356	409	354	378	482	449	395	*	*	*	3,564
Bristol	1,272	1,354	1,275	1,332	1,364	1,255	1,397	1,416	1,523	*	*	*	12,188
Gloucestershire	1,215	1,162	1,157	1,192	1,156	1,162	1,313	1,289	1,359	*	*	*	11,005
North Somerset	467	441	430	448	465	453	501	520	537	*	*	*	4,262
South Gloucestershire	455	427	452	437	420	440	488	514	539	*	*	*	4,172
Swindon	456	546	510	534	560	524	540	620	689	*	*	*	4,979
Wiltshire	798	851	815	950	928	937	1,048	999	1,027	*	*	*	8,353
Other/Unknown	0	4	11	8	7	12	14	7	8	*	*	*	71
Total	5,010	5,179	5,006	5,310	5,254	5,161	5,783	5,814	6,077	*	*	*	48,594

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	72.7%	76.5%	73.0%	75.2%	76.1%	74.7%	77.87%	75.08%	68.82%	*	*	*	74.5%
Bristol	80.92%	85.00%	84.44%	79.10%	86.00%	85.90%	82.22%	82.37%	78.46%	*	*	*	82.5%
Gloucestershire	76.61%	75.45%	74.84%	71.33%	70.62%	74.73%	73.07%	71.97%	66.16%	*	*	*	72.5%
North Somerset	75.08%	74.12%	71.55%	66.57%	73.93%	66.72%	67.07%	72.42%	66.46%	*	*	*	70.2%
South Gloucestershire	71.21%	70.11%	72.90%	64.84%	71.31%	68.97%	65.50%	68.90%	63.41%	*	*	*	68.3%
Swindon	86.36%	91.76%	88.39%	91.13%	91.50%	87.77%	91.68%	90.25%	84.96%	*	*	*	89.2%
Wiltshire	68.15%	67.17%	66.58%	67.28%	68.59%	70.45%	70.24%	69.47%	64.55%	*	*	*	68.0%
Other/Unknown	0.00%	23.53%	23.91%	14.04%	14.29%	25.53%	25.45%	10.45%	12.70%	*	*	*	17.4%
Total	75.9%	76.9%	75.7%	72.7%	75.9%	75.8%	74.7%	74.9%	69.9%	*	*	*	74.6%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	*	*	*	14,765
South Gloucestershire	639	609	620	674	589	638	745	746	850	*	*	*	6,110
North Somerset	622	595	601	673	629	679	747	718	808	*	*	*	6,072
Bath and North East Somerset	477	515	488	544	465	506	619	598	574	*	*	*	4,786
Forest of Dean	213	210	181	195	230	200	207	207	282	*	*	*	1,925
Cotswold	193	180	196	190	178	179	216	224	257	*	*	*	1,813
Tewkesbury	187	191	192	227	188	174	224	204	246	*	*	*	1,833
Cheltenham	343	292	334	329	321	312	369	356	423	*	*	*	3,079
Gloucester	369	409	395	442	444	431	465	450	515	*	*	*	3,920
Stroud	281	258	248	288	276	259	316	350	331	*	*	*	2,607
Kennet	220	177	198	234	221	236	250	242	259	*	*	*	2,037
North Wiltshire	320	343	335	388	356	341	415	401	458	*	*	*	3,357
Swindon	522	591	570	584	607	588	589	686	797	*	*	*	5,534
West Wiltshire	379	379	342	425	416	398	477	424	505	*	*	*	3,745
Salisbury	252	368	349	365	360	355	350	371	369	*	*	*	3,139
Other/Unknown	12	21	53	59	54	56	55	68	77	*	*	*	455
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,272	1,354	1,275	1,332	1,364	1,255	1,397	1,416	1,523	*	*	*	12,188
South Gloucestershire	455	427	452	437	420	440	488	514	539	*	*	*	4,172
North Somerset	467	441	430	448	465	453	501	520	537	*	*	*	4,262
Bath and North East Somerset	347	394	356	409	354	378	482	449	395	*	*	*	3,564
Forest of Dean	133	136	103	113	141	121	130	140	160	*	*	*	1,177
Cotswold	103	100	112	81	74	96	103	104	105	*	*	*	878
Tewkesbury	143	135	143	155	125	130	143	146	152	*	*	*	1,272
Cheltenham	315	255	298	281	275	274	337	315	345	*	*	*	2,695
Gloucester	326	368	351	381	372	392	406	394	429	*	*	*	3,419
Stroud	195	168	150	181	169	149	194	190	168	*	*	*	1,564
Kennet	123	95	111	122	123	133	153	124	135	*	*	*	1,119
North Wiltshire	212	227	219	258	238	240	273	286	291	*	*	*	2,244
Swindon	454	545	509	532	559	521	540	620	685	*	*	*	4,965
West Wiltshire	289	277	243	306	314	313	362	319	358	*	*	*	2,781
Salisbury	174	252	242	264	253	251	260	270	243	*	*	*	2,209
Other/Unknown	2	5	12	10	8	15	14	7	12	*	*	*	85
Total	5,010	5,179	5,006	5,310	5,254	5,161	5,783	5,814	6,077	*	*	*	48,594

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-
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Category A 19 Minute Performance by Sector

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2895	2866	2799	3107	2862	2853	3271	3277	3688	*	*	*	27,618
Gloucestershire	1586	1540	1546	1671	1637	1555	1797	1791	2054	*	*	*	15,177
Wiltshire	2114	2308	2221	2467	2373	2360	2621	2629	2887	*	*	*	21,980
Other/Unknown	6	17	46	56	48	45	54	67	63	*	*	*	402
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2817	2811	2722	2975	2755	2752	3134	3172	3496	*	*	*	26,634
Gloucestershire	1503	1474	1474	1601	1556	1480	1707	1681	1882	*	*	*	14,358
Wiltshire	2005	2193	2096	2338	2255	2253	2486	2487	2680	*	*	*	20,793
Other/Unknown	5	14	33	42	40	34	41	50	41	*	*	*	300
Total	6,330	6,492	6,325	6,956	6,606	6,519	7,368	7,390	8,099	*	*	*	62,085

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	97.3%	98.1%	97.2%	95.8%	96.3%	96.5%	95.8%	96.8%	94.79%	*	*	*	96.4%
Gloucestershire	94.8%	95.7%	95.3%	95.8%	95.1%	95.2%	95.0%	93.9%	91.63%	*	*	*	94.6%
Wiltshire	94.8%	95.0%	94.4%	94.8%	95.0%	95.5%	94.8%	94.6%	92.83%	*	*	*	94.6%
Other/Unknown	83.3%	82.4%	71.7%	75.0%	83.3%	75.6%	75.9%	74.6%	65.08%	*	*	*	74.6%
Total	95.9%	96.4%	95.7%	95.3%	95.5%	95.7%	95.2%	95.2%	93.2%	*	*	*	95.3%

Category A 19 Minute Performance by PC1

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	477	515	488	544	465	506	619	598	574	*	*	*	4,786
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	*	*	*	14,765
Gloucestershire	1,586	1,540	1,546	1,671	1,637	1,555	1,797	1,791	2,054	*	*	*	15,177
North Somerset	622	595	601	673	629	679	747	718	808	*	*	*	6,072
South Gloucestershire	639	609	620	674	589	638	745	746	850	*	*	*	6,110
Swindon	528	595	577	586	612	597	589	687	811	*	*	*	5,582
Wiltshire	1,171	1,267	1,224	1,412	1,353	1,330	1,492	1,438	1,591	*	*	*	12,278
Other/Unknown	6	17	46	57	49	47	55	67	63	*	*	*	407
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	438	491	459	512	443	480	582	576	529	*	*	*	4,510
Bristol	1,548	1,579	1,486	1,649	1,553	1,443	1,671	1,684	1,881	*	*	*	14,494
Gloucestershire	1,503	1,474	1,474	1,601	1,556	1,480	1,707	1,681	1,882	*	*	*	14,358
North Somerset	596	570	570	618	586	624	682	678	740	*	*	*	5,664
South Gloucestershire	618	595	600	640	563	614	712	722	799	*	*	*	5,863
Swindon	523	588	572	576	605	591	582	678	801	*	*	*	5,516
Wiltshire	1,099	1,181	1,131	1,317	1,259	1,251	1,390	1,321	1,426	*	*	*	11,375
Other/Unknown	5	14	33	43	41	36	42	50	41	*	*	*	305
Total	6,330	6,492	6,325	6,956	6,606	6,519	7,368	7,390	8,099	*	*	*	62,085

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	91.8%	95.3%	94.1%	94.1%	95.3%	94.9%	94.02%	96.32%	92.16%	*	*	*	94.2%
Bristol	98.47%	99.12%	98.41%	97.92%	97.92%	98.77%	98.35%	97.96%	96.91%	*	*	*	98.16%
Gloucestershire	94.77%	95.71%	95.34%	95.81%	95.05%	95.18%	94.99%	93.86%	91.63%	*	*	*	94.6%
North Somerset	95.82%	95.80%	94.84%	91.83%	93.16%	91.90%	91.30%	94.43%	91.58%	*	*	*	93.3%
South Gloucestershire	96.71%	97.70%	96.77%	94.96%	95.59%	96.24%	95.57%	96.28%	94.00%	*	*	*	96.0%
Swindon	99.05%	98.82%	99.13%	98.29%	98.86%	98.99%	98.81%	98.69%	98.77%	*	*	*	98.8%
Wiltshire	93.85%	93.21%	92.40%	93.27%	93.05%	94.06%	93.16%	91.86%	89.63%	*	*	*	92.6%
Other/Unknown	83.33%	82.35%	71.74%	75.44%	83.67%	76.60%	76.36%	74.63%	65.08%	*	*	*	74.9%
Total	95.9%	96.4%	95.7%	95.3%	95.5%	95.7%	95.2%	95.2%	93.2%	*	*	*	95.3%

Category A 19 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	*	*	*	14,765
South Gloucestershire	639	609	620	674	589	638	745	746	850	*	*	*	6,110
North Somerset	622	595	601	673	629	679	747	718	808	*	*	*	6,072
Bath and North East Somerset	477	515	488	544	465	506	619	598	574	*	*	*	4,786
Forest of Dean	213	210	181	195	230	200	207	207	282	*	*	*	1,925
Cotswold	193	180	196	190	178	179	216	224	257	*	*	*	1,813
Tewkesbury	187	191	192	227	188	174	224	204	246	*	*	*	1,833
Cheltenham	343	292	334	329	321	312	369	356	423	*	*	*	3,079
Gloucester	369	409	395	442	444	431	465	450	515	*	*	*	3,920
Stroud	281	258	248	288	276	259	316	350	331	*	*	*	2,607
Kennet	220	177	198	234	221	236	250	242	259	*	*	*	2,037
North Wiltshire	320	343	335	388	356	341	415	401	458	*	*	*	3,357
Swindon	522	591	570	584	607	588	589	686	797	*	*	*	5,534
West Wiltshire	379	379	342	425	416	398	477	424	505	*	*	*	3,745
Salisbury	252	368	349	365	360	355	350	371	369	*	*	*	3,139
Other/Unknown	12	21	53	59	54	56	55	68	77	*	*	*	455
Total	6,601	6,731	6,612	7,301	6,920	6,813	7,743	7,764	8,692	*	*	*	65,177

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,548	1,579	1,486	1,649	1,553	1,443	1,671	1,684	1,881	*	*	*	14,494
South Gloucestershire	618	595	600	640	563	614	712	722	799	*	*	*	5,863
North Somerset	596	570	570	618	586	624	682	678	740	*	*	*	5,664
Bath and North East Somerset	438	491	459	512	443	480	582	576	529	*	*	*	4,510
Forest of Dean	194	199	164	181	214	182	189	183	249	*	*	*	1,755
Cotswold	156	150	164	154	142	143	181	188	183	*	*	*	1,461
Tewkesbury	183	186	188	226	186	174	221	196	237	*	*	*	1,797
Cheltenham	340	290	330	325	317	310	364	350	413	*	*	*	3,039
Gloucester	366	407	394	437	439	424	453	443	507	*	*	*	3,870
Stroud	264	242	234	278	258	247	299	321	293	*	*	*	2,436
Kennet	189	159	177	202	200	216	226	207	221	*	*	*	1,797
North Wiltshire	305	325	313	371	336	313	387	370	400	*	*	*	3,120
Swindon	518	584	565	574	600	582	582	677	787	*	*	*	5,469
West Wiltshire	362	359	319	400	384	382	445	395	471	*	*	*	3,517
Salisbury	243	338	322	344	339	340	332	349	334	*	*	*	2,941
Other/Unknown	10	18	40	45	46	45	42	51	55	*	*	*	352
Total	6,330	6,492	6,325	6,956	6,606	6,519	7,368	7,390	8,099	*	*	*	62,085

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09
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Category B 19 Minute Performance by Sector

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	3390	3598	3549	3362	3143	3077	3219	2991	3279	*	*	*	29,608
Gloucestershire	1935	2144	1932	1855	1771	1760	1826	1745	1852	*	*	*	16,820
Wiltshire	2572	2882	2738	2644	2620	2495	2743	2550	2858	*	*	*	24,102
Other/Unknown	34	52	84	105	96	77	85	89	92	*	*	*	714
Total	7,931	8,676	8,303	7,966	7,630	7,409	7,873	7,375	8,081	*	*	*	71,244

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	3074	3309	3231	2996	2836	2790	2788	2611	2749	*	*	*	26,384
Gloucestershire	1827	2029	1811	1716	1645	1656	1699	1614	1599	*	*	*	15,596
Wiltshire	2398	2688	2563	2464	2455	2330	2519	2330	2575	*	*	*	22,322
Other/Unknown	24	34	62	76	63	51	57	63	56	*	*	*	486
Total	7,323	8,060	7,667	7,252	6,999	6,827	7,063	6,618	6,979	*	*	*	64,788

Cat B 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	90.7%	92.0%	91.0%	89.1%	90.2%	90.7%	86.6%	87.3%	83.84%	*	*	*	89.1%
Gloucestershire	94.4%	94.6%	93.7%	92.5%	92.9%	94.1%	93.0%	92.5%	86.34%	*	*	*	92.7%
Wiltshire	93.2%	93.3%	93.6%	93.2%	93.7%	93.4%	91.8%	91.4%	90.10%	*	*	*	92.6%
Other/Unknown	70.6%	65.4%	73.8%	72.4%	65.6%	66.2%	67.1%	70.8%	60.87%	*	*	*	68.1%
Total	92.3%	92.9%	92.3%	91.0%	91.7%	92.1%	89.7%	89.7%	86.4%	*	*	*	90.9%

Category B 19 Minute Performance by PC1

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	605	653	540	527	537	526	636	573	609	*	*	*	5,206
Bristol	1,816	1,983	1,995	1,834	1,748	1,626	1,840	1,608	1,794	*	*	*	16,244
Gloucestershire	1,935	2,144	1,932	1,855	1,771	1,760	1,826	1,745	1,852	*	*	*	16,820
North Somerset	777	820	753	715	700	732	630	647	689	*	*	*	6,463
South Gloucestershire	701	721	727	729	625	658	678	648	709	*	*	*	6,196
Swindon	621	702	701	692	633	618	688	650	755	*	*	*	6,060
Wiltshire	1,442	1,600	1,571	1,509	1,520	1,412	1,490	1,415	1,581	*	*	*	13,540
Other/Unknown	34	53	84	105	96	77	85	89	92	*	*	*	715
Total	7,931	8,676	8,303	7,966	7,630	7,409	7,873	7,375	8,081	*	*	*	71,244

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	553	597	504	486	492	492	567	516	541	*	*	*	4,748
Bristol	1,656	1,834	1,841	1,665	1,602	1,508	1,621	1,435	1,544	*	*	*	14,706
Gloucestershire	1,827	2,029	1,811	1,716	1,645	1,656	1,699	1,614	1,599	*	*	*	15,596
North Somerset	696	747	669	614	612	640	524	542	563	*	*	*	5,607
South Gloucestershire	641	665	653	649	565	593	586	559	577	*	*	*	5,488
Swindon	614	689	692	684	625	604	665	633	725	*	*	*	5,931
Wiltshire	1,312	1,464	1,435	1,362	1,395	1,283	1,344	1,256	1,374	*	*	*	12,225
Other/Unknown	24	35	62	76	63	51	57	63	56	*	*	*	487
Total	7,323	8,060	7,667	7,252	6,999	6,827	7,063	6,618	6,979	*	*	*	64,788

Cat B 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	91.4%	91.4%	93.3%	92.2%	91.6%	93.5%	89.15%	90.05%	88.83%	*	*	*	91.2%
Bristol	91.19%	92.49%	92.28%	90.79%	91.65%	92.74%	88.10%	89.24%	86.06%	*	*	*	90.5%
Gloucestershire	94.42%	94.64%	93.74%	92.51%	92.89%	94.09%	93.04%	92.49%	86.34%	*	*	*	92.7%
North Somerset	89.58%	91.10%	88.84%	85.87%	87.43%	87.43%	83.17%	83.77%	81.71%	*	*	*	86.8%
South Gloucestershire	91.44%	92.23%	89.82%	89.03%	90.40%	90.12%	86.43%	86.27%	81.38%	*	*	*	88.6%
Swindon	98.87%	98.15%	98.72%	98.84%	98.74%	97.73%	96.66%	97.38%	96.03%	*	*	*	97.9%
Wiltshire	90.98%	91.50%	91.34%	90.26%	91.78%	90.86%	90.20%	88.76%	86.91%	*	*	*	90.3%
Other/Unknown	70.59%	66.04%	73.81%	72.38%	65.63%	66.23%	67.06%	70.79%	60.87%	*	*	*	68.1%
Total	92.3%	92.9%	92.3%	91.0%	91.7%	92.1%	89.7%	89.7%	86.4%	*	*	*	90.9%

Category B 19 Minute Performance by District Council / Unitary Authority

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,816	1,983	1,995	1,834	1,748	1,626	1,840	1,608	1,794	*	*	*	16,244
South Gloucestershire	701	721	727	729	625	658	678	648	709	*	*	*	6,196
North Somerset	777	820	753	715	700	732	630	647	689	*	*	*	6,463
Bath and North East Somerset	605	653	540	527	537	526	636	573	609	*	*	*	5,206
Forest of Dean	256	243	247	231	236	232	240	215	257	*	*	*	2,157
Cotswold	246	268	247	255	198	224	208	186	247	*	*	*	2,079
Tewkesbury	215	259	231	211	202	205	215	226	238	*	*	*	2,002
Cheltenham	399	445	379	361	353	352	386	357	354	*	*	*	3,386
Gloucester	483	523	497	464	479	427	482	451	435	*	*	*	4,241
Stroud	336	406	331	333	303	320	295	310	321	*	*	*	2,955
Kennet	245	247	255	244	232	239	238	235	276	*	*	*	2,211
North Wiltshire	338	418	422	414	392	360	402	367	412	*	*	*	3,525
Swindon	614	699	695	684	629	608	687	648	741	*	*	*	6,005
West Wiltshire	472	506	477	474	501	454	495	462	495	*	*	*	4,336
Salisbury	387	429	417	377	395	359	355	351	398	*	*	*	3,468
Other/Unknown	41	56	90	113	100	86	86	91	106	*	*	*	769
Total	7,931	8,676	8,303	7,966	7,630	7,408	7,873	7,375	8,081	*	*	*	71,243

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,656	1,834	1,841	1,665	1,602	1,508	1,621	1,435	1,544	*	*	*	14,706
South Gloucestershire	641	665	653	649	565	593	586	559	577	*	*	*	5,488
North Somerset	696	747	669	614	612	640	524	542	563	*	*	*	5,607
Bath and North East Somerset	553	597	504	486	492	492	567	516	541	*	*	*	4,748
Forest of Dean	229	220	231	208	205	216	218	195	204	*	*	*	1,926
Cotswold	199	216	195	207	152	183	163	140	176	*	*	*	1,631
Tewkesbury	210	251	220	193	195	199	202	213	219	*	*	*	1,902
Cheltenham	399	437	375	352	348	349	378	353	334	*	*	*	3,325
Gloucester	476	515	487	449	472	418	478	443	405	*	*	*	4,143
Stroud	314	390	303	307	273	291	260	270	261	*	*	*	2,669
Kennet	212	209	220	209	200	202	206	190	214	*	*	*	1,862
North Wiltshire	312	394	396	379	365	332	363	332	368	*	*	*	3,241
Swindon	607	686	686	676	622	594	664	631	711	*	*	*	5,877
West Wiltshire	438	474	439	439	474	421	458	419	449	*	*	*	4,011
Salisbury	350	387	380	335	356	328	317	315	343	*	*	*	3,111
Other/Unknown	31	38	68	84	66	60	58	65	70	*	*	*	540
Total	7,323	8,060	7,667	7,252	6,999	6,826	7,063	6,618	6,979	*	*	*	64,787

Cat B 19 Min Performance

Category C Compliance by Sector

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2082	2327	2240	2544	2628	2610	2823	2550	2695	*	*	*	22,499
Gloucestershire	1447	1474	1521	1601	1688	1712	1794	1706	1818	*	*	*	14,761
Wiltshire	1634	1799	1879	2124	2106	2044	2161	2090	2248	*	*	*	18,085
Other/Unknown	7	13	19	31	28	28	38	40	46	*	*	*	250
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	*	*	*	55,595

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	1864	2099	2040	2231	2292	2270	2310	2089	2053	*	*	*	19,248
Gloucestershire	1361	1406	1407	1493	1502	1587	1621	1497	1491	*	*	*	13,365
Wiltshire	1533	1668	1799	2018	2002	1918	1924	1862	1935	*	*	*	16,659
Other/Unknown	7	11	19	29	26	28	35	39	44	*	*	*	238
Total	4,765	5,184	5,265	5,771	5,822	5,803	5,890	5,487	5,523	*	*	*	49,510

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	89.5%	90.2%	91.1%	87.7%	87.2%	87.0%	81.8%	81.9%	76.18%	*	*	*	85.6%
Gloucestershire	94.1%	95.4%	92.5%	93.3%	89.0%	92.7%	90.4%	87.7%	82.01%	*	*	*	90.5%
Wiltshire	93.8%	92.7%	95.7%	95.0%	95.1%	93.8%	89.0%	89.1%	86.08%	*	*	*	92.1%
Other/Unknown	100.0%	84.6%	100.0%	93.5%	92.9%	100.0%	92.1%	97.5%	95.65%	*	*	*	95.2%
Total	92.2%	92.4%	93.0%	91.6%	90.3%	90.8%	86.4%	85.9%	81.1%	*	*	*	89.1%

Category C Compliance by PCT

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	382	401	394	466	437	460	487	501	513	*	*	*	4,041
Bristol	974	1,124	1,074	1,266	1,229	1,311	1,360	1,207	1,269	*	*	*	10,814
Gloucestershire	1,447	1,474	1,521	1,601	1,688	1,712	1,794	1,706	1,818	*	*	*	14,761
North Somerset	429	441	473	497	585	511	554	510	570	*	*	*	4,570
South Gloucestershire	616	701	631	714	737	712	831	744	762	*	*	*	6,448
Swindon	361	402	417	459	491	443	484	474	523	*	*	*	4,054
Wiltshire	954	1,057	1,130	1,266	1,254	1,215	1,268	1,204	1,306	*	*	*	10,654
Other/Unknown	7	13	19	31	29	30	38	40	46	*	*	*	253
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	*	*	*	55,595

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	357	360	368	443	405	432	430	434	420	*	*	*	3,649
Bristol	868	1,021	962	1,110	1,083	1,134	1,111	984	955	*	*	*	9,228
Gloucestershire	1,361	1,406	1,407	1,493	1,502	1,587	1,621	1,497	1,491	*	*	*	13,365
North Somerset	392	403	443	433	518	457	452	433	465	*	*	*	3,996
South Gloucestershire	552	616	583	626	625	617	681	603	568	*	*	*	5,471
Swindon	348	390	405	443	476	419	447	431	476	*	*	*	3,835
Wiltshire	880	977	1,078	1,194	1,186	1,127	1,113	1,066	1,104	*	*	*	9,725
Other/Unknown	7	11	19	29	27	30	35	39	44	*	*	*	241
Total	4,765	5,184	5,265	5,771	5,822	5,803	5,890	5,487	5,523	*	*	*	49,510

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	93.46%	89.78%	93.40%	95.06%	92.68%	93.91%	88.30%	86.63%	81.87%	*	*	*	90.3%
Bristol	89.12%	90.84%	89.57%	87.68%	88.12%	86.50%	81.69%	81.52%	75.26%	*	*	*	85.3%
Gloucestershire	94.06%	95.39%	92.50%	93.25%	88.98%	92.70%	90.36%	87.75%	82.01%	*	*	*	90.5%
North Somerset	91.38%	91.38%	93.66%	87.12%	88.55%	89.43%	81.59%	84.90%	81.58%	*	*	*	87.4%
South Gloucestershire	89.61%	87.87%	92.39%	87.68%	84.80%	86.66%	81.95%	81.05%	74.54%	*	*	*	84.8%
Swindon	96.40%	97.01%	97.12%	96.51%	96.95%	94.58%	92.36%	90.93%	91.01%	*	*	*	94.6%
Wiltshire	92.24%	92.43%	95.40%	94.31%	94.58%	92.76%	87.78%	88.54%	84.53%	*	*	*	91.3%
Other/Unknown	100.00%	84.62%	100.00%	93.55%	93.10%	100.00%	92.11%	97.50%	95.65%	*	*	*	95.3%
Total	92.2%	92.4%	93.0%	91.6%	90.3%	90.8%	86.4%	85.9%	81.1%	*	*	*	89.1%

Category C Compliance by District Council / Unitary Authority

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	974	1,124	1,074	1,266	1,229	1,311	1,360	1,207	1,269	*	*	*	10,814
South Gloucestershire	616	701	631	714	737	712	831	744	762	*	*	*	6,448
North Somerset	429	441	473	497	585	511	554	510	570	*	*	*	4,570
Bath and North East Somerset	382	401	394	466	437	460	487	501	513	*	*	*	4,041
Forest of Dean	168	177	196	196	239	220	230	222	247	*	*	*	1,895
Cotswold	217	227	265	240	283	275	286	236	280	*	*	*	2,309
Tewkesbury	170	176	159	189	189	191	194	195	213	*	*	*	1,676
Cheltenham	331	319	339	365	391	369	412	380	392	*	*	*	3,298
Gloucester	300	341	329	344	358	371	411	387	388	*	*	*	3,229
Stroud	261	234	233	267	228	286	261	286	298	*	*	*	2,354
Kennet	142	147	190	194	205	221	220	180	223	*	*	*	1,722
North Wiltshire	248	279	314	359	338	308	343	288	360	*	*	*	2,837
Swindon	359	393	409	455	485	437	483	471	519	*	*	*	4,011
West Wiltshire	312	371	342	411	420	391	378	419	396	*	*	*	3,440
Salisbury	252	260	284	302	291	295	327	317	327	*	*	*	2,655
Other/Unknown	9	22	27	35	35	36	39	43	50	*	*	*	296
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	*	*	*	55,595

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	868	1,021	962	1,110	1,083	1,134	1,111	984	955	*	*	*	9,228
South Gloucestershire	552	616	583	626	625	617	681	603	568	*	*	*	5,471
North Somerset	392	403	443	433	518	457	452	433	465	*	*	*	3,996
Bath and North East Somerset	357	360	368	443	405	432	430	434	420	*	*	*	3,649
Forest of Dean	153	167	186	185	212	207	220	201	200	*	*	*	1,731
Cotswold	203	200	223	210	233	239	231	187	214	*	*	*	1,940
Tewkesbury	165	171	145	178	174	185	179	177	171	*	*	*	1,545
Cheltenham	315	309	325	336	352	341	378	347	328	*	*	*	3,031
Gloucester	288	332	316	334	335	350	377	349	329	*	*	*	3,010
Stroud	237	227	212	250	196	265	236	236	249	*	*	*	2,108
Kennet	127	130	179	189	192	207	190	162	189	*	*	*	1,565
North Wiltshire	233	259	300	336	319	279	293	253	294	*	*	*	2,566
Swindon	346	381	397	439	470	413	446	428	473	*	*	*	3,793
West Wiltshire	286	341	326	383	395	365	321	362	329	*	*	*	3,108
Salisbury	234	247	273	286	280	276	309	289	292	*	*	*	2,486
Other/Unknown	9	20	27	33	33	36	36	42	47	*	*	*	283
Total	4,765	5,184	5,265	5,771	5,822	5,803	5,890	5,487	5,523	*	*	*	49,510

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-1
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Incidents with Response by Sector

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8370	8800	8596	9016	8635	8546	9316	8819	9662	*	*	*	79,760
Gloucestershire	4972	5164	5010	5130	5105	5032	5421	5245	5729	*	*	*	46,808
Wiltshire	6324	6993	6843	7241	7105	6906	7526	7268	7992	*	*	*	64,198
Other/Unknown	81	129	193	236	227	199	230	238	264	*	*	*	1,797
Total	19,747	21,086	20,642	21,623	21,072	20,683	22,493	21,570	23,647	*	*	*	192,563

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Avon	7682	8173	7876	7989	7952	7860	8302	8355	9024	*	*	*	73,213
Gloucestershire	4393	4663	4557	4728	4622	4717	4767	4636	5569	*	*	*	42,652
Wiltshire	5836	6244	5991	6471	6103	6191	6774	6431	7503	*	*	*	57,544
Other/Unknown	74	55	66	63	74	46	40	52	67	*	*	*	537
Total	17,985	19,135	18,490	19,251	18,751	18,814	19,883	19,474	22,163	*	*	*	173,946

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	9.0%	7.7%	9.1%	12.9%	8.6%	8.7%	12.2%	5.6%	7.1%	*	*	*	8.9%
Gloucestershire	13.2%	10.7%	9.9%	8.5%	10.5%	6.7%	13.7%	13.1%	2.9%	*	*	*	9.7%
Wiltshire	8.4%	12.0%	14.2%	11.9%	16.4%	11.5%	11.1%	13.0%	6.5%	*	*	*	11.6%
Other/Unknown	9.5%	134.5%	192.4%	274.6%	206.8%	332.6%	475.0%	357.7%	294.0%	*	*	*	234.6%
Total	9.8%	10.2%	11.6%	12.3%	12.4%	9.9%	13.1%	10.8%	6.7%	*	*	*	10.7%

Incident with Response by PCT

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,494	1,744	1,672	1,696	*	*	*	14,043
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	*	*	*	41,840
Gloucestershire	4,972	5,164	5,010	5,130	5,105	5,032	5,421	5,245	5,729	*	*	*	46,808
North Somerset	1,828	1,857	1,831	1,886	1,915	1,924	1,932	1,876	2,067	*	*	*	17,116
South Gloucestershire	1,956	2,033	1,979	2,118	1,951	2,010	2,254	2,138	2,321	*	*	*	18,760
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	*	*	*	15,704
Wiltshire	3,569	3,926	3,925	4,191	4,129	3,960	4,250	4,057	4,478	*	*	*	36,485
Other/Unknown	81	130	193	237	230	203	231	238	264	*	*	*	1,807
Total	19,747	21,086	20,642	21,623	21,072	20,683	22,493	21,570	23,647	*	*	*	192,563

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bath and North East Somerset	1,346	1,393	1,292	1,426	1,368	1,395	1,488	1,493	1,659	*	*	*	12,860
Bristol	3,904	4,266	4,176	4,155	4,125	4,083	4,443	4,343	4,607	*	*	*	38,102
Gloucestershire	4,393	4,663	4,557	4,728	4,622	4,717	4,767	4,636	5,569	*	*	*	42,652
North Somerset	1,640	1,761	1,693	1,780	1,805	1,689	1,756	1,801	1,966	*	*	*	15,891
South Gloucestershire	1,929	1,947	1,824	1,880	1,842	1,888	1,918	2,009	2,231	*	*	*	17,468
Swindon	1,385	1,546	1,489	1,577	1,530	1,489	1,718	1,577	1,808	*	*	*	14,119
Wiltshire	3,313	3,502	3,393	3,637	3,381	3,506	3,752	3,561	4,247	*	*	*	32,292
Other/Unknown	75	57	66	68	78	47	41	54	76	*	*	*	562
Total	17,985	19,135	18,490	19,251	18,751	18,814	19,883	19,474	22,163	*	*	*	173,946

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	8.8%	12.7%	10.1%	7.9%	5.3%	7.1%	17.2%	12.0%	2.2%	*	*	*	9.2%
Bristol PCT	11.8%	10.3%	9.7%	15.2%	10.6%	7.8%	10.3%	4.4%	8.6%	*	*	*	9.8%
Gloucestershire PCT	13.2%	10.7%	9.9%	8.5%	10.5%	6.7%	13.7%	13.1%	2.9%	*	*	*	9.7%
North Somerset PCT	11.5%	5.5%	8.2%	6.0%	6.1%	13.9%	10.0%	4.2%	5.1%	*	*	*	7.7%
South Gloucestershire PCT	1.4%	4.42%	8.50%	12.66%	5.92%	6.46%	17.52%	6.42%	4.03%	*	*	*	7.40%
Swindon PCT	9.1%	9.96%	14.10%	10.15%	13.59%	11.48%	2.50%	14.77%	15.49%	*	*	*	95.40%
Wiltshire PCT	7.7%	12.11%	15.68%	15.23%	22.12%	12.95%	13.27%	13.93%	5.44%	*	*	*	12.98%
Other/Unknown	8.0%	128.1%	192.4%	248.5%	194.9%	331.9%	463.4%	340.7%	247.4%	*	*	*	221.5%
Total	9.8%	10.2%	11.6%	12.3%	12.4%	9.9%	13.1%	10.8%	6.7%	*	*	*	10.7%

Incidents with Response by District Council/Unitary Authority

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	*	*	*	41,840
South Gloucestershire	1,956	2,033	1,979	2,118	1,951	2,010	2,254	2,138	2,321	*	*	*	18,760
North Somerset	1,828	1,857	1,831	1,886	1,915	1,924	1,932	1,876	2,067	*	*	*	17,116
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,494	1,744	1,672	1,696	*	*	*	14,043
Forest of Dean	638	630	625	622	708	655	679	645	788	*	*	*	5,990
Cotswold	657	675	709	686	659	678	711	646	786	*	*	*	6,207
Tewkesbury	572	628	585	627	581	571	633	626	698	*	*	*	5,521
Cheltenham	1,074	1,058	1,055	1,056	1,066	1,034	1,168	1,093	1,169	*	*	*	9,773
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	*	*	*	11,398
Stroud	878	898	813	888	808	865	872	947	950	*	*	*	7,919
Kennet	607	571	643	673	658	696	708	657	758	*	*	*	5,971
North Wiltshire	908	1,040	1,071	1,161	1,087	1,012	1,160	1,056	1,230	*	*	*	9,725
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	*	*	*	15,555
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	*	*	*	11,522
Salisbury	891	1,057	1,051	1,047	1,047	1,009	1,032	1,039	1,094	*	*	*	9,267
Other/Unknown	96	147	215	251	245	228	233	244	296	*	*	*	1,955
Total	19,747	21,086	20,642	21,623	21,072	20,682	22,493	21,570	23,647	*	*	*	192,562

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bristol	3,904	4,266	4,176	4,155	4,125	4,083	4,443	4,343	4,607	*	*	*	38,102
South Gloucestershire	1,929	1,947	1,824	1,880	1,842	1,888	1,918	2,009	2,231	*	*	*	17,468
North Somerset	1,640	1,761	1,693	1,780	1,805	1,689	1,756	1,801	1,966	*	*	*	15,891
Bath and North East Somerset	1,346	1,393	1,292	1,426	1,368	1,395	1,488	1,493	1,659	*	*	*	12,860
Forest of Dean	577	618	585	626	613	604	596	593	685	*	*	*	5,497
Cotswold	563	606	642	714	658	669	697	609	749	*	*	*	5,907
Tewkesbury	520	546	559	545	575	592	593	535	659	*	*	*	5,124
Cheltenham	925	985	947	967	915	963	991	914	1,174	*	*	*	8,781
Gloucester	1,023	1,149	1,079	1,088	1,097	1,070	1,098	1,172	1,325	*	*	*	10,101
Stroud	785	759	745	788	764	819	792	813	977	*	*	*	7,242
Kennet	545	596	513	563	550	527	637	587	660	*	*	*	5,178
North Wiltshire	861	920	991	1,013	896	979	983	955	1,144	*	*	*	8,742
Swindon	1,369	1,530	1,473	1,559	1,513	1,482	1,705	1,567	1,798	*	*	*	13,996
West Wiltshire	1,090	1,084	1,066	1,127	1,082	1,081	1,200	1,142	1,347	*	*	*	10,219
Salisbury	817	902	823	934	853	919	932	877	1,096	*	*	*	8,153
Other/Unknown	91	73	82	86	95	54	54	64	86	*	*	*	685
Total	17,985	19,135	18,490	19,251	18,751	18,814	19,883	19,474	22,163	*	*	*	173,946

Conveyance Rates by Sector

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8370	8800	8596	9016	8635	8546	9316	8819	9662	*	*	*	79,760
Gloucestershire	4972	5164	5010	5130	5105	5032	5421	5245	5729	*	*	*	46,808
Wiltshire	6324	6993	6843	7241	7105	6906	7526	7268	7992	*	*	*	64,198
Other/Unknown	81	129	193	236	227	199	230	238	264	*	*	*	1,797
Total	19,747	21,086	20,642	21,623	21,072	20,683	22,493	21,570	23,647	*	*	*	192,563

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5783	6067	5740	5900	5764	5832	6303	6044	6612	*	*	*	54,045
Gloucestershire	3301	3308	3206	3240	3335	3362	3591	3407	3817	*	*	*	30,567
Wiltshire	4186	4597	4444	4534	4507	4517	4887	4781	5051	*	*	*	41,504
Other/Unknown	34	55	87	103	100	82	120	122	131	*	*	*	834
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,611	*	*	*	126,950

Conveyance Rate

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	69.09%	68.94%	66.78%	65.44%	66.75%	68.24%	67.66%	68.53%	68.43%	*	*	*	67.8%
Gloucestershire	66.39%	64.06%	63.99%	63.16%	65.33%	66.81%	66.24%	64.96%	66.63%	*	*	*	65.3%
Wiltshire	66.19%	65.74%	64.94%	62.62%	63.43%	65.41%	64.93%	65.78%	63.20%	*	*	*	64.6%
Other/Unknown	41.98%	42.64%	45.08%	43.64%	44.05%	41.21%	52.17%	51.26%	49.62%	*	*	*	46.4%
Total	67.4%	66.5%	65.3%	63.7%	65.0%	66.7%	66.2%	66.5%	66.0%	*	*	*	65.9%

Conveyance Rates by PCT

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,494	1,744	1,672	1,696	*	*	*	14,043
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	*	*	*	41,840
Gloucestershire	4,972	5,164	5,010	5,130	5,105	5,032	5,421	5,245	5,729	*	*	*	46,808
North Somerset	1,828	1,857	1,831	1,886	1,915	1,924	1,932	1,876	2,067	*	*	*	17,116
South Gloucestershire	1,956	2,033	1,979	2,118	1,951	2,010	2,254	2,138	2,321	*	*	*	18,760
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	*	*	*	15,704
Wiltshire	3,569	3,926	3,925	4,191	4,129	3,960	4,250	4,057	4,478	*	*	*	36,485
Other/Unknown	81	130	193	237	230	203	231	238	264	*	*	*	1,807
Total	19,747	21,086	20,642	21,623	21,072	20,683	22,493	21,570	23,647	*	*	*	192,563

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,055	1,092	1,028	1,080	985	1,076	1,221	1,147	1,159	*	*	*	9,843
Bristol	2,937	3,116	2,948	3,002	2,905	2,887	3,145	2,984	3,336	*	*	*	27,260
Gloucestershire	3,301	3,308	3,206	3,240	3,335	3,362	3,591	3,407	3,817	*	*	*	30,567
North Somerset	1,292	1,317	1,257	1,307	1,326	1,333	1,366	1,343	1,483	*	*	*	12,024
South Gloucestershire	1,393	1,495	1,393	1,439	1,397	1,463	1,632	1,558	1,612	*	*	*	13,382
Swindon	948	1,085	1,059	1,026	1,011	1,030	1,077	1,159	1,267	*	*	*	9,662
Wiltshire	2,344	2,559	2,499	2,579	2,646	2,557	2,749	2,634	2,806	*	*	*	23,373
Other/Unknown	34	55	87	104	101	85	120	122	131	*	*	*	839
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,611	*	*	*	126,950

Conveyance Rate

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	72.01%	69.55%	72.24%	70.18%	68.40%	72.02%	70.01%	68.60%	68.34%	*	*	*	70.1%
Bristol	67.29%	66.21%	64.34%	62.74%	63.65%	65.61%	64.18%	65.81%	66.67%	*	*	*	65.2%
Gloucestershire	66.39%	64.06%	63.99%	63.16%	65.33%	66.81%	66.24%	64.96%	66.63%	*	*	*	65.3%
North Somerset	70.68%	70.92%	68.65%	69.30%	69.24%	69.28%	70.70%	71.59%	71.75%	*	*	*	70.3%
South Gloucestershire	71.22%	73.54%	70.39%	67.94%	71.60%	72.79%	72.40%	72.87%	69.45%	*	*	*	71.3%
Swindon	62.74%	63.82%	62.33%	59.07%	58.17%	62.05%	61.16%	64.03%	60.68%	*	*	*	61.5%
Wiltshire	65.68%	65.18%	63.67%	61.54%	64.08%	64.57%	64.68%	64.92%	62.66%	*	*	*	64.1%
Other/Unknown	41.98%	42.31%	45.08%	43.88%	43.91%	41.87%	51.95%	51.26%	49.62%	*	*	*	46.4%
Total	67.4%	66.5%	65.3%	63.7%	65.0%	66.7%	66.2%	66.5%	66.0%	*	*	*	65.9%

Conveyance Rates by District Council / Unitary Authority

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	*	*	*	41,840
South Gloucestershire	1,956	2,033	1,979	2,118	1,951	2,010	2,254	2,138	2,321	*	*	*	18,760
North Somerset	1,828	1,857	1,831	1,886	1,915	1,924	1,932	1,876	2,067	*	*	*	17,116
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,494	1,744	1,672	1,696	*	*	*	14,043
Forest of Dean	638	630	625	622	708	655	679	645	788	*	*	*	5,990
Cotswold	657	675	709	686	659	678	711	646	786	*	*	*	6,207
Tewkesbury	572	628	585	627	581	571	633	626	698	*	*	*	5,521
Cheltenham	1,074	1,058	1,055	1,056	1,066	1,034	1,168	1,093	1,169	*	*	*	9,773
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	*	*	*	11,398
Stroud	878	898	813	888	808	865	872	947	950	*	*	*	7,919
Kennet	607	571	643	673	658	696	708	657	758	*	*	*	5,971
North Wiltshire	908	1,040	1,071	1,161	1,087	1,012	1,160	1,056	1,230	*	*	*	9,725
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	*	*	*	15,555
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	*	*	*	11,522
Salisbury	891	1,057	1,051	1,047	1,047	1,009	1,032	1,039	1,094	*	*	*	9,267
Other/Unknown	96	147	215	251	245	228	233	244	296	*	*	*	1,955
Total	19,747	21,086	20,642	21,623	21,072	20,682	22,493	21,570	23,647	*	*	*	192,562

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,937	3,116	2,948	3,002	2,905	2,887	3,145	2,984	3,336	*	*	*	27,260
South Gloucestershire	1,393	1,495	1,393	1,439	1,397	1,463	1,632	1,558	1,612	*	*	*	13,382
North Somerset	1,292	1,317	1,257	1,307	1,326	1,333	1,366	1,343	1,483	*	*	*	12,024
Bath and North East Somerset	1,055	1,092	1,028	1,080	985	1,076	1,221	1,147	1,159	*	*	*	9,843
Forest of Dean	420	420	396	382	470	432	444	422	514	*	*	*	3,900
Cotswold	464	440	480	453	443	448	497	431	535	*	*	*	4,191
Tewkesbury	368	403	378	396	397	390	415	432	466	*	*	*	3,645
Cheltenham	732	692	693	697	697	709	797	756	826	*	*	*	6,599
Gloucester	762	824	769	809	824	824	911	811	924	*	*	*	7,458
Stroud	555	529	490	503	504	559	527	555	552	*	*	*	4,774
Kennet	425	397	438	408	439	455	477	444	447	*	*	*	3,930
North Wiltshire	607	690	683	721	704	645	783	688	801	*	*	*	6,322
Swindon	936	1,074	1,046	1,016	1,001	1,012	1,075	1,154	1,244	*	*	*	9,558
West Wiltshire	695	756	704	737	796	751	802	785	804	*	*	*	6,830
Salisbury													

Total Number of Responses by Sector

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	12164	12615	12406	12947	12349	12237	13188	12641	13946	*	*	*	114,493
Gloucestershire	7065	7280	6978	7246	7242	7274	7829	7631	8405	*	*	*	66,950
Wiltshire	9368	10359	9995	10580	10384	10249	11235	10763	11785	*	*	*	94,718
Other/Unknown	72	119	196	237	230	198	224	264	252	*	*	*	1,792
Total	28,669	30,373	29,575	31,010	30,205	29,958	32,476	31,299	34,388	*	*	*	277,953

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Avon	10445	11178	10726	11271	11086	11038	11666	12048	12843	*	*	*	102,301
Gloucestershire	6055	6313	6246	6514	6463	6547	6565	6467	7767	*	*	*	58,937
Wiltshire	8012	8594	8380	9023	8489	8686	9524	9238	10657	*	*	*	80,603
Other/Unknown	97	65	85	83	94	60	45	72	73	*	*	*	674
Total	24,609	26,150	25,437	26,891	26,132	26,331	27,800	27,825	31,340	*	*	*	242,515

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	16.5%	12.9%	15.7%	14.9%	11.4%	10.9%	13.0%	4.9%	8.6%	*	*	*	11.9%
Gloucestershire	16.7%	15.3%	11.7%	11.2%	12.1%	11.1%	19.3%	18.0%	8.2%	*	*	*	13.6%
Wiltshire	16.9%	20.5%	19.3%	17.3%	22.3%	18.0%	18.0%	16.5%	10.6%	*	*	*	17.5%
Other/Unknown	-25.8%	83.1%	130.6%	185.5%	144.7%	230.0%	397.8%	266.7%	245.2%	*	*	*	165.9%
Total	16.5%	16.1%	16.3%	15.3%	15.6%	13.8%	16.8%	12.5%	9.7%	*	*	*	14.6%

Total Number of Responses by PCT

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,148	2,528	2,357	2,411	*	*	*	20,105
Bristol	6,446	6,878	6,700	7,006	6,702	6,379	7,022	6,610	7,334	*	*	*	61,077
Gloucestershire	7,065	7,280	6,978	7,246	7,242	7,274	7,829	7,631	8,405	*	*	*	66,950
North Somerset	2,652	2,617	2,649	2,673	2,686	2,763	2,737	2,705	3,003	*	*	*	24,485
South Gloucestershire	2,765	2,843	2,770	2,957	2,673	2,792	3,100	2,976	3,240	*	*	*	26,116
Swindon	2,202	2,464	2,450	2,478	2,502	2,436	2,575	2,636	3,057	*	*	*	22,800
Wiltshire	5,377	5,894	5,767	6,202	6,147	5,963	6,459	6,120	6,686	*	*	*	54,615
Other/Unknown	72	121	196	239	232	203	226	264	252	*	*	*	1,805
Total	28,669	30,373	29,575	31,010	30,205	29,958	32,476	31,299	34,388	*	*	*	277,953

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bath and North East Somerset	1,800	1,851	1,756	1,931	1,876	1,831	1,950	2,065	2,273	*	*	*	17,333
Bristol	5,406	5,937	5,815	5,966	5,838	5,813	6,411	6,412	6,662	*	*	*	54,260
Gloucestershire	6,055	6,313	6,246	6,514	6,463	6,547	6,565	6,467	7,767	*	*	*	58,937
North Somerset	2,196	2,373	2,234	2,468	2,501	2,353	2,369	2,489	2,758	*	*	*	21,741
South Gloucestershire	2,563	2,612	2,442	2,613	2,508	2,608	2,645	2,870	3,131	*	*	*	23,992
Swindon	1,928	2,128	2,050	2,142	2,115	2,111	2,420	2,298	2,547	*	*	*	19,739
Wiltshire	4,563	4,869	4,809	5,169	4,731	5,005	5,393	5,149	6,117	*	*	*	45,805
Other/Unknown	98	67	85	88	100	63	47	75	85	*	*	*	708
Total	24,609	26,150	25,437	26,891	26,132	26,331	27,800	27,825	31,340	0	0	0	242,515

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	16.1%	23.0%	17.6%	14.4%	7.7%	17.3%	29.6%	14.1%	6.1%	*	*	*	16.0%
Bristol PCT	19.2%	15.8%	15.2%	17.4%	14.8%	9.7%	9.5%	3.1%	10.1%	*	*	*	12.6%
Gloucestershire PCT	16.7%	15.3%	11.7%	11.2%	12.1%	11.1%	19.3%	18.0%	8.2%	*	*	*	13.6%
North Somerset PCT	20.8%	10.3%	18.6%	8.3%	7.4%	17.4%	15.5%	8.7%	8.9%	*	*	*	12.6%
South Gloucestershire PCT	7.9%	8.84%	13.43%	13.16%	6.58%	7.06%	17.20%	3.69%	3.48%	*	*	*	8.85%
Swindon PCT	14.2%	15.79%	19.51%	15.69%	18.30%	15.40%	6.40%	14.71%	20.02%	*	*	*	15.51%
Wiltshire PCT	17.8%	21.05%	19.92%	19.98%	29.93%	19.14%	19.77%	18.86%	9.30%	*	*	*	19.23%
Other/Unknown	-26.5%	80.6%	130.6%	171.6%	132.0%	222.2%	380.9%	252.0%	196.5%	*	*	*	154.9%
Total	16.5%	16.1%	16.3%	15.3%	15.6%	13.8%	16.8%	12.5%	9.7%	*	*	*	14.6%

Total Number of Responses by District Council/Unitary Authority

<i>Current Year</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	6,446	6,878	6,700	7,006	6,702	6,379	7,022	6,610	7,334	*	*	*	61,077
South Gloucestershire	2,765	2,843	2,770	2,957	2,673	2,792	3,100	2,976	3,240	*	*	*	26,116
North Somerset	2,652	2,617	2,649	2,673	2,686	2,763	2,737	2,705	3,003	*	*	*	24,485
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,148	2,528	2,357	2,411	*	*	*	20,105
Forest of Dean	934	923	863	899	1,046	937	1,021	950	1,186	*	*	*	8,759
Cotswold	950	925	987	936	885	966	1,033	939	1,131	*	*	*	8,752
Tewkesbury	824	927	852	908	844	848	928	927	1,044	*	*	*	8,102
Cheltenham	1,493	1,455	1,455	1,472	1,453	1,465	1,654	1,592	1,730	*	*	*	13,769
Gloucester	1,631	1,770	1,662	1,745	1,806	1,763	1,932	1,842	1,936	*	*	*	16,087
Stroud	1,233	1,280	1,159	1,286	1,208	1,295	1,261	1,381	1,378	*	*	*	11,481
Kenet	933	840	978	967	979	1,030	1,070	982	1,100	*	*	*	8,879
North Wiltshire	1,397	1,644	1,620	1,757	1,671	1,576	1,818	1,667	1,929	*	*	*	15,079
Swindon	2,175	2,439	2,417	2,453	2,480	2,397	2,572	2,628	3,006	*	*	*	22,567
West Wiltshire	1,772	1,898	1,693	1,992	1,979	1,875	2,086	1,966	2,073	*	*	*	17,334
Salisbury	1,275	1,512	1,476	1,486	1,518	1,482	1,485	1,505	1,584	*	*	*	13,323
Other/Unknown	99	146	229	264	254	239	229	272	303	*	*	*	2,035
Total	28,669	30,373	29,575	31,010	30,205	29,955	32,476	31,299	34,388	*	*	*	277,950

<i>2008/09</i>	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bristol	5,406	5,937	5,815	5,966	5,838	5,813	6,411	6,412	6,662	*	*	*	54,260
South Gloucestershire	2,563	2,612	2,442	2,613	2,508	2,608	2,645	2,870	3,131	*	*	*	23,992
North Somerset	2,196	2,373	2,234	2,468	2,501	2,353	2,369	2,489	2,758	*	*	*	21,741
Bath and North East Somerset	1,800	1,851	1,756	1,931	1,876	1,831	1,950	2,065	2,273	*	*	*	17,333
Forest of Dean	795	894	835	905	871	862	846	828	965	*	*	*	7,801
Cotswold	790	829	872	978	918	883	957	843	1,034	*	*	*	8,104
Tewkesbury	733	778	766	762	825	857	820	750	951	*	*	*	7,242
Cheltenham	1,271	1,303	1,277	1,322	1,277	1,331	1,357	1,265	1,614	*	*	*	12,017
Gloucester	1,376	1,454	1,451	1,465	1,502	1,493	1,494	1,593	1,806	*	*	*	13,634
Stroud	1,090	1,055	1,045	1,082	1,070	1,121	1,091	1,188	1,397	*	*	*	10,139
Kenet	708	796	664	781	756	725	882	851	959	*	*	*	7,122
North Wiltshire	1,245	1,357	1,450	1,467	1,319	1,440	1,456	1,423	1,707	*	*	*	12,864
Swindon	1,911	2,105	2,029	2,121	2,096	2,101	2,397	2,281	2,533	*	*	*	19,574
West Wiltshire	1,525	1,528	1,559	1,655	1,515	1,573	1,763	1,657	1,986	*	*	*	14,761
Salisbury	1,085	1,188	1,136	1,266	1,141	1,267	1,292	1,218	1,465	*	*	*	11,058
Other/Unknown	115	90	106	109	119	73	70	92	99	*	*	*	873
Total	24,609	26,150	25,437	26,891	26,132	26,331							

Total Number of Patients Transported by Sector

<i>Current Year</i>	<i>Apr-09</i>	<i>May-09</i>	<i>Jun-09</i>	<i>Jul-09</i>	<i>Aug-09</i>	<i>Sep-09</i>	<i>Oct-09</i>	<i>Nov-09</i>	<i>Dec-09</i>	<i>Jan-10</i>	<i>Feb-10</i>	<i>Mar-10</i>	<i>YTD</i>
Avon	5855	6164	5795	6004	5894	5932	6446	6186	6803	*	*	*	55,079
Gloucestershire	3322	3362	3231	3291	3394	3409	3645	3468	3910	*	*	*	31,032
Wiltshire	4233	4675	4501	4621	4604	4574	5003	4871	5184	*	*	*	42,266
Other/Unknown	37	60	91	110	113	89	127	142	154	*	*	*	923
Total	13,447	14,261	13,618	14,026	14,005	14,004	15,221	14,667	16,051	*	*	*	129,300

<i>2008/09</i>	<i>Apr-08</i>	<i>May-08</i>	<i>Jun-08</i>	<i>Jul-08</i>	<i>Aug-08</i>	<i>Sep-08</i>	<i>Oct-08</i>	<i>Nov-08</i>	<i>Dec-08</i>	<i>Jan-09</i>	<i>Feb-09</i>	<i>Mar-09</i>	<i>YTD</i>
Avon	5327	5566	5346	5487	5402	5370	5700	5888	6197	*	*	*	50,283
Gloucestershire	2670	2836	2821	2881	2879	2966	3111	2990	3674	*	*	*	26,828
Wiltshire	3890	4034	3838	4127	3904	3977	4517	4349	4751	*	*	*	37,387
Other/Unknown	54	28	39	45	48	38	24	30	32	*	*	*	338
Total	11,941	12,464	12,044	12,540	12,233	12,351	13,352	13,257	14,654	*	*	*	114,836

Variance Year on Year

	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>YTD</i>
Avon	9.9%	10.7%	8.4%	9.4%	9.1%	10.5%	13.1%	5.1%	9.8%	*	*	*	9.5%
Gloucestershire	24.4%	18.5%	14.5%	14.2%	17.9%	14.9%	17.2%	16.0%	6.4%	*	*	*	15.7%
Wiltshire	8.8%	15.9%	17.3%	12.0%	17.9%	15.0%	10.8%	12.0%	9.1%	*	*	*	13.0%
Other/Unknown	-31.5%	114.3%	133.3%	144.4%	135.4%	134.2%	429.2%	373.3%	381.3%	*	*	*	173.1%
Total	12.6%	14.4%	13.1%	11.9%	14.5%	13.4%	14.0%	10.6%	9.5%	*	*	*	12.6%

Total Number of Patients Transported by PCT

<i>Current Year</i>	<i>Apr-09</i>	<i>May-09</i>	<i>Jun-09</i>	<i>Jul-09</i>	<i>Aug-09</i>	<i>Sep-09</i>	<i>Oct-09</i>	<i>Nov-09</i>	<i>Dec-09</i>	<i>Jan-10</i>	<i>Feb-10</i>	<i>Mar-10</i>	<i>YTD</i>
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,240	1,169	1,187	*	*	*	9,982
Bristol	2,974	3,154	2,970	3,057	2,977	2,933	3,232	3,076	3,450	*	*	*	27,823
Gloucestershire	3,322	3,362	3,231	3,291	3,394	3,409	3,645	3,468	3,910	*	*	*	31,032
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,396	1,363	1,517	*	*	*	12,251
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,656	1,588	1,653	*	*	*	13,613
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,310	*	*	*	9,832
Wiltshire	2,369	2,609	2,540	2,637	2,709	2,597	2,820	2,688	2,870	*	*	*	23,839
Other/Unknown	37	60	91	111	114	92	127	142	154	*	*	*	928
Total	13,447	14,261	13,618	14,026	14,005	14,004	15,221	14,667	16,051	*	*	*	129,300

<i>2008/09</i>	<i>Apr-08</i>	<i>May-08</i>	<i>Jun-08</i>	<i>Jul-08</i>	<i>Aug-08</i>	<i>Sep-08</i>	<i>Oct-08</i>	<i>Nov-08</i>	<i>Dec-08</i>	<i>Jan-09</i>	<i>Feb-09</i>	<i>Mar-09</i>	<i>YTD</i>
Bath and North East Somerset	996	987	910	982	943	975	1,040	1,103	1,138	*	*	*	9,074
Bristol	2,649	2,867	2,760	2,743	2,758	2,739	2,937	2,945	3,066	*	*	*	25,464
Gloucestershire	2,670	2,836	2,821	2,881	2,879	2,966	3,111	2,990	3,674	*	*	*	26,828
North Somerset	1,216	1,258	1,229	1,294	1,271	1,211	1,296	1,326	1,415	*	*	*	11,516
South Gloucestershire	1,310	1,300	1,229	1,339	1,247	1,290	1,339	1,465	1,568	*	*	*	12,087
Swindon	913	989	952	1,000	984	928	1,132	1,044	1,083	*	*	*	9,025
Wiltshire	2,133	2,197	2,104	2,252	2,100	2,203	2,473	2,351	2,674	*	*	*	20,487
Other/Unknown	54	30	39	49	51	39	24	33	36	*	*	*	355
Total	11,941	12,464	12,044	12,540	12,233	12,351	13,352	13,257	14,654	*	*	*	114,836

Variance Year on Year


	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>YTD</i>
Bath and North East Somerset PCT	6.8%	11.7%	14.0%	11.1%	7.0%	11.1%	19.2%	6.0%	4.3%	*	*	*	10.0%
Bristol PCT	12.3%	10.0%	7.6%	11.4%	7.9%	7.1%	10.0%	4.4%	12.5%	*	*	*	9.3%
Gloucestershire PCT	24.4%	18.5%	14.5%	14.2%	17.9%	14.9%	17.2%	16.0%	6.4%	*	*	*	15.7%
North Somerset PCT	7.5%	6.8%	3.9%	3.1%	6.5%	12.2%	7.7%	2.8%	7.2%	*	*	*	6.4%
South Gloucestershire PCT	8.1%	17.46%	14.24%	9.04%	13.95%	15.35%	23.67%	8.40%	5.42%	*	*	*	12.63%
Swindon PCT	4.9%	11.53%	12.18%	4.50%	4.37%	12.39%	-2.39%	12.36%	20.96%	*	*	*	8.94%
Wiltshire PCT	11.1%	18.75%	20.72%	17.10%	29.00%	17.88%	14.03%	14.33%	7.33%	*	*	*	16.36%
Other/Unknown	-31.5%	100.0%	133.3%	126.5%	123.5%	135.9%	429.2%	330.3%	327.8%	*	*	*	161.4%
Total	12.6%	14.4%	13.1%	11.9%	14.5%	13.4%	14.0%	10.6%	9.5%	*	*	*	12.6%

Total Number of Patients Transported by District Council/Unitary Authority

<i>Current Year</i>	<i>Apr-09</i>	<i>May-09</i>	<i>Jun-09</i>	<i>Jul-09</i>	<i>Aug-09</i>	<i>Sep-09</i>	<i>Oct-09</i>	<i>Nov-09</i>	<i>Dec-09</i>	<i>Jan-10</i>	<i>Feb-10</i>	<i>Mar-10</i>	<i>YTD</i>
Bristol	2,974	3,154	2,970	3,057	2,977	2,933	3,232	3,076	3,450	*	*	*	27,823
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,656	1,588	1,653	*	*	*	13,613
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,396	1,363	1,517	*	*	*	12,251
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,240	1,169	1,187	*	*	*	9,982
Forest of Dean	424	425	400	389	478	439	451	426	528	*	*	*	3,960
Cotswold	466	446	486	458	451	450	501	440	549	*	*	*	4,247
Tewkesbury	372	414	381	404	404	391	427	441	475	*	*	*	3,709
Cheltenham	737	705	697	706	703	716	810	768	839	*	*	*	6,681
Gloucester	765	835	771	822	842	837	922	833	953	*	*	*	7,580
Stroud	558	537	496	512	516	576	534	560	566	*	*	*	4,855
Kennet	432	403	447	416	451	466	492	452	463	*	*	*	4,022
North Wiltshire	612	701	693	734	715	648	797	704	822	*	*	*	6,426
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,287	*	*	*	9,724
West Wiltshire	699	764	714	756	810	759	814	801	816	*	*	*	6,933
Salisbury	626	741	686	731	733	724	717	731	769	*	*	*	6,458
Other/Unknown	50	73	105	121	124	109	129	147	177	*	*	*	1,035
Total	13,447	14,261	13,618	14,026	14,005	14,003	15,221	14,667	16,051	*	*	*	129,299

<i>2008/09</i>	<i>Apr-08</i>	<i>May-08</i>	<i>Jun-08</i>	<i>Jul-08</i>	<i>Aug-08</i>	<i>Sep-08</i>	<i>Oct-08</i>	<i>Nov-08</i>	<i>Dec-08</i>	<i>Jan-09</i>	<i>Feb-09</i>	<i>Mar-09</i>	<i>YTD</i>
Bristol	2,649	2,867	2,760	2,743	2,758	2,739	2,937	2,945	3,066	*	*	*	25,464
South Gloucestershire	1,310	1,300	1,229	1,339	1,247	1,290	1,339	1,465	1,568	*	*	*	12,087
North Somerset	1,216	1,258	1,229	1,294	1,271	1,211	1,296	1,326	1,415	*	*	*	11,516
Bath and North East Somerset	996	987	910	982	943	975	1,040	1,103	1,138	*	*	*	9,074
Forest of Dean	354	371	365	359	359	371	407	366	462	*	*	*	3,414
Cotswold	335	374	383	411	385	408	454	429	537	*	*	*	3,716
Tewkesbury	321	336	338	333	338	369	368	332	419	*	*	*	3,154
Cheltenham	581	640	587	620	601	640	695	616	800	*	*	*	5,780
Gloucester	630	703	716	700	751	691	721	766	862	*	*	*	6,540
Stroud	449	412	432	458	445	487	466	481	594	*	*	*	4,224
Kennet	353	386	313	348	352	359	415	387	445	*	*	*	3,358
North Wiltshire	550	572	597	606	550	588	645	652	699	*	*	*	5,459
Swindon	901	975	943	992	970	921	1,122	1,033	1,074	*	*	*	8,931
West Wiltshire	663	642	622	651	601	644	698	794	*	*	*	*	6,059
Salisbury	567	597	572	647	597	612	669	614	736	*	*	*	5,611
Other/Unknown	66	44	48	57	65	46	34	44	45	*	*	*	



Great Western Ambulance Service 
NHS Trust

Board Performance Report November 2009

This report presents the performance of the Trust against its 2009/2010 Business Plan and consists of:

- An overview of how Great Western Ambulance Service is performing against national targets and internal Trust indicators
- Detailed information relating to exceptions to national target and indicator performance

Commentary, and where appropriate graphical representation, of deviations in performance is provided with detail of remedial action being taken to bring performance back to agreed tolerance levels.

Red – variance from target/plan requiring exception actions

Amber – variance from target/plan requiring management actions

Green – variance within tolerance levels to be maintained

Aim: Timely access to services

Objective: Achievement of all accident and emergency performance standards – A8, A19, B19

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Accident & Emergency						
Volume of responses:						
% of Category A			36%	33.4%	↓	
% of Category B			34.2%	37.4%	↑	
% of Category C (excluding uncategoryed calls)			29.6%	28.9%	↑	
Activity (emergency incidents with response)	233,425 + 4% = 242,762	20,123	21,570	168,916	↑	242,762 + 8% = 262,183
Responses to Category A calls within 8 minutes	75%		74.9%	75.3%	↑	75%
Responses to Category A calls within 19 minutes	95%		95.2%	95.6%	↔	95%
Responses to Category B calls within 19 minutes	95%		89.7%	91.5%	↔	95%
Call answering (999 calls)	95% in 5 seconds		97.7%	97.5%	↑	95%
Handover delays over 15 minutes (at A&E departments) (average time for month)	< 15 mins		14.49	14.33	↑	
Wrap up time (average time for month)	< 15 mins		17.26	17.15	↓	
Total hours lost on turnaround (in excess of 30 minutes)			754	5694.2	↑	
Contribution by indirect resources (Community, fire, staff and charity responder schemes)			13.9%	11.1%	↑	

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Out of Hours Service						
Total number OOH calls received			11,427	89,957	↑	
Calls abandoned	< 5%		2.5%	3%	↑	< 5%
Calls engaged	< 1%		0%	0%	↔	< 1%
Percentage of calls answered under 60 seconds	95% in 60 seconds		97%	96%	↑	95% in 60 seconds
Triage under 20 minutes	> 95%		95%	96%	↓	> 95%
Triage under 60 minutes	> 95%		99%	99%	↓	> 95%
Emergency Visit under 1 hour	95%		100%	100%	↔	95%
Urgent Visit under 2 hours	95%		95%	94%	↑	95%
Routine Visit under 6 hours	95%		95%	97%	↓	95%

The Urgent Home Visits are at 94% for YTD, this is due to a higher conversion of urgent rather than routine home visits. Actions are in place to review and monitor this

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services						
Activity		20,500	21,193	178,454	↓	313,000

Aim: Provision of high quality clinical care

Objective: Achievement of reperfusion standard and introduction of clinical performance indicators

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% under 60 minutes call to needle time	68%		(Oct 09) 85.75%	(Apr – Oct 09) 68.6%	↓	70%
Conveyance rate	65%	65%	66.6%	65.9%	↓	65%
Conveyance rate to other destinations (eg MIU, WIC)			0.37%	0.60%	↓	
Number of formal complaints received			33	175	↑	n/a
Formal complaints acknowledged within 3 working days	100%	100%	100%	100%	↔	100%
Formal complaints responded to within 25 working days (or agreed extension):	100%	100%	23	159	↑	100%
Not completed within time			0	3		
Number of serious untoward incidents			1	14	n/a	
Number of patient safety incidents *			0	75	n/a	

Narrative: September and October thrombolysis data still excludes RUH data which as of 7th December is still unavailable. It should be noted that patient safety incidents have not been uploaded to NRLS for October and November. Therefore the ytd figure is from 01 April 09 – 30 September 09

Aim: Develop a highly skilled, professional and flexible workforce

Objective: Implement a staff survey action plan to address key developmental areas

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Staff – WTE	902	885.0	10.4	896.2	16.3	
A&E	171.7	157.8	8.0	160.9	9.6	
EOC	44.5	35.7	0.0	35.7	-1.0	
OOH	180.4	187.4	8.0	186.3	5.8	
PTS	227.7	184.9	5.2	182.7	0.3	
Support staff						
Total	1526.3	1450.8	31.6	1461.8	31.1	
Staff – Turnover	10%					
A&E			1.3%	7.2%	↑	
EOC			14.3%	11.8%	↑	
OOH			24.7%	31.6%	↑	
PTS			11.5%	7.2%	↓	
Support staff			6.2%	17.9%	↑	
Total			5.4%	9.9%	↑	
Sickness	5%					
A&E			6.1%	6.1%	↑	
EOC			4.8%	4.5%	↑	
OOH			4.1%	2.6%	↑	
PTS			5.5%	4.4%	↓	
Support staff			4.8%	3.7%	↓	
Total			5.7%	5.3%	↑	
Training hours A&E field operations (hrs)	49,400	5405.5	4910.5	16,698	↓	26,565
Training hours general (hrs)		5457.5	5023.5			
Number of staff completed mandatory training (Face to face)	90%	0%	0%	54.5%	↑	85%
Number of staff completed mandatory training (Workbook)* * from November 2008 – three year cycle	90%	3.3%	1.9%	89.6%	↓	90%
Number of staff undertaken an appraisal (from April 2009)	80%	6.7%	0.5%	51.8%	↓	80%
Number of RIDDOR reportable incidents	52	<4.3	2	27	↑	
Accident frequency rates	9.3%	<0.75%	8.6	8.15	↓	
Number of violence and aggression incidents	143	<12	15	101	↑	
Number of manual handling incidents	90	<7.5	6	73	↓	

Number of stress incidents	4.5	<0.35	0	0	→	
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Narrative:

Training Hours A&E Field Operations

Variance is due to sickness, withdrawals, no shows and change in enrolment priority.

Training Hours A&E/Mandatory Training (Face to Face/SME)

None planned for the period Oct – Dec due to commencement of Paramedic programme for Practitioners at UWE. Programme recommences January 2010.

Training Hours General

These hours comprise of ECA & ICA Foundation, Induction & Emergency Driving, driving assessments (practical and theory), FPOS Urgent Care and TIA sessions. The shortfall is due to employees not attending and course cancellations.

A&E staffing levels

It is anticipated that staffing levels for A&E will be at the year end target by January 2010.

EOC staffing levels

Within EOC there is recruitment activity underway to recruit 8 EMD's, 1 Dispatcher and 2 Dispatch Assistants.

Staff turnover

Overall YTD staff turnover is on target at 9.9% . Whilst turnover in some areas appears high this inflated figure is due to turnover in areas of the organisation that have lower staffing numbers. This is not a cause for concern.

Sickness absence

During the month of November two services recorded absence levels of above the 5% target. These were A&E at 6.1% and PTS at 5.5%. Whilst A&E remains above the target it has shown a reduction of 0.6% on October. Whilst PTS shows a figure of 5.5% for the month of November the YTD figure is still below the 5% target standing at 4.4%.

During November two workshops were held with approximately 30 attendees covering the trusts new Management of Attendance Policy.

Sickness absence continues to be a challenge but is being managed in accordance with the trusts Management of Attendance Policy. Contact is maintained when staff are off sick return to work interviews are held and review meetings arranged when triggers have been hit.

Aim: To become a competitive and effective organisation

Objectives: Financial balance

Governance – achievement of Auditors Local Evaluation

Full compliance with Care Quality Commission Standards

Development and implementation of full Foundation Trust programme

		Annual Plan	Month 8 Plan	Month 8 Actual	Variance to plan	Previous month variance
Income and Expenditure Surplus / (Deficit)	£000's	0	0	0	0	0
Cash releasing efficiency savings	£000's	4,902	2,983	2,119	-864	-661
Capital Resource Limit	£000's	4,106	3,168	1,115	2,053	1,571
Better Payment Practice Code – Number	%	95	95	97.4	2.4	2.4
Better Payment Practice – Value	%	95	95	89	-6	-7
External Finance Limit	£000's	1,410	0	0	0	0
Rate of Return on capital	%	3.5	3.8	4.2	0.7	1.1

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Compliance with all ALE KLOEs at Level 2	97			54	↔	97
				13	↑	
				4	↑	
				26TBA		
Compliance with all 42 Standards for Better Health	42			41	↔	41
Compliance with all 50 NHSLA risk management standards	50			42	↑	50

Attainment of a minimum of 70% compliance with information governance toolkit requirements	70%			70%	↔	70%
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Narrative: the majority of actions to demonstrate the trust is managing its resources are satisfied but more work is required with longer term financial planning. Actions are in place to address this.

Aim: Develop effective partnership and stakeholder engagement

Objective Improvement of the reputation of the Trust and the development of effective working relationships and partnerships

Description		Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers	Daily			37	514		
	Weekly			36	189		
Broadcasts	TV			1	13		
	Radio			13	55		
Other	Websites			36	442		
	Magazines			0	8		
Stakeholder activity	Station visits			0	24		
	HOSC meetings			1	6		
	External Reference Group			0	5		
	LINKs			2	8		

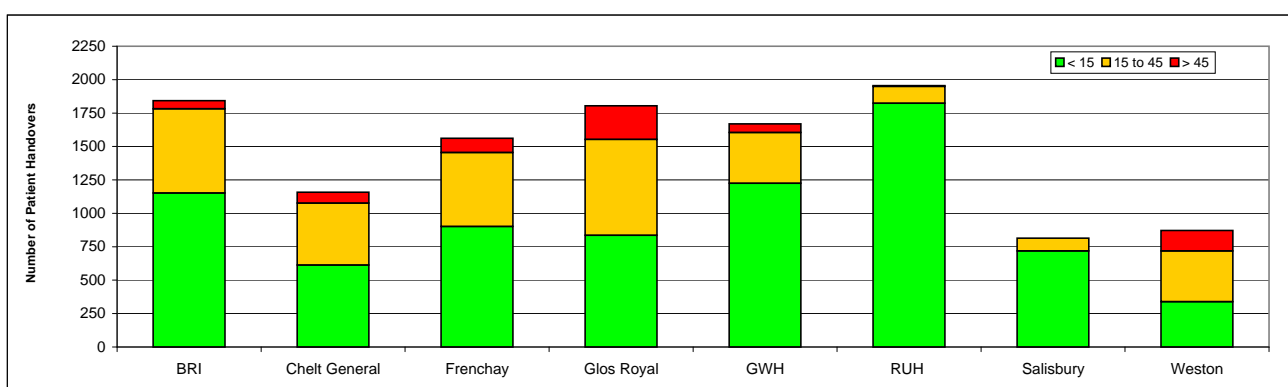
KPI's under development

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% of urgent calls						
Total front line hours planned						
Total front line hours delivered (including agency)						
Total front line hours abstracted						
% under 150 minutes call to balloon time						
% Category C calls passed to NHSD						
% Category C calls triaged by clinical desk						
% Responses referred to clinical desk						
Vehicle availability						

Estates						
IT						

GWAS MONTHLY A&E HANDOVER SUMMARY - DECEMBER 2009

Acute Hospital	≤ 15:00	15:00 - 19:59	20:00 - 24:59	25:00 - 29:59	30:00 - 34:59	35:00 - 39:59	40:00 - 44:59	45:00 - 59:59	1 - 2 Hrs	2 - 3 Hrs	3 - 4 Hrs	> 4 Hrs	Total 15 Mins and Over	Total 45 Mins and Over	Total
Bristol Royal Infirmary	1152	302	167	88	27	20	26	31	28	2			691	61	1843
Cheltenham General Hospital	613	196	105	62	40	33	28	44	35	2			545	81	1158
Frenchay Hospital	902	206	147	109	43	28	20	57	49	1			660	107	1562
Gloucester Royal Hospital	836	271	165	111	63	58	49	85	148	18			968	251	1804
Great Western Hospital	1225	177	94	50	14	18	26	33	31	1			444	65	1669
Royal United Hospital	1824	65	32	19	4	3	2	2	4				131	6	1955
Salisbury District Hospital	719	48	28	8	8	2	1						95	0	814
Weston General Hospital	339	121	96	64	42	28	29	58	83	12	1		534	154	873
Overall Total	7610	1386	834	511	241	190	181	310	378	36	1		4068	725	11678



Acute Hospital	% < 15:00	% 15:00-19:59	% 20:00 - 24:59	% 25:00 - 29:59	% 30:00 - 34:59	% 35:00 - 39:59	% 40:00 - 44:59	% 45:00 - 59:59	% 1-2 Hours	% 2-3 Hours	% 3-4 Hours	% > 4hrs	% 15 Mins and Over	% 45 Mins and Over	Total
Bristol Royal Infirmary	62.5%	16.4%	9.1%	4.8%	1.5%	1.1%	1.4%	1.7%	1.5%	0.1%			37.5%	3.3%	100%
Cheltenham General Hospital	52.9%	16.9%	9.1%	5.4%	3.5%	2.8%	2.4%	3.8%	3.0%	0.2%			47.1%	7.0%	100%
Frenchay Hospital	57.7%	13.2%	9.4%	7.0%	2.8%	1.8%	1.3%	3.6%	3.1%	0.1%			42.3%	6.9%	100%
Gloucester Royal Hospital	46.3%	15.0%	9.1%	6.2%	3.5%	3.2%	2.7%	4.7%	8.2%	1.0%			53.7%	13.9%	100%
Great Western Hospital Swindon	73.4%	10.6%	5.6%	3.0%	0.8%	1.1%	1.6%	2.0%	1.9%	0.1%			26.6%	3.9%	100%
Royal United Hospital Bath	93.3%	3.3%	1.6%	1.0%	0.2%	0.2%	0.1%	0.1%	0.2%				6.7%	0.3%	100%
Salisbury District Hospital	88.3%	5.9%	3.4%	1.0%	1.0%	0.2%	0.1%						11.7%	0.0%	100%
Weston General Hospital	38.8%	13.9%	11.0%	7.3%	4.8%	3.2%	3.3%	6.6%	9.5%	1.4%	0.1%		61.2%	17.6%	100%
GWAS Average	65.2%	11.9%	7.1%	4.4%	2.1%	1.6%	1.5%	2.7%	3.2%	0.3%	0.0%		34.8%	6.2%	100%

