# **Review of Issues Arising from Performance Reports**

# Great Western Ambulance Joint Health Scrutiny Committee 10<sup>th</sup> June 2011

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

# Purpose

To present Members with:

- the Commissioners Report for year end 2010/11
- the Commissioners Monthly Report (April 2011)
- the Board Performance Report (covering activity in April 2011)
- Handover times/delays broken down by hospital

# 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 Report for 2010/2011 covers GWAS performance for the year. The Commissioners Monthly Report 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 is attached at Appendix 2.
- 2.3 Attached at Appendix 3 is a full breakdown of handover times/delays by hospital. This provides more detailed information as the Board Performance Report only indicates average handover time.

# 3.0 Background Papers and Appendices

# Appendices

Appendix 1: Commisioners Report for 2010/2011 and Commissioners Monthly Report (April 2011), Great Western Ambulance NHS Trust

Appendix 2: Board Performance Report (covering activity in April 2011), Great Western Ambulance NHS Trust

Appendix 3: Breakdown of handover times/delays by hospital, Great Western Ambulance NHS Trust - INCORPORATED INTO APPENDIX 2 ABOVE



Great Western Ambulance Service NHS

NHS Trust

# ACTIVITY & PERFORMANCE COMMISSIONERS' MONTHLY REPORT 2010/11

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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
2009/10	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	256,917
2010/11 Contract	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	264,634
2010/11 Actual	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,563
Variance from Contract	360	520	-311	-425	-827	73	-821	-657	1,114	893	173	-163	-71
Variance from Contract %	1.8%	2.4%	-1.4%	-1.9%	-3.7%	0.3%	-3.5%	-2.9%	4.6%	4.1%	0.9%	-0.7%	0.0%
Variance from 2009/10	981	1,165	408	353	-73	675	77	3	1,552	1,258	752	495	7,646
Variance from 2009/10 %	5.0%	5.5%	1.9%	1.6%	-0.3%	3.3%	0.3%	0.0%	6.6%	5.8%	3.8%	2.2%	3.0%

#### Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	169,048
2010/11 Contract	13,703	14,448	13,881	14,190	14,117	14,207	15,348	14,785	16,072	14,917	13,393	15,058	174,119
2010/11 Actual	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	176,158
Variance from Contract	241	337	351	205	28	200	-227	-234	351	315	288	184	2,039
Variance from Contract %	1.8%	2.3%	2.5%	1.4%	0.2%	1.4%	-1.5%	-1.6%	2.2%	2.1%	2.1%	1.2%	1.2%
Variance from 2009/10	640	758	755	618	439	614	220	197	819	749	678	623	7,110
Variance from 2009/10 %	4.8%	5.4%	5.6%	4.5%	3.2%	4.5%	1.5%	1.4%	5.2%	5.2%	5.2%	4.3%	4.2%

#### Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.8%
2010/11 Actual	67.2%	66.1%	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.6%
Variance from 2009/10 %	-0.1%	-0.1%	2.3%	1.8%	2.3%	0.8%	0.7%	0.9%	-0.8%	-0.4%	0.9%	1.3%	0.8%

#### PERFORMANCE:

#### Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	76.03%	77.41%	77.17%	72.72%	77.17%	75.77%	74.78%	75.04%	69.97%	71.21%	75.81%	78.24%	75.0%
2010/11 Target	77.85%	76.17%	76.27%	76.03%	75.81%	76.19%	76.30%	75.43%	74.78%	75.69%	77.01%	78.00%	76.3%
2010/11 Actual	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
Variance from Target	-0.1%	1.3%	-0.5%	0.8%	-0.7%	-1.9%	-1.4%	-1.6%	-10.1%	-3.4%	-3.1%	-0.2%	-1.9%
Variance from 2009/10	1.8%	0.0%	-1.4%	4.1%	-2.1%	-1.5%	0.1%	-1.2%	-5.3%	1.1%	-1.9%	-0.4%	-0.7%

#### Category A 19 Minute Target Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	95.89%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
2010/11 Target	96.36%	96.28%	95.59%	95.40%	95.97%	96.15%	95.53%	95.56%	95.52%	96.39%	95.58%	95.79%	95.8%
2010/11 Actual	95.98%	96.00%	94.93%	95.66%	95.14%	95.41%	94.75%	94.90%	90.32%	94.57%	95.04%	96.55%	94.8%
Variance from Target	-0.4%	-0.3%	-0.7%	0.3%	-0.8%	-0.7%	-0.8%	-0.7%	-5.2%	-1.8%	-0.5%	0.8%	-1.0%
Variance from 2009/10	0.1%	-0.5%	-0.9%	0.4%	-0.4%	-0.3%	-0.4%	-0.3%	-2.9%	1.1%	0.1%	1.2%	-0.3%

#### Category B 19 Minute Target Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.36%	92.95%	92.40%	91.04%	91.82%	92.16%	89.75%	89.80%	86.45%	87.69%	90.15%	90.98%	90.7%
2010/11 Target	92.52%	92.60%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	93.4%
2010/11 Actual	93.18%	93.83%	91.77%	92.52%	92.83%	91.67%	91.43%	91.64%	84.57%	90.68%	91.63%	91.12%	91.4%
Variance from Target	0.7%	1.2%	0.9%	0.8%	1.0%	-0.3%	-3.6%	-3.4%	-10.4%	-4.3%	-3.4%	-3.9%	-2.0%
Variance from 2009/10	0.8%	0.9%	-0.6%	1.5%	1.0%	-0.5%	1.7%	1.8%	-1.9%	3.0%	1.5%	0.1%	0.7%

#### Category C Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
2010/11 Target	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2010/11 Actual	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%
Variance from Target	5.4%	5.2%	1.2%	3.6%	5.1%	1.2%	3.0%	-3.4%	-12.9%	-1.7%	-1.3%	2.5%	0.5%
Variance from 2009/10	-6.7%	-7.2%	-11.9%	-8.0%	-5.4%	-9.6%	-3.4%	-9.3%	-14.1%	-7.3%	-5.0%	-0.8%	-7.4%

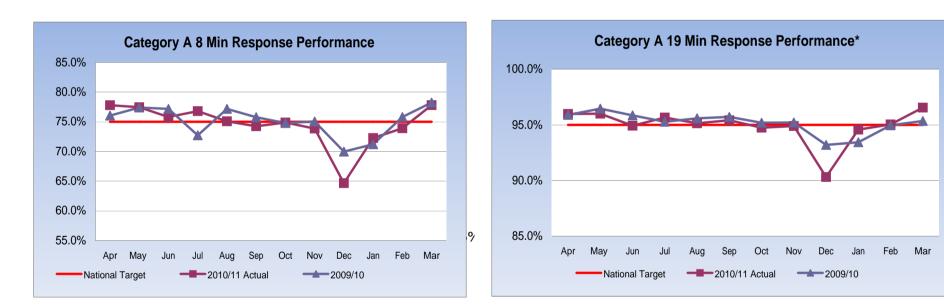


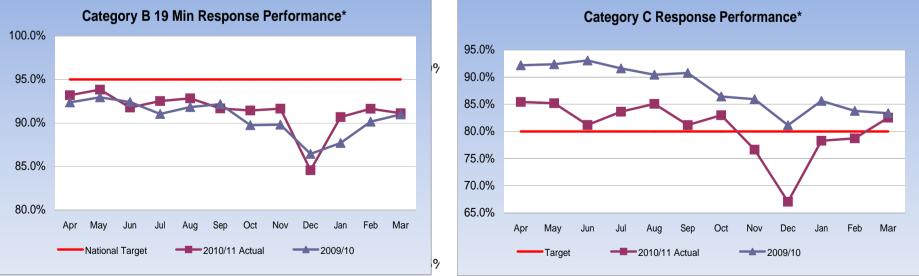
# **TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS**

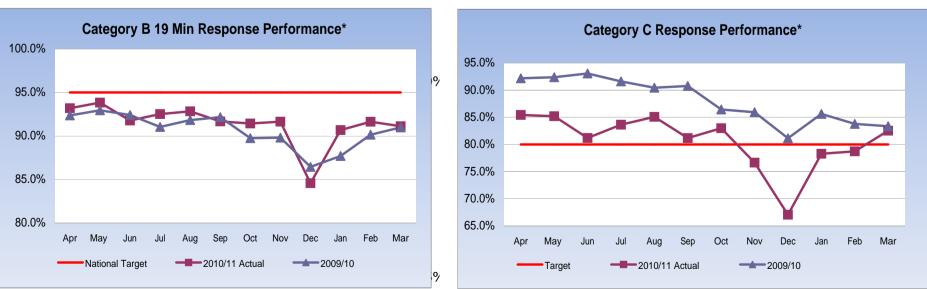
# ACTIVITY:



# PERFORMANCE:







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#### Category A 8 Minute Performance by Sector

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3236	3493	3266	3530	3373	3293	3636	3532	4321	3821	3468	3609	42,578
Gloucestershire	1811	1919	1797	1819	1794	1807	2055	2019	2471	2163	1864	2152	23,671
Wiltshire	2409	2755	2626	2732	2607	2594	2807	2684	3264	3013	2612	2821	32,924
Other/Unknown	40	59	39	46	52	48	51	40	57	52	37	34	555
Total	7,496	8,226	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,616	99,728
Compliant Cat A Responses													

Compliant Cat A Responses													
	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2478	2716	2432	2656	2525	2426	2776	2534	2676	2638	2493	2840	31,190
Gloucestershire	1437	1496	1399	1446	1369	1372	1547	1564	1594	1655	1453	1711	18,043
Wiltshire	1905	2148	2020	2133	1973	1936	2068	2007	2264	2234	1949	2145	24,782
Other/Unknown	11	11	7	6	9	14	10	7	6	12	4	8	105
Total	5,831	6,371	5,858	6,241	5,876	5,748	6,401	6,112	6,540	6,539	5,899	6,704	74,120

#### Cat A 8 Min Performance

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	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	76.6%	77.8%	74.5%	75.2%	74.9%	73.7%	76.3%	71.74%	61.93%	69.04%	71.89%	78.69%	73.3%
Gloucestershire	79.3%	78.0%	77.9%	79.5%	76.3%	75.9%	75.3%	77.46%	64.51%	76.51%	77.95%	79.51%	76.2%
Wiltshire	79.1%	78.0%	76.9%	78.1%	75.7%	74.6%	73.7%	74.78%	69.36%	74.15%	74.62%	76.04%	75.3%
Other/Unknown	27.5%	18.6%	17.9%	13.0%	17.3%	29.2%	19.6%	17.50%	10.53%	23.08%	10.81%	23.53%	18.9%
Total	77.8%	77.4%	75.8%	76.8%	75.1%	74.2%	74.9%	73.9%	64.7%	72.3%	73.9%	77.8%	74.3%

#### Category A 8 Minute Performance by PCT

Category A Responses

	Apr-10	Mav-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	531	608	541	568	553	557	667	564	681	662	577	584	7,093
Bristol	1,658	1,803	1,776	1,893	1,761	1,754	1,882	1,795	2,196	1,991	1,833	1,889	22,231
Gloucestershire	1,811	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,471	2,163	1,864	2,152	23,671
North Somerset	742	797	716	830	738	739	865	781	936	855	747	796	9,542
South Gloucestershire	752	814	713	728	788	712	795	887	1,074	871	803	835	9,772
Swindon	612	710	655	736	674	697	670	736	852	831	712	749	8,634
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	1,624	1,406	1,577	18,218
Other/Unknown	40	60	40	46	53	49	53	42	59	52	39	34	567
Territoria de la construcción de la													
Total	7,496	8,22€	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,61€	99,728

Compliant Cat A Responses

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
401	472	409	450	410	419	490	424	451	477	426	442	5,271
1,379	1,498	1,453	1,534	1,472	1,419	1,538	1,378	1,459	1,531	1,438	1,636	17,735
1,437	1,496	1,399	1,446	1,369	1,372	1,547	1,564	1,594	1,655	1,453	1,711	18,043
531	586	485	619	510	496	632	563	572	543	514	558	6,609
530	588	465	461	503	461	548	557	595	506	498	585	6,297
566	636	596	654	615	605	588	641	740	735	633	670	7,679
976	1,084	1,044	1,071	988	962	1,048	978	1,122	1,080	933	1,094	12,380
11	11	7	6	9	14	10	7	7	12	4	8	106
5,831	6,371	5,858	6,241	5,876	5,748	6,401	6,112	6,540	6,539	5,899	6,704	74,120
	401 1,379 1,437 531 530 566 976 11	401         472           1,379         1,49€           1,437         1,49€           531         586           530         588           566         636           976         1,084           11         11	401         472         409           1,379         1,49٤         1,453           1,437         1,49€         1,399           531         586         485           530         588         465           566         636         596           976         1,084         1,044           11         11         7	401         472         409         450           1,379         1,498         1,453         1,534           1,437         1,496         1,399         1,446           531         586         485         619           530         588         465         461           566         636         596         654           976         1,084         1,044         1,071           11         11         7         6	401         472         409         450         410           1,379         1,498         1,453         1,534         1,472           1,437         1,496         1,399         1,446         1,369           531         586         485         619         510           530         588         465         461         503           566         636         596         654         615           976         1,084         1,044         1,071         988           11         11         7         6         9		$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$					

#### Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	75.5%	77.6%	75.6%	79.2%	74.1%	75.2%	73.46%	75.18%	66.23%	72.05%	73.83%	75.68%	74.3%
Bristol	83.17%	83.08%	81.81%	81.04%	83.59%	80.90%	81.72%	76.77%	66.44%	76.90%	78.45%	86.61%	79.8%
Gloucestershire	79.35%	77.96%	77.85%	79.49%	76.31%	75.93%	75.28%	77.46%	64.51%	76.51%	77.95%	79.51%	76.2%
North Somerset	71.56%	73.53%	67.74%	74.58%	69.11%	67.12%	73.06%	72.09%	61.11%	63.51%	68.81%	70.10%	69.3%
South Gloucestershire	70.48%	72.24%	65.22%	63.32%	63.83%	64.75%	68.93%	62.80%	55.40%	58.09%	62.02%	70.06%	64.4%
Swindon	92.48%	89.58%	90.99%	88.86%	91.25%	86.80%	87.76%	87.09%	86.85%	88.45%	88.90%	89.45%	88.9%
Wiltshire	72.30%	71.55%	70.07%	71.07%	67.44%	67.41%	67.09%	67.40%	60.85%	66.50%	66.36%	69.37%	68.0%
Other/Unknown	27.50%	18.33%	17.50%	13.04%	16.98%	28.57%	18.87%	16.67%	11.86%	23.08%	10.26%	23.53%	18.7%
Total	77.8%	77.4%	75.8%	76.8%	75.1%	74.2%	74.9%	73.9%	64.7%	72.3%	73.9%	77.8%	74.3%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
1,658	1,803	1,776	1,893	1,761	1,754	1,882	1,795	2,196	1,991	1,833	1,889	22,231
752	814	713	728	788	712	795	887	1,074	871	803	835	9,772
742	797	716	830	738	739	865	781	936	855	747	796	9,542
531	608	541	568	553	557	667	564	681	662	577	584	7,093
225	246	259	249	258	249	288	229	319	284	235	244	3,085
219	218	242	259	248	228	256	260	278	258	242	242	2,950
211	187	202	222	216	226	246	241	302	262	247	236	2,798
405	433	355	342	335	410	444	477	551	440	361	520	5,073
431	481	454	430	425	421	483	490	609	537	448	511	5,720
320	354	285	317	312	273	338	322	412	382	331	399	4,045
205	234	244	224	229	202	257	259	298	258	207	244	2,861
372	445	417	478	434	403	418	409	499	443	381	462	5,161
606	700	645	727	662	684	657	730	848	824	703	739	8,525
464	484	428	454	462	471	471	442	598	512	496	472	5,754
309	352	401	351	340	351	416	341	449	411	322	399	4,442
46	70	50	55	65	62	66	48	63	59	48	44	676
7 406	0 226	7 7 2 9	9 1 2 7	7 926	7 740	9 6 4 6	9 276	10 115	0.046	7 091	9 616	99,728
	1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309	1,658         1,803           752         814           742         797           531         608           225         246           219         218           211         187           405         433           431         481           320         354           205         234           372         445           606         700           464         484           309         352           46         70	1,658         1,805         1,776           752         814         713           742         797         716           531         608         541           225         246         259           219         218         242           211         187         202           405         433         355           431         481         454           320         354         285           205         234         244           372         445         417           606         700         645           464         484         428           309         352         401           46         70         50	1,658         1,800         1,776         1,893           752         814         713         728           742         797         716         830           531         608         541         568           225         246         259         249           219         218         242         259           211         187         202         222           405         433         355         342           431         481         454         430           320         354         285         317           205         234         244         224           372         445         417         478           606         700         645         727           464         484         428         454           309         352         401         351           46         70         50         55	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $

Compliant Cat A Responses													
	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,379	1,498	1,453	1,534	1,472	1,419	1,538	1,378	1,459	1,531	1,438	1,63€	17,735
South Gloucestershire	530	588	465	461	503	461	548	557	595	506	498	585	6,297
North Somerset	531	586	485	619	510	496	632	563	572	543	514	558	6,605
Bath and North East Somerset	401	472	409	450	410	419	490	424	451	477	426	442	5,271
Forest of Dean	137	147	171	176	157	145	168	145	152	178	151	172	1,899
Cotswold	137	117	123	162	125	132	136	148	128	124	126	129	1,587
Tewkesbury	164	142	152	173	171	163	185	173	180	206	196	185	2,090
Cheltenham	376	409	333	322	321	376	420	441	428	399	348	496	4,669
Gloucester	400	437	420	384	382	387	431	443	488	488	410	471	5,141
Stroud	223	244	200	229	213	169	207	214	218	260	222	258	2,657
Kennet	136	130	131	129	129	101	144	139	154	139	116	122	1,570
North Wiltshire	277	317	299	347	294	276	282	286	290	296	238	316	3,518
Swindon	564	634	593	650	613	602	587	640	740	733	628	668	7,652
West Wiltshire	347	378	321	333	338	329	340	307	375	372	354	375	4,169
Salisbury	216	259	293	262	227	256	282	246	303	273	225	281	3,123
Other/Unknown	13	13	10	10	11	17	11	8	7	14	9	10	133
T-4-1	5 004	0.074	5.050	0.044	F 070	E 740	0.404	0.440	0.540	0.500	5.000	0.704	74.400
Total	5,831	6,371	5,858	6,241	5,876	5,748	6,401	6,112	6,540	6,539	5,899	6,704	74,120

#### Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	83.2%	83.1%	81.8%	81.0%	83.6%	80.9%	81.72%	76.77%	66.44%	76.90%	78.45%	86.61%	79.8%
South Gloucestershire	70.48%	72.24%	65.22%	63.32%	63.83%	64.75%	68.93%	62.80%	55.40%	58.09%	62.02%	70.06%	64.4%
North Somerset	71.56%	73.53%	67.74%	74.58%	69.11%	67.12%	73.06%	72.09%	61.11%	63.51%	68.81%	70.10%	69.3%
Bath and North East Somerset	75.52%	77.63%	75.60%	79.23%	74.14%	75.22%	73.46%	75.18%	66.23%	72.05%	73.83%	75.68%	74.3%
Forest of Dean	60.89%	59.76%	66.02%	70.68%	60.85%	58.23%	58.33%	63.32%	47.65%	62.68%	64.26%	70.49%	61.6%
Cotswold	62.56%	53.67%	50.83%	62.55%	50.40%	57.89%	53.13%	56.92%	46.04%	48.06%	52.07%	53.31%	53.8%
Tewkesbury	77.73%	75.94%	75.25%	77.93%	79.17%	72.12%	75.20%	71.78%	59.60%	78.63%	79.35%	78.39%	74.7%
Cheltenham	92.84%	94.46%	93.80%	94.15%	95.82%	91.71%	94.59%	92.45%	77.68%	90.68%	96.40%	95.38%	92.0%
Gloucester	92.81%	90.85%	92.51%	89.30%	89.88%	91.92%	89.23%	90.41%	80.13%	90.88%	91.52%	92.17%	89.9%
Stroud	69.69%	68.93%	70.18%	72.24%	68.27%	61.90%	61.24%	66.46%	52.91%	68.06%	67.07%	64.66%	65.7%
Kennet	66.34%	55.56%	53.69%	57.59%	56.33%	50.00%	56.03%	53.67%	51.68%	53.88%	56.04%	50.00%	54.9%
North Wiltshire	74.46%	71.24%	71.70%	72.59%	67.74%	68.49%	67.46%	69.93%	58.12%	66.82%	62.47%	68.40%	68.2%
Swindon	93.07%	90.57%	91.94%	89.41%	92.60%	88.01%	89.35%	87.67%	87.26%	88.96%	89.33%	90.39%	89.8%
West Wiltshire	74.78%	78.10%	75.00%	73.35%	73.16%	69.85%	72.19%	69.46%	62.71%	72.66%	71.37%	79.45%	72.5%
Salisbury	69.90%	73.58%	73.07%	74.64%	66.76%	72.93%	67.79%	72.14%	67.48%	66.42%	69.88%	70.43%	70.3%
Other/Unknown	28.26%	18.57%	20.00%	18.18%	16.92%	27.42%	16.67%	16.67%	11.11%	23.73%	18.75%	22.73%	19.7%
Total	77.8%	77.4%	75.8%	76.8%	75.1%	74.2%	74.9%	73.9%	64.7%	72.3%	73.9%	77.8%	74.3%
TUIdi	11.0%	11.4%	15.6%	10.8%	75.1%	14.2%	74.9%	13.9%	04.7%	12.3%	13.9%	11.0%	14.3%

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#### Category A 19 Minute Performance by Sector

#### Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3236	3493	3266	3530	3373	3293	3636	3532	4321	3821	3468	3609	42,578
Gloucestershire	1811	1919	1797	1819	1794	1807	2055	2019	2471	2163	1864	2152	23,671
Wiltshire	2409	2755	2626	2732	2607	2594	2807	2684	3264	3013	2612	2821	32,924
Other/Unknown	40	59	39	46	52	48	51	40	57	52	37	34	555
Total	7,496	8,226	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,616	99,728

#### Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3122	3372	3124	3404	3221	3164	3486	3358	3919	3636	3326	3518	40,650
Gloucestershire	1734	1842	1723	1740	1722	1733	1951	1941	2208	2052	1779	2089	22,514
Wiltshire	2309	2638	2462	2596	2468	2455	2627	2529	2971	2839	2455	2689	31,038
Other/Unknown	30	45	27	34	35	35	36	25	36	31	25	23	382
Total	7,195	7,897	7,336	7,774	7,446	7,387	8,100	7,853	9,134	8,558	7,585	8,319	94,584

#### Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	96.5%	96.5%	95.7%	96.4%	95.5%	96.1%	95.9%	95.1%	90.70%	95.16%	95.91%	97.48%	95.5%
Gloucestershire	95.7%	96.0%	95.9%	95.7%	96.0%	95.9%	94.9%	96.1%	89.36%	94.87%	95.44%	97.07%	95.1%
Wiltshire	95.8%	95.8%	93.8%	95.0%	94.7%	94.6%	93.6%	94.2%	91.02%	94.23%	93.99%	95.32%	94.3%
Other/Unknown	75.0%	76.3%	69.2%	73.9%	67.3%	72.9%	70.6%	62.5%	63.16%	59.62%	67.57%	67.65%	68.8%
Total	96.0%	96.0%	94.9%	95.7%	95.1%	95.4%	94.7%	94.9%	90.3%	94.6%	95.0%	96.6%	94.8%

Category A 19 Minute Performance by PCT

#### Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	531	608	541	568	553	557	667	564	681	662	577	584	7,093
Bristol	1,658	1,803	1,776	1,893	1,761	1,754	1,882	1,795	2,196	1,991	1,833	1,889	22,231
Gloucestershire	1,811	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,471	2,163	1,864	2,152	23,671
North Somerset	742	797	716	830	738	739	865	781	936	855	747	796	9,542
South Gloucestershire	752	814	713	728	788	712	795	887	1,074	871	803	835	9,772
Swindon	612	710	655	736	674	697	670	736	852	831	712	749	8,634
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	1,624	1,406	1,577	18,218
Other/Unknown	40	60	40	46	53	49	53	42	59	52	39	34	567
Total	7,496	8,226	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,616	99,728

#### Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	514	581	504	535	520	536	615	529	616	615	539	552	6,656
Bristol	1,627	1,760	1,715	1,855	1,688	1,699	1,825	1,731	2,040	1,916	1,777	1,854	21,487
Gloucestershire	1,734	1,842	1,723	1,740	1,722	1,733	1,951	1,941	2,208	2,052	1,779	2,089	22,514
North Somerset	694	755	665	784	697	695	816	741	800	800	709	765	8,921
South Gloucestershire	720	784	686	696	756	685	758	822	988	827	761	818	9,301
Swindon	602	702	647	725	668	687	666	729	838	812	705	741	8,522
Wiltshire	1,274	1,427	1,368	1,405	1,359	1,316	1,431	1,333	1,607	1,505	1,288	1,477	16,790
Other/Unknown	30	46	28	34	36	36	38	27	37	31	27	23	393

## Total 7,195 7,897 7,33€ 7,774 7,44€ 7,387 8,10€ 7,85€ 9,134 8,55€ 7,58€ 8,31€ 94,584

#### Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	96.8%	95.6%	93.2%	94.2%	94.0%	96.2%	92.20%	93.79%	90.46%	92.90%	93.41%	94.52%	93.8%
Bristol	98.13%	97.62%	96.57%	97.99%	95.85%	96.86%	96.97%	96.43%	92.90%	96.23%	96.94%	98.15%	96.65%
Gloucestershire	95.75%	95.99%	95.88%	95.66%	95.99%	95.90%	94.94%	96.14%	89.36%	94.87%	95.44%	97.07%	95.1%
North Somerset	93.53%	94.73%	92.88%	94.46%	94.44%	94.05%	94.34%	94.88%	85.47%	93.57%	94.91%	96.11%	93.5%
South Gloucestershire	95.74%	96.31%	96.21%	95.60%	95.94%	96.21%	95.35%	92.67%	91.99%	94.95%	94.77%	97.96%	95.2%
Swindon	98.37%	98.87%	98.78%	98.51%	99.11%	98.57%	99.40%	99.05%	98.36%	97.71%	99.02%	98.93%	98.7%
Wiltshire	94.37%	94.19%	91.81%	93.23%	92.76%	92.22%	91.61%	91.87%	87.15%	92.67%	91.61%	93.66%	92.2%
Other/Unknown	75.00%	76.67%	70.00%	73.91%	67.92%	73.47%	71.70%	64.29%	62.71%	59.62%	69.23%	67.65%	69.3%
Total	96.0%	96.0%	94.9%	95.7%	95.1%	95.4%	94.7%	94.9%	90.3%	94.6%	95.0%	96.6%	94.8%

#### Category A 19 Minute Performance by District Council / Unitary Authority

#### Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,658	1,803	1,776	1,893	1,761	1,754	1,882	1,795	2,196	1,991	1,833	1,889	22,231
South Gloucestershire	752	814	713	728	788	712	795	887	1,074	871	803	835	9,772
North Somerset	742	797	716	830	738	739	865	781	936	855	747	796	9,542
Bath and North East Somerset	531	608	541	568	553	557	667	564	681	662	577	584	7,093
Forest of Dean	225	246	259	249	258	249	288	229	319	284	235	244	3,085
Cotswold	219	218	242	259	248	228	256	260	278	258	242	242	2,950
Tewkesbury	211	187	202	222	216	226	246	241	302	262	247	236	2,798
Cheltenham	405	433	355	342	335	410	444	477	551	440	361	520	5,073
Gloucester	431	481	454	430	425	421	483	490	609	537	448	511	5,720
Stroud	320	354	285	317	312	273	338	322	412	382	331	399	4,045
Kennet	205	234	244	224	229	202	257	259	298	258	207	244	2,861
North Wiltshire	372	445	417	478	434	403	418	409	499	443	381	462	5,161
Swindon	606	700	645	727	662	684	657	730	848	824	703	739	8,525
West Wiltshire	464	484	428	454	462	471	471	442	598	512	496	472	5,754
Salisbury	309	352	401	351	340	351	416	341	449	411	322	399	4,442
Other/Unknown	46	70	50	55	65	62	66	48	63	59	48	44	676
Total	7,496	8,226	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,616	99,728

#### Compliant Cat A Responses

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	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,627	1,760	1,715	1,855	1,688	1,699	1,825	1,731	2,040	1,916	1,777	1,854	21,487
South Gloucestershire	720	784	686	696	756	685	758	822	988	827	761	818	9,301
North Somerset	694	755	665	784	697	695	816	741	800	800	709	765	8,921
Bath and North East Somerset	514	581	504	535	520	536	615	529	616	615	539	552	6,656
Forest of Dean	214	233	250	237	238	235	268	218	275	267	220	233	2,888
Cotswold	185	178	202	223	212	196	209	217	191	214	198	208	2,433
Tewkesbury	207	186	199	221	212	223	239	238	285	255	243	235	2,743
Cheltenham	402	430	355	336	334	408	440	474	521	432	358	520	5,010
Gloucester	428	476	449	427	424	416	479	487	584	528	447	507	5,652
Stroud	298	339	268	296	302	255	316	307	352	356	313	386	3,788
Kennet	186	214	219	199	207	178	226	225	251	232	184	219	2,540
North Wiltshire	349	416	390	446	402	371	382	366	422	402	343	432	4,721
Swindon	596	692	637	717	656	675	653	723	834	806	696	731	8,416
West Wiltshire	448	465	391	429	435	437	440	419	531	486	464	449	5,394
Salisbury	291	332	368	331	315	330	383	323	403	385	297	377	4,135
Other/Unknown	36	56	38	42	48	48	51	33	41	37	36	33	499
Total	7,195	7,897	7,336	7,774	7,446	7,387	8,100	7,853	9,134	8,558	7,585	8,319	94,584

#### Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	98.1%	97.6%	96.6%	98.0%	95.9%	96.9%	96.97%	96.43%	92.90%	96.23%	96.94%	98.15%	96.7%
South Gloucestershire	95.74%	96.31%	96.21%	95.60%	95.94%	96.21%	95.35%	92.67%	91.99%	94.95%	94.77%	97.96%	95.2%
North Somerset	93.53%	94.73%	92.88%	94.46%	94.44%	94.05%	94.34%	94.88%	85.47%	93.57%	94.91%	96.11%	93.5%
Bath and North East Somerset	96.80%	95.56%	93.16%	94.19%	94.03%	96.23%	92.20%	93.79%	90.46%	92.90%	93.41%	94.52%	93.8%
Forest of Dean	95.11%	94.72%	96.53%	95.18%	92.25%	94.38%	93.06%	95.20%	86.21%	94.01%	93.62%	95.49%	93.6%
Cotswold	84.47%	81.65%	83.47%	86.10%	85.48%	85.96%	81.64%	83.46%	68.71%	82.95%	81.82%	85.95%	82.5%
Tewkesbury	98.10%	99.47%	98.51%	99.55%	98.15%	98.67%	97.15%	98.76%	94.37%	97.33%	98.38%	99.58%	98.0%
Cheltenham	99.26%	99.31%	100.00%	98.25%	99.70%	99.51%	99.10%	99.37%	94.56%	98.18%	99.17%	100.00%	98.8%
Gloucester	99.30%	98.96%	98.90%	99.30%	99.76%	98.81%	99.17%	99.39%	95.89%	98.32%	99.78%	99.22%	98.8%
Stroud	93.13%	95.76%	94.04%	93.38%	96.79%	93.41%	93.49%	95.34%	85.44%	93.19%	94.56%	96.74%	93.6%
Kennet	90.73%	91.45%	89.75%	88.84%	90.39%	88.12%	87.94%	86.87%	84.23%	89.92%	88.89%	89.75%	88.8%
North Wiltshire	93.82%	93.48%	93.53%	93.31%	92.63%	92.06%	91.39%	89.49%	84.57%	90.74%	90.03%	93.51%	91.5%
Swindon	98.35%	98.86%	98.76%	98.62%	99.09%	98.68%	99.39%	99.04%	98.35%	97.82%	99.00%	98.92%	98.7%
West Wiltshire	96.55%	96.07%	91.36%	94.49%	94.16%	92.78%	93.42%	94.80%	88.80%	94.92%	93.55%	95.13%	93.7%
Salisbury	94.17%	94.32%	91.77%	94.30%	92.65%	94.02%	92.07%	94.72%	89.76%	93.67%	92.24%	94.49%	93.1%
Other/Unknown	78.26%	80.00%	76.00%	76.36%	73.85%	77.42%	77.27%	68.75%	65.08%	62.71%	75.00%	75.00%	73.8%
Total	96.0%	96.0%	94.9%	95.7%	95.1%	95.4%	94.7%	94.9%	90.3%	94.6%	95.0%	96.6%	94.8%

#### Category B 19 Minute Performance by Sector

#### Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3180	3388	3278	3282	3201	3222	3284	3050	3355	3186	2818	3136	38,380
Gloucestershire	1807	1933	1796	1864	1773	1769	1898	1795	2018	1788	1625	1909	21,975
Wiltshire	2522	2733	2613	2592	2658	2530	2623	2399	2737	2440	2256	2530	30,633
Other/Unknown	74	80	91	78	64	81	69	56	70	72	66	71	872
Total	7,583	8,134	7,778	7,81€	7,69€	7,602	7,874	7,300	8,18(	7,48€	6,765	7,64€	91,860

#### Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2893	3162	2943	2997	2933	2889	2973	2716	2689	2828	2479	2690	34,192
Gloucestershire	1719	1822	1713	1766	1692	1667	1771	1698	1757	1666	1545	1844	20,660
Wiltshire	2406	2586	2413	2415	2478	2359	2406	2235	2430	2251	2128	2386	28,493
Other/Unknown	48	62	69	53	41	54	49	41	42	43	47	47	596
Total	7,066	7,632	7,138	7,231	7,144	6,969	7,199	6,690	6,918	6,788	6,199	6,967	83,941

#### Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	91.0%	93.3%	89.8%	91.3%	91.6%	89.7%	90.5%	89.0%	80.15%	88.76%	87.97%	85.78%	89.1%
Gloucestershire	95.1%	94.3%	95.4%	94.7%	95.4%	94.2%	93.3%	94.6%	87.07%	93.18%	95.08%	96.60%	94.0%
Wiltshire	95.4%	94.6%	92.3%	93.2%	93.2%	93.2%	91.7%	93.2%	88.78%	92.25%	94.33%	94.31%	93.0%
Other/Unknown	64.9%	77.5%	75.8%	67.9%	64.1%	66.7%	71.0%	73.2%	60.00%	59.72%	71.21%	66.20%	68.3%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	90.7%	91.6%	91.1%	91.4%

Category B 19 Minute Performance by PCT

#### Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	553	561	528	498	556	531	586	492	602	537	474	551	6,469
Bristol	1,768	1,892	1,795	1,740	1,753	1,743	1,800	1,613	1,769	1,733	1,578	1,721	20,905
Gloucestershire	1,807	1,933	1,796	1,864	1,773	1,769	1,898	1,795	2,018	1,788	1,625	1,905	21,975
North Somerset	724	705	721	798	714	722	702	711	749	685	577	648	8,456
South Gloucestershire	621	703	695	683	662	675	701	656	744	700	588	678	8,106
Swindon	636	723	713	765	701	650	661	636	715	657	627	631	8,115
Wiltshire	1,400	1,53€	1,438	1,389	1,472	1,430	1,453	1,34(	1,51(	1,313	1,22§	1,435	16,945
Other/Unknown	74	81	92	79	65	82	73	57	73	73	67	73	889
Total	7,583	8,134	7,778	7,81€	7,696	7,602	7,874	7,300	8,180	7,486	6,765	7,64€	91,860

#### Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	528	537	486	464	501	502	529	450	531	503	437	511	5,979
Bristol	1,634	1,78€	1,627	1,599	1,620	1,578	1,634	1,443	1,430	1,555	1,384	1,481	18,771
Gloucestershire	1,719	1,822	1,713	1,76€	1,692	1,667	1,771	1,698	1,757	1,66€	1,545	1,844	20,660
North Somerset	638	658	637	740	662	649	643	655	609	590	524	565	7,570
South Gloucestershire	559	638	619	607	591	594	626	561	573	624	515	569	7,076
Swindon	625	705	705	750	694	632	646	624	682	636	610	615	7,924
Wiltshire	1,315	1,423	1,281	1,251	1,342	1,292	1,298	1,217	1,292	1,17(	1,13€	1,333	15,350
Other/Unknown	48	63	70	54	42	55	52	42	44	44	48	49	611

# Total 7,066 7,632 7,13٤ 7,231 7,144 6,965 7,195 6,690 6,918 6,788 6,195 6,967 83,941

#### Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	95.5%	95.7%	92.0%	93.2%	90.1%	94.5%	90.27%	91.46%	88.21%	93.67%	92.19%	92.74%	92.4%
Bristol	92.42%	94.40%	90.64%	91.90%	92.41%	90.53%	90.78%	89.46%	80.84%	89.73%	87.71%	86.05%	89.8%
Gloucestershire	95.13%	94.26%	95.38%	94.74%	95.43%	94.23%	93.31%	94.60%	87.07%	93.18%	95.08%	96.60%	94.0%
North Somerset	88.12%	93.33%	88.35%	92.73%	92.72%	89.89%	91.60%	92.12%	81.31%	86.13%	90.81%	87.19%	89.5%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	89.27%	88.00%	89.30%	85.52%	77.02%	89.14%	87.59%	83.92%	87.3%
Swindon	98.27%	97.51%	98.88%	98.04%	99.00%	97.23%	97.73%	98.11%	95.38%	96.80%	97.29%	97.46%	97.6%
Wiltshire	93.93%	92.64%	89.08%	90.06%	91.17%	90.35%	89.33%	90.82%	85.56%	89.11%	92.43%	92.89%	90.6%
Other/Unknown	64.86%	77.78%	76.09%	68.35%	64.62%	67.07%	71.23%	73.68%	60.27%	60.27%	71.64%	67.12%	68.7%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	90.7%	91.6%	91.1%	91.4%

#### Category B 19 Minute Performance by District Council / Unitary Authority

#### Category B Responses

	A	May 40	1 m 40	1.1.40	A	0	0-140	New 40	Dec 40	lan 44	Est. 44	Man 44	VTD
	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,768	1,892	1,795	1,740	1,753	1,743	1,800	1,613	1,769	1,733	1,578	1,721	20,905
South Gloucestershire	621	703	695	683	662	675	701	656	744	700	588	678	8,106
North Somerset	724	705	721	798	714	722	702	711	749	685	577	648	8,456
Bath and North East Somerset	553	561	528	498	556	531	586	492	602	537	474	551	6,469
Forest of Dean	231	247	217	285	229	205	251	233	259	221	201	223	2,802
Cotswold	188	242	213	230	214	211	240	199	238	223	182	213	2,593
Tewkesbury	198	192	200	204	184	221	200	214	254	195	207	237	2,506
Cheltenham	402	387	374	345	361	353	387	340	416	359	330	409	4,463
Gloucester	495	503	459	494	438	491	518	517	532	507	450	490	5,894
Stroud	293	362	333	306	347	288	302	292	319	283	255	337	3,717
Kennet	216	251	216	259	246	228	228	189	233	207	190	244	2,707
North Wiltshire	356	387	393	361	357	358	360	349	379	362	332	362	4,356
Swindon	627	717	710	755	697	643	651	632	709	651	621	626	8,039
West Wiltshire	468	514	464	416	464	468	485	450	522	443	395	457	5,546
Salisbury	360	384	365	353	405	376	380	352	376	301	312	372	4,336
Other/Unknown	83	87	95	89	69	89	83	61	79	79	73	78	965
Total	7,583	8,134	7,778	7,81€	7,69€	7,602	7,874	7,300	8,18(	7,48€	6,765	7,64€	91,860

#### Compliant Cat B Responses

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
1,634	1,786	1,627	1,599	1,620	1,578	1,634	1,443	1,430	1,555	1,384	1,481	18,771
559	638	619	607	591	594	626	561	573	624	515	569	7,076
638	658	637	740	662	649	643	655	609	590	524	565	7,570
528	537	486	464	501	502	529	450	531	503	437	511	5,979
216	227	201	259	210	187	221	208	205	193	178	212	2,517
145	189	178	192	181	169	186	169	161	178	154	175	2,077
194	185	196	196	180	216	192	209	229	190	203	237	2,427
397	383	369	341	359	350	385	335	396	355	329	406	4,405
489	498	455	487	428	477	506	495	492	490	439	489	5,745
278	340	314	291	334	268	281	282	274	260	242	325	3,489
193	223	180	222	208	196	187	153	190	172	162	215	2,301
337	355	360	327	328	331	322	321	316	323	311	336	3,967
616	699	702	740	691	625	638	620	678	630	604	610	7,853
442	486	405	379	423	421	436	413	449	403	372	434	5,063
343	359	336	323	383	344	353	330	337	272	291	348	4,019
57	69	73	64	45	62	60	46	48	50	54	54	682
7.066	7.621	7 1 2 (	7 221	714/	6 06(	7 100	6 60(	6.015	6 700	6 100	6.067	83,941
	559 638 528 216 145 194 397 489 278 193 337 616 442 343	559         638           638         658           528         537           216         227           145         189           194         185           397         383           489         498           278         340           193         223           337         355           616         699           442         486           343         359           57         69	559         638         619           638         658         637           528         537         486           216         227         201           145         189         178           194         185         196           397         383         369           489         498         455           278         340         314           193         223         180           337         355         360           616         699         702           442         486         405           343         359         336           57         69         73	559         638         619         607           638         658         637         740           528         537         486         464           216         227         201         259           145         189         178         192           194         185         196         196           397         383         369         341           489         498         455         487           278         340         314         291           193         223         180         222           337         355         360         327           616         699         702         740           442         486         405         379           343         359         336         323           57         69         73         64	559         638         619         607         591           638         658         637         740         662           528         537         486         464         501           216         227         201         259         210           145         189         178         192         181           194         185         196         196         180           397         383         369         341         359           489         498         455         487         428           278         340         314         291         334           193         223         186         222         208           337         355         360         327         328           616         699         702         740         691           442         486         405         375         423           343         359         336         323         383           57         69         73         64         45	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c c c c c c c c c c c c c c c c c c c $					

#### Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	92.42%	94.40%	90.64%	91.90%	92.41%	90.53%	90.78%	89.46%	80.84%	89.73%	87.71%	86.05%	89.8%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	89.27%	88.00%	89.30%	85.52%	77.02%	89.14%	87.59%	83.92%	87.3%
North Somerset	88.12%	93.33%	88.35%	92.73%	92.72%	89.89%	91.60%	92.12%	81.31%	86.13%	90.81%	87.19%	89.5%
Bath and North East Somerset	95.48%	95.72%	92.05%	93.17%	90.11%	94.54%	90.27%	91.46%	88.21%	93.67%	92.19%	92.74%	92.4%
Forest of Dean	93.51%	91.90%	92.63%	90.88%	91.70%	91.22%	88.05%	89.27%	79.15%	87.33%	88.56%	95.07%	89.8%
Cotswold	77.13%	78.10%	83.57%	83.48%	84.58%	80.09%	77.50%	84.92%	67.65%	79.82%	84.62%	82.16%	80.1%
Tewkesbury	97.98%	96.35%	98.00%	96.08%	97.83%	97.74%	96.00%	97.66%	90.16%	97.44%	98.07%	100.00%	96.8%
Cheltenham	98.76%	98.97%	98.66%	98.84%	99.45%	99.15%	99.48%	98.53%	95.19%	98.89%	99.70%	99.27%	98.7%
Gloucester	98.79%	99.01%	99.13%	98.58%	97.72%	97.15%	97.68%	95.74%	92.48%	96.65%	97.56%	99.80%	97.5%
Stroud	94.88%	93.92%	94.29%	95.10%	96.25%	93.06%	93.05%	96.58%	85.89%	91.87%	94.90%	96.44%	93.9%
Kennet	89.35%	88.84%	83.33%	85.71%	84.55%	85.96%	82.02%	80.95%	81.55%	83.09%	85.26%	88.11%	85.0%
North Wiltshire	94.66%	91.73%	91.60%	90.58%	91.88%	92.46%	89.44%	91.98%	83.38%	89.23%	93.67%	92.82%	91.1%
Swindon	98.25%	97.49%	98.87%	98.01%	99.14%	97.20%	98.00%	98.10%	95.63%	96.77%	97.26%	97.44%	97.7%
West Wiltshire	94.44%	94.55%	87.28%	91.11%	91.16%	89.96%	89.90%	91.78%	86.02%	90.97%	94.18%	94.97%	91.3%
Salisbury	95.28%	93.49%	92.05%	91.50%	94.57%	91.49%	92.89%	93.75%	89.63%	90.37%	93.27%	93.55%	92.7%
Other/Unknown	68.67%	79.31%	76.84%	71.91%	65.22%	69.66%	72.29%	75.41%	60.76%	63.29%	73.97%	69.23%	70.7%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	90.7%	91.6%	91.1%	91.4%

#### Category C Compliance by Sector

#### Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2231	2368	2387	2386	2185	2402	2332	2287	2742	2458	2208	2542	28,528
Gloucestershire	1556	1585	1547	1530	1613	1622	1677	1635	1869	1688	1503	1709	19,534
Wiltshire	1811	1975	1934	2017	1953	1913	2054	2009	2190	2042	1805	1987	23,690
Other/Unknown	29	27	33	30	40	29	27	33	21	24	27	31	351
Total	5,627	5,955	5,901	5,963	5,791	5,966	6,090	5,964	6,822	6,212	5,543	6,269	72,103

#### Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	1762	1981	1792	1869	1753	1780	1846	1598	1607	1775	1673	2014	21,450
Gloucestershire	1415	1385	1343	1356	1412	1393	1417	1341	1338	1401	1245	1448	16,494
Wiltshire	1603	1682	1626	1734	1727	1643	1771	1607	1614	1670	1420	1688	19,785
Other/Unknown	27	25	30	28	35	27	20	25	16	17	26	24	300
Total	4,807	5,073	4,791	4,987	4,927	4,843	5,054	4,571	4,575	4,863	4,364	5,174	58,029

#### Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	79.0%	83.7%	75.1%	78.3%	80.2%	74.1%	79.2%	69.9%	58.61%	72.21%	75.77%	79.23%	75.2%
Gloucestershire	90.9%	87.4%	86.8%	88.6%	87.5%	85.9%	84.5%	82.0%	71.59%	83.00%	82.83%	84.73%	84.4%
Wiltshire	88.5%	85.2%	84.1%	86.0%	88.4%	85.9%	86.2%	80.0%	73.70%	81.78%	78.67%	84.95%	83.5%
Other/Unknown	93.1%	92.6%	90.9%	93.3%	87.5%	93.1%	74.1%	75.8%	76.19%	70.83%	96.30%	77.42%	85.5%
Total	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%

Category C Compliance by PCT

#### Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	384	443	438	410	377	436	444	454	438	439	393	458	5,114
Bristol	1,053	1,128	1,085	1,104	1,057	1,059	1,109	1,112	1,293	1,151	1,085	1,185	13,421
Gloucestershire	1,556	1,585	1,547	1,530	1,613	1,622	1,677	1,635	1,869	1,688	1,503	1,709	19,534
North Somerset	523	503	569	526	487	588	519	484	618	583	463	554	6,417
South Gloucestershire	605	668	655	690	585	698	634	619	750	668	595	709	7,876
Swindon	405	460	439	491	460	442	474	487	510	458	441	408	5,475
Wiltshire	1,072	1,141	1,134	1,178	1,170	1,091	1,205	1,140	1,320	1,200	1,036	1,215	13,902
Other/Unknown	29	27	34	34	42	30	28	33	24	25	27	31	364
Total	5,627	5,955	5,901	5,963	5,791	5,966	6,090	5,964	6,822	6,212	5,543	6,269	72,103

#### Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	341	386	351	355	330	375	379	351	309	363	326	382	4,248
Bristol	817	918	804	852	856	763	863	735	724	801	791	903	9,827
Gloucestershire	1,415	1,385	1,343	1,356	1,412	1,393	1,417	1,341	1,338	1,401	1,245	1,448	16,494
North Somerset	444	444	444	440	389	464	443	375	398	435	374	438	5,088
South Gloucestershire	460	561	490	526	463	511	487	433	445	499	458	598	5,931
Swindon	360	407	387	432	428	392	416	414	405	381	365	358	4,745
Wiltshire	943	947	941	995	1,012	917	1,028	897	937	965	779	1,023	11,384
Other/Unknown	27	25	31	31	37	28	21	25	19	18	26	24	312

# Total 4,807 5,075 4,791 4,987 4,927 4,845 5,054 4,571 4,575 4,865 4,364 5,174 58,029

#### Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	88.80%	87.13%	80.14%	86.59%	87.53%	86.01%	85.36%	77.31%	70.55%	82.69%	82.95%	83.41%	83.1%
Bristol	77.59%	81.38%	74.10%	77.17%	80.98%	72.05%	77.82%	66.10%	55.99%	69.59%	72.90%	76.20%	73.2%
Gloucestershire	90.94%	87.38%	86.81%	88.63%	87.54%	85.88%	84.50%	82.02%	71.59%	83.00%	82.83%	84.73%	84.4%
North Somerset	84.89%	88.27%	78.03%	83.65%	79.88%	78.91%	85.36%	77.48%	64.40%	74.61%	80.78%	79.06%	79.3%
South Gloucestershire	76.03%	83.98%	74.81%	76.23%	79.15%	73.21%	76.81%	69.95%	59.33%	74.70%	76.97%	84.34%	75.3%
Swindon	88.89%	88.48%	88.15%	87.98%	93.04%	88.69%	87.76%	85.01%	79.41%	83.19%	82.77%	87.75%	86.7%
Wiltshire	87.97%	83.00%	82.98%	84.47%	86.50%	84.05%	85.31%	78.68%	70.98%	80.42%	75.19%	84.20%	81.9%
Other/Unknown	93.10%	92.59%	91.18%	91.18%	88.10%	93.33%	75.00%	75.76%	79.17%	72.00%	96.30%	77.42%	85.7%
Total	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%

#### Category C Compliance by District Council / Unitary Authority

#### Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,053	1,128	1,085	1,104	1,057	1,059	1,109	1,112	1,293	1,151	1,085	1,185	13,421
South Gloucestershire	605	668	655	690	585	698	634	619	750	668	595	709	7,876
North Somerset	523	503	569	526	487	588	519	484	618	583	463	554	6,417
Bath and North East Somerset	384	443	438	410	377	436	444	454	438	439	393	458	5,114
Forest of Dean	189	216	202	201	211	202	217	245	247	212	186	199	2,527
Cotswold	242	264	280	222	263	241	261	226	272	240	222	243	2,976
Tewkesbury	181	173	175	191	193	172	210	199	217	194	163	221	2,289
Cheltenham	332	290	314	346	338	343	335	342	393	393	325	382	4,133
Gloucester	347	355	336	316	322	391	375	359	426	358	352	359	4,296
Stroud	265	287	240	254	286	273	279	264	314	291	255	305	3,313
Kennet	178	168	200	184	184	164	203	162	194	201	153	211	2,202
North Wiltshire	304	330	272	349	338	300	307	286	372	328	266	347	3,799
Swindon	399	456	432	485	448	440	463	483	508	450	437	403	5,404
West Wiltshire	348	379	372	372	343	366	390	391	442	373	359	375	4,510
Salisbury	242	264	290	273	305	261	305	301	312	298	258	282	3,391
Other/Unknown	35	31	41	40	54	32	39	37	26	33	31	36	435
Total	5,627	5,955	5,901	5,963	5,791	5,96€	6,090	5,964	6,822	6,212	5,543	6,269	72,103

#### Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	817	918	804	852	856	763	863	735	724	801	791	903	9,827
South Gloucestershire	460	561	490	526	463	511	487	433	445	499	458	598	5,931
North Somerset	444	444	444	440	389	464	443	375	398	435	374	438	5,088
Bath and North East Somerset	341	386	351	355	330	375	379	351	309	363	326	382	4,248
Forest of Dean	172	189	178	188	188	176	188	203	183	178	163	170	2,176
Cotswold	202	225	220	182	223	188	212	165	183	187	181	209	2,377
Tewkesbury	167	162	156	172	177	153	181	174	170	166	141	193	2,012
Cheltenham	306	260	279	309	303	290	291	278	301	339	275	328	3,559
Gloucester	324	310	304	286	279	352	320	292	297	288	277	310	3,639
Stroud	244	239	206	219	242	234	225	229	204	243	208	238	2,731
Kennet	152	134	161	159	161	136	180	132	141	156	116	171	1,799
North Wiltshire	267	273	238	296	287	256	257	215	261	270	186	291	3,097
Swindon	355	403	382	427	416	390	408	410	404	373	361	354	4,683
West Wiltshire	301	318	301	311	289	293	321	306	298	289	264	317	3,608
Salisbury	223	222	241	229	275	232	270	244	237	250	213	244	2,880
Other/Unknown	32	29	36	36	49	30	29	29	20	26	30	28	374
Total	4,807	5,073	4,791	4,987	4,927	4,843	5,054	4,571	4,575	4,863	4,364	5,174	58,029

#### Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	77.59%	81.38%	74.10%	77.17%	80.98%	72.05%	77.82%	66.10%	55.99%	69.59%	72.90%	76.20%	73.2%
South Gloucestershire	76.03%	83.98%	74.81%	76.23%	79.15%	73.21%	76.81%	69.95%	59.33%	74.70%	76.97%	84.34%	75.3%
North Somerset	84.89%	88.27%	78.03%	83.65%	79.88%	78.91%	85.36%	77.48%	64.40%	74.61%	80.78%	79.06%	79.3%
Bath and North East Somerset	88.80%	87.13%	80.14%	86.59%	87.53%	86.01%	85.36%	77.31%	70.55%	82.69%	82.95%	83.41%	83.1%
Forest of Dean	91.01%	87.50%	88.12%	93.53%	89.10%	87.13%	86.64%	82.86%	74.09%	83.96%	87.63%	85.43%	86.1%
Cotswold	83.47%	85.23%	78.57%	81.98%	84.79%	78.01%	81.23%	73.01%	67.28%	77.92%	81.53%	86.01%	79.9%
Tewkesbury	92.27%	93.64%	89.14%	90.05%	91.71%	88.95%	86.19%	87.44%	78.34%	85.57%	86.50%	87.33%	87.9%
Cheltenham	92.17%	89.66%	88.85%	89.31%	89.64%	84.55%	86.87%	81.29%	76.59%	86.26%	84.62%	85.86%	86.1%
Gloucester	93.37%	87.32%	90.48%	90.51%	86.65%	90.03%	85.33%	81.34%	69.72%	80.45%	78.69%	86.35%	84.7%
Stroud	92.08%	83.28%	85.83%	86.22%	84.62%	85.71%	80.65%	86.74%	64.97%	83.51%	81.57%	78.03%	82.4%
Kennet	85.39%	79.76%	80.50%	86.41%	87.50%	82.93%	88.67%	81.48%	72.68%	77.61%	75.82%	81.04%	81.7%
North Wiltshire	87.83%	82.73%	87.50%	84.81%	84.91%	85.33%	83.71%	75.17%	70.16%	82.32%	69.92%	83.86%	81.5%
Swindon	88.97%	88.38%	88.43%	88.04%	92.86%	88.64%	88.12%	84.89%	79.53%	82.89%	82.61%	87.84%	86.7%
West Wiltshire	86.49%	83.91%	80.91%	83.60%	84.26%	80.05%	82.31%	78.26%	67.42%	77.48%	73.54%	84.53%	80.0%
Salisbury	92.15%	84.09%	83.10%	83.88%	90.16%	88.89%	88.52%	81.06%	75.96%	83.89%	82.56%	86.52%	84.9%
Other/Unknown	91.43%	93.55%	87.80%	90.00%	90.74%	93.75%	74.36%	78.38%	76.92%	78.79%	96.77%	77.78%	86.0%
Total	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%

#### Incidents with Response by Sector

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8640	9217	8920	9191	8751	8887	9253	8871	10419	9465	8494	9289	109,397
Gloucestershire	5175	5442	5149	5217	5187	5203	5632	5452	6361	5644	4994	5773	65,229
Wiltshire	6740	7460	7177	7342	7221	7034	7486	7094	8190	7494	6674	7339	87,251
Other/Unknown	194	261	229	227	219	237	232	205	244	241	193	204	2,686
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Total 20,749 22,38( 21,47! 21,977 21,37! 21,361 22,60! 21,622 25,214 22,844 20,35! 22,60! 264,563

2009/10	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	8371	8919	8596	9017	9014	8546	9316	8819	9662	8966	8028	9133	106,387
Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	62,480
Wiltshire	6324	6993	7268	7241	7105	6909	7535	7268	8000	7147	6590	7297	85,677
Other/Unknown	81	129	193	236	227	199	230	238	264	190	183	203	2,373
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 Total
 19,768
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 21,067
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 256,917

 Variance Year on Year

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	3.2%	3.3%	3.8%	1.9%	-2.9%	4.0%	-0.7%	0.6%	7.8%	5.6%	5.8%	1.7%	2.9%
Gloucestershire	3.7%	5.2%	2.8%	1.7%	1.6%	3.4%	3.4%	3.0%	10.9%	6.8%	4.0%	5.4%	4.3%
Wiltshire	6.6%	6.7%	-1.3%	1.4%	1.6%	1.8%	-0.7%	-2.4%	2.4%	4.9%	1.3%	0.6%	2.0%
Other/Unknown	139.5%	102.3%	18.7%	-3.8%	-3.5%	19.1%	0.9%	-13.9%	-7.6%	26.8%	5.5%	0.5%	14.4%
Total	5.0%	5.5%	1.9%	1.6%	-0.3%	3.3%	0.3%	0.0%	6.6%	5.8%	3.8%	2.2%	3.0%

#### Incident with Response by PCT

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,468	1,612	1,509	1,477	1,48€	1,524	1,697	1,51(	1,721	1,638	1,444	1,593	18,679
Bristol	4,478	4,808	4,645	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,49€	4,795	56,500
Gloucestershire	5,175	5,442	5,149	5,217	5,187	5,203	5,632	5,452	6,361	5,644	4,994	5,773	65,229
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,999	24,409
South Gloucestershire	1,976	2,17(	2,061	2,100	2,033	2,080	2,130	2,162	2,568	2,239	1,98€	2,223	25,728
Swindon	1,651	1,893	1,808	1,991	1,835	1,787	1,805	1,859	2,075	1,94€	1,780	1,788	22,218
Wiltshire	3,822	4,189	4,063	4,075	4,11(	3,947	4,222	3,933	4,675	4,136	3,672	4,228	49,072
Other/Unknown	194	263	232	232	223	240	239	208	252	243	196	206	2,728

Total 20,749 22,38( 21,47! 21,977 21,37! 21,361 22,60: 21,622 25,214 22,844 20,35! 22,60! 264,563

2009/10	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	1,44(	1,497	1,753	1,672	1,704	1,61(	1,372	1,637	18,682
Bristol	4,365	4,70€	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	55,285
Gloucestershire	4,992	5,174	5,010	5,13(	5,105	5,032	5,445	5,294	5,73€	5,283	4,802	5,477	62,480
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,87€	2,067	1,912	1,765	1,972	23,147
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,96€	2,197	25,218
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,81(	2,088	1,839	1,681	1,848	21,072
Wiltshire	3,569	3,92€	4,350	4,191	4,129	3,960	4,250	4,057	4,478	3,953	3,747	4,035	48,645
Other/Unknown	81	130	193	237	230	203	231	238	264	192	183	206	2,388

Total 19,768 21,21£ 21,067 21,624 21,451 20,68€ 22,52€ 21,61ξ 23,662 21,58€ 19,60ξ 22,11€ 256,917

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	0.2%	2.7%	6.0%	-4.0%	3.2%	1.8%	-3.2%	-9.7%	1.0%	1.7%	5.2%	-2.7%	0.2%
Bristol PCT	2.6%	2.2%	1.5%	-1.1%	0.0%	3.0%	-2.2%	-0.3%	5.1%	5.5%	10.0%	1.2%	2.3%
Gloucestershire PCT	3.7%	5.2%	2.8%	1.7%	1.6%	3.4%	3.4%	3.0%	10.9%	6.8%	4.0%	5.4%	4.3%
North Somerset PCT	8.5%	7.8%	9.4%	14.1%	-15.5%	6.4%	8.0%	5.4%	11.4%	11.0%	1.2%	1.4%	5.8%
South Gloucestershire PCT	1.0%	0.88%	4.14%	-0.85%	4.20%	3.48%	-5.50%	1.12%	10.64%	2.85%	1.02%	1.18%	2.10%
Swindon PCT	9.3%	11.35%	6.42%	14.62%	5.58%	7.65%	2.50%	2.71%	-0.62%	5.82%	5.89%	-3.25%	6.27%
Wiltshire PCT	7.1%	6.70%	-6.60%	-2.77%	-0.46%	-0.33%	-0.66%	-3.06%	4.40%	4.63%	-2.00%	4.78%	0.52%
Other/Unknown	139.5%	102.3%	20.2%	-2.1%	-3.0%	18.2%	3.5%	-12.6%	-4.5%	26.6%	7.1%	0.0%	15.6%
Total	5.0%	5.5%	1.9%	1.6%	-0.3%	3.3%	0.3%	0.0%	6.6%	5.8%	3.8%	2.2%	3.0%

#### Incidents with Response by District Council/Unitary Authority

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	4,478	4,808	4,649	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,49€	4,795	56,500
South Gloucestershire	1,976	2,17(	2,061	2,100	2,033	2,080	2,13(	2,162	2,568	2,235	1,98€	2,223	25,728
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,999	24,409
Bath and North East Somerset	1,468	1,612	1,509	1,477	1,48€	1,524	1,697	1,51(	1,721	1,638	1,444	1,593	18,679
Forest of Dean	646	711	685	736	699	660	757	712	826	722	622	667	8,443
Cotswold	650	727	736	714	727	681	758	685	788	721	647	699	8,533
Tewkesbury	590	552	579	617	597	620	656	654	775	652	618	695	7,605
Cheltenham	1,139	1,111	1,043	1,033	1,034	1,105	1,16€	1,158	1,360	1,192	1,01€	1,311	13,668
Gloucester	1,272	1,338	1,248	1,24(	1,185	1,303	1,37€	1,365	1,567	1,402	1,250	1,360	15,906
Stroud	878	1,003	858	877	945	834	919	878	1,045	955	841	1,041	11,074
Kennet	599	653	661	667	661	594	689	611	725	666	550	699	7,775
North Wiltshire	1,032	1,160	1,082	1,188	1,13(	1,061	1,085	1,044	1,250	1,133	979	1,171	13,315
Swindon	1,629	1,873	1,788	1,96€	1,807	1,765	1,771	1,845	2,063	1,925	1,761	1,768	21,961
West Wiltshire	1,280	1,377	1,264	1,243	1,269	1,303	1,34€	1,283	1,562	1,328	1,251	1,305	15,811
Salisbury	911	999	1,056	977	1,050	989	1,102	995	1,138	1,009	892	1,053	12,171
Other/Unknown	216	283	252	257	251	262	273	222	264	264	215	226	2,985
Total	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,563

2009/10	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	4,620	4,087	4,738	55,285
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,96€	2,197	25,218
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,765	1,972	23,147
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	18,682
Forest of Dean	638	630	625	622	708	655	679	645	788	655	636	685	7,966
Cotswold	657	675	709	686	659	678	711	646	786	699	615	705	8,226
Tewkesbury	572	628	585	627	581	571	633	626	698	641	561	644	7,367
Cheltenham	1,094	1,068	1,055	1,056	1,066	1,034	1,192	1,142	1,176	1,161	998	1,243	13,285
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	1,210	1,170	1,266	15,044
Stroud	878	898	813	888	808	865	872	947	950	917	822	934	10,592
Kennet	607	571	644	673	658	696	708	657	758	665	609	682	7,928
North Wiltshire	908	1,040	1,399	1,161	1,087	1,012	1,160	1,056	1,230	1,069	1,003	1,103	13,228
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	1,820	1,654	1,824	20,853
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	1,226	1,224	1,283	15,255
Salisbury	891	1,057	1,147	1,047	1,047	1,009	1,032	1,039	1,094	993	911	967	12,234
Other/Unknown	96	147	215	251	245	228	233	244	296	211	210	230	2,606
Total	19,768	21,215	21,067	21,624	21,451	20,685	22,526	21,619	23,662	21,586	19,603	22,110	256,916

#### Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	2.6%	2.2%	1.5%	-1.1%	0.0%	3.0%	-2.2%	-0.3%	5.1%	5.5%	10.0%	1.2%	2.3%
South Gloucestershire	1.0%	0.9%	4.1%	-0.8%	4.2%	3.5%	-5.5%	1.1%	10.6%	2.8%	1.0%	1.2%	2.1%
North Somerset	8.5%	7.8%	9.4%	14.1%	-15.5%	6.4%	8.0%	5.4%	11.4%	11.0%	1.2%	1.4%	5.8%
Bath and North East Somerset	0.2%	2.7%	6.0%	-4.0%	3.2%	1.8%	-3.2%	-9.7%	1.0%	1.7%	5.2%	-2.7%	0.2%
Forest of Dean	1.3%	12.9%	9.6%	18.3%	-1.3%	0.8%	11.5%	10.4%	4.8%	10.2%	-2.2%	-2.6%	6.8%
Cotswold	-1.1%	7.7%	3.8%	4.1%	10.3%	0.4%	6.6%	6.0%	0.3%	3.1%	5.2%	-0.9%	4.2%
Tewkesbury	3.1%	-12.1%	-1.0%	-1.6%	2.8%	8.6%	3.6%	4.5%	11.0%	1.7%	10.2%	7.9%	2.8%
Cheltenham	4.1%	4.0%	-1.1%	-2.2%	-3.0%	6.9%	-2.2%	1.4%	15.6%	2.7%	1.8%	5.5%	2.6%
Gloucester	10.3%	4.9%	2.0%	-0.9%	-7.6%	6.0%	1.3%	6.0%	17.1%	15.9%	6.8%	7.4%	5.6%
Stroud	0.0%	11.7%	5.5%	-1.2%	17.0%	-3.6%	5.4%	-7.3%	10.0%	4.1%	2.3%	11.5%	3.9%
Kennet	-1.3%	14.4%	2.6%	-0.9%	0.5%	-14.7%	-2.7%	-7.0%	-4.4%	0.2%	-9.7%	2.5%	-2.3%
North Wiltshire	13.7%	11.5%	-22.7%	2.3%	4.0%	4.8%	-6.5%	-1.1%	1.6%	6.0%	-2.4%	6.2%	0.2%
Swindon	8.9%	11.3%	6.6%	14.1%	4.9%	8.0%	0.7%	2.3%	0.3%	5.8%	6.5%	-3.1%	6.1%
West Wiltshire	10.1%	9.5%	9.0%	-5.1%	-5.1%	4.8%	-0.3%	-1.7%	11.9%	8.3%	2.2%	1.7%	3.8%
Salisbury	2.2%	-5.5%	-7.9%	-6.7%	0.3%	-2.0%	6.8%	-4.2%	4.0%	1.6%	-2.1%	8.9%	-1.3%
Other/Unknown	125.0%	92.5%	17.2%	2.4%	2.4%	14.9%	17.2%	-9.0%	-10.8%	25.1%	2.4%	-1.7%	16.1%
Total	5.0%	5.5%	1.9%	1.6%	-0.3%	3.3%	0.3%	0.0%	6.6%	5.8%	3.8%	2.2%	3.0%

#### Conveyance Rates by Sector

#### Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8640	9217	8920	9191	8751	8887	9253	8871	10419	9465	8494	9289	109,397
Gloucestershire	5175	5442	5149	5217	5187	5203	5632	5452	6361	5644	4994	5773	65,229
Wiltshire	6740	7460	7177	7342	7221	7034	7486	7094	8190	7494	6674	7339	87,251
Other/Unknown	194	261	229	227	219	237	232	205	244	241	193	204	2,686

Total 20,749 22,38C 21,47t 21,977 21,37E 21,361 22,600 21,622 25,214 22,844 20,355 22,605 264,563

Incidents with transport													
•	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	5910	6120	6060	6072	5914	6106	6306	6086	6998	6413	5892	6379	74,256
Gloucestershire	3506	3636	3433	3526	3477	3575	3758	3689	4048	3785	3301	3875	43,609
Wiltshire	4414	4870	4608	4662	4617	4584	4894	4642	5234	4878	4369	4860	56,632
Other/Unknown	114	159	131	135	137	142	163	134	143	156	119	128	1,661
Total	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	176,158
Incidents with transport													
2009/10	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	6611	6199	5519	6280	72,042
01	0001	0000		0010		0000	0.50.1	0.107	0048	0.500	0.1.07	0.500	10 770

3301	3308	3206	3240	3335	3362	3591	3407	3817	3526	3137	3523	40,753
4186	4597	4444	4534	4507	4517	4887	4781	5047	4646	4242	4755	55,143
34	55	87	103	100	82	120	122	129	112	105	61	1,110
13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	169,048
Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
68.40%	66.40%	67.94%	66.06%	67.58%	68.71%	68.15%	68.61%	67.17%	67.75%	69.37%	68.67%	67.9%
67.75%	66.81%	66.67%	67.59%	67.03%	68.71%	66.73%	67.66%	63.64%	67.06%	66.10%	67.12%	66.9%
65.49%	65.28%	64.21%	63.50%	63.94%	65.17%	65.38%	65.44%	63.91%	65.09%	65.46%	66.22%	64.9%
58.76%	60.92%	57.21%	59.47%	62.56%	59.92%	70.26%	65.37%	58.61%	64.73%	61.66%	62.75%	61.8%
			0.5.50	0.0.00	07 101	00.001	07.00	65.1%	66.7%	67.2%	0	66.6%
	34 13,304 <b>Apr-10</b> 68.40% 67.75% 65.49% 58.76%	4186         4597           34         55           13,304         14,027           Apr-10         May-10           68.40%         66.40%           67.75%         66.81%           65.49%         65.28%           58.76%         60.92%	4186         4597         4444           34         55         87           13,304         14,027         13,477           Apr-10         May-10         Jun-10           68.40%         66.40%         67.94%           67.75%         66.81%         66.67%           65.49%         65.28%         64.21%           58.76%         60.92%         57.21%	4186         4597         4444         4534           34         55         87         103           13,304         14,027         13,477         13,777           Apr-10         May-10         Jun-10         Jul-10           68.40%         66.40%         67.94%         66.06%           67.75%         66.81%         66.67%         67.59%           65.49%         65.28%         64.21%         63.50%           58.76%         60.92%         57.21%         59.47%	4186         4597         4444         4534         4507           34         55         87         103         100           13,304         14,027         13,477         13,777         13,706           Apr-10         May-10         Jun-10         Jul-10         Aug-10           68.40%         66.40%         67.94%         66.06%         67.58%           67.75%         66.81%         66.67%         67.59%         67.03%           65.49%         65.28%         64.21%         63.50%         63.94%           58.76%         60.92%         57.21%         59.47%         62.56%	4186         4597         4444         4534         4507         4517           34         55         87         103         100         82           13,304         14,027         13,477         13,777         13,70€         13,795           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%           58.76%         60.92%         57.21%         59.47%         62.56%         59.92%	4186         4597         4444         4534         4507         4517         4887           34         55         87         103         100         82         120           13,304         14,027         13,477         13,777         13,70€         13,793         14,901           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.73%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%         65.38%           58.76%         60.92%         57.21%         59.47%         62.56%         59.92%         70.26%	4186         4597         4444         4534         4507         4517         4887         4781           34         55         87         103         100         82         120         122           13,304         14,027         13,477         13,777         13,70€         13,795         14,901         14,354           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10         Nov-10           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%         68.61%           67.75%         66.81%         66.67%         67.59%         67.33%         67.74%         65.38%         65.44%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%         65.38%         65.44%	4186         4597         4444         4534         4507         4517         4887         4781         5047           34         55         87         103         100         82         120         122         129           13,304         14,027         13,477         13,777         13,70€         13,795         14,901         14,354         15,604           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10         Nov-10         Dec-10           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%         68.61%         67.17%           67.75%         66.81%         67.59%         67.03%         68.71%         66.73%         67.46%         63.64%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%         65.38%         65.44%         63.91%           58.76%         60.92%         57.21%         59.47%         62.56%         59.92%         70.26%         65.37%         58.61%	4186         4597         4444         4534         4507         4517         4887         4781         5047         4646           34         55         87         103         100         82         120         122         129         112           13,304         14,027         13,477         13,777         13,706         13,795         14,901         14,354         15,604         14,485           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10         Nov-10         Dec-10         Jan-11           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%         68.61%         67.17%         67.75%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.73%         67.06%         63.64%         67.06%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%         65.38%         65.44%         63.91%         65.09%           58.76%         60.92%         57.21%         59.47%         62.56%         59.92%         70.26%         65.37%         58.61%         64.73%	4186         4597         4444         4534         4507         4517         4887         4781         5047         464€         4242           34         55         87         103         100         82         120         122         129         112         105           13,304         14,027         13,477         13,777         13,70€         13,795         14,901         14,354         15,604         14,485         13,005           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10         Nov-10         Dec-10         Jan-11         Feb-11           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%         68.61%         67.75%         69.37%           67.75%         66.81%         67.66%         67.58%         68.71%         66.73%         67.66%         63.64%         67.06%         66.10%           65.49%         65.28%         64.21%         63.50%         63.94%         65.17%         65.38%         65.44%         63.91%         65.46%           58.76%         60.92%         57.21%         63.47%         62.56%         59.92%         70.26%         65.37	4186         4597         4444         4534         4507         4517         4887         4781         5047         4646         4242         4755           34         55         87         103         100         82         120         122         129         112         105         61           13,304         14,027         13,477         13,777         13,706         13,792         14,901         14,354         15,604         14,482         13,002         14,615           Apr-10         May-10         Jun-10         Jul-10         Aug-10         Sep-10         Oct-10         Nov-10         Dec-10         Jan-11         Feb-11         Mar-11           68.40%         66.40%         67.94%         66.06%         67.58%         68.71%         68.15%         68.61%         67.17%         67.75%         69.37%         68.67%           67.75%         66.81%         67.06%         63.50%         63.71%         66.73%         67.66%         63.64%         67.06%         66.10%         67.12%           65.49%         65.28%         64.21%         63.50%         65.37%         65.38%         65.44%         63.91%         65.09%         65.46%         66.22%

#### Conveyance Rates by PCT

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,468	1,612	1,509	1,477	1,486	1,524	1,697	1,510	1,721	1,638	1,444	1,593	18,679
Bristol	4,478	4,808	4,649	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,496	4,795	56,500
Gloucestershire	5,175	5,442	5,149	5,217	5,187	5,203	5,632	5,452	6,361	5,644	4,994	5,773	65,229
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,999	24,409
South Gloucestershire	1,976	2,170	2,061	2,100	2,033	2,080	2,130	2,162	2,568	2,239	1,986	2,223	25,728
Swindon	1,651	1,893	1,808	1,991	1,835	1,787	1,805	1,859	2,075	1,946	1,780	1,788	22,218
Wiltshire	3,822	4,189	4,063	4,075	4,110	3,947	4,222	3,933	4,675	4,136	3,672	4,228	49,072
Other/Unknown	194	263	232	232	223	240	239	208	252	243	196	206	2,728

Total 20,749 22,38C 21,47t 21,977 21,378 21,361 22,600 21,622 25,214 22,844 20,355 22,605 264,563

#### Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,020	1,110	1,042	1,002	1,017	1,036	1,216	1,027	1,119	1,108	989	1,114	12,800
Bristol	2,985	3,081	3,002	2,972	2,936	2,969	3,101	2,956	3,396	3,141	2,937	3,131	36,607
Gloucestershire	3,506	3,636	3,433	3,526	3,477	3,575	3,758	3,689	4,048	3,785	3,301	3,875	43,609
North Somerset	1,396	1,407	1,437	1,501	1,363	1,454	1,521	1,425	1,630	1,524	1,334	1,452	17,444
South Gloucestershire	1,391	1,469	1,477	1,457	1,460	1,521	1,508	1,572	1,809	1,609	1,473	1,609	18,355
Swindon	1,071	1,225	1,150	1,243	1,157	1,159	1,149	1,221	1,328	1,242	1,167	1,195	14,307
Wiltshire	2,461	2,697	2,558	2,556	2,595	2,548	2,700	2,524	2,943	2,665	2,359	2,737	31,343
Other/Unknown	114	160	133	138	140	145	168	137	150	158	121	129	1,693

Total 13,944 14,785 14,232 14,395 14,145 14,407 15,121 14,551 16,423 15,232 13,681 15,242 176,158

#### Conveyance Rate

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
69.48%	68.86%	69.05%	67.84%	68.44%	67.98%	71.66%	68.01%	65.02%	67.64%	68.49%	69.93%	68.5%
66.66%	64.08%	64.57%	62.82%	64.32%	65.50%	64.73%	65.40%	64.58%	64.43%	65.32%	65.30%	64.8%
67.75%	66.81%	66.67%	67.59%	67.03%	68.71%	66.73%	67.66%	63.64%	67.06%	66.10%	67.12%	66.9%
70.33%	70.24%	71.71%	69.68%	70.29%	71.03%	72.88%	72.04%	70.78%	71.79%	74.65%	72.64%	71.5%
70.39%	67.70%	71.66%	69.38%	71.82%	73.13%	70.80%	72.71%	70.44%	71.86%	74.17%	72.38%	71.3%
64.87%	64.71%	63.61%	62.43%	63.05%	64.86%	63.66%	65.68%	64.00%	63.82%	65.56%	66.83%	64.4%
64.39%	64.38%	62.96%	62.72%	63.14%	64.56%	63.95%	64.17%	62.95%	64.43%	64.24%	64.74%	63.9%
58.76%	60.84%	57.33%	59.48%	62.78%	60.42%	70.29%	65.87%	59.52%	65.02%	61.73%	62.62%	62.1%
	69.48% 66.66% 67.75% 70.33% 70.39% 64.87% 64.39%	69.48%         68.86%           66.66%         64.08%           67.75%         66.81%           70.33%         70.24%           70.39%         67.70%           64.87%         64.71%           64.38%         64.38%	69.48%         68.86%         69.05%           66.66%         64.08%         64.57%           67.75%         66.81%         66.67%           70.33%         70.24%         71.71%           70.39%         67.70%         71.66%           64.87%         64.71%         63.61%           64.83%         64.38%         62.96%	69.48%         68.86%         69.05%         67.84%           66.66%         64.08%         64.57%         62.82%           67.75%         66.81%         66.67%         67.59%           70.33%         70.24%         71.71%         69.68%           70.33%         67.70%         71.66%         69.38%           64.87%         64.71%         63.61%         62.43%           64.39%         64.38%         62.96%         62.72%	69.48%         68.86%         69.05%         67.84%         68.44%           66.66%         64.08%         64.57%         62.82%         64.32%           67.75%         66.81%         66.67%         67.59%         67.03%           70.33%         70.24%         71.71%         69.88%         70.29%           70.39%         67.70%         71.66%         69.38%         71.82%           64.87%         64.71%         63.61%         62.43%         63.05%           64.39%         64.38%         62.96%         62.72%         63.14%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%           70.33%         70.24%         71.71%         69.68%         70.29%         71.03%           70.39%         67.70%         71.66%         69.38%         71.82%         73.13%           64.87%         64.38%         62.43%         63.05%         64.86%           64.39%         64.38%         62.96%         62.72%         63.14%         64.56%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.73%           70.33%         70.24%         71.71%         69.68%         70.29%         71.03%         72.88%           70.39%         67.70%         71.66%         69.38%         71.82%         73.13%         70.80%           64.87%         64.71%         63.61%         62.43%         63.05%         64.86%         63.66%           64.87%         64.71%         63.61%         62.72%         63.14%         64.56%         63.95%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%         68.01%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%         65.40%           67.75%         66.81%         66.67%         67.98%         70.03%         62.71%         66.67%         67.03%         68.71%         66.73%         67.66%           70.33%         70.24%         71.71%         69.68%         70.29%         71.03%         72.28%         72.04%           70.39%         67.70%         71.66%         69.38%         71.82%         73.13%         70.80%         72.71%           64.87%         64.71%         63.61%         62.43%         63.05%         64.66%         63.66%         65.68%           64.33%         62.96%         62.72%         63.14%         64.56%         63.95%         64.17%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%         68.01%         65.02%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%         65.40%         64.58%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.73%         67.66%         63.64%           70.33%         70.24%         71.1%         69.68%         70.29%         71.03%         72.04%         70.78%           70.39%         67.70%         71.66%         69.38%         71.82%         72.04%         70.78%           64.87%         64.71%         63.61%         62.43%         63.05%         64.86%         63.66%         65.68%           64.87%         64.38%         62.96%         62.72%         63.14%         64.56%         63.95%         64.17%         62.95%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%         68.01%         65.02%         67.64%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%         65.40%         64.58%         64.43%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.73%         67.66%         63.64%         67.06%           70.33%         70.24%         71.71%         69.68%         70.29%         71.03%         72.88%         72.04%         70.78%         71.79%           70.33%         67.70%         71.66%         69.38%         71.82%         73.13%         70.80%         72.71%         70.44%         71.86%           64.87%         64.71%         63.61%         62.43%         63.05%         64.86%         63.66%         65.68%         64.00%         63.82%           64.39%         64.38%         62.96%         62.72%         63.14%         64.56%         63.95%         64.17%         62.95%         64.43%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%         68.01%         65.02%         67.64%         68.49%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%         65.40%         64.58%         64.43%         65.32%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.67%         67.06%         63.64%         67.06%         66.10%           70.33%         70.24%         71.11%         69.68%         70.29%         71.03%         72.04%         70.78%         71.79%         74.65%           70.33%         67.70%         71.66%         69.38%         71.82%         73.13%         70.80%         72.71%         70.44%         71.86%         74.17%           64.87%         64.71%         63.61%         62.43%         63.05%         63.66%         65.68%         64.00%         63.82%         65.56%           64.38%         62.96%         62.72%         63.14%         64.56%         63.95%         64.17%         62.95%         64.43%         64.24%	69.48%         68.86%         69.05%         67.84%         68.44%         67.98%         71.66%         68.01%         65.02%         67.64%         68.49%         69.93%           66.66%         64.08%         64.57%         62.82%         64.32%         65.50%         64.73%         65.40%         64.58%         64.43%         65.32%         65.30%           67.75%         66.81%         66.67%         67.59%         67.03%         68.71%         66.673%         67.06%         63.64%         67.06%         66.10%         67.12%           70.33%         70.24%         71.11%         69.68%         70.29%         71.03%         72.88%         72.04%         70.78%         71.79%         74.65%         72.64%           70.39%         67.70%         71.86%         63.36%         63.66%         63.66%         63.66%         64.87%         74.17%         72.38%           64.87%         64.17%         63.61%         62.43%         63.05%         64.86%         63.66%         65.68%         64.00%         63.82%         65.56%         66.83%           64.83%         62.96%         62.72%         63.14%         64.56%         63.95%         64.17%         62.95%         64.43%         64.24%

 Total
 67.2%
 66.1%
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 67.4%
 66.6%

#### Conveyance Rates by District Council / Unitary Authority

#### Incidents with a response

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
4,478	4,808	4,649	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,496	4,795	56,500
1,976	2,170	2,061	2,100	2,033	2,080	2,130	2,162	2,568	2,239	1,986	2,223	25,728
1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,999	24,409
1,468	1,612	1,509	1,477	1,486	1,524	1,697	1,510	1,721	1,638	1,444	1,593	18,679
646	711	685	736	699	660	757	712	826	722	622	667	8,443
650	727	736	714	727	681	758	685	788	721	647	699	8,533
590	552	579	617	597	620	656	654	775	652	618	695	7,605
1,139	1,111	1,043	1,033	1,034	1,105	1,166	1,158	1,360	1,192	1,016	1,311	13,668
1,272	1,338	1,248	1,240	1,185	1,303	1,376	1,365	1,567	1,402	1,250	1,360	15,906
878	1,003	858	877	945	834	919	878	1,045	955	841	1,041	11,074
599	653	661	667	661	594	689	611	725	666	550	699	7,775
1,032	1,160	1,082	1,188	1,130	1,061	1,085	1,044	1,250	1,133	979	1,171	13,315
1,629	1,873	1,788	1,966	1,807	1,765	1,771	1,845	2,063	1,925	1,761	1,768	21,961
1,280	1,377	1,264	1,243	1,269	1,303	1,346	1,283	1,562	1,328	1,251	1,305	15,811
911	999	1,056	977	1,050	989	1,102	995	1,138	1,009	892	1,053	12,171
216	283	252	257	251	262	273	222	264	264	215	226	2,985
20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,563
	1,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216	4,478         4,808           1,976         2,17C           1,985         2,003           1,488         1,612           646         711           650         727           590         552           1,139         1,111           1,272         1,338           878         1,003           599         653           1,032         1,16C           1,629         1,873           1,280         1,377           911         999           216         283	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $				

#### Incidents with transport YTD 36,607 18,355 17,444 12,800 5,563 5,804 5,232 May-10 3,081 1,469 Jun-10 3,002 1,477 Jul-10 2,972 1,457 Aug-10 2,936 1,460 Oct-10 3,101 1,508 Feb-11 2,937 1,473 Apr-10 2,985 1,391 Sep-10 2,969 1,521 Nov-10 2,956 1,572 Dec-10 3,396 1,809 Jan-11 3,141 1,609 Mar-11 3,131 1,609 Bristol South Gloucestershire 1,334 989 398 435 North Somerset Bath and North East Somerset 1,407 1,110 477 1,437 1,042 1,501 1,002 1,363 1,017 1,454 1,03€ 1,521 1,216 1,425 1,027 1,63C 1,119 1,524 1,108 1,452 1,114 1,396 1,020 Forest of Dean Cotswold 473 475 462 452 448 469 459 465 480 486 494 501 367 507 509 462 484 507 486 525 473 461 488 409 375 446 432 427 454 405 476 5,233 Tewkesbury 468 465

Cheltenham	783	773	753	755	730	776	816	804	889	846	696	840	9,461
Gloucester	856	905	829	849	776	888	928	922	1,007	897	817	953	10,627
Stroud	548	622	514	528	573	533	555	570	650	622	550	656	6,921
Kennet	403	444	448	421	420	403	456	396	445	448	359	459	5,102
North Wiltshire	664	730	704	755	713	684	716	680	798	747	649	764	8,604
Swindon	1,057	1,211	1,133	1,228	1,138	1,142	1,126	1,211	1,319	1,225	1,153	1,180	14,123
West Wiltshire	781	846	724	731	747	782	784	742	891	763	716	787	9,294
Salisbury	613	677	682	649	715	679	744	706	809	707	635	727	8,343
Other/Unknown	128	174	150	153	159	162	191	147	159	175	135	144	1,877
Total	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	176,158

#### Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol, City of	66.66%	64.08%	64.57%	62.82%	64.32%	65.50%	64.73%	65.40%	64.58%	64.43%	65.32%	65.30%	64.8%
South Gloucestershire	70.39%	67.70%	71.66%	69.38%	71.82%	73.13%	70.80%	72.71%	70.44%	71.86%	74.17%	72.38%	71.3%
North Somerset	70.33%	70.24%	71.71%	69.68%	70.29%	71.03%	72.88%	72.04%	70.78%	71.79%	74.65%	72.64%	71.5%
Bath and North East Somerset	69.48%	68.86%	69.05%	67.84%	68.44%	67.98%	71.66%	68.01%	65.02%	67.64%	68.49%	69.93%	68.5%
Forest of Dean	69.35%	67.09%	68.47%	64.27%	65.67%	70.45%	63.41%	63.48%	58.84%	68.42%	63.99%	69.27%	65.9%
Cotswold	71.08%	66.57%	68.07%	66.53%	69.74%	71.37%	69.26%	69.05%	64.34%	63.94%	67.23%	69.81%	68.0%
Tewkesbury	69.32%	67.93%	63.39%	72.29%	72.36%	68.87%	69.21%	71.56%	65.68%	71.32%	65.53%	68.49%	68.8%
Cheltenham	68.74%	69.58%	72.20%	73.09%	70.60%	70.23%	69.98%	69.43%	65.37%	70.97%	68.50%	64.07%	69.2%
Gloucester	67.30%	67.64%	66.43%	68.47%	65.49%	68.15%	67.44%	67.55%	64.26%	63.98%	65.36%	70.07%	66.8%
Stroud	62.41%	62.01%	59.91%	60.21%	60.63%	63.91%	60.39%	64.92%	62.20%	65.13%	65.40%	63.02%	62.5%
Kennet	67.28%	67.99%	67.78%	63.12%	63.54%	67.85%	66.18%	64.81%	61.38%	67.27%	65.27%	65.67%	65.6%
North Wiltshire	64.34%	62.93%	65.06%	63.55%	63.10%	64.47%	65.99%	65.13%	63.84%	65.93%	66.29%	65.24%	64.6%
Swindon	64.89%	64.66%	63.37%	62.46%	62.98%	64.70%	63.58%	65.64%	63.94%	63.64%	65.47%	66.74%	64.3%
West Wiltshire	61.02%	61.44%	57.28%	58.81%	58.87%	60.02%	58.25%	57.83%	57.04%	57.45%	57.23%	60.31%	58.8%
Salisbury	67.29%	67.77%	64.58%	66.43%	68.10%	68.66%	67.51%	70.95%	71.09%	70.07%	71.19%	69.04%	68.5%
Other/Unknown	59.26%	61.48%	59.52%	59.53%	63.35%	61.83%	69.96%	66.22%	60.23%	66.29%	62.79%	63.72%	62.9%
Total	67.2%	66.1%	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.6%

#### Total Number of Responses by Sector

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	12523	13712	13196	13275	12855	13457	14189	1364(	15828	13941	12754	1406:	163,433
Gloucestershire	7720	8187	7815	7791	7794	7950	8715	8709	9957	8600	7832	9080	100,150
Wiltshire	10039	1120€	10661	11058	10912	10845	1165€	11058	12653	1135(	10102	11334	132,874
Other/Unknown	197	222	200	217	194	214	198	163	214	193	166	182	2,360
Total	30,479	33,327	31,872	32,341	31,75	32,466	34,758	33,57(	38,652	34,084	30,854	34,65	398,817

2009/10	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	12165	12735	12406	12948	12731	12239	1319(	12642	13945	12672	1147(	1346(	152,603
Gloucestershire	7087	7290	6978	7246	7242	7274	7853	7680	8412	7524	6965	8144	89,695
Wiltshire	9368	10359	10420	1058(	10384	10252	11245	1076:	11794	1032(	9710	10851	126,046
Other/Unknown	72	119	196	237	230	196	224	264	247	193	197	193	2,368
Total	28,692	30,500	30,000	31,011	30,587	29,96 <sup>-</sup>	32,512	31,34{	34,398	30,705	28,342	32,648	370,712
Total Variance Year on Year	28,692	30,500	30,00( Jun	31,011 Jul	30,587 Aug	29,96 <sup>,</sup>	32,512	31,34{	34,398	30,70§	28,342	32,64{	370,712 YTD
Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Variance Year on Year Avon	<b>Apr</b> 2.9%	May 7.7%	Jun 6.4%	Jul 2.5%	Aug 1.0%	<b>Sep</b> 10.0%	Oct 7.6%	Nov 7.9%	<b>Dec</b> 13.5%	Jan 10.0%	<b>Feb</b> 11.2%	<b>Mar</b> 4.5%	<b>YTD</b> 7.3%

#### Total Number of Responses by PCT

Total

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somersel	2,158	2,370	2,199	2,166	2,224	2,272	2,603	2,302	2,627	2,453	2,159	2,409	27,942
Bristol	6,520	7,200	6,920	6,861	6,738	6,997	7,451	6,967	8,005	7,198	6,684	7,271	84,816
Gloucestershire	7,720	8,187	7,815	7,791	7,794	7,95(	8,715	8,709	9,957	8,600	7,832	9,080	100,150
North Somerset	2,920	3,001	2,994	3,193	2,876	3,007	3,159	3,020	3,483	3,167	2,742	3,045	36,607
South Gloucestershire	2,772	3,160	2,989	2,930	2,928	3,101	3,216	3,345	3,923	3,245	3,00€	3,325	37,940
Swindon	2,443	2,773	2,632	2,944	2,70€	2,721	2,770	2,870	3,14(	2,892	2,650	2,69€	33,237
Wiltshire	5,749	6,411	6,120	6,231	6,289	6,199	6,634	6,189	7,28€	6,334	5,61(	6,648	75,700
Other/Unknown	197	225	203	225	200	219	210	168	227	195	171	185	2,425

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Total 30,479 33,327 31,872 32,341 31,755 32,466 34,755 33,577 38,652 34,084 30,854 34,655 39,817
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2009/10	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	2,151	2,537	2,357	2,420	2,242	1,919	2,365	26,656
Bristol	6,446	6,879	6,700	7,006	6,704	6,381	7,024	6,61(	7,334	6,626	5,861	7,080	80,651
Gloucestershire	7,087	7,290	6,978	7,246	7,242	7,274	7,853	7,680	8,412	7,524	6,965	8,144	89,695
North Somerset	2,653	2,618	2,649	2,674	3,06€	2,763	2,737	2,705	3,003	2,738	2,607	2,923	33,136
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	35,051
Swindon	2,202	2,464	2,450	2,478	2,502	2,436	2,576	2,63€	3,058	2,628	2,507	2,74€	30,683
Wiltshire	5,377	5,894	6,192	6,202	6,147	5,963	6,459	6,120	6,685	5,791	5,559	6,055	72,448
Other/Unknown	72	121	196	239	232	201	226	264	247	197	197	200	2,392
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 Total
 28,692
 30,500
 31,011
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 370,712

Variance	Year	on	Year	
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.3%	4.1%	6.5%	-1.9%	10.0%	5.6%	2.6%	-2.3%	8.6%	9.4%	12.5%	1.7%	5.1%
Bristol PCT	1.1%	4.7%	3.3%	-2.1%	0.5%	9.7%	6.1%	5.4%	9.2%	8.6%	14.0%	2.7%	5.4%
Gloucestershire PCT	8.9%	12.3%	12.0%	7.5%	7.6%	9.3%	11.0%	13.4%	18.4%	14.3%	12.4%	11.5%	11.7%
North Somerset PCT	10.1%	14.6%	13.0%	19.4%	-6.2%	8.8%	15.4%	11.6%	16.0%	15.7%	5.2%	4.2%	11.1%
South Gloucestershire PCT	0.3%	6.72%	7.91%	-0.91%	9.54%	11.07%	3.74%	12.36%	21.12%	9.52%	10.23%	6.33%	8.43%
Swindon PCT	10.9%	12.54%	7.43%	18.81%	8.15%	11.70%	7.53%	8.88%	2.68%	10.05%	5.70%	-1.82%	9.32%
Wiltshire PCT	6.9%	8.77%	-1.16%	0.47%	2.31%	3.96%	2.71%	1.13%	8.99%	9.38%	0.92%	9.72%	4.01%
Other/Unknown	173.6%	86.0%	3.6%	-5.9%	-13.8%	9.0%	-7.1%	-36.4%	-8.1%	-1.0%	-13.2%	-7.5%	2.2%
Total	6.2%	9.3%	6.2%	4.3%	3.8%	8.4%	6.9%	7.1%	12.4%	11.0%	8.9%	6.2%	7.7%

#### Total Number of Responses by District Council/Unitary Authority

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	6,520	7,200	6,920	6,861	6,738	6,997	7,451	6,967	8,005	7,198	6,684	7,271	84,816
South Gloucestershire	2,772	3,160	2,989	2,930	2,928	3,101	3,216	3,345	3,923	3,245	3,00€	3,325	37,940
North Somerset	2,920	3,001	2,994	3,193	2,876	3,007	3,159	3,020	3,483	3,167	2,742	3,045	36,607
Bath and North East Somersel	2,158	2,370	2,199	2,16€	2,224	2,272	2,603	2,302	2,627	2,453	2,159	2,409	27,942
Forest of Dean	1,002	1,115	1,066	1,12€	1,090	1,07€	1,193	1,121	1,334	1,121	1,005	1,095	13,344
Cotswold	971	1,086	1,084	1,043	1,085	1,039	1,202	1,120	1,177	1,075	998	1,115	12,995
Tewkesbury	900	848	899	966	913	968	1,060	1,054	1,248	1,025	1,009	1,112	12,002
Cheltenham	1,668	1,655	1,557	1,519	1,537	1,665	1,772	1,788	2,083	1,800	1,55€	1,975	20,575
Gloucester	1,846	1,962	1,885	1,793	1,724	1,915	2,042	2,169	2,430	2,092	1,914	2,087	23,859
Stroud	1,333	1,521	1,324	1,344	1,445	1,287	1,44€	1,457	1,685	1,487	1,350	1,69€	17,375
Kennet	887	1,000	993	1,009	991	930	1,046	939	1,111	977	844	1,098	11,825
North Wiltshire	1,578	1,845	1,715	1,883	1,785	1,728	1,763	1,707	2,012	1,773	1,539	1,91(	21,238
Swindon	2,414	2,745	2,599	2,904	2,665	2,685	2,720	2,84€	3,122	2,864	2,617	2,661	32,842
West Wiltshire	1,943	2,095	1,912	1,907	1,971	2,078	2,119	2,008	2,460	2,052	1,881	2,02€	24,452
Salisbury	1,341	1,471	1,500	1,432	1,542	1,463	1,70€	1,535	1,703	1,532	1,34€	1,614	18,185
Other/Unknown	226	253	236	265	241	255	260	192	245	223	204	220	2,820

Total 30,479 33,327 31,872 32,341 31,755 32,466 34,758 33,570 38,652 34,082 30,852 34,655 34,655 398,817

2009/10	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	6,879	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	80,651
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	35,051
North Somerset	2,653	2,618	2,649	2,674	3,06€	2,763	2,737	2,705	3,003	2,738	2,607	2,923	33,136
Bath and North East Somerse	2,090	2,27€	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	26,656
Forest of Dean	934	923	863	899	1,046	937	1,021	950	1,186	974	936	1,050	11,719
Cotswold	950	925	987	936	885	966	1,033	939	1,131	970	899	1,050	11,671
Tewkesbury	824	927	852	908	844	848	928	927	1,044	944	837	973	10,856
Cheltenham	1,513	1,465	1,455	1,472	1,453	1,465	1,678	1,641	1,737	1,631	1,424	1,773	18,707
Gloucester	1,632	1,770	1,662	1,745	1,80€	1,763	1,932	1,842	1,93€	1,712	1,649	1,897	21,346
Stroud	1,234	1,280	1,159	1,286	1,208	1,295	1,261	1,381	1,378	1,293	1,220	1,401	15,396
Kennet	933	840	979	967	979	1,030	1,070	982	1,100	957	887	1,012	11,736
North Wiltshire	1,397	1,644	1,948	1,757	1,671	1,57€	1,818	1,667	1,928	1,629	1,563	1,731	20,329
Swindon	2,175	2,439	2,417	2,453	2,480	2,397	2,573	2,628	3,007	2,601	2,47(	2,709	30,349
West Wiltshire	1,772	1,898	1,693	1,992	1,979	1,875	2,086	1,966	2,073	1,831	1,823	1,932	22,920
Salisbury	1,275	1,512	1,572	1,486	1,518	1,482	1,485	1,505	1,584	1,374	1,28€	1,384	17,463
Other/Unknown	99	146	229	264	254	237	229	272	298	224	234	237	2,723
Total	28,692	30.50	30.000	31.011	30,587	29.958	32.512	31.34	34.398	30.70§	28,342	32.64{	370,709

#### Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	1.1%	4.7%	3.3%	-2.1%	0.5%	9.7%	6.1%	5.4%	9.2%	8.6%	14.0%	2.7%	5.4%
South Gloucestershire	0.3%	6.7%	7.9%	-0.9%	9.5%	11.1%	3.7%	12.4%	21.1%	9.5%	10.2%	6.3%	8.4%
North Somerset	10.1%	14.6%	13.0%	19.4%	-6.2%	8.8%	15.4%	11.6%	16.0%	15.7%	5.2%	4.2%	11.1%
Bath and North East Somerset	3.3%	4.1%	6.5%	-1.9%	10.0%	5.6%	2.6%	-2.3%	8.6%	9.4%	12.5%	1.7%	5.1%
Forest of Dean	7.3%	20.8%	23.5%	25.3%	4.2%	14.8%	16.8%	18.0%	12.5%	15.1%	7.4%	4.3%	14.8%
Cotswold	2.2%	17.4%	9.8%	11.4%	22.6%	7.6%	16.4%	19.3%	4.1%	10.8%	11.0%	6.2%	11.9%
Tewkesbury	9.2%	-8.5%	5.5%	6.4%	8.2%	14.2%	14.2%	13.7%	19.5%	8.6%	20.5%	14.3%	10.2%
Cheltenham	10.2%	13.0%	7.0%	3.2%	5.8%	13.7%	5.6%	9.0%	19.9%	10.4%	9.3%	11.4%	9.8%
Gloucester	13.1%	10.8%	13.4%	2.8%	-4.5%	8.6%	5.7%	17.8%	25.5%	22.2%	16.1%	10.0%	11.9%
Stroud	8.0%	18.8%	14.2%	4.5%	19.6%	-0.6%	14.7%	5.5%	22.3%	15.0%	10.7%	21.1%	12.0%
Kennet	-4.9%	19.0%	1.4%	4.3%	1.2%	-9.7%	-2.2%	-4.4%	1.0%	2.1%	-4.8%	8.5%	0.0%
North Wiltshire	13.0%	12.2%	-12.0%	7.2%	6.8%	9.6%	-3.0%	2.4%	4.4%	8.8%	-1.5%	10.3%	3.9%
Swindon	11.0%	12.5%	7.5%	18.4%	7.5%	12.0%	5.7%	8.3%	3.8%	10.1%	6.0%	-1.8%	9.2%
West Wiltshire	9.7%	10.4%	12.9%	-4.3%	-0.4%	10.8%	1.6%	2.1%	18.7%	12.1%	3.2%	4.9%	6.9%
Salisbury	5.2%	-2.7%	-4.6%	-3.6%	1.6%	-1.3%	14.9%	2.0%	7.5%	11.5%	4.7%	16.6%	3.1%
Other/Unknown	128.3%	73.3%	3.1%	0.4%	-5.1%	7.6%	13.5%	-29.4%	-17.8%	-0.4%	-12.8%	-7.2%	4.6%
Total	6.2%	9.3%	6.2%	4.3%	3.8%	8.4%	6.9%	7.1%	12.4%	11.0%	8.9%	6.2%	7.7%

#### Total Number of Patients Transported by Sector

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	6066	6277	6217	6270	6089	6230	6457	6230	7221	6659	6046	6569	76,331
Gloucestershire	3621	3719	3493	3594	3542	3627	3826	3769	4131	3864	3374	3954	44,514
Wiltshire	4527	4965	4664	4742	4695	4679	4989	4735	5343	4974	4445	4961	57,719
Other/Unknown	129	178	145	150	145	152	176	146	174	182	123	132	1,832
Total	14,343	15,13	14,519	14,756	14,47 <i>°</i>	14,688	15,448	14,88(	16,869	15,67§	13,988	15,61(	180,396

2009/10	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	5855	6164	5795	6004	5895	5932	6434	6186	676(	6347	5644	6406	73,422
Gloucestershire	3322	3362	3231	3291	3394	3409	3635	3468	3902	3612	3202	3581	41,409
Wiltshire	4233	4675	4501	4621	4604	4574	4996	4871	5132	4758	4339	4834	56,138
Other/Unknown	37	60	91	110	113	89	127	142	144	127	124	68	1,232
<b>T</b> ( )	10 117	44.004	40.04(	14.000	14.00€	14,004	15.192	14,667	15,938	14,844	13,309	14,889	172,201
Total	13,447	14,26′	13,618	14,02€	14,000	14,004	15,152	14,007	13,930	14,04*	13,308	14,00:	172,201
			13,618 Jun	Jul		Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Variance Year on Year	13,447 Apr 3.6%	May 1.8%		,	Aug 3.3%								
Variance Year on Year Avon	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Variance Year on Year Avon Gloucestershire Wiltshire	Apr 3.6%	May 1.8%	Jun 7.3%	Jul 4.4%	Aug 3.3%	<b>Sep</b> 5.0%	Oct 0.4%	<b>Nov</b> 0.7%	<b>Dec</b> 6.8%	Jan 4.9%	<b>Feb</b> 7.1%	Mar 2.5%	<b>YTD</b> 4.1%
Variance Year on Year Avon Gloucestershire	Apr 3.6% 9.0%	May 1.8% 10.6%	Jun 7.3% 8.1%	Jul 4.4% 9.2%	Aug 3.3% 4.4%	Sep 5.0% 6.4%	Oct 0.4% 5.3%	Nov 0.7% 8.7%	Dec 6.8% 5.9%	Jan 4.9% 7.0%	Feb 7.1% 5.4%	Mar 2.5% 10.4%	<b>YTD</b> 4.1% 7.2%
Variance Year on Year Avon Gloucestershire Wiltshire	Apr 3.6% 9.0% 6.9%	May 1.8% 10.6% 6.2%	Jun 7.3% 8.1% 3.6%	Jul 4.4% 9.2% 2.6%	Aug 3.3% 4.4% 2.0%	Sep 5.0% 6.4% 2.3%	Oct 0.4% 5.3% -0.1%	Nov 0.7% 8.7% -2.8%	Dec 6.8% 5.9% 4.1%	Jan 4.9% 7.0% 4.5%	<b>Feb</b> 7.1% 5.4% 2.4%	Mar 2.5% 10.4% 2.6%	YTD 4.1% 7.2% 2.8%

#### Total Number of Patients Transported by PCT

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
1,043	1,131	1,058	1,01€	1,045	1,052	1,247	1,049	1,144	1,13€	1,008	1,132	13,061
3,065	3,163	3,090	3,087	3,017	3,036	3,181	3,035	3,515	3,282	3,00€	3,224	37,701
3,621	3,719	3,493	3,594	3,542	3,627	3,82€	3,769	4,131	3,864	3,374	3,954	44,514
1,437	1,447	1,473	1,550	1,397	1,481	1,547	1,452	1,676	1,572	1,370	1,507	17,909
1,423	1,502	1,506	1,489	1,511	1,549	1,54€	1,608	1,862	1,664	1,519	1,645	18,824
1,103	1,245	1,165	1,260	1,175	1,192	1,183	1,251	1,356	1,280	1,189	1,22€	14,629
2,522	2,753	2,587	2,607	2,632	2,596	2,737	2,567	3,004	2,697	2,397	2,795	31,894
129	179	147	153	148	155	181	149	181	184	125	133	1,864
	1,043 3,065 3,621 1,437 1,423 1,103 2,522	1,043 1,131 3,065 3,165 3,621 3,715 1,427 1,447 1,423 1,502 1,103 1,245 2,522 2,755	1.043         1.131         1.05£           3.065         3.162         3.090           3.621         3.715         3.492           1.437         1.447         1.472           1.423         1.502         1.506           1.103         1.244         1.165           2.522         2.755         2.587	1,043         1,131         1,05£         1,01€           3,065         3,162         3,09C         3,087           3,621         3,71€         3,492         3,594           1,437         1,447         1,475         1,55C           1,423         1,502         1,50€         1,485           1,103         1,24€         1,16€         1,26C           2,522         2,755         2,587         2,607	1.043         1.131         1.05£         1.01€         1.04£           3.065         3.16:         3.090         3.087         3.017           3.621         3.715         3.492         3.594         3.542           1.437         1.447         1.472         1.550         1.397           1.423         1.502         1.506         1.485         1.511           1.103         1.245         1.165         1.260         1.175           2.522         2.755         2.587         2.607         2.632	1,043         1,131         1,05£         1,01€         1,04£         1,052           3,065         3,162         3,090         3,087         3,017         3,036           3,621         3,71£         3,492         3,594         3,542         3,627           1,437         1,447         1,472         1,550         1,397         1,481           1,423         1,502         1,506         1,485         1,511         1,545           1,103         1,244         1,165         1,260         1,175         1,192           2,522         2,755         2,587         2,607         2,632         2,596	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	1.043         1.131         1.05£         1.01€         1.04£         1.052         1.247         1.04£         1.144         1.13€         1.00€           3.065         3.165         3.090         3.087         3.017         3.03€         3.181         3.03£         3.51£         3.282         3.00€           3.621         3.71£         3.495         3.594         3.542         3.627         3.82€         3.76€         4.131         3.864         3.374           1.437         1.447         1.477         1.55€         1.397         1.481         1.547         1.452         1.67€         1.572         1.37(           1.423         1.502         1.50€         1.488         1.511         1.54€         1.60€         1.862         1.664         1.515           1.103         1.242         1.165         1.260         1.175         1.192         1.185         1.251         1.356         1.286         1.185           2.522         2.755         2.587         2.607         2.632         2.596         2.737         2.567         3.004         2.697         2.397	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

Total 14,343 15,13{ 14,51{ 14,75{ 14,47' 14,68{ 15,44{ 14,88( 16,86{ 15,67{ 13,98{ 15,61{ 180,396}}}

2009/10	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	1,064	1,102	1,037	1,091	1,005	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,07€	3,418	3,209	2,775	3,162	36,937
Gloucestershire	3,322	3,362	3,231	3,291	3,394	3,409	3,635	3,468	3,902	3,612	3,202	3,581	41,409
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,47€	16,336
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,61€	18,292
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,292	1,182	1,085	1,211	13,292
Wiltshire	2,369	2,605	2,540	2,637	2,705	2,597	2,81€	2,688	2,845	2,587	2,427	2,651	31,475
Other/Unknown	37	60	91	111	114	92	127	142	144	129	124	71	1,242

Total 13,447 14,26' 13,618 14,028 14,008 14,002 15,192 14,66' 15,938 14,844 13,308 14,888 172,201

Variance Year on Year

]	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-2.0%	2.6%	2.0%	-6.9%	3.6%	-2.9%	0.8%	-10.3%	-2.8%	-2.3%	4.5%	1.0%	-1.4%
Bristol PCT	3.1%	0.3%	4.0%	1.0%	1.3%	3.5%	-1.4%	-1.3%	2.8%	2.3%	8.2%	2.0%	2.1%
Gloucestershire PCT	9.0%	10.6%	8.1%	9.2%	4.4%	6.4%	5.3%	8.7%	5.9%	7.0%	5.4%	10.4%	7.2%
North Somerset PCT	9.9%	7.7%	15.3%	16.2%	3.2%	9.0%	11.1%	6.5%	11.1%	14.5%	9.8%	2.1%	10.4%
South Gloucestershire PCT	0.5%	-1.64%	7.26%	1.99%	6.33%	4.10%	-6.42%	1.26%	12.71%	4.72%	2.70%	1.79%	3.02%
Swindon PCT	15.1%	12.87%	9.08%	20.57%	14.80%	14.29%	7.06%	6.65%	4.95%	8.29%	9.59%	1.24%	10.94%
Wiltshire PCT	6.5%	5.52%	1.85%	-1.14%	-2.84%	-0.04%	-2.81%	-4.50%	5.59%	4.25%	-1.24%	5.43%	0.95%
Other/Unknown	248.6%	198.3%	61.5%	37.8%	29.8%	68.5%	42.5%	4.9%	25.7%	42.6%	0.8%	87.3%	47.8%
Total	6.7%	6.2%	6.6%	5.2%	3.3%	4.9%	1.7%	1.5%	5.8%	5.6%	5.1%	4.9%	4.7%

# Total Number of Patients Transported by District Council/Unitary Authority

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	3,065	3,163	3,090	3,087	3,017	3,036	3,181	3,035	3,515	3,282	3,00€	3,224	37,701
South Gloucestershire	1,423	1,502	1,50€	1,489	1,511	1,549	1,54€	1,608	1,862	1,664	1,519	1,645	18,824
North Somerset	1,437	1,447	1,473	1,550	1,397	1,481	1,547	1,452	1,676	1,572	1,370	1,507	17,909
Bath and North East Somerset	1,043	1,131	1,058	1,01€	1,045	1,052	1,247	1,049	1,144	1,136	1,008	1,132	13,061
Forest of Dean	468	492	475	480	464	476	487	461	496	504	407	465	5,675
Cotswold	474	497	510	489	521	494	533	487	522	473	442	500	5,942
Tewkesbury	419	382	376	453	438	430	465	479	526	472	415	489	5,344
Cheltenham	803	781	762	765	738	785	830	812	902	860	709	858	9,605
Gloucester	898	926	845	870	796	900	947	947	1,028	928	837	973	10,895
Stroud	559	641	525	537	585	542	564	583	657	627	564	669	7,053
Kennet	416	456	453	426	426	412	465	401	460	453	365	471	5,204
North Wiltshire	679	735	710	775	724	696	728	693	811	753	658	783	8,745
Swindon	1,087	1,22§	1,148	1,244	1,16(	1,175	1,160	1,239	1,347	1,263	1,175	1,205	14,436
West Wiltshire	796	867	733	741	753	792	790	752	306	772	726	799	9,429
Salisbury	631	695	691	665	729	696	754	721	825	719	648	742	8,516
Other/Unknown	145	195	164	169	167	172	204	161	190	201	139	150	2,057

Total 14,343 15,13ℓ 14,51ℓ 14,75ℓ 14,47<sup>+</sup> 14,68ℓ 15,44ℓ 14,88ℓ 16,86ℓ 15,67ℓ 13,98ℓ 15,61ℓ 180,396

2009/10	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	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,07€	3,418	3,209	2,775	3,162	36,937
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,61€	18,292
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,47€	16,336
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,005	1,083	1,237	1,165	1,177	1,163	965	1,121	13,218
Forest of Dean	424	425	400	389	478	439	451	426	526	457	431	450	5,296
Cotswold	466	446	486	458	451	450	501	44C	548	482	435	489	5,652
Tewkesbury	372	414	381	404	404	391	423	441	473	455	367	432	4,957
Cheltenham	737	705	697	706	703	716	804	768	838	798	655	764	8,891
Gloucester	765	835	771	822	842	837	922	833	951	843	816	853	10,090
Stroud	558	537	496	512	516	576	534	560	566	577	498	593	6,523
Kennet	432	403	447	416	451	466	492	452	454	464	406	448	5,331
North Wiltshire	612	701	693	734	715	648	793	704	816	706	668	736	8,526
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,269	1,168	1,060	1,191	13,125
West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	810	9,188
Salisbury	626	741	686	731	733	724	717	731	768	690	626	657	8,430
Other/Unknown	50	73	105	121	124	109	129	147	167	143	149	91	1,408
T-4-1	40.447	44.004	40.04(	44.000	44.000	44.000	45.400	44.00	45.000	44.04	40.000	44.00/	170.000
Total	13,447	14,26 <i>°</i>	13,618	14,02€	14,00€	14,003	15,192	14,667	15,938	14,844	13,309	14,88	172,200

#### Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	3.1%	0.3%	4.0%	1.0%	1.3%	3.5%	-1.4%	-1.3%	2.8%	2.3%	8.2%	2.0%	2.1%
South Gloucestershire	0.5%	-1.6%	7.3%	2.0%	6.3%	4.1%	-6.4%	1.3%	12.7%	4.7%	2.7%	1.8%	3.0%
North Somerset	9.9%	7.7%	15.3%	16.2%	3.2%	9.0%	11.1%	6.5%	11.1%	14.5%	9.8%	2.1%	10.4%
Bath and North East Somerset	-2.0%	2.6%	2.0%	-6.9%	3.6%	-2.9%	0.8%	-10.3%	-2.8%	-2.3%	4.5%	1.0%	-1.4%
Forest of Dean	10.4%	15.8%	18.8%	23.4%	-2.9%	8.4%	8.0%	8.2%	-5.7%	10.3%	-5.6%	3.3%	7.5%
Cotswold	1.7%	11.4%	4.9%	6.8%	15.5%	9.8%	6.4%	10.7%	-4.7%	-1.9%	1.6%	2.2%	5.4%
Tewkesbury	12.6%	-7.7%	-1.3%	12.1%	8.4%	10.0%	9.9%	8.6%	11.2%	3.7%	13.1%	13.2%	7.3%
Cheltenham	9.0%	10.8%	9.3%	8.4%	5.0%	9.6%	3.2%	5.7%	7.6%	7.8%	8.2%	12.3%	7.6%
Gloucester	17.4%	10.9%	9.6%	5.8%	-5.5%	7.5%	2.7%	13.7%	8.1%	10.1%	2.6%	14.1%	7.4%
Stroud	0.2%	19.4%	5.8%	4.9%	13.4%	-5.9%	5.6%	4.1%	16.1%	8.7%	13.3%	12.8%	7.7%
Kennet	-3.7%	13.2%	1.3%	2.4%	-5.5%	-11.6%	-5.5%	-11.3%	1.3%	-2.4%	-10.1%	5.1%	-3.1%
North Wiltshire	10.9%	4.9%	2.5%	5.6%	1.3%	7.4%	-8.2%	-1.6%	-0.6%	6.7%	-1.5%	6.4%	2.2%
Swindon	15.0%	12.8%	8.9%	20.2%	14.1%	14.6%	5.2%	6.1%	6.1%	8.1%	10.8%	1.5%	10.8%
West Wiltshire	13.9%	13.5%	2.7%	-2.0%	-7.0%	4.3%	-2.9%	-6.1%	12.5%	6.2%	-0.1%	-1.4%	3.0%
Salisbury	0.8%	-6.2%	0.7%	-9.0%	-0.5%	-3.9%	5.2%	-1.4%	7.4%	4.2%	3.5%	12.9%	0.0%
Other/Unknown	190.0%	167.1%	56.2%	39.7%	34.7%	57.8%	58.1%	9.5%	13.8%	40.6%	-6.7%	64.8%	44.8%
Total	6.7%	6.2%	6.6%	5.2%	3.3%	4.9%	1.7%	1.5%	5.8%	5.6%	5.1%	4.9%	4.7%



# Great Western Ambulance Service

TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

#### ACTIVITY:

Incidents with Response:

Ī	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,563
2011/12 Contract	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	264,634
2011/12 Octual	21,821	*	*	*	*	*		*	*	( <b>*</b> )		•	21,821
Variance from Contract	1,432	•		•	•	*	•		•		•	•	1,432
Variance from Contract %	7.0%	•	•	•	•		•	•		•	•	•	-91.0%
Variance from Contract % Variance from 2010/11	7.0%	•	:		•	•	•	•	*	•	•	•	-91.0% 1,072 -91.0%

#### Incidents with Transport:

r	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	13.944	14,785	14,232	14,395	14,145	14,407	15,121	14.551	16,423	15,232	13,681	15,242	176,158
2010/11 2011/12 Contract	14,362	15,229	14,659	14,827	14,569	14.839	15.575	14.988	16,916	15,689	14,091	15,699	181,443
2011/12 Contract 2011/12 Actual	14,598	10,220	*	*	*	*	*	*	*		•	*	14,598
													236
Variance from Contract	236		•	•	. • • · · · · · · · · · · · · · · · · ·		•						-91.2%
Variance from Contract %	1.6%	•	*	•	•	•	•				-		
Variance from 2010/11	654	•		•	•	•	•	•	•				654
Variance from 2010/11 %	4.7%			*	*	•	•	•	•	•			-90.9%

#### Conveyance Rates (Transports over Responses):

Api		Jun	Jul	Aug								
2010/11 67.2	% 66.19	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.6%
		*		*			•	•	•		•	66.9%
2011/12 Actual 66.9	%											

#### PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
2010/11 2011/12 Target	77.85%	76.17%	76.27%	76.03%	75.81%	76.19%	76.30%	75.43%	74.78%	75.69%	77.01%	78.00%	76.3%
2011/12 Actual	75.48%	*	*	*	*	*	•	•	•	•	•	•	75.5%
													0.07/
Variance from Target	-2.4%	•	•	•	•	•	•	•	•				-0.8%
Variance from 2010/11	-2.3%	•	•	*	•	•	•	•	•	•			1.2%

#### Category A 19 Minute Target Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	95.98%	96.00%	94.93%	95.66%	95.14%	95.41%	94.75%	94.90%	90.32%	94.57%	95.04%	96.55%	94.8%
2010/11 2011/12 Target	96.36%	96.28%	95.59%	95.40%	95.97%	96.15%	95.53%	95.56%	95.52%	96.39%	95.58%	95.79%	95.8%
2011/12 Actual	97.70%	*	*	*	*	•	•	•	*	•	•	•	97.7%
EOT IT TE Providui													1.99
Variance from Target	1.3%	•	•	•	•	•							
Variance from 2010/11	1.7%	*	•	•	•	•	•	•					2.9%

# Category B 19 Minute Target Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	93.18%	93.83%	91.77%	92.52%	92.83%	91.67%	91.43%	91.64%	84.57%	90.68%	91.63%	91.12%	91.4%
2010/11 2011/12 Target	92.52%	92.60%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	93.4%
2011/12 Actual	93.07%	*	*	*			•	*	•	•	*	*	93.1%
										•	•		-0.4%
Variance from Target	0.5%	•											1.7%
Variance from 2010/11	-0.1%	•	•	•	•	1. N.							1.170

#### Category C Performance: \*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%
2010/11 2011/12 Target	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2011/12 Actual	77.9%	*	*	*	*	*	*	•	*	*	*		77.9%
2011/12 Actual	11.9%												
Variance from Target	-2.1%	•	*	*	*	•	•	•	•	•	•	•	-2.19
Variance from 2010/11	-7.5%			•	•		•		•	•		•	-2.69

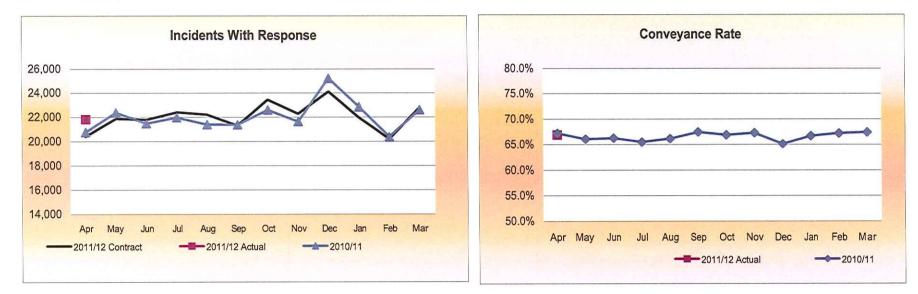


Great Western Ambulance Service MHS

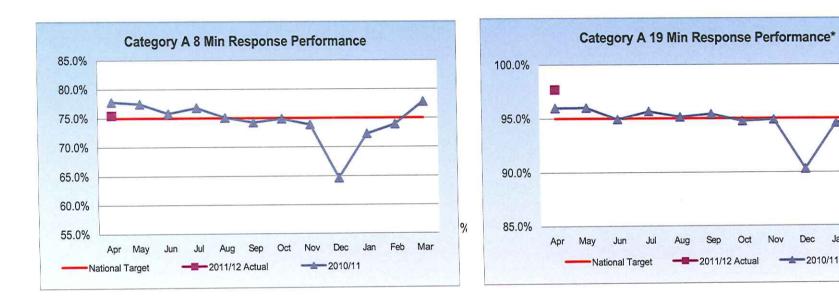
NHS Trust

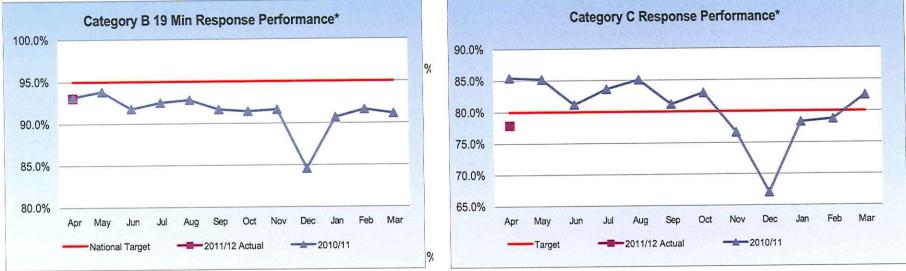
## TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

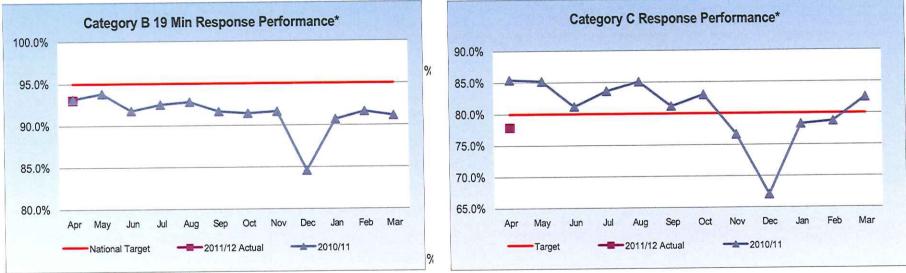
ACTIVITY:



#### PERFORMANCE:







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Mar

Feb

Jan

#### RED Minute Performance by Sector

Category A R	esponses
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	3,380
•	2 025
	2,020
	2,669
	46

**RED A Responses** 

Avon 2562	-11 Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon 2562 *		*	*							-	
				the seaf frame of							2,562
Gloucestershire 1537 *	•		*	•	•		*	•	3 <b>9</b> 7	•	1,537
Wiltshire 2022	e (1996)	( <b>*</b> )	5 <b>%</b> )			٠	*			•	2,022
Other/Unknown 8 *	•			.*		•		•		•	8

RED 8 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	75.8%			*				1.	1.00		080		75.8%
Gloucestershire	75.9%	•	•	•	•		•	•		٠	•	•	75.9%
Wiltshire	75.8%	•		•		2000	•		200	.w.	5 B.# 5	•	75.8%
Other/Unknown	17.4%		•	•	*	S.#0	S.*			1. <b>*</b> 2			17.4%

#### RED 8 Minute Performance by PCT

**RED Responses** 

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	520		•	•	*	*					•	•	520
Bristol	1,796	•	•		•	*	•					•	1,796
Gloucestershire	2,025	*			*	*		•			*	•	2,025
North Somerset	783		*	*	*		•	•	•	*	•	•	783
South Gloucestershire	743		•	•		•	•	•	•	*	*	•	743
Swindon	685	•	•	•	*	•	•	•	•	*	*		685
Wiltshire	1,521	*		*	*	*	•	*			*	*	1,521
Other/Unknown	47			•	*	*			*			•	47
	<i></i>							1					_
Total	8,120		•		*	*		•	•	*	*	•	8,120

#### **RED A Responses**

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	390		•			*	*		*	*	*	•	390
Bristol	1.507			.*		•	*	•	•	*			1,507
Gloucestershire	1,537		•	•	*	•	•	•	•	*	*	•	1,537
North Somerset	534		•	300	S#0	(*C)			*	*	*	*	534
South Gloucestershire	491	S#0	•	2.00	()*0)	*	*	•				•	491
Swindon	602		•	•		•		•	•		*		602
Wiltshire	1,060	•	•	•	1			8 <b>#</b> 00			*	.*	1,060
Other/Unknown	8	848	<b>∴</b> •:	•	Street	S <b>#</b> 3	٠	•	•	•		•	8
Total	6,129			•			•		3 <b></b>	•	*	1. <b>.</b>	6,129

#### **RED 8 Min Performance**

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	75.0%					*	20 <b>8</b> 1	2.00	•		1. NO.		75.0%
Bristol	83.91%	*						•	•	•	•	•	83.9%
Gloucestershire	75.90%	•		•				•			*		75.9%
North Somerset	68.20%	*				*		0 <b>.</b>	0.049		0.4%	1. <b>%</b> 3	68.2%
South Gloucestershire	66.08%					*	*	•	۲	•	•	•	66.1%
Swindon	87.88%	*	•	•			•	•	•	•	•	•	87.9%
Wiltshire	69.69%	*			•		*	•	•			*	69.7%
Other/Unknown	17.02%	•	*	•	•	*	*	•	•	•	•	•	17.0%
Total	75.5%	*	*			*	*	•		•	•	*	75.5%

RED 8 Minute Performance by District Council / Unitary Authority

**RED** Responses

RED Responses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Deleted	1,796	indy-11	Current .		*		*	*	3 <b>#</b> 3				1,796
Bristol							*						743
South Gloucestershire	743	1990										*	783
North Somerset	783			*					*				520
Bath and North East Somerset	520	S (1982)		•	•								300
Forest of Dean	300				•		*		•				
Cotswold	256		10 <b>w</b> )	0.46	20 <b>•</b> 01		•	•		•			256
Tewkesbury	256	*	*	•	•	•	•		*	(			256
Cheltenham	398	*	*	•	•			·*	< <b>*</b> )		•	1.2	398
Gloucester	468			*	*	•		. <b>*</b> 3	*	•	•		468
Stroud	347	*	*	*	•	•		*	•	•	•	*	347
	228		*	*				*		( <b>*</b> )	•	•	228
Kennet							*	*	*			•	418
North Wiltshire	418								*		•		681
Swindon	681												487
West Wiltshire	487		*			5	A second second						388
Salisbury	388		*	*	*	•	•						51
Other/Unknown	51	•			•	•		*	1				
								*					8,120
Total	8,120				•	•	•		1				0,120

compliant RED Responses	A	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
	Apr-11	way-11	Junett	Jui-II	Aug II			*			•	•	1,507
Bristol	1,507			*	*	•	•	•	•				491
South Gloucestershire	491	•						*	*			•	534
North Somerset	534			*			•			*		•	390
Bath and North East Somerset	390				*	•	•		*			•	204
Forest of Dean	204								•	*	. <b>*</b> .	•	115
Cotswold	115						•		*			•	202
Fewkesbury	202	•			*					•			358
Cheltenham	358	•	and a state of the second second						*	*		•	426
Gloucester	426	•	•						*	*	*		232
Stroud	232	•	•	•									128
Kennet	128	•	•	•						*	*	•	275
North Wiltshire	275	•	•	*	*	*				*	*		600
Swindon	600	•	•	*	*	•	10 million 1						370
West Wiltshire	370	•	•	*	*	•	•						287
Salisbury	287	•		•	*	*	•	•					10
Other/Unknown	10	•		*	*	*	•	•				~	10
o unon on internet													6,129
Total RED 8 Min Performance	6,129	•	.•	*	*	*	*	•	*	_	Eab 12	Mar-12	
The second second				Jul-11	* Aug-11	Sep-11	• Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
RED 8 Min Performance	Apr-11	May-11	Jun-11		10		Oct-11	Nov-11	Dec-11	Jan-12	*	*	YTD 83.9%
RED 8 Min Performance Bristol	Apr-11 83.9%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	•	•	YTD 83.9% 66.1%
RED 8 Min Performance Bristol South Gloucestershire	Apr-11 83.9% 66.08%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	*	•	YTD 83.9% 66.1% 68.2%
RED 8 Min Performance Bristol South Gloucestershire North Somerset	Apr-11 83.9% 66.08% 68.20%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12		*	YTD 83.9% 66.1% 68.2% 75.0%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset	Apr-11 83.9% 66.08% 68.20% 75.00%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • •	*	YTD 83.9% 66.1% 68.2% 75.0% 68.0%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12 * * *	* * * *	*	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	* * * * * *	*	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91%	May-11	Jun-11	Jul-11	Aug-11	Sep-11 * * * * * * * * *	Oct-11	Nov-11	Dec-11	Jan-12	* * * * * * * * *	*	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 89.9%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	Apr-11 83.9% 66.08% 68.20% 68.00% 68.00% 44.92% 78.91% 89.95%	May-11	Jun-11 - - - - - -	Jul-11	Aug-11	Sep-11 * * * * * * * * * *	Oct-11	Nov-11	Dec-11	Jan-12	* * * * *	* * * * *	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 89.9% 91.0%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12 • • • • • • • •	* * * * *	* * * * *	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 89.9% 91.0% 66.9%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 83.95% 91.03% 66.86%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • •	• • • • • • • • • • • • • • •	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.99 89.99 91.09 66.99 56.1%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 68.00% 68.00% 78.91% 89.95% 91.03% 66.86% 55.14%	May-11 * * * * * * * * * * * * * * * * * *	Jun-11	Jul-11 • • • • • • • •	Aug-11	Sep-11 * * * * * * * * * * * * * * * * * *	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • • • • •	• • • • • • • • • • • • •	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 89.9% 91.0% 66.9% 56.1% 65.8%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03% 66.86% 66.86% 55.14% 65.79%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • •	• • • • • • • • • • • • • • • • • • •	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 89.9% 91.0% 66.9% 56.1% 65.8% 88.1%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheitenham Gloucester Stroud Kennet North Wiltshire Swindon	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03% 66.86% 56.14% 65.79% 88.11%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • •	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 91.0% 66.9% 56.1% 65.8% 88.1% 76.0%
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheitenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03% 66.86% 56.14% 65.79% 88.11% 75.98%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • •	<b>YTD</b> 83.99/ 66.19/ 68.29 75.09/ 68.09 44.99 78.99 91.00 66.99 56.19 65.80 88.19 65.80 88.19 77.00 74.00
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03% 66.86% 56.14% 65.579% 88.11% 75.98% 73.97%	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • •	YTD
RED 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheitenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	Apr-11 83.9% 66.08% 68.20% 75.00% 68.00% 44.92% 78.91% 89.95% 91.03% 66.86% 56.14% 65.79% 88.11% 75.98%	May-11	Jun-11	Jul-11 	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	• • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • •	YTD 83.9% 66.1% 68.2% 75.0% 68.0% 44.9% 78.9% 99.10% 66.9% 56.1% 66.9% 56.1% 66.8% 56.1% 66.8% 56.1% 66.8% 56.1% 66.3% 56.1% 66.3% 56.1% 66.3% 56.1% 66.1% 68.2% 77.0% 68.2% 77.0% 68.2% 66.3% 68.2% 6

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#### RED 19 Minute Performance by Sector

**RED Responses** 

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	3380	*	•	•	•	•	•	•	*	*	*	•	3,380
Gloucestershire	2025	*	*		٠	•	•	•	*	•	*	*	2,025
Wiltshire	2669	*	<ul> <li>*</li> </ul>	1.0	•	*	( <b>*</b> )		() <b>*</b> ()	•	*		2,669
Other/Unknown	46	•	( <b>*</b> -)	.*	•	*	•	•	*	*	*	*	46
Total	8,120		*	*	•	•			*	*	*		8,120

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	3322	3 <b>4</b> 0	*	0.00	*	*		•		•	*		3,322
Gloucestershire	1967	: <b>*</b> ⊖	: <b>*</b> .}		*			•		*	*		1,967
Wiltshire	2609	*	•		•	•	•	•		•	*		2,609
Other/Unknown	35	*	*	•	•	•	•	•	•	•	*	*	35
Total	7,933	5.003	1980)	*		•	•		*		*		7,933

RED 19 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	98.3%			*	*	•	•			*			98.3%
Gloucestershire	97.1%	*	*	•	•	•	•	•	•		*	•	97.1%
Wiltshire	97.8%	•	*	*	•	•		2 <b>*</b>		•	*	*	97.8%
Other/Unknown	76.1%		*	*	*	5 <b>0</b> 5		•	•	*	*	3 <b>*</b> 3	76.1%
Total	97.7%	*	*		•		(199)			*			97.7%

#### RED 19 Minute Performance by PCT

**RED** Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	520		*		*	*	•	•	*	*	1 SW)	S. 🔹	520
Bristol	1,796		*	*		.*		•	•	*	•	•	1,796
Gloucestershire	2.025			*	•	•	•	•	•	•	*	*	2,025
North Somerset	783	•	•	•	•	•	•	•			8 <b>4</b> 0	•	783
South Gloucestershire	743		*	*			*	•	*	.*:			743
Swindon	685	*	*				•	•	•	*	•	•	685
Wiltshire	1,521	*		•	*	•	•	•	•		•	•	1,521
Other/Unknown	47		*	*	•	•	•	•	340			*	47
Total	8,120	•	*	*					•	•	*		8,120

Compliant RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	507			0.*0	0 0 <b>x</b> z	*	•		•	•	*		507
Bristol	1,778	•	•		*	*	•	•	•	•	*		1,778
Gloucestershire	1,967	•	•	•	*	•		•	•		•	*	1,967
North Somerset	765				5 <b>.</b>	*	•	•		S.	*	*	765
South Gloucestershire	726	*	S 🖝 (	S.W.S.		*	.*			•	•		726
Swindon	676			.*.		•	*	•	•	•	*	*	676
Wiltshire	1,478	•	•	•	*	*		•	•	•	•	7 <b>4</b> 01	1,478
Other/Unknown	36		•	•	*	*	1.0	848	•	•	*		36
Total	7,933	1.00	*	*	*	*		•		•	•	•	7,933

RED 19 Min Performance

RED 13 Mill Performance	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	97.5%	*			*	*	•	•	•	•	•	•	97.5%
Bristol	99.00%					•	*	•	•			*	99.00%
Gloucestershire	97.14%			•	*		() <b>*</b> ()	*		•	•	•	97.1%
North Somerset	97.70%					*	•		•	•	•	•	97.7%
South Gloucestershire	97.71%			*	•	•	•	•	•				97.7%
Swindon	98.69%				*	*		*	•	•	•		98.7%
Wiltshire	97.17%			*			*	*		•	•	•	97.2%
Other/Unknown	76.60%	•		•	.*		*	•	•	•	•	•	76.6%
Othenonkilowil	10.0070				-								
Total	97.7%		•	•	•	•	*		•		5.181		97.7%

RED 19 Minute Performance by District Council / Unitary Authority

#### **RED** Responses

RED Responses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
2111	1,796	may	·	*			*	*	). <b>*</b> (	•	•	•	1,796
Bristol								*	*			•	743
South Gloucestershire	743	Deres and the second											783
North Somerset	783	•	•	( <b>•</b> )	•	•	7831	11714					520
Bath and North East Somerset	520	.*	(	•	•	•	•	*					300
Forest of Dean	300	•	•	•	•	•	*		*)	•			
Cotswold	256		•	•	•		0,00	*	•	•			256
Tewkesbury	256			•			•	•	*	•	•		256
Cheltenham	398	*		•	•	•	•	•	•	*	•	•	398
Gloucester	468			•	•			*	*		•	•	468
	347					•	*		*	•	•	•	347
Stroud	228	*			•			*		*			228
Kennet									(*)	*	•	•	418
North Wiltshire	418							*	*				681
Swindon	681	*	*										487
West Wiltshire	487	•	•	•	•	•	•				*		388
Salisbury	388	*	*	•		•	•						51
Other/Unknown	51	*	.*	*	•	•	•	•	2.0		21		51
											*		8,120
Total	8,120	*	•						11 - St.				

Compliant RED Responses			hun dd	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
	Apr-11	May-11	Jun-11	JUI-TT	Aug-11	00p-11	00011			*	*		1,778
Bristol	1,778		•		•			17.					726
South Gloucestershire	726	<b>`</b> *`	*		•	•	•	•		*			
				*				*	*	•	*	•	765
North Somerset	765											240	507
Bath and North East Somerset	507	*	•	•	*	•	2.00				-		291
Forest of Dean	291	*	· •	*			•	•		•			
				*			•		•		1200		222
Cotswold	222			675								*	254
Tewkesbury	254	13 <b>*</b> 5	*										396
Cheltenham	396		+				•						10000
	and the second se									•	*		466
Gloucester	466	1								*			338
Stroud	338	0 <b>*</b> 2			1.	· · · · · · · · · · · · · · · · · · ·							000

Stroud	000									+	*	*	213
	213	*	*				•	•		10.0	1120	91	
Kennet	213								*			*	408
North Wiltshire	408			Vit	•								672
	672	*	*		*		•	•			-		
Swindon													484
West Wiltshire	484	*	*	3 <b>8</b> 0	1055		a na sa						373
And the state of the second	373	*		*		•	•	•	2 <b>.</b> #.5	· · · · · · · · · · · · · · · · · · ·			
Salisbury			-		*							•	40
Other/Unknown	40												
											*	*	7,933
Total	7,933	•	(*)	2 <b>*</b> 2	1.43								1,000

RED 19 Min Performance	A == 44	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
	Apr-11			Jui-II	Aug					*	*	•	99.0%
Bristol	99.0%		*	0.57					•				97.7%
South Gloucestershire	97.71%	*	*		*	*			•		-		97.7%
North Somerset	97.70%	•	1.	*	•	•	*						97.5%
Bath and North East Somerset	97.50%	•		: <b>*</b> ?	*		•	Contraction of the second	Sector Sector			+	97.0%
Forest of Dean	97.00%	200	() <b>*</b> )	*	*	•	•	•	•				86.7%
Cotswold	86.72%	.*.	•	*		•	*	•	•	2	· · · · · · · · · · · · · · · · · · ·		
Tewkesbury	99.22%			•	*	*		*		•	•		99.2%
	99.50%				*	*	*	•		•	•	1. <b>*</b> .	99.5%
Cheltenham											•		99.6%
Gloucester	99.57%											•	97.4%
Stroud	97.41%											*	93.4%
Kennet	93.42%	•	•	*	*	3 <b>*</b> 1							97.6%
North Wiltshire	97.61%		*	*	/#60	•							98.7%
Swindon	98.68%		•	•	*			*					99.4%
West Wiltshire	99.38%	•	•	•	200		*	•					
Salisbury	96.13%	•	•		200		*	•	•	•			96.1%
Other/Unknown	78.43%	•	•	*	*	*	•		•	٠	•	•	78.4%
					-	*		*		•	•		97.7%
Total	97.7%	•	•									1	

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#### **GREEN Performance by Sector**

**GREEN Responses** 

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	5621		*	*	*	*	•			191	1.	•	5,621
Gloucestershire	3424	*	*		•	•	•	•	•	.*	1	*	3,424
Wiltshire	4484	•	*	*		*	•	•	•	•	•	*	4,484
Other/Unknown	92	•	*	*	S#1	*	*	•	•		3 <b>8</b> 8	*	92
Total	13,621	٠	*	*	*			•	•	•		*	13,621

Compliant GREEN Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	4966	*	*		*	*	•	•	•		•	•	4,966
Gloucestershire	3299	•	*	*		*	•	•	•	•	•	*	3,299
Wiltshire	4326	•	*	*	•		*		1 <b>•</b> 1	۰.		*	4,326
Other/Unknown	86	*	*	*	1	2.00	*	•	•	•	•	•	86
Total	12,677			8 <b>9</b> 0		•	•		•	•		•	12,677

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	88.3%	•	•	*	•	•	•	•	•	•	*	•	88.3%
Gloucestershire	96.3%	*			(w)	*	*				*	*	96.3%
Wiltshire	96.5%	*	.*0	1.11	. *:	•	*	•	•	•	•	•	96.5%
Other/Unknown	93.5%	*	•	*	•	•	*	•	•	•	•	•	93.5%
Other/Unknown	93.5%	*	•					3ā.					
tal	93.1%				*	*		3 <b>8</b> 3		•		*	93.1

#### GREEN Performance by PCT

#### **GREEN Responses**

GREEN Responses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,010	•	•	•	*	*	•	•	•	•	•	•	1,010
Bristol	2,910	•	•			*			•	•	*	•	2,910
Gloucestershire	3.424	•	*	*	*	× .	*		•	*	•		3,424
North Somerset	1,259			*	*	*	*	1.0	•	•	•	•	1,259
South Gloucestershire	1,303		•		*	•	*	*		•	•	•	1,303
Swindon	1,179	•	•		*	•		1.00	•	•	•		1,179
Wiltshire	2,442	•	•		*			*	*			•	2,442
Other/Unknown	94	()		*	*	s <b>★</b> 3.	*	•	•	•	•	•	94
<b>V</b>													
Total	13,621	•	•		*	•/	( <b>*</b> )	*		•	1.01	*	13,621

#### Compliant GREEN Responses

Compliant GREEN Responses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	954	•		•			*	*	•	3• C			954
Bristol	2,551	•	•	•		1		*		٠		•	2,551
Gloucestershire	3,299		•	.*		(. <b>*</b> )	•	*	•	•	•	•	3,299
North Somerset	1,142	•		•	•	*	*	•	•	•	•	•	1,142
South Gloucestershire	1,144	•	•	*			*	*				•	1,144
Swindon	1,161	•	•	8 <b>4</b> 00	*		*	*		18.	•	•	1,161
Wiltshire	2,338	*		.*:	*		*	*	•	•	•	•	2,338
Other/Unknown	88	•	•	•	•	*	*		•	•	•	•	88
							D						
Total	12,677	•	•	1.00		•	*	*	S. 🗮 (	1.00	•	•	12,677

#### GREEN Performance

OTELTT POTOTIATIO	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	94.5%	indy					*	.*.		•		•	94.5%
Bristol	87.66%	*					*		•	*		•	87.7%
Gloucestershire	96.35%			•			•	*	•	•	•	•	96.3%
North Somerset	90.71%			•	•	*	S <b>W</b> IC	0.00		•			90.7%
South Gloucestershire	87.80%	•		•			*			•		•	87.8%
Swindon	98.47%	*	•			•	•	*	•	*	•	•	98.5%
Wiltshire	95.74%	•	•	•		•	•		*				95.7%
Other/Unknown	93.62%	•	•	•	•	•	200	S 33 <b>4</b> 5	*	*	( <b>*</b> .)	•	93.6%
Total	93.1%		*		•		*		*	*	•	•	93.1%

#### GREEN Performance by District Council / Unitary Authority

#### **GREEN Responses**

SKEEN Kesponses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
	2,910	may-11	*		*		*		+	*	•	*	2,910
Bristol	and the second se							*			*		1,303
South Gloucestershire	1,303												1,259
North Somerset	1,259			•	•	•							1,239
Bath and North East Somerset	1,010	*		1943	S#4		•	•					
Forest of Dean	376	*	*	٠		•	•		•				376
Cotswold	442	*	•	•	•	•	•		*	*	•		442
Tewkesbury	397	*	*	•	•	•	•	•	1.00				397
Cheltenham	720				•	•			•	*	•	•	720
	884	*				•	•	•		•	*	•	884
Gloucester	605		*	*	•		•		20 <b>4</b> 0	*		*	605
Stroud		*					•				*		414
Kennet	414	1	2.2							*			650
North Wiltshire	650	•	•	*									1,166
Swindon	1,166	2.+22		•	•	•	And a state of the second					*	759
West Wiltshire	759	0.00	*	*	•		•						619
Salisbury	619					( <b>•</b> )	•	•				*	107
Other/Unknown	107	•	*	*	•	•	•		•				107
				1					•		*		13,621
Total	13,621												

Compliant GREEN Responses				1.1.44	Aug dd	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Otterri	1404-11	000-11			
Bristol	2,551	•	*	*	•	*	•	•	•			
South Gloucestershire	1.144	•	•	•	3 <b>*</b> 3		•	•				
North Somerset	1,142	•	*	6. <b>#</b> 35	•	•	•					

Compliant GREEN Responses	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
		may-11	Junett									*	2,551
Bristol	2,551			100								*	1,144
South Gloucestershire	1,144	*	•	•	*						*	*	1,142
North Somerset	1,142	•		0.00	( <b>1</b>	•		Service Bernard	•				954
Bath and North East Somerset	954	•	•	*	*		•						359
Forest of Dean	359		•	•	•	*	*	1.00	1.00				
Cotswold	409		•	*		*	•	•	•				409
	388				*		•		•	•	•	*	388
Tewkesbury	697		•	•		*	•	•	3.00	*	•		697
Cheltenham				*		*		(		•	•	*	862
Gloucester	862								•		•		584
Stroud	584				*							•	388
Kennet	388	•	•	•								•	619
North Wiltshire	619	3• S	( <b>*</b> )	•	•	*	*						1,148
Swindon	1,148		•	•	*	•	3 <b>4</b> 7	*					736
West Wiltshire	736	•	•	•	*	*		•	6				595
Salisbury	595		19 <b>4</b> 8	*	•	*	*		•			•	101
Other/Unknown	101	.*		•	*		•	*	•	•		0.00	101
						*						•	12,677
Total	12,677	•	•	•		0.00	(AM)						IL PARTON I

GREEN Performance			hun dd	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
	Apr-11	May-11	Jun-11			Sep-11						•	87.7%
Bristol	87.66%	•	•	•	*		-				•		87.8%
South Gloucestershire	87.80%	•	•		*	0.00	*						90.7%
North Somerset	90.71%	•	•	•		*	*						94.5%
Bath and North East Somerset	94.46%	•	•	•	•		*	*	•	and the second se			
Forest of Dean	95.48%		•	. C 🍽 ()		*		•	•	•	•		95.5%
	92.53%			•	•	•	*	•		S. 🖝	•		92.5%
Cotswold				•				3 <b>%</b> 0			•		97.7%
Tewkesbury	97.73%					*	*		*		•	•	96.8%
Cheltenham	96.81%	2	1977										97.5%
Gloucester	97.51%	•	•										96.5%
Stroud	96.53%	*		•					*				93.7%
Kennet	93.72%	*	:*:	*	•	*	*						95.2%
North Wiltshire	95.23%	•	•	•	•	•		1. <b>*</b> 21	•				98.5%
Swindon	98.46%		•	•	•	.*	*	1	*				
West Wiltshire	96.97%			•	•	•	*	•	•			•	97.0%
	96.12%			•			•	*	*	•	•	•	96.1%
Salisbury	94.39%						*		*	•	(*)	•	94.4%
Other/Unknown	94.39%					_							
					•				*	*		•	93.1%
Total	93.1%												

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#### Incidents with Response by Sector

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	9002	*	*	3 <b>•</b> 0			•	*	•		*	•	9,002
Gloucestershire	5451	*				•		*		2.0	*	*	5,451
Wiltshire	7154	*		٠		•	•	•	*		*	*	7,154
Other/Unknown	214	•	*	•		•	•	•	•	•	*	•	214

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8640	9217	8920	9191	8751	8887	9253	8871	10419	9465	8494	9289	109,397
Gloucestershire	5175	5442	5149	5217	5187	5203	5632	5452	6361	5644	4994	5773	65,229
Wiltshire	6740	7460	7177	7342	7221	7034	7486	7094	819C	7494	6674	7339	87,251
Other/Unknown	194	261	229	227	219	237	232	205	244	241	193	204	2,686
Tatal	00.740	00.000	04 475	04.075	04.076	04.004	00.000	04.000	05.044				
Total Variance Year on Year	20,749	22,380	21,475	21,977	21,378	21,361	22,605	21,622	25,214	22,844	20,355	22,605	264,563
	20,749	May	21,47t	21,977 Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	264,563
Variance Year on Year					-					-			
Variance Year on Year Avon	Apr		Jun		-		Oct			-		Mar	YTD
Variance Year on Year Avon Gloucestershire	Apr 4.2%	May	Jun *		-		Oct			-		Mar	<b>YTD</b> -91.0%
	Apr 4.2% 5.3%	May	Jun *	Jul *	Aug	Sep •	Oct	Nov •	Dec *	-		Mar	91.0%
Variance Year on Year Avon Gloucestershire Wiltshire	Apr 4.2% 5.3% 6.1%	May	Jun *	Jul *	Aug	Sep • •	Oct • •	Nov • •	Dec	Jan *		Mar *	-91.0% -90.8% -91.0%

#### Incident with Response by PCT

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,530	*		*	1. S. S.	•		3 <b>*</b> 5		( <b>*</b> )	*	*	1,530
Bristol	4,707	*	*	*	•	•	•	•	٠	•	*	٠	4,707
Gloucestershire	5,451	*	*		•	•		*	٠	•	*	•	5,451
North Somerset	2,042	*	( <b>*</b> ))		· •	•					*	•	2,042
South Gloucestershire	2,046	*	*					( <b>*</b> .)		ं 🗮	*		2,046
Swindon	1,865	•	*	*	•	•	•	*	•		*		1,865
Wiltshire	3,963	•	•	•	•	•	•	•					3,963
Other/Unknown	217	*		<ul> <li>*</li> </ul>		•	*	•	•		•	•	217
Total	21,821	•	*	*	•	•		•	. •		*	*	21,821

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,468	1,612	1,509	1,477	1,486	1,524	1,697	1,510	1,721	1,638	1,444	1,593	18,679
Bristol	4,478	4,808	4,649	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,496	4,795	56,500
Gloucestershire	5,175	5,442	5,149	5,217	5,187	5,203	5,632	5,452	6,361	5,644	4,994	5,773	65,229
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,995	24,409
South Gloucestershire	1,976	2,170	2,061	2,100	2,033	2,080	2,130	2,162	2,568	2,235	1.986	2,223	25,728
Swindon	1,651	1,893	1,808	1,991	1,835	1,787	1,805	1,859	2,075	1,946	1.780	1.788	22,218
Wiltshire	3,822	4,189	4,063	4.075	4,110	3,947	4,222	3,933	4,675	4.13E	3,672	4,228	49,072
Other/Unknown	194	263	232	232	223	240	239	208	252	243	196	206	2,728

Total	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,563
Variance Year on Year													

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	4.2%	*				•	•	•	•	*	*	•	-91.0%
Bristol PCT	5.1%	*			*			8.40			*	•	-90.9%
Gloucestershire PCT	5.3%	*	•		•	•	•	*		•	*		-90.8%
North Somerset PCT	2.9%	*	•	•		•	•		•				-90.9%
South Gloucestershire PCT	3.5%	*	3 <b>4</b> 0	1. N#C	•	•		•	•	•			-91.30%
Swindon PCT	13.0%		*	*	•	*	(* ) (* )		0.00	*	*	200	-90.87%
Wiltshire PCT	3.7%	•	*	. *	•	•		1.20	0.00	*	*	.*	-91.16%
Other/Unknown	11.9%	•	*	•			•	•	*	*	•	•	-91.4%
Total	5.2%	*	•	· •	*	•		( <b>*</b> )		*	.w		-91.0%

#### Incidents with Response by District Council/Unitary Authority

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	4,707	•	*	*	•	•	(*c	•	•	*	*	.*	4,707
South Gloucestershire	2,046	•	*	*	•	•	•	•	•		•	*	2.046
North Somerset	2,042	3 <b>4</b> 0	8. <b>4</b> 9	*	•	•	•	•	•			•	2.042
Bath and North East Somerset	1,530	3.00		*	•	*	·••	. D•0	*	*	*	·•·	1,530
Forest of Dean	677	•	*	•	•	•		•	•		٠	3.	677
Cotswold	698	•		•	•	•	•			*	•	•	698
Tewkesbury	653			*	*	•		1		*	•	+	653
Cheltenham	1,118	0.40	1.00	*	*		•	13 <b>•</b> 2	*	*	*	3 <b>*</b> 0	1,118
Gloucester	1,353	*			•	•	•					6016	1,353
Stroud	952	*	•	•	•	•	•	•		•	*	1.00	952
Kennet	642	*		*	*	3 <b>4</b> 1	•	S.#2	•		*		642
North Wiltshire	1,068	1 ( <b>*</b> )	S.#S	*			3. <b>*</b> 3		•	•	*		1,068
Swindon	1,848	*		*	•	*			•			<b>*</b>	1,848
West Wiltshire	1,246	•		*	•	•	•	•	•	•		*	1.246
Salisbury	1,007	1.	10 <b>4</b> 0	¥	•	200	•		×	*	3 <b>4</b> 33		1,007
Other/Unknown	234		*	*	•		•	•	•	•		040	234
Total	21.821		•	*	•	•	•					•	21.821

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	4,478	4,808	4,649	4,731	4,565	4,533	4,791	4,520	5,259	4,875	4,49€	4,795	56,500
South Gloucestershire	1,976	2,170	2,061	2,100	2,033	2,080	2,130	2,162	2,568	2,239	1,986	2,223	25,728
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,999	24,409
Bath and North East Somerset	1,468	1,612	1,509	1,477	1,486	1,524	1,697	1,510	1,721	1,638	1,444	1,593	18,679
Forest of Dean	646	711	685	736	699	660	757	712	826	722	622	667	8,443
Cotswold	650	727	736	714	727	681	758	685	788	721	647	699	8,533
Tewkesbury	590	552	579	617	597	620	656	654	775	652	618	695	7,605
Cheltenham	1,139	1,111	1,043	1,033	1,034	1,105	1,166	1,158	1,360	1,192	1,016	1,311	13,668
Gloucester	1,272	1,338	1,248	1,240	1,185	1,303	1,376	1,365	1,567	1,402	1,250	1,360	15,906
Stroud	878	1,003	858	877	945	834	919	878	1,045	955	841	1,041	11,074
Kennet	599	653	661	667	661	594	689	611	725	666	550	699	7,775
North Wiltshire	1,032	1,160	1,082	1,188	1,130	1.061	1,085	1,044	1,250	1,133	979	1,171	13,315
Swindon	1,629	1,873	1,788	1,966	1,807	1,765	1,771	1,845	2,063	1,925	1,761	1,768	21,96*
West Wiltshire	1,280	1,377	1,264	1,243	1,269	1,303	1,346	1,283	1.562	1,328	1,251	1,305	15,81
Salisbury	911	999	1,056	977	1,050	989	1,102	995	1,138	1.009	892	1,053	12,17
				257	251	262	273	222	264	264	215	226	2.985
	216	283	252	231	~ ~ · ·								
Other/Unknown	216	283	252	2.51	201								
	216	22,380	252	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,56
Other/Unknown Total Variance Year on Year	20,749			21,977 Jul	21,378 Aug	Sep	Oct	21,622 Nov	Dec	Jan	20,355 Feb	Mar	YTD
Other/Unknown Total Variance Year on Year Bristol	20,749	22,380	21,475 Jun	21,977 Jul *	21,378	Sep	Oct	Nov	Dec	Jan *	Feb	Mar	YTD -90.9%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire	20,749	22,380	21,475 Jun *	21,977 Jul *	21,378	Sep •	Oct *	Nov	Dec	Jan *	Feb	Mar *	<b>YTD</b> -90.99 -91.39
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset	20,749	22,380	21,475	21,977 Jul * *	21,378	Sep •	Oct *	Nov • •	Dec *	Jan *	Feb	Mar *	-90.99 -91.39 -90.99
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset	20,749	22,380	21,475	21,977 Jul * *	21,378	Sep • •	Oct • •	Nov • •	Dec * * *	Jan • • •	Feb • •	Mar * *	-90.99 -91.39 -90.99 -90.99
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8%	22,380	21,475	21,977 Jul * * *	21,378 Aug • • • • •	Sep • • •	Oct • • •	Nov • •	Dec • • •	Jan • • •	Feb • •	Mar * *	YTD -90.99 -91.39 -90.99 -91.09 -91.39
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8% 7.4%	22,380	21,475	21,977	21,378	Sep • • • •	Oct • • •	Nov • • • •	Dec • • • •	Jan • • • •	Feb • • •	Mar * * *	YTD -90.99 -91.39 -90.99 -91.09 -91.39 -91.19
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.2% 4.8% 7.4% 10.7%	22,380 • • • • • • •	21,475	21,977	21,378 Aug • • • • • • • •	Sep • • • • •	Oct • • •	Nov • • • • •	Dec • • • •	Jan • • • • •	Feb • • • •	Mar • • • •	-90.9% -91.3% -90.9% -91.0% -91.3% -91.1% -90.5%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8% 7.4% 10.7% -1.8%	22,380	21,475	21.977	21.378 Aug • • • • • • •	Sep • • • • •	Oct • • • •	Nov • • • • • •	Dec • • • •	Jan • • • •	Feb • • • • •	Mar • • • • •	-90.99 -91.39 -90.99 -91.09 -91.39 -91.39 -91.19 -90.59 -91.09
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8% 7.4% 10.7% -1.8% 6.4%	22,380	21,475	21,977	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • •	Oct • • • •	Nov • • • • • • • • • •	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • •	Feb • • • • • • •	Mar * * * * * *	YTD -90.99 -91.39 -90.99 -91.09 -91.09 -91.39 -91.19 -90.59 -91.09 -90.79
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.2% 4.8% 7.4% 10.7% -1.8% 6.4% 8.4%	22,380	21,475	21,977	21,378	Sep • • • • • • • • • • • • • • • • • • •	Oct • • • • • • •	Nov • • • • • • • • • • •	Dec • • • • • • • • • • • • •	Jan • • • • • • •	Feb • • • • • • • •	Mar * * * * * * *	YTD -90.99 -91.39 -90.99 -91.09 -91.39 -91.19 -90.59 -91.09 -90.59 -90.79 -90.59
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.2% 4.8% 7.4% 10.7% -1.8% 6.4% 8.4% 7.2%	22,380	21,475	21,977 Jul * * * * * * * * *	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct * * * * * * * * * * * * * * * * * * *	Nov • • • • • • • • • •	Dec • • • • • • • • • • • • •	Jan • • • • • • •	Feb • • • • • • • •	Mar * * * * * * * *	YTD -90.9% -91.3% -90.9% -91.0% -91.3% -91.3% -90.5% -90.5% -90.5% -90.5% -90.9%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	20,749 Apr 5,1% 3,5% 2,9% 4,2%	22,380	21,475	21,977 	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct • • • • • • • • • • • • •	Nov * * * * * * * * * * * * * * * * * * *	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • • • • • • • • • • •	Feb • • • • • • • • • • • •	Mar * * * * * * * *	YTD -90.9% -91.3% -90.9% -91.0% -91.3% -91.1% -90.5% -91.0% -90.5% -90.9% -90.9% -90.9% -90.9% -91.2%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8% 7.4% 10.7% 6.4% 8.4% 8.4% 7.2% 3.5% 13.4%	22,380	21,475	21,977	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct • • • • • • • • • • • • • • • • • • •	Nov 	Dec • • • • • • • • • • • • • • • • • • •	Jan • • • • • • • • • • • • • • • • • • •	Feb • • • • • • • • • • • • • • • • • • •	Mar * * * * * * * * *	YTD -90.9% -91.3% -90.9% -91.0% -91.1% -91.1% -90.5% -91.0% -90.7% -90.5% -90.9% -90.9% -90.9% -90.9%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	20,749 Apr 5,1% 3,5% 2,9% 4,2% 4,8% 7,4% 10,7% 10,7% 10,7% 10,7% 3,5% 3,5% 13,4% -2,7%	22,380	21,475	21,977	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct • • • • • • • • • • • • •	Nov * * * * * * * * * * * * * * * * * * *	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • • • • • • • • • • •	Feb • • • • • • • • • • • •	Mar * * * * * * * *	YTD -90.9% -91.3% -90.9% -91.0% -91.3% -91.3% -91.3% -90.5% -90.5% -90.5% -90.9%
Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon	20,749 Apr 5.1% 3.5% 2.9% 4.2% 4.8% 7.4% 10.7% 6.4% 8.4% 8.4% 7.2% 3.5% 13.4%	22,380	21,475	21,977	21,378 Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct • • • • • • • • • • • • • • • • • • •	Nov 	Dec • • • • • • • • • • • • • • • • • • •	Jan • • • • • • • • • • • • • • • • • • •	Feb • • • • • • • • • • • • • • • • • • •	Mar * * * * * * * * * *	YTD -90.9% -91.3% -90.9% -91.0% -91.1% -91.1% -90.5% -91.0% -90.7% -90.5% -90.9% -90.9% -90.9% -90.9%

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#### Conveyance Rates by Sector

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	9002					•	•	•	•	•		•	9,002
Gloucestershire	5451	2 <b>.</b>	•			•	*	(*)		*	*		5,451
Wiltshire	7154	•	•		•	•	*		•		•	•	7,154
Other/Unknown	214		•		1.	•	*	•	•	٠			214
Total	21,821					•	*		•	•	•	( <b>•</b> )	21,821
Incidents with transport													
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	6110		*			•	*	3 <b>•</b> 0	()	*			6,110
Gloucestershire	3661	•	•		310	•		•			•	•	3,661
Wiltshire	4688		*	•	5.00	•	*					( <b>•</b> )	4,688
Other/Unknown	139		•			•	*	•			•	•	139
Total	14.598				•		•	•				•	14,598
Incidents with transport													
Incidents with transport 2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
2010/11	Apr-10 5910	May-10 612C	Jun-10 606C	Jul-10 6072	Aug-10 5914	Sep-10 6106	Oct-10 6306	Nov-10 6086	Dec-10 6998	Jan-11 6413	Feb-11	Mar-11 6379	YTD 74.256
2010/11 Avon								608E	6998	6413	5892	6379	74,256
	5910	6120	606C	6072	5914	6106 3575	630E 3758	608E 3689	6998 4048	6413 3785	5892 3301	6379 3875	74,256 43,609
2010/11 Avon Gloucestershire	5910 3506	612C 363E	606C 3433	6072 3526	5914 3477	6106	630E	608E	6998	6413	5892	6379	74,256
2010/11 Avon Gloucestershire Wiltshiro	5910 3506 4414	612C 363E 487C	606C 3433 4608 131	6072 3526 4662 135	5914 3477 4617 137	6106 3575 4584 142	630E 375E 4894 163	6086 3685 4642 134	6998 4048 5234 143	6413 3785 4878 156	5892 3301 4369 119	6379 3875 4860 128	74,256 43,609 56,632 1,661
2010/11 Avon Gloucostershire Wiltshire Other/Unknown Total	5910 3506 4414 114	612C 363E 487C 159	606C 3433 4608	6072 3526 4662	5914 3477 4617	6106 3575 4584	630E 3758 4894	6086 3689 4642	6998 4048 5234	6413 3785 4878	5892 3301 4369	6379 3875 4860	74,256 43,609 56,632
2010/11 Avon Gloucostershire Wiltshire Other/Unknown Total	5910 3506 4414 114 13,944	612C 363E 487C 159 14,785	606C 3433 4608 131 14,232	6072 3526 4662 135 14,395	5914 3477 4617 137 14,145	6106 3575 4584 142 14,407	6306 3758 4894 163 15,121	6086 3685 4642 134 14,551	6998 4048 5234 143 16,423	6413 3785 4878 156 15,232	5892 3301 4369 119 13,681	6379 3875 4860 128 15,242	74,256 43,609 56,632 1,661 176,158
2010/11 Avon Gloucestershire Willishire Other/Unknown Total Conveyance Rate	5910 3506 4414 114 13,944 Apr-11	612C 363E 487C 159	606C 3433 4608 131	6072 3526 4662 135	5914 3477 4617 137	6106 3575 4584 142	630E 375E 4894 163	6086 3685 4642 134	6998 4048 5234 143	6413 3785 4878 156	5892 3301 4369 119	6379 3875 4860 128	74,256 43,609 56,632 1,661 176,158
2010/11 Avon Gloucestorshire Wiltshire Other/Unknown Total Conveyance Rate Avon	5910 3506 4414 114 13,944	612C 363E 487C 159 14,785 May-11	606C 3433 4608 131 14,232 Jun-11	6072 3526 4662 135 14,395 Jul-11	5914 3477 4617 137 14,145 Aug-11	6106 3575 4584 142 14,407 Sep-11	6306 3758 4894 163 15,121 Oct-11	6086 3685 4642 134 14,551 Nov-11	6998 4048 5234 143 16,423 Dec-11	6413 3785 4878 156 15,232 Jan-12	5892 3301 4369 119 13,681	6379 3875 4860 128 15,242 Mar-12	74,256 43,609 56,632 1,661 176,158 YTD 67.9%
2010/11 Avon Gloucestorshire Wiltshire Other/Unknown Total Conveyance Rate Avon Gloucestorshire	5910 3506 4414 114 13,944 Apr-11 67.87% 67.16%	612C 363E 487C 159 14,785 May-11	606C 3432 4608 131 14,232 Jun-11	6072 3526 4662 135 14,395 Jul-11	5914 3477 4617 137 14,145 Aug-11	6106 3575 4584 142 14,407 Sep-11	6306 3758 4894 163 15,121 Oct-11	6086 3685 4642 134 14,551 Nov-11	6998 4048 5234 143 16,423 Dec-11	6412 3785 4878 156 15,232 Jan-12	5892 3301 4365 119 13,681 Feb-12	6375 3875 486C 128 15,242 Mar-12	74,256 43,609 56,632 1,661 176,158 YTD 67.9% 67.2%
2010/11 Avon Gloucestorshire Wiltshire Other/Unknown Total Conveyance Rate Avon Gloucestorshire Wiltshire	5910 3506 4414 114 13,944 Apr-11 67.87%	612C 363E 487C 159 14,785 May-11	606C 3433 4608 131 14,232 Jun-11	6072 3526 4662 135 14,395 Jul-11	5914 3477 4617 137 14,145 Aug-11	6106 3575 4584 142 14,407 Sep-11	6306 3758 4894 163 15,121 Oct-11	6086 3689 4642 134 14,551 <b>Nov-11</b>	6998 4048 5234 143 16,423 <b>Dec-11</b>	6413 3785 4878 156 15,232 Jan-12	5892 3301 4365 119 13,681 Feb-12	637 <u>\$</u> 387 <u>5</u> 486C 128 15,242 <b>Mar-12</b>	74,256 43,609 56,632 1,661 176,158 YTD 67.9%
2010/11 Avon Gloucestarshire Wiltshire Other/Unknown	5910 3506 4414 114 13,944 Apr-11 67.87% 67.16% 65.53%	612C 363E 487C 159 14,78E May-11 •	606C 3433 4608 131 14,232 Jun-11 •	6072 3526 4662 135 14,395 Jul-11 •	5914 3477 4617 137 14,145 Aug-11 •	6106 3575 4584 142 14,407 Sep-11 •	6306 3758 4894 163 15,121 Oct-11 -	6086 3689 4642 134 14,551 Nov-11 •	6998 4048 5234 143 16,428 Dec-11 • •	6413 3785 4878 156 15,232 Jan-12 • •	5892 3301 4365 119 13,681 Feb-12 -	6379 3875 4860 128 15,242 Mar-12 *	74,256 43,609 56,632 1,661 176,158 YTD 67.9% 67.2% 65.5%

#### Conveyance Rates by PCT

# Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,530				•	•		1.0	5. <b>*</b> .			*	1,530
Bristol	4,707	1000				•	*	380	:**	•	•		4,707
Gloucestershire	5,451				•	•			٠				5,451
North Somerset	2,042				:*: :	•	*	•		•	•		2,042
South Gloucestershire	2,046			*	•	•		3 <b>*</b> 0		*		8. <b>#</b> /8	2,046
Swindon	1,865					•		•	•	•	•	•	1,865
Wiltshire	3,963	•				•		5.1		•		0.00	3,963
Other/Unknown	217	•	•		•	•	•	•	•	•	•	*	217
	-												
Total	21.821	•	•	•		•	*	(19)	•	•			21,821

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,056				•	•		•	•	•		+	1,056
Bristol	3,024		*	7.40	72.02	•	*	3 <b>9</b> 0		-		*	3,024
Gloucestershire	3,661		•		•			•		•	•	.*	3,661
North Somerset	1,466	•	*		•	•				*			1,466
South Gloucestershire	1,472	•	•	•	•	•	*		•		. s <b>e</b> r	10 <b>4</b> 5	1,472
Swindon	1,196	•		0 <b>•</b> 3	2.• C	•	*	•	•		•		1,196
Wiltshire	2,581			•	•			•		*		•	2,581
Other/Unknown	142	•	•		89 <b>4</b> 8	•		•	•		•	•	142
Total	14,598	*			1. <b>*</b> /	•		•	•		•	•	14,598

#### Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	69.02%		•						•		•	•	69.0%
Bristol	64.24%			•	.*	•			•	*		*	64.2%
Gloucestershire	67.16%	•								•	•	*	67.2%
North Somerset	71.79%	•				•						*	71.8%
South Gloucestershire	71.95%	•	*		•	•	•	•	•		•	•	71.9%
Swindon	64.13%	•		( <b>*</b> )	•	•	.*	( <b>*</b> ))			S•.5	*	64.1%
Wiltshire	65.13%	•		•	•	•		•	•		•	•	65.1%
Other/Unknown	65.44%			•				0.00	•	*			65.4%
Total	66.9%		*					3 <b>.</b>	•	*	S#0		66.9%

## Conveyance Rates by District Council / Unitary Authority \_

#### Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	4,707		•	•	+	•		*			•	*	4,707
South Gloucestershire	2,046	*			•	•	3.00		*			*	2,046
North Somerset	2,042	•	•	•	•	•	•	•			•	*	2,042
Bath and North East Somerset	1,530					•			•	•		*	1,530
Forest of Dean	677	•		•		•	*		•	•	•	*	677
Cotswold	698	•		3. <b>•</b> 3	•			0.00	•	•		*	698
Tewkesbury	653	•		•				•	•	•	•	•	653
Cheltenham	1,118	•	( <b>*</b> )	2.00	•	*	3.00	<b>.</b> .	•		1 0 <b>4</b> 2		1,118
Gloucester	1,353	•		•				•	•	•	•		1,353
Stroud	952	•		(1.00)	•	*	2.		•		0.00		952
Kennet	642			•	*		•	•		*	•	•	642
North Wiltshire	1,068	*	S# 0		*	•	3 <b>0</b> 0		*	. 3 <b>#</b> 3	3 <b>9</b> 7		1,068
Swindon	1,848	*	•	•	*	•	•	+					1,848
West Wiltshire	1,246				*	•	•	*		•	•		1,246
Salisbury	1,007		•			•		*				*	1,007
Other/Unknown	234	÷	•	•	•	•	•	*	•	•	•		234
	1 01 001	1			1		1					-	
Total	21,821	•	•	•	•		•	*				•	21,

# Incidents with tra

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	3,024	•		•	•	•	*	•	•		•	•	3,024
South Gloucestershire	1,472		80	•	*			*		3.47	: • · ·	•	1,472
North Somerset	1,466		*	•	*	•	•			•	•	•	1,466
Bath and North East Somerset	1,056		8 <b>%</b> 0		*	800	0 <b></b> 2	•		S#2	•	•	1,056
Forest of Dean	468		•	•	*	•	•	*			•		468
Cotswold	480			•			8.00	*			•	•	480
Tewkesbury	441	•				•	•	*	•			*	441
Cheltenham	787		800	•		3.00		*	i +	( <b>*</b> )	•	*	787
Gloucester	912		•	•	*	•	•	*	•		•		912
Stroud	573		•	•	*	•	8 <b></b> 8	*	•	19 <b>4</b> 1			573
Kennet	446	•	•	•		•	•	•	•	•	•		446
North Wiltshire	691	•		•	*	•			•	•	•		691
Swindon	1,185	•	5 <b>.</b>	*					•		•		1,185
West Wiltshire	778			•		3 <b>4</b> .5	•	•	•	•	•	•	778
Salisbury	666	•	*	•		•	0.0		201	(**)			666
Other/Unknown	153	•	*	•	•	•	•	•	•	•			153
Total	14.598	•								*			14,598

#### Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol, City of	64.24%	•	*		*	•	•	•	•		•	•	64.2%
South Gloucestershire	71.95%		S#2	•	*	•		*	3 <b>•</b> 0	S.#3	•	•	71.9%
North Somerset	71.79%	•	•	•	*	.*	0.	•	•		•	•	71.8%
Bath and North East Somerset	69.02%		0 <b>%</b> 2		*			•		*	•		69.0%
Forest of Dean	69.13%	•	•	•		•	•	•	•	*	•		69.1%
Cotswold	68.77%	•	6 <b>9</b> 8	*	*	•			•		•	•	68.8%
Tewkesbury	67.53%	*	1.80	•		•	•	•	•				67.5%
Cheltenham	70.39%			•	•	S	•		•	•		•	70.4%
Gloucester	67.41%	•	1.1.1	•		•		*		23 <b>9</b> 3	*		67.4%
Stroud	60.19%			•	*	•	•		•	•	•	•	60.2%
Kennet	69.47%	•	2. <b></b>	•		3 <b>8</b> 1	•	*					69.5%
North Wiltshire	64.70%	5 - 5 <b>4</b> - 5			•	•	•		•	•	•	•	64.7%
Swindon	64.12%	•		•				*		S.*C.		•	64.1%
West Wiltshire	62.44%	•		•	•	•		*	•	*	•	•	62.4%
Salisbury	66.14%				•	•	*	•	•				66.1%
Other/Unknown	65.38%	•		•	•	•	•	•	•	•	•	•	65.4%
	-1011)							10 A					
Total	66.9%	•		•	•	•	•	•	•	•	•		66.9%

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#### Total Number of Responses by Sector

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	13694		•	1 <b>.</b>		•	*			*	•	1.00	13,694
Gloucestershire	8693	•	•	•		•	•	•	•	•	•	•	8,693
Wiltshire	10841	*				*	*	•	•	•	•	•	10,841
Other/Unknown	177		•		•	*	•		*	*		((#))	177

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	12523	13712	13196	13275	12855	13457	14189	13640	15828	13941	12754	14063	163,433
Gloucestershire	7720	8187	7815	7791	7794	7950	8715	8709	9957	8600	7832	908C	100,150
Wiltshire	10039	11206	10661	11058	10912	10845	11656	11058	12653	11350	10102	11334	132,874
Other/Unknown	197	222	200	217	194	214	198	163	214	193	166	182	2,360
Total	30,479	33,327	31,872	32,341	31,755	32,46€	34,758	33,570	38,652	34.084	30,854	34,659	398,817

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	9.4%	•	•	*		•	•	1.81		•	•	•	-90.8%
Gloucestershire	12.6%	*	*	*	*	•	•		*	•	•	•	-90.5%
Niltshire	8.0%	•		•	*	•	•	348		•		•	-91.1%
Other/Unknown	-10.2%	•	•	*	•	•	•	•	•	•	•		-91.9%

#### Total Number of Responses by PCT

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	2,303	•	•	*	•					*			2,303
Bristol	7,181	•			*	•	•	•		•	•	*	7,181
Gloucestershire	8,693	•	•	*				0.00		•		*	8,693
North Somerset	3,098	•	•	٠		•	•	•	•	•	•		3,098
South Gloucestershire	3,114	•			•	•	•	•	•		•		3,114
Swindon	2,750	•	•	*	1.00			12 <b>%</b> ]]				·*·	2,750
Wiltshire	6,084	•	•	+		•		•	•	•			6,084
Other/Unknown	182	•	*		3.	•	•		•	•		•	182
Total	33,405	•	•			•	•		•	•			33,405

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	2,158	2,37C	2,199	2,166	2,224	2,272	2,603	2,302	2,627	2,453	2,155	2,409	27,942
Bristol	6,520	7,200	6,920	6,861	6,738	6,997	7,451	6,967	8,009	7,198	6,684	7,271	84,816
Gloucestershire	7,720	8,187	7,815	7,791	7,794	7,95C	8,715	8,709	9,957	8,600	7,832	9,080	100,150
North Somerset	2,920	3,001	2,994	3,193	2,876	3,007	3,159	3,020	3,483	3,167	2,742	3.045	36,607
South Gloucestershire	2,772	3,160	2,989	2,930	2,928	3,101	3,216	3,345	3,923	3,245	3.006	3,325	37,940
Swindon	2,443	2,773	2,632	2,944	2,706	2,721	2,770	2.870	3.14C	2,892	2.650	2,696	33,237
Wiltshire	5,749	6,411	6,120	6,231	6,289	6,199	6,634	6.189	7,286	6,334	5,610	6,648	75,700
Other/Unknown	197	225	203	225	200	219	210	168	227	195	171	185	2,425
Total	30,479	33,327	31,872	32,341	31,755	32,46€	34,758	33,570	38,652	34,084	30,854	34,659	398,817

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	6.7%		•		•		•		•		•		-91.0%
Bristol PCT	10.1%	•	•			•			•		•	•	-90.7%
Gloucestershire PCT	12.6%	•	•	•	•	•			•	•		( <b>*</b> .)	-90.5%
North Somerset PCT	6.1%	·	•	•	•	•	•	•	•	•	•		-90.8%
South Gloucestershire PCT	12.3%		•	5 <b>*</b> 3	.*.	•	•		•	•			-91.00%
Swindon PCT	12.6%	•	•		•	•	•	•	•		•	*	-91.00%
Wiltshire PCT	5.8%	•	*	( <b>*</b> )		•			•		•		-91.19%
Other/Unknown	-7.6%	•		*			*	0.00		•	•		-91.9%
Total	9.6%	•		5 <b>%</b> 0	5 <b>4</b> C	•				· ·	•	•	-90.8%

#### Total Number of Responses by District Council/Unitary Authority

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	7,181	*	•	( <b>*</b> )	•		*	*		•		•	7,181
South Gloucestershire	3,114	•	•	•	•	•	•	.*		•		*	3,114
North Somerset	3,098	•	•	•	•	•		*				*	3,098
Bath and North East Somerset	2,303	*	•	( <b>.</b>	( <b>*</b> )	•	*			•	•		2,303
Forest of Dean	1,125	•	•	•	•	•	•				*	*	1,125
Cotswold	1,114	•	•		•	•		*	•		*	*	1,114
Tewkesbury	1,078	*	•	( <b>3</b> •)	200	•	*	*		•		•	1,078
Cheltenham	1,698	•	•	•		•		1.91				*	1,698
Gloucester	2,117	•	•	•	•	•		*	•	•			2,117
Stroud	1,561		•	70.003		•	•	·*:		•			1,561
Kennet	970	•	•	•	•	•	+	*			•		970
North Wiltshire	1,675		•		•	•	•	*	•	•	•		1,675
Swindon	2,728		•		1. <b>1</b> . 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	•	*	*		•	*		2,728
West Wiltshire	1,947	•	•		•	•	•	•	•		*	13 <b>4</b> 6	1,947
Salisbury	1,492	•	•		•	•	•	*	•	•		*	1,492
Other/Unknown	204	•	•			•	•		•	•	*		204

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	6,520	7,200	6,920	6,861	6,738	6,997	7,451	6,967	8,009	7,198	6,684	7,271	84,816
South Gloucestershire	2,772	3,16C	2,989	2,930	2,928	3,101	3,216	3,345	3,923	3,245	3,006	3,325	37,940
North Somerset	2,920	3,001	2,994	3,193	2,87€	3,007	3,159	3,020	3,483	3,167	2,742	3,045	36,607
Bath and North East Somerset	2,158	2,370	2,199	2,16€	2,224	2,272	2,603	2,302	2,627	2,453	2,159	2,409	27,942
Forest of Dean	1,002	1,115	1,06€	1,126	1,090	1,076	1,193	1,121	1,334	1,121	1,005	1,095	13,344
Cotswold	971	1,086	1,084	1,043	1,085	1,039	1,202	1,120	1,177	1,075	998	1.115	12,995
Tewkesbury	900	848	899	966	913	968	1,060	1,054	1,248	1,025	1,005	1,112	12,002
Cheltenham	1,668	1,655	1,557	1,519	1,537	1,665	1,772	1,788	2,083	1.800	1,55€	1,975	20,575
Gloucester	1,846	1,962	1,885	1,793	1,724	1,915	2,042	2,169	2,430	2,092	1,914	2,087	23,859
Stroud	1,333	1,521	1,324	1,344	1,445	1,287	1,446	1,457	1,685	1,487	1,350	1.696	17,375
Kennet	887	1,000	993	1,009	991	930	1.046	939	1,111	977	844	1.098	11,825
North Wiltshire	1,578	1,845	1,715	1,883	1,785	1,728	1,763	1,707	2,012	1,773	1,539	1,910	21,238
Swindon	2,414	2,745	2,599	2,904	2,665	2,685	2,720	2,846	3,122	2,864	2.617	2.661	32.842
West Wiltshire	1,943	2,095	1,912	1,907	1,971	2,078	2,115	2,008	2,460	2,052	1,881	2,026	24,452
Salisbury	1,341	1.471	1,500	1,432	1,542	1,463	1,706	1,535	1,703	1,532	1.34€	1,614	18,185
Other/Unknown	226	253	236	265	241	255	260	192	245	223	204	220	2,820
Total Variance Year on Year	30,479	33,327	31,872	32,341	31,755	32,46€	34,758	33,570	38,652	34,084	30,854	34,659	
Variance Year on Year	Apr	May	Jun	Jul	Aug	32,46€ Sep	Oct	Nov	Dec	34,084	Feb	34,659 Mar	YTD
Variance Year on Year Bristol	Apr 10.1%	May	Jun *	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar *	<b>YTD</b> -90.7%
Variance Year on Year Bristol South Gloucestershire	Apr 10.1% 12.3%	May	Jun •	Jul	Aug	Sep •	Oct	Nov *	Dec	Jan	Feb	Mar	YTD -90.7% -91.0%
Variance Year on Year Bristol South Gloucestershire North Somerset	Apr 10.1% 12.3% 6.1%	May •	Jun • •	Jul • •	Aug	Sep •	Oct	Nov *	Dec •	Jan	Feb	Mar *	YTD -90.7% -91.0% -90.8%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset	Apr 10.1% 12.3% 6.1% 6.7%	May • •	Jun • •	Jul * *	Aug • •	Sep • •	Oct • •	Nov * *	Dec • •	Jan	Feb	Mar *	YTD -90.7% -91.0%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr 10.1% 12.3% 6.1% 6.7% 12.3%	May • •	Jun • • •	Jul * * *	Aug • •	Sep •	Oct	Nov *	Dec •	Jan • •	Feb	Mar *	YTD -90.7% -91.0% -90.8%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7%	May • • • •	Jun • • • •	Jul • • • •	Aug • • •	Sep • • • •	Oct • • • •	Nov * *	Dec • •	Jan * * *	Feb • •	Mar * *	YTD -90.7% -91.0% -90.8% -91.0%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8%	May • • • • •	Jun • • •	Jul • • • •	Aug • •	Sep • • •	Oct • • •	Nov * * *	Dec • • •	Jan • • •	Feb • •	Mar * * *	-90.7% -91.0% -90.8% -91.0% -90.8%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkosbury Cheltenham	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 1.8%	May • • • •	Jun • • • •	Jul • • • •	Aug • • •	Sep • • • •	Oct • • • •	Nov * * * *	Dec • • • • •	Jan • • • •	Feb • • •	Mar * * * *	-90.7% -91.0% -90.8% -91.0% -90.8% -90.6%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 1.8% 14.7%	May • • • • •	Jun • • • •	Jul • • • •	Aug • • • •	Sep • • • •	Oct • • • •	Nov • • • • •	Doc • • • • • • •	Jan • • • • •	Feb • • • •	Mar * * * * * *	-90.7% -91.0% -90.8% -91.0% -90.8% -90.6% -90.1%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkosbury Cheltenham	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 1.8% 14.7% 17.1%	May • • • •	Jun • • • • •	lul • • • • •	Aug • • • •	Sop • • • • •	Oct * * * * * * * * * * * * * * * * * * *	Nov * * * * *	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • •	Feb • • • • •	Mar * * * * *	YTD -90.7% -91.0% -90.8% -91.0% -90.8% -90.6% -90.1% -90.9%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 19.8% 14.7% 17.1% 9.4%	May • • • • •	Jun • • • • • • •	lul • • • • • • • • • •	Aug • • • • •	Sep • • • • •	Oct • • • • • • • •	Nov • • • • • • •	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • • •	Feb • • • • • • •	Mar * * * * * *	90.7% -91.0% -91.0% -91.0% -91.0% -90.8% -90.6% -90.1% -90.9% -90.3%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 1.8% 14.7% 17.1%	May • • • • • •	Jun • • • • • • • • • •	Jul • • • • • • • • • • • • •	Aug • • • • • • •	Sep • • • • • • •	Oct • • • • • • •	Nov • • • • • • • • • •	Dec • • • • • • • • • •	Jan • • • • • • •	Feb • • • • • •	Mar * * * * * * *	-90.7% -91.0% -90.8% -91.0% -90.8% -90.8% -90.1% -90.9% -90.3% -90.0%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 19.8% 14.7% 17.1% 9.4%	May • • • • • • •	Jun • • • • • • • • • •	Jul • • • • • • • • • •	Aug • • • • • • •	Sep • • • • • • • • • • •	Oct * * * * * *	Nov • • • • • • • • • • • • •	Doc • • • • • • • • • •	Jan • • • • • • • • •	Feb • • • • • • • • •	Mar * * * * * * *	YTD -90.7% -91.0% -90.8% -90.8% -90.6% -90.1% -90.9% -90.3% -90.3% -90.0% -91.0%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 19.8% 14.7% 17.1% 9.4% 6.1%	May • • • • • • • • • •	Jun • • • • • • • • • • • • • • • • • • •	Jul • • • • • • • • • • • • • •	Aug • • • • • • • • • • • • •	Sop • • • • • • • • • • • • •	Oct * * * * * * * * * * * * *	Nov * * * * * * * * * *	Doc • • • • • • • • • • • • • • • • • • •	Jan • • • • • • • • • • • • • •	Feb • • • • • • • • • • • • • • • • •	Mar * * * * * * * * *	YTD -90.7% -91.0% -90.8% -90.8% -90.6% -90.6% -90.9% -90.9% -90.9% -91.0% -91.0%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon	Apr 10.1% 12.3% 6.7% 12.3% 14.7% 19.8% 19.8% 14.7% 14.7% 17.1% 9.4% 6.1% 13.0%	May • • • • • • • • • • •	Jun • • • • • • • • • • • • • • • • • • •	Jul • • • • • • • • • • • • • • • • • • •	Aug • • • • • • • • • • • • • • • • • • •	Sep • • • • • • • • • • • • •	Oct * * * * * * * * * * * * * * * * * * *	Nov * * * * * * * * * * * * * * * * * * *	Doc * * * * * * * * * * * * * * * * * * *	Jan • • • • • • • • • • • • •	Feb • • • • • • • • • • • • •	Mar * * * * * * * * * * *	YTD -90.7% -91.0% -90.8% -90.8% -90.6% -90.1% -90.9% -90.9% -90.9% -90.3% -91.0% -91.0% -91.3%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	Apr 10.1% 12.3% 6.1% 6.7% 12.3% 14.7% 19.8% 14.7% 17.1% 9.4% 6.1% 13.0% 0.2%	May • • • • • • • • • • • • • •	Jun 	Jul • • • • • • • • • • • • •	Aug • • • • • • • • • • • • • • • • • • •	Sep • • • • • • • • • • • • • • • • • • •	Oct	Nov * * * * * * * * * * * * * * * * * * *	Dec * * * * * * * * * * * * * * * * * * *	Jan • • • • • • • • • • • • •	Feb 	Mar * * * * * * * * * * *	YTD -90.7% -91.0% -90.8% -90.8% -90.1% -90.9% -90.3% -90.3% -90.3% -91.0% -91.3% -91.3%
Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury	Apr 10.1% 12.3% 6.1% 12.3% 14.7% 19.8% 14.7% 19.8% 14.7% 13.0% 0.2% 11.3%	May • • • • • • • • • • • • • • • • • • •	Jun - - - - - - - - - - - - -	Jul • • • • • • • • • • • • • • • • • • •	Aug • • • • • • • • • • • • •	Sep • • • • • • • • • • • • •	Oct * * * * * * * * * * * * * * * * * * *	Nov • • • • • • • • • • • • •	Doc • • • • • • • • • • • • •	Jan • • • • • • • • • • • • • • • • • • •	Feb • • • • • • • • • • • • •	Mar * * * * * * * * * * *	YTD -90,7% -91.0% -90.8% -90.8% -90.6% -90.1% -90.9% -90.9% -90.9% -90.3% -91.0% -91.0% -91.3%

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#### Total Number of Patients Transported by Sector

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	6310	•	•	1.000		•	*	() <b>*</b> :	2 <b>*</b> 7		*		6,310
Gloucestershire	3764	•	•	•	•	•		•	*	•	•	*	3,764
Wiltshire	4759	•	*		300	*		( <b>*</b> )	•	•	•	*	4,759
Other/Unknown	150	•	•			•		<b>.</b>		*	*	*	150

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	6066	6277	6217	627C	6089	6230	6457	6230	7221	6659	6046	6569	76,331
Gloucestershire	3621	3719	3493	3594	3542	3627	3826	3769	4131	3864	3374	3954	44,514
Wiltshire	4527	4965	4664	4742	4695	4679	4989	4735	5343	4974	4445	4961	57,719
Other/Unknown	129	178	145	150	145	152	176	146	174	182	123	132	1,832

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	4.0%	•	•	*	•	•	•	•	*	•		( <b>#</b> 3	-91.0%
Gloucestershire	3.9%	•	*	*	800	•	•		•		•	•	-90.7%
Wiltshire	5.1%	•		*	8 <b>9</b> 6						*	5 <b>#</b> 3	-91.0%
Other/Unknown	16.3%	•	•	•	•	•	•			•	•		-91.2%

#### Total Number of Patients Transported by PCT

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,081	•	•	•	•	•	•		•		*		1.081
Bristol	3,127	•	•	1.000	•	•	•	•	•	•	•		3,127
Gloucestershire	3,764		•	10.00	.*.:		*	2.00		•	•		3,764
North Somerset	1,521	•	•	•	•	•		•	•	•	•		1,521
South Gloucestershire	1,510	•	•	0.00		•	•	•	•	•	*		1,510
Swindon	1,210	•	•	1. <b>.</b> .			*	S.#0		•	*	8 <b>4</b> 8	1,210
Wiltshire	2,617	•	•		•	•				•	•		2,617
Other/Unknown	153			0.00	•	•	•		•	•	•		153

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,043	1,131	1,058	1,016	1,045	1,052	1,247	1,049	1,144	1,136	1,008	1,132	13,061
Bristol	3,065	3,163	3,090	3,087	3,017	3,036	3,181	3,035	3,515	3,282	3,006	3,224	37,701
Gloucestershire	3,621	3,719	3,493	3,594	3,542	3,627	3,826	3,769	4,131	3,864	3,374	3,954	44,514
North Somerset	1,437	1,447	1,473	1,550	1,397	1,481	1,547	1,452	1,676	1,572	1,370	1,507	17,909
South Gloucestershire	1,423	1,502	1,506	1,489	1,511	1,549	1,546	1,608	1,862	1,664	1,519	1,645	18,824
Swindon	1,103	1,245	1,165	1,260	1,179	1,192	1,183	1,251	1,35€	1,280	1,189	1,226	14,629
Wiltshire	2,522	2,753	2,587	2,607	2,632	2,596	2,737	2,567	3,004	2,697	2,397	2,795	31,894
Other/Unknown	129	179	147	153	148	155	181	149	181	184	125	133	1,864

# Total 14,343 15,135 14,515 14,756 14,471 14,688 15,448 14,880 16,865 15,675 13,988 15,616 180,396

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.6%		•	•	•	•	•	ħ.	•	•			-90.9%
Bristol PCT	2.0%	•	•	•		•		*		•	•		-90.9%
Gloucestershire PCT	3.9%	•	•	*	*	•	*	*	2.00	•	•	*	-90.7%
North Somerset PCT	5.8%	•	•	•	•	•	•	•		•	•	•	-90.7%
South Gloucestershire PCT	6.1%	*	*	*	3 <b>4</b> 3	( 3 <b>•</b> 0)	•	*			•	•	-91.21%
Swindon PCT	9.7%	•	•	*	•	•		*	1. <b></b>		*	۰	-90.97%
Wiltshire PCT	3.8%	•	•			•	•	*	1.*	•		•	-91.01%
Other/Unknown	18.6%		•	*	2 <b>*</b> 0	3 <b>9</b> 0	•	*	3 <b>4</b> 0	3 <b>•</b> 0		*	-91.2%
										Wi			
Total	4.5%	•	•	•		•		•	•	•		•	-90.9%

#### Total Number of Patients Transported by District Council/Unitary Authority

Current Year	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	3,127			•		•		•	•	•	•		3,127
South Gloucestershire	1,510	.*	•	•				*			3 <b>*</b>	*	1,510
North Somerset	1,521	•	•	•	•	•	•	•	•		•		1,521
Bath and North East Somerset	1,081			*	*		200	*			6 <b>4</b> 01	*	1,081
Forest of Dean	480	*		*	*	1.00		*	*	•	•	•	480
Cotswold	505	*	•		*	•	•		*	•	•		505
Tewkesbury	451	2 <b>.4</b> 0	•		*			*	*	*			451
Cheltenham	803	(*)		•	*	a <b>n</b> ta			*	*	1. 1.		803
Gloucester	940	•	•	•		•	•	•	•	•	•		940
Stroud	585	: <b>*</b> :		*	*	0.00		*	*		•	*	585
Kennet	453	*	S*3	•	*	0.55		*			3.00		453
North Wiltshire	699	*	•	*		•	•			•	•		699
Swindon	1,199	32#2		*	*	· •	(. 3 <b>•</b> 0)	*	*	*	2 - 2 <b>-</b> 2	*	1,199
West Wiltshire	791	.*		*	*	53 <b>%</b> 3			*	S.*S	•		791
Salisbury	674	*	•		*	•		•	*		•	+	674
Other/Unknown	164	· (#)		•	•		•	•	*	·*		*	164
27 I	11000												44.000
Total	14,983								· · · · · · · · · · · · · · · · · · ·				14,983

2010/11	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	3,065	3,163	3,090	3,087	3,017	3,036	3,181	3,035	3,515	3,282	3,00€	3,224	37,701
South Gloucestershire	1,423	1,502	1,506	1,489	1,511	1,549	1,546	1,608	1,862	1,664	1,519	1,645	18,824
North Somerset	1,437	1,447	1,473	1,55C	1,397	1,481	1,547	1,452	1,676	1,572	1,370	1,507	17,909
Bath and North East Somerset	1,043	1,131	1,058	1,016	1,045	1,052	1,247	1,049	1,144	1,13E	1,008	1,132	13,061
Forest of Dean	468	492	475	480	464	476	487	461	496	504	407	465	5,675
Cotswold	474	497	510	489	521	494	533	487	522	473	442	500	5,942
Tewkesbury	419	382	376	453	438	430	465	479	526	472	415	489	5,344
Cheltenham	803	781	762	765	738	785	830	812	902	860	709	858	9,605
Gloucester	898	926	845	870	796	900	947	947	1,028	928	837	973	10,895
Stroud	559	641	525	537	585	542	564	583	657	627	564	669	7,053
Kennet	416	456	453	426	426	412	465	401	460	453	365	471	5,204
North Wiltshire	679	735	710	775	724	696	728	693	811	753	658	783	8,745
Swindon	1,087	1,225	1,148	1,244	1,160	1,175	1,160	1,239	1,347	1,263	1,175	1,209	14,436
West Wiltshire	796	867	733	741	753	792	790	752	908	772	726	799	9,429
Salisbury	631	695	691	665	729	696	754	721	825	719	648	742	8,516
Other/Unknown	145	195	164	169	167	172	204	161	190	201	139	150	2,057
Total	14,343	15.139	14,519	14.75€	14,471	14,688	15.448	14,880	16,869	15,679	13,988	15,616	180,396

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	2.0%	*	•	•	*	*	•		*	*	•	•	-90.9%
South Gloucestershire	6.1%	*	•	0.000	<b>*</b> €	*	•	S <b>#</b> 8		*	٠		-91.2%
North Somerset	5.8%	*	•	8 <b>.</b>	*	*	•	•	2 <b>9</b> 12	*	•	.*	-90.7%
Bath and North East Somerset	3.6%	*		•	•	•	•	•	•		•	•	-90.9%
Forest of Dean	2.6%	*	•	2.00		*	*		5 <b>%</b> 0.	*	•	<b></b>	-90.8%
Cotswold	6.5%	•	•	•	•	•	•		•	*	*	*	-90.7%
Tewkesbury	7.6%	•	•	•	•		•	•	•	•	•	•	-90.7%
Cheltenham	0.0%	*	•	).**		*	*	0 <b>%</b> :	•	*	*		-90.8%
Gloucester	4.7%	•	•				•	٠	*	*	*	•	-90.5%
Stroud	4.7%	•	•		•	*	•	•	*	*	•	•	-90.8%
Kennet	8.9%	*	•		2.0	*			*	*	*		-90.4%
North Wiltshire	2.9%	*	•	•	•		•	•	•	*	•	•	-91.2%
Swindon	10.3%	*	*	•	*	*	*		*	*	*		-90.9%
West Wiltshire	-0.6%	*	*	0.0	3 <b>*</b> 0		*				•		-90.8%
Salisbury	6.8%	*	•	•			•	•		•	•	•	-91.3%
Other/Unknown	13.1%	•	•	•	•	•	•	•		( <b>*</b> )	•	•	-91.4%
	1												1 00.00/
Total	4.5%	M							the second second	17			-90.9%

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**APPENDIX 2** 



# Great Western Ambulance Service NHS Trust

# Board Performance Report April-2011

This report presents the performance of the Trust against its 2011/2012 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
	Variance from target/plan requiring managed actions
Green:	Variance within tolerance levels to be maintained

Denotes improvement in performance

Denotes a reduction in performance



GWAS P	erformance	Scorecard YTD at April 2011	
Performance		Clinical Quality	
RED 8 performance	75.48%		
RED 19 performance	97.70%	No of formal complaints received	16
GREEN performance	93.06%	CQUIN 1 - Asthma	Awaiting new CQUINS
Time to answer calls - Median	1 second	CQUIN 2 - Fast+ve	Awaiting new CQUINS
Time to answer calls - 95th Percentile	3 seconds	CQUIN 3 - Stroke Prevention	Awaiting new CQUINS
Time to answer calls - 99th Percentile	30 seconds	CQUIN 4 - Falls pathway tool	Awaiting new CQUINS
% A&E Calls abandoned	0.17%	CQUIN 5 - Patient & Public Involvement	Awaiting new CQUINS
Time to Treatment - Median	05:35	CQUIN 6 - Dementia Awareness	Awaiting new CQUINS
Time to Treatment - 95th Percentile	14:33	Outcome from Cardiac Arrest -Return of Spontaneous Circulation	
Time to Treatment - 99th Percentile	22:06	a) ROSC at time of arrival at hospital Overall	Results due Aug 2011
No of Wrap ups in excess of 15 mins	3011	b) ROSC at time of arrival at hospital Utstein Comparator Group	Results due Aug 2012
% O.O.H Calls answered in 60 seconds	93.24%	Outcome from acute ST-elevation myocardial infarction (STEMI)	
Triage under 20 minutes	95.88%	a) % of patients suffering STEMI receiving thrombolysis with 60 mins	Results due Aug 2011
Urgent visits under 2 hours	98.33%	b)% of patients suffering STEMI who are directly transported to centre capable of	
Coveyance Rate from 999 calls	60.05%	delivering PCCI and receive angioplasty within 150 mins	Results due Aug 2011
Performance against Activity Plan		c) % of patients suffering a STEMI who receive an appropriate care bundle	Results due Aug 2011
P.T.S - Pick up in under 45 Mins	Under Development	Outcome for Stroke for ambulance patients	
P.T.S - Pick up in under 45 Mins	Under Development	a) % of FAST positive patients who arrive at stroke centre within 60 mins	Results due Aug 2011
P.T.S - Call Answering	Under Development	b) % of patients who receive an appropraite care bundle	Results due Aug 2011
People		Outcome from cardiac arrest - Survival to discharge	
Absence Levels	5.50%	a) Survival to discharge - Overall survival rate	Results due Aug 2011
F.T.E against Plan	949.2	b) Survival to discharge - Utstein Comparator Group survival rate	Results due Aug 2011
Turnover	4.20%	Project Management Office	-
Total Front Line hours Abstracted	39400 (26.96%)		
Governance & Risk			
Care Quality Commission Summary		Under Review	
NHS Litigation Summary			
Information Governance Summary			
Corporate Risk Register - No. of Minor Risks	4		
Corporate Risk Register - No. of Medium Risks	14		
Corporate Risk Register - No. of Serious Risks	34		
Corporate Risk Register - No. of Significant Risks	12		
Resources	1		
Income & Expenditure (£'000)	123	Contract Indicators	
Delivery of Cost Improvement (£'000)	300	Ambulance system indicators	
Capital Resource Limit (£'000)	745		

Cu	rrent Ris	sk Regist	er Sumn	nary Apri	l 2011	
Directorate	Minor 1-4	Medium 5-8	Serious 9-12	Significant 15-25	Total	Controlled risks
Finance	1 (0)	4(+1)	17 (+2)	8 (-1)	30	1
Service Delivery	1 (-1)	3 (+1)	9 (+3)	3(0)	16	1
HR	1 (-1)	5 (+1)	2 (0)	1 (0)	9	2
Clinical	1(0)	2(0)	6 (-1)	0(0)	9	0
Communications	0 (0)	0 (0)	0 (0)	0 (0)	0	0
Total	4	14	34	12	64	4
Minor, medium and and the summary is			•	•		ngements

Г	Time spent of	on Risk R	egister		
Directorate	0-3 months	3-6 months	6-11 months	0ver 1 year	Total
Finance	4	1	17	8	30
Service Delivery	4	3	1	8	16
HR	1	4	0	4	9
Clinical	0	0	0	9	9
Communications	0	0	0	0	0
Total	9	8	18	29	64

Extreme	2	1	1	2	
High		5	15	7	2
Medium		4	12	6	
Low		4	1	2	
Negligible					
	Rare	Unlikely	Possible	Likely	Almost Certain

Ref	Risk	Apr	Mar	Feb	Mitigating Action	Who	Due Date	Status for Mitigating Action
					Ongoing work to implement hospital arrival screens	AD FO / LGM's /	July 2011	
					Discussions with Commissioners regarding implementation of fines within contracts to increase the focus on delivery	AD FO / Head of Commissioning	Ongoing	
	Acute hospital delays and turnaround				Joint working with hospital trusts to improve the position	AD FO / LGM	Octoper 2009	
A&E15	times impacting on ambulance	16	20	16	Revised turnaround procedures to be implemented including education of EOC and road staff		July 2011	
	penormance				CEO / COO level discussions to resolve.	CEO/COO	04/11	
					Revised turnaround procedures to be implemented including education of EOC and road staff	ADFO	07/11	
					Identify no's of vehicles involved	Head of F&L		
					Stop screen updating	Head of I.T.	January	
A&E63	Terrafix in RRV's - touch screen technology impacting on safe operation of	16	16	16	Ops to confirm / agree user requirement	Project Lead	January	
AdLUS	solo vehicles		10					
					Redesigned version of Software being developed Test solution with Terrafix in Stoke.	Project Lead Project Lead		
					Revised Op instruction required when fix in place.	AD OSS		
	Call Categorisation and Response				Develop planned changes required for call categorisation and			
	Standards - performance / possible data			NEW	response standards implementation	Business	April 2011	
A&E68	reporting Implications through	9	16	RISK		Development	•	
	implementation of new codes by EOC,			RISK	Identify training needs for relevant staff - EOC, Call Handlers		April 2011	
	Operations and Informatics by start date.				Implement trust agreed changes.	COO / AD FO	April 2011	
	Command and Control - Trusts ability to command and respond to major and				Develop and implement commander training competencies.	Head of EP&SO	12/11	
A&E71	critical incidents is compromised due to lack of suitably trained GWAS	20	NEW	RISK	Introduce training programme based on National Occupation Standatrds for Civil Protection.		12/11	
	commanders.				Produce testing and exercising programme for commanders.	Head of EP&SO	12/11	
					Develop a trust policy which details the development of	Head of EP&SO	12/11	
HR3	Employee relations – high levels of absence contributing to high levels of	9	9	16	Renew focus on RTW interviews	HR Managers	Ongoing	
	dropped shifts in A&E and EOC				Monitor absences against Absence policy	HR Managers	Ongoing	
					Target university cohorts to recruit graduates.	HR Manager A&E	Ongoing	
					Workforce & recruitment plans to determine skill mix required			
					to move from 901 to 956 by Oct 2010.			
	Inability to recruit sufficient paramedics by target date will make transition in A&E				Review whether there is a skill mix requirement to progress			
	establishment from 901 to 956 by October				Techs to Practitioner - subject to completion of HEI prep course, mentor course and availability to be allocated to a			
HR21	2010 challenging in respect of the	6	6	16	paramedic course.			
	effectiveness of the implementation of				Relaunch advertisement campaign	HR Manager	November	
	A&E service design.					Ŭ	2010	

	1				Board paper on paramedic recruitment to be presented to the	HR Manager	lanuary	
						n ny manayei		
						HR Manager A&E		
HR50	Employment Tribunal Claims - Risks associated with 31 tribunal claims linked to	16	16	NEW	Provide initial response to claims by deadline	HR Manager A&E	May 2011	
	A&E re-design	16	16	RISK	May 2011			
					Regular monitoring to AMC/Board		July 10	
						of Finance		
	Slippage to capital programme with							
F36	potential of underperformance on	16	16	16	Identification of alternative courses of action	Deputy Director	December	
	achievement of CRL					of Finance		
					Review structures to ensure there is technical capability	Deputy Director	September	
					Delivery against action plan developed and presented to A&R	Head of	March	
							2011	
	Dreach as in OFUs has sure as most				Management training sessions	Head of	January	
	Breaches in SFI's because correct		10	4.0	5 5	Governance	2011	
F38	procurement arrangements are not being followed	16	16	16		Head of	08/11	
					Implement 5 year rolling capital programme		08/11	
	Financial Management - comprehensive				Review outcome of cost savings review.	Director of		
F39	spending review changes to public sector	20	20	20				
133	funding reducing available funding	20	20	20	public sector spending		April 2011	
					Internal Audit Recommendations Action Plan completion	Head of		
						Information	2011	
	Insufficient/inadequate arrangements in place to ensure the accuracy of data entry				Establishment of Data Quality Working Group		June 2010	
FG33	resulting in the production of data of poor quality	16	16	16	Production of Data Quality Policy	5	June 2010	
	quanty						April 2011	
					Data Quality Policy	IG Manager	April 2011	
					Records audit to identify which records can be destroyed or	IG Manager	December	
					archived	-	2010	
	No remaining archive capacity resulting in				Establish former training college as archive facility	Head of Estates	March 2011	
FG3	inadequate/inappropriate storage and difficult record retrievals.	16	16	16	Produce business case for management of patient records	IG Manager	May 2011	
					Present Business case to EC for approval	Director of Finance	May 2011	
					Commence implementation - subject to confirmation	HoG	May 2011	

					Production of more specific guidance to include in Records Management Policy for creation, storage, archiving and destruction of records. Production of Police Request Policy Records Audit to identify which records held where	IG Manager IG Manager IG Manager	June 2010 June 2010 December	
FG4	Records management process arrangements do not support the trusts ability to comply with statutory	16	16	16	Additional function on ICAD to monitor PRF completion IG 16 IAD IS IN ICAD IS IN IT		2010 January 2010	
	requirements for subject access requests		Resolve problems with scanning		IG Manager	October 2010		
					I.T. to determine solution to access legacy Glos CAD data	Head of I.T.	February 2011	
					Prepare business case / proposal for records management arrangements.	Head of Governance	May 2011	
					Approval of Draft User Requirement Specification	Head of IT	09/10	
<b>FIT</b> 17	I.T PROMIS is currently overloaded and being used beyond its design capacity with increased risk of intermittent service.	15	15	10	Information systems review to be undertaken	Asst Director Business Development	04/11	
	and in year failure.				Replacement programme	Head of Performance Management	09/11	
					It change control process to be updated to include all other stakeholders e.g.Informatics	Head of I.T.	Complete	
<b>FIT 27</b>	iCAD - changes to software configuration on possible on 'live' CAD without process	16	16	16	Completion of PWC investigation	Head of I.T.	February 2011	
	being signed-off				Completion of change control documentation.	Head of I.T.	06/11	
FT4	FI Project Plan - Delay in FT application due to failure to achieve National	15	15	12	Close monitoring of targets and ensuring all service re-design elements are focussed on improving performance.	COO / AD FO	Ongoing	
	Ambulance Performance Standards.	13		12	Meet with SHA and PCT's to highlight exceptional weather conditions that have impacted on performance 08.03.11.	CEO	April 11	

# Aim: Timely access to services

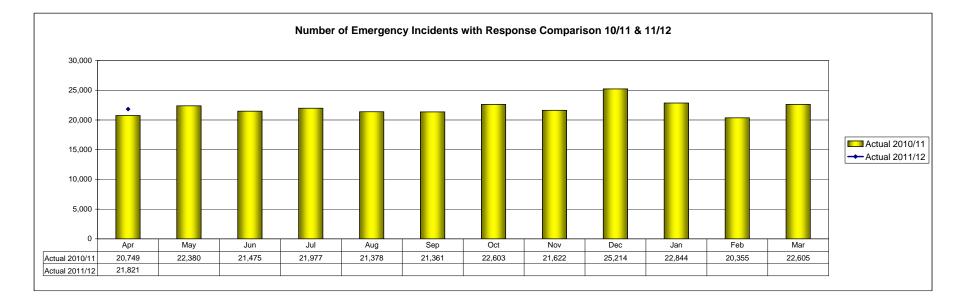
Objective: Achievement of all accident and emergency performance standards – A8, A19, B19

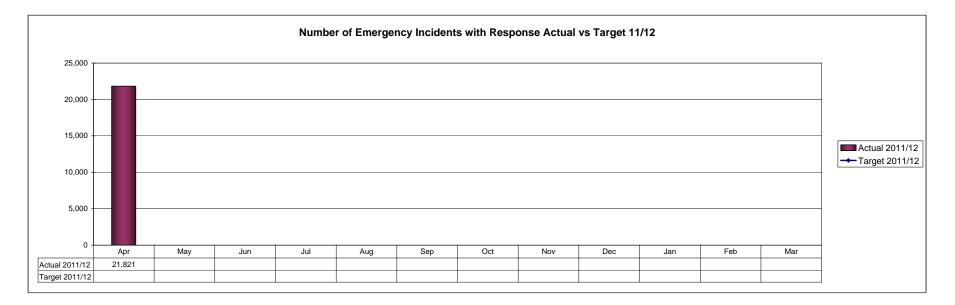
**Narrative** 

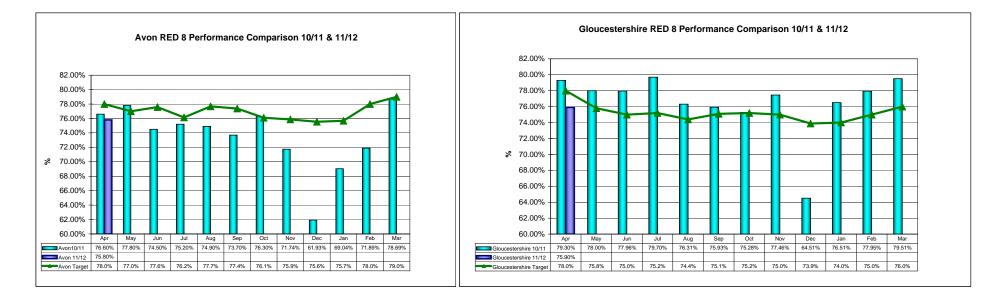
A good start to the year with both RED 8 & RED 19 targets being met.

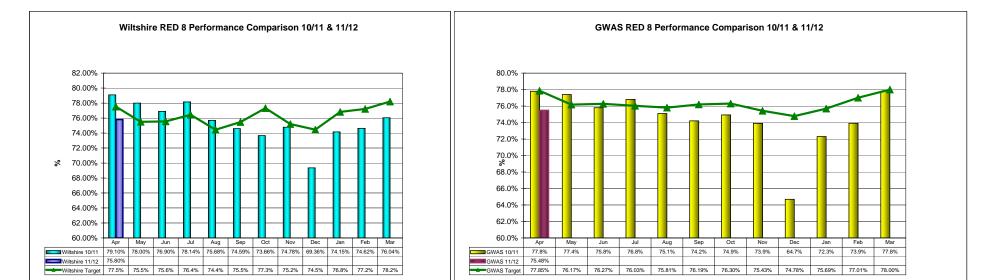
	Acci	dent & E	mergency	/			 	
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2011-2012	Year to date Variance against Plan	Movement on previous year	Year end forecast
Number of RED responses			8,120		8,120			
% of RED responses			37.34%		37.34%			
Number of GREEN 1 responses			836		836			
% of GREEN 1 responses			3.84%		3.84%			
Number of GREEN 2 responses			5,290		5,290			
% of GREEN 2 responses			24.33%		24.33%			
Number of GREEN 3 responses			1,494		1,494			
% of GREEN 3 responses			6.87%		6.87%			
Number of GREEN 4 responses			6,001		6,001			
% of GREEN 4 responses			27.60%		27.60%			
Total GREEN Responses			13,621		13,621			
% of GREEN Responses			62.65%		62.65%			
Responses to RED calls within 8 minutes	75%	75.00%	75.48%		75.48%			
Responses to RED calls within 19 minutes	95%	95.00%	97.70%		97.70%			

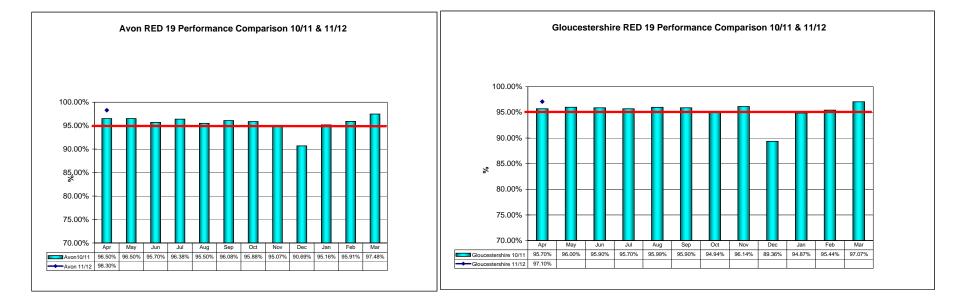
Accident & Emergency									
Description	Year end Target	Monthly Plan 95% in 5	Latest month	Movement on previous month	Year to date 2011-2012	Year to date Variance against Plan	Year to date 2010-2011	Movement on previous year	Year end forecast
Call Answering (999 calls)	95% in 5 Secs	95% In 5 Secs	95.51%	$\downarrow$	95.51%	0.51%	99.92%	-4.41%	95.00%
Call answering (999 calls) Median			1 seconds						
Call answering (999 calls) 95th Percentile			3 seconds						
Call answering (999 calls) 99th Percentile			30 seconds						
Total front line hours delivered (including agency)	1,479,656	121,706	117,656	$\downarrow$	117,656	-4,050	117,656	↑ (	1,431,481
Total front line hours abstracted (including agency)	27%		39400 26.96%	Ť	39400 26.96%	0.04%			
Handover delays (at A&E departments)(average time for month)			13:32	↑	13:32		14:57		
Number of handovers in excess of 15 minutes			3,076	↑	3,076		3,423		
Wrap up time(average time for month)			11:04	↑	11:04		12:54		
Number of Wrap ups in excess of 15 minutes			3,011	↑	3,011		5,380		
Conveyance rate (AII)			66.89%	$\downarrow$	66.89%		67.30%		
Conveyance rate from 999 members of the public			60.05%	↓	60.05%		59.51%		
Conveyance rate to other destinations (eg MIU, WIC) (Excludes hospital transfers and health care professional calls)			0.19%	$\downarrow$	0.19%		0.36%		
GREEN calls passed to NHSD			401 5.53%	 ↑	401 5.53%				
GREEN calls triaged by clinical desk			2,100	1	2,100				
GREEN calls <b>closed</b> by clinical desk & crew referrals to Alternative Pathways via Clinical Desk			451 12.38%	Ļ	451 12.38%				

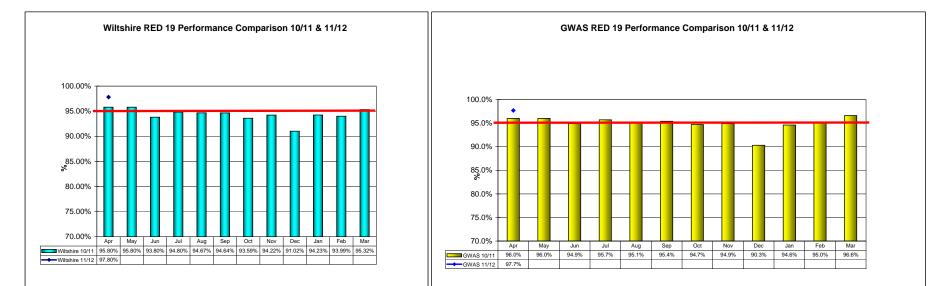


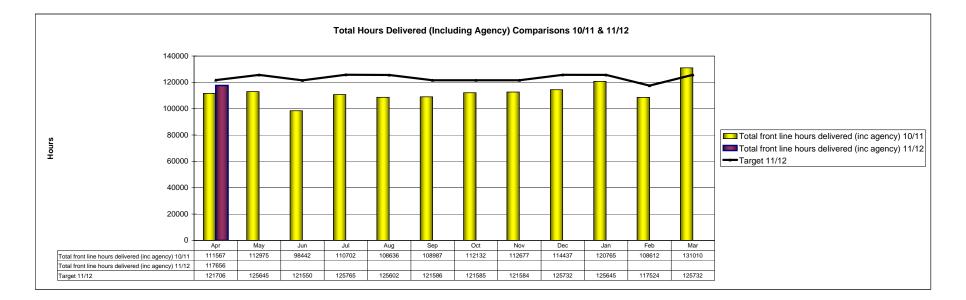


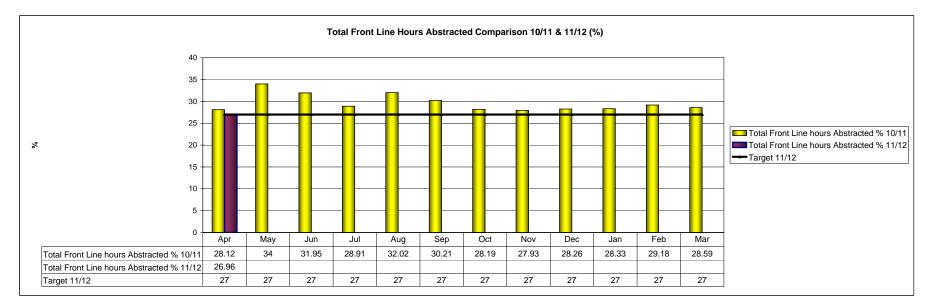


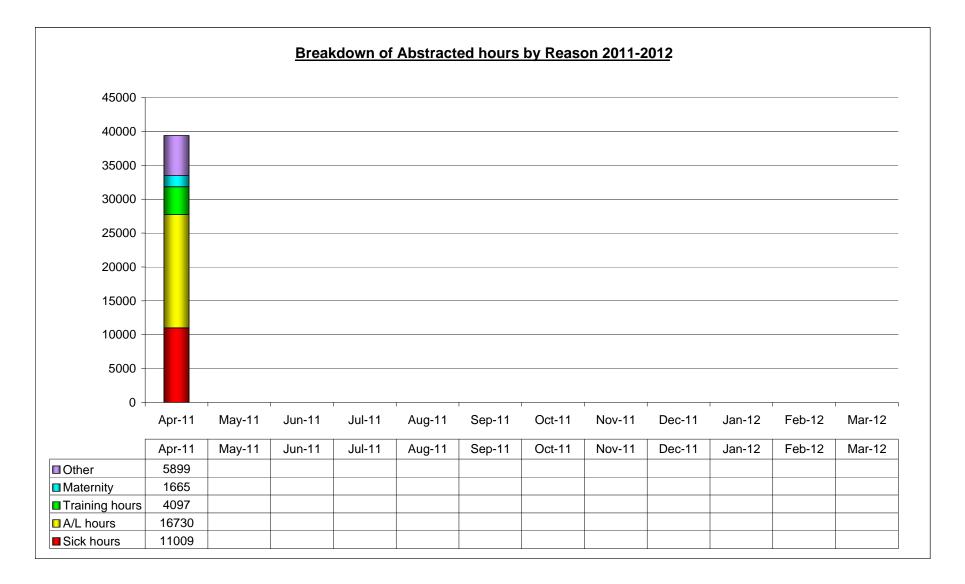


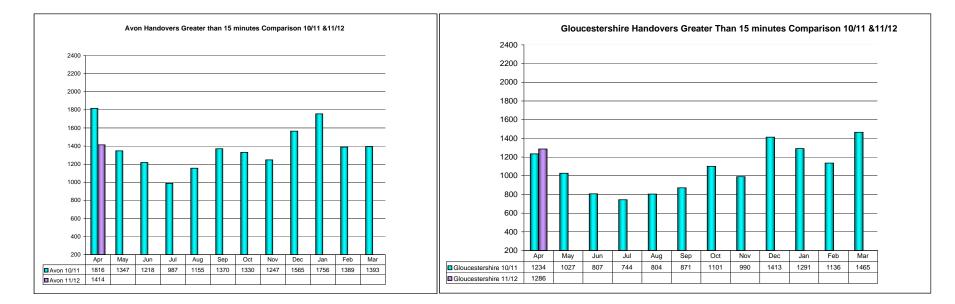


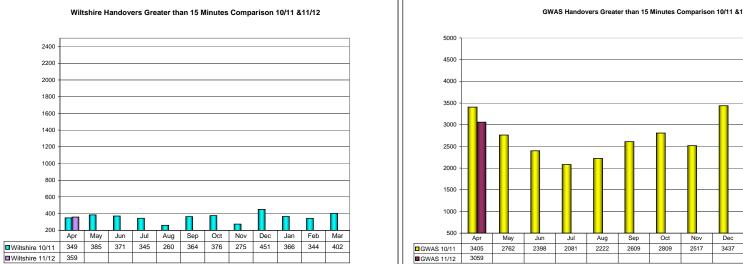


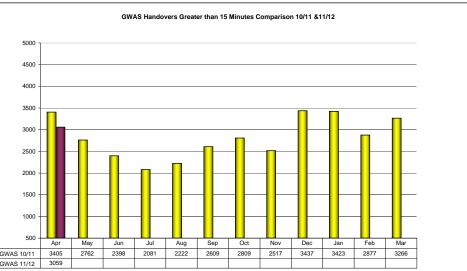


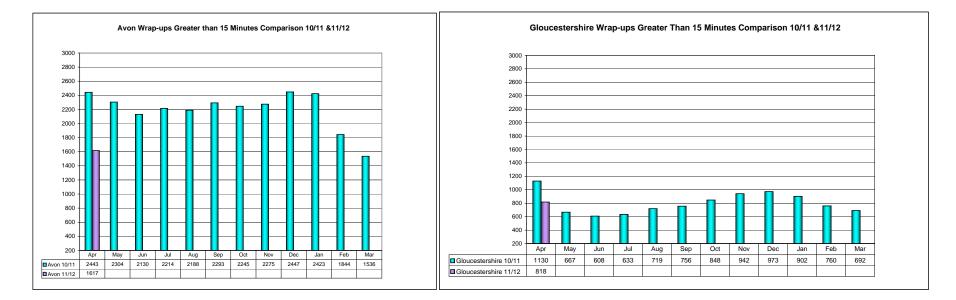


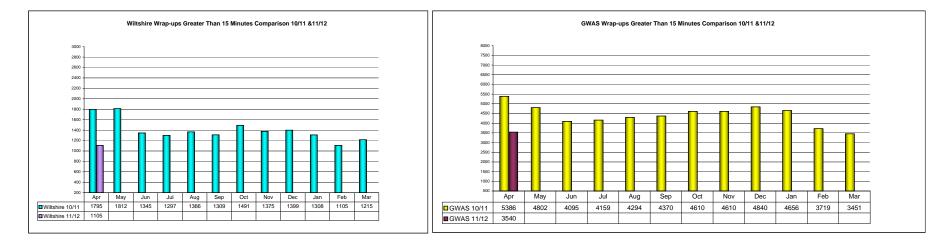


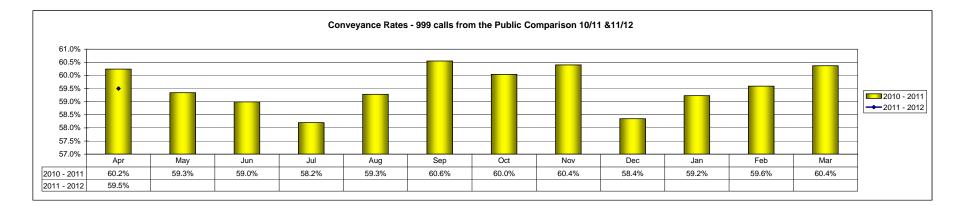








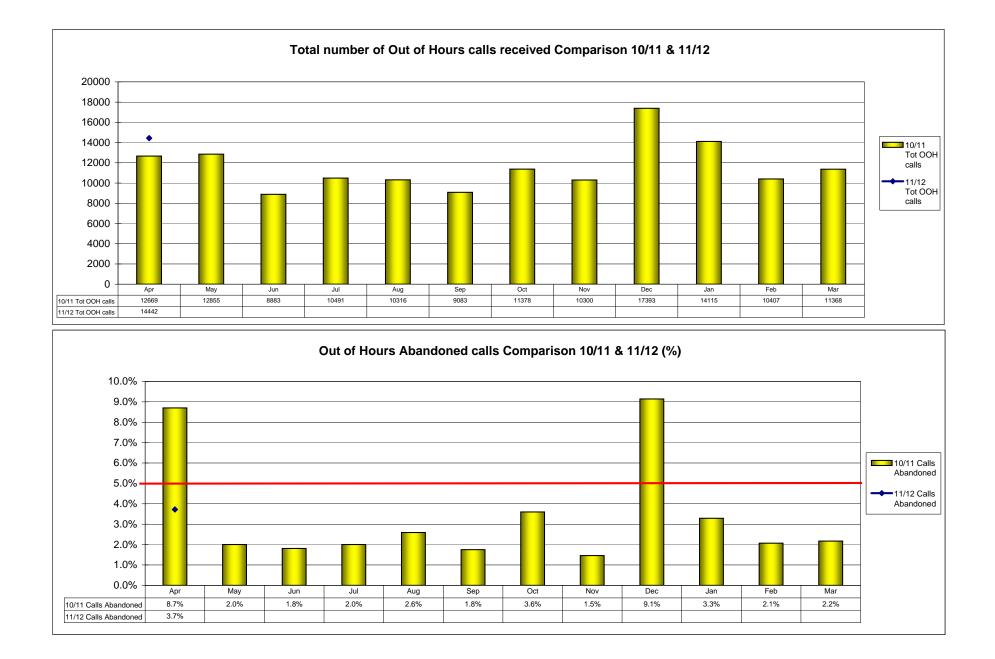




## <u>Narrative</u>

The OOH service achieved full compliance of the performance standards apart from the number of calls answered within 60 seconds, where partial compliance was achieved. The number of calls received was an increase of 10% in comparison with the same month last year.

Out of Hours Service												
Description	Year end Target	Monthly Plan		Movement on previous month	Year to date 2011-2012	Year to date 2010-2011	Movement on previous year	Year end forecast				
Total number OOH calls received			14,442	↑	14,442	12,669	$\uparrow$					
Calls abandoned	< 5%		3.72%	$\downarrow$	3.72%	8.77%	Ŷ	3%				
Calls engaged	< 1%		0%	$\leftrightarrow$	0%	0%	$\leftrightarrow$	0%				
Percentage of calls answered under 60 seconds	95% in 60 seconds		93.24%	$\downarrow$	93.24%	90.93%	↑	95.20%				
Triage under 20 minutes	> 95%		95.88%	$\downarrow$	95.88%	95.89%	$\downarrow$	> 98%				
Triage under 60 minutes	> 95%		96.24%	$\downarrow$	96.24%	100.00%	$\downarrow$	> 99.3%				
Emergency Visit under 1 hour	95%		100%	$\leftrightarrow$	100%	100.00%	$\leftrightarrow$	98.20%				
Urgent Visit under 2 hours	95%		98.33%	<b>↑</b>	98.33%	93.62%	<u>↑</u>	96.00%				
Routine Visit under 6 hours	95%		100.00%	$\downarrow$	100.00%	97.75%	$\downarrow$	97%				



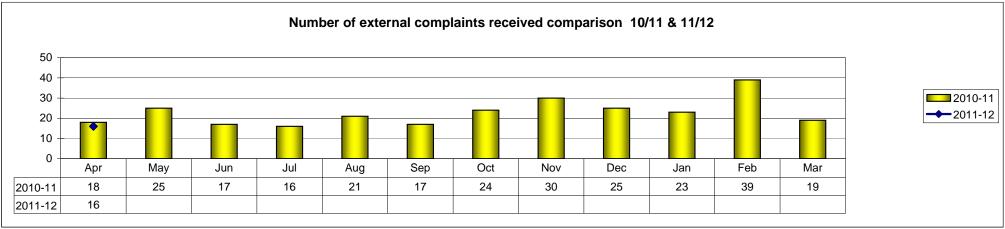
CLINICAL DIRECTORATE MONTHLY CPI REPORT (internal circulation only) Last Nation:														
			March 2011 Year To Date 2010/2011			Cycle Comparitor								
	A	von %	Glos %	Wilts %	GWAS %	Target	Variance from target	Avon %	Glos %	Wilts %	GWAS %	Variance from target	High	Low
STEMI	M1 Aspirin	92.86	100.00	100.00	97.14	95	2.14	97.90	97.62	98.80	98.21	3.21	100.00	91.60
	M2 GTN	100.00	100.00	100.00	100.00	95	5.00	95.13	94.97	93.23	94.43	-0.57	100.00	79.20
	M3 Two or More pains scores	85.71	72.73	90.00	82.86	95	-12.14	90.14	85.01	82.89	86.12	-8.88	94.90	50.00
	M4 Morphine given	63.64	62.50	75.00	66.67	95	-28.33	68.87	73.57	80.05	74.10	-20.90	84.20	53.70
	M5 Analgesia given (morphine and or $\varepsilon$	90.00	75.00	85.71	84.00	95	-11.00	78.54	79.70	82.92	80.53	-14.48	87.90	54.70
Cardiac Arrest	C1 ROSC on arrival at hospital	20.69	17.86	9.09	16.46	20	-3.54	21.21	20.83	21.21	21.23	1.23	37.20	6.50
	C2 ALS Provider on Scene <sup>1</sup>	100.00	100.00	100.00	100.00	95	5.00	100.00	100.00	100.00	100.00	5.00	100.00	94.50
	C3 Response time ≤4 mins.	44.83	35.71	18.18	34.18	0	34.18	32.52	45.38	38.14	37.95	37.95	32.40	6.70
Stroke	S1 FAST recorded	100.00	100.00	100.00	100.00	95	5.00	99.81	99.69	98.88	99.45	4.45	100.00	82.90
	S2 Blood glucose recorded	96.15	100.00	97.56	97.92	95	2.92	96.04	97.65	95.89	96.50	1.50	99.00	83.80
	S3 Blood pressure recorded	100.00	100.00	100.00	100.00	95	5.00	100.00	99.69	100.00	99.93	4.93	100.00	96.30
Hypoglycaemia	H1 Blood glucose before treatment	97.44	97.56	96.23	96.99	95	1.99	98.66	98.49	98.16	98.37	3.37	100.00	95.50
	H2 Blood glucose after treatment	100.00	100.00	96.23	98.50	95	3.50	98.32	99.63	97.42	98.22	3.22	99.30	66.10
	H3 Treatment recorded	100.00	100.00	100.00	100.00	95	5.00	99.49	100.00	100.00	99.81	4.81	100.00	66.70
Asthma	A1 Respiratory rate recorded	100.00	100.00	97.50	98.96	95	3.96	99.82	100.00	99.14	99.60	4.60	100.00	90.90
	A2 PEFR recorded before treatment	72.73	90.91	82.35	80.00	95	-15.00	74.08	72.81	65.42	70.95	-24.05	72.70	20.70
	A3 SpO2 recorded before treatment	94.29	90.48	87.50	90.63	95	-4.37	89.55	84.88	84.49	86.11	-8.89	100.00	81.30
	A4 Beta-2 agonist recorded	100.00	100.00	100.00	100.00	95	5.00	99.37	100.00	99.39	99.54	4.54	99.70	87.00
	A5 Oxygen administered	100.00	95.24	97.50	97.92	95	2.92	98.99	98.43	98.52	98.65	3.65	100.00	59.20
Last updated 20th	May 11													

Subject to validation

# Complaints

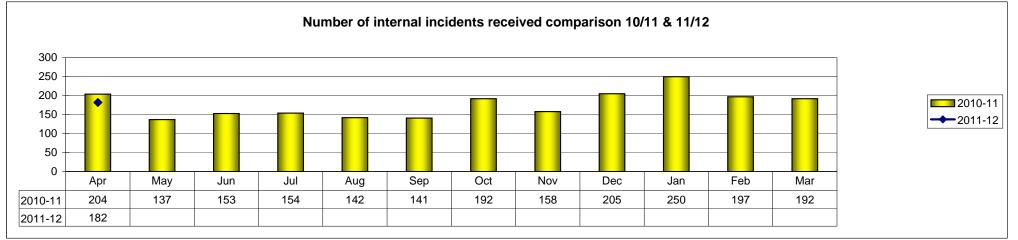
	Current Month	Year to Date 2011/2012	Movement on Previous Month	Year to date 2010/2011	Movement on Previous Year
Number of Compliments	46	46	1	40	↑
Number of Complaints	16	16	1	18	↑ (
Number of PALs enquiries	47	47	$\uparrow$	69	↑ (
Number of SUIs	2	2	$\uparrow$	3	↑ (
Number of Internal Incidents	182	182	$\uparrow$	204	↑

Break down of Complaints	Number of complaints against incidents/journeys	% complaints	Compalaints Ratio
A&E	10 21741	0.04%	1 in 2174 Incidents
0.0.Н	0 14442	0.00%	0 in 14442 Incidents
P.T.S	6 16327	0.03%	1 in 2721 Journeys



#### Number of complaints received from patients and the public this year to date compared with 2010/2011

Number of internal incidents received this year to date, compared with 2010-11



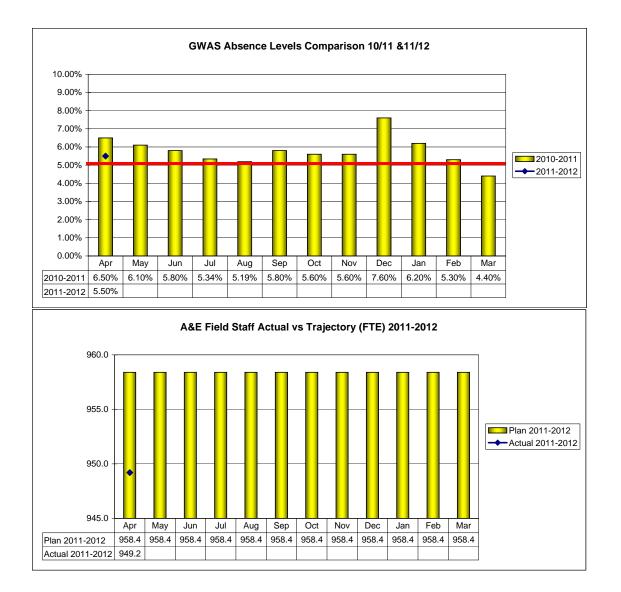
Objective:	Implement a staff survey action plan to address key developmental areas
	Narrative
<u>Staff Pledge 1:</u> Roles & Responsibilities	An analysis of future workforce requirements for 2011/12 is underway to inform recruitment plans to maintain the A&E establishement. 22 offers for Paramedics have been made with start dates between now and September to adddress the remaining skill mix inbalance and to account for predicted turnover. The establishment figure of 225.0 for PTS has now been agreed. Recruitment has been approved for ICA's and ACA's in all three localities and the interviews and driving assessmnets have been scheduled for June and July. This will take the 'staff in post figure' to the agreed 225.0 WTE. Vacancies within Support Staff are monitored and managed by individual Service Managers. Vacancies are advertised and recruited into as requested. Within EOC a total of 5 vacancies are currently being recruited into, these are EMD's in Avon and Dispatch Assistants in Wittshire. Within FIGUR and Logistics recruitment is currently being progressed to appoint 4 Make Ready Assistants and 1 Storekeeper. OOH are fully staffed to their Authorised Recruitment Figure. In April staff turnover exceeded the 10% trust target in OOH and Fleet and Logistics. However the 19.7% in Fleet and Logistics is 1 WTE
<u>Staff Pledge 2:</u> Development	Deficit of 365 hours due to the following: 1) Accelerated learning, number of places provided not met, the shortfall was 128 hours. 2) HDU preparation course, number of places on the course also not met, the shortfall being 237 hours.

### Aim: Develop a highly skilled, professional and flexible workforce Objective: Implement a staff survey action plan to address key developmental areas

<u>Staff Pledge 3:</u> <u>Health &amp;</u> Wellbeing	The Trust absence figure for April increased to 5.5% from 4.4% in March. In April absence exceeded the 5% target in A&E & ASU and represented an increase on the previous month. All long term cases remain under weekly review incorporating appropriate advice from Occupational Health and regular contact with the employee. Additional attendance training sessions took place in April for newly appointed managers. The Trust ergonomist is providing support and advice to staff who are absent from work with musculoskeletal injuries to support their return to work, as well as undertaking work based assessments for staff who raise concerns. The Absence Management Project will continue to provide support to the service lines by analysing short term sickness absences to identify trends in reasons for absence, teams etc and target support to areas where absence has the greatest impact. Further work has also been undertaken to benchmark sickness rates of staff groups within A&E Field Operations against the other Ambulance Trusts in the UK. There was a spike in RIDDOR reportable incidents in April, but this cannot be attributed to a particular trend and will be monitored.
<u>Staff Pledge 4:</u> Engagement	An action plan has been developed to address the areas of concern raised by staff in the 2010 NHS Staff Survey. Discussions continue with UNISON colleagues facilitated by ACAS led by the Chief Operating Officer. The Locality based reviews are continuing as part of the continued work on the A&E redesign programme.

Key Workforce Indicators									
	Note: 1 indicates improvement								
Roles & Responsibilities									
	Funded Establish- ment	Authorised Recruitment Figure	Recruitment Latest Month	Movement on previous month	Staff in Post Latest Month End	Projected Staff in Post at Year End 2011/12			
Staff – FTE* A&E(field)	958.4	958.4	1.4	$\downarrow$	949.2	958.4			
ASU	14.8	14.3	0.0	$\leftrightarrow$	14.3	14.3			
HART	45.0	45.0	0.0	$\leftrightarrow$	44.0	45.0			
EOC	178.2	178.2	7.0	↑	174.7	178.2			
оон	54.8	33.4	0.0	$\downarrow$	33.4	33.4			
PTS	225.0	225.0	0.0	$\downarrow$	199.6	225.0			
Fleet & Logistics	70.0	65.0	3.0	<b>↑</b>	60.0	65.0			
Support staff	161.5	143.1	3.6	↑	135.8	143.1			
Total	1707.7	1662.4	15.0	↑	1610.9	1662.4			
	-	1		-		1			
	Target	Monthly Plan	Latest month		Year to date 2011/12				
Staff – Annualised Turnover A&E(field)			2.4%	<b>↑</b>	2.4%				
ASU			0.0%	$\leftrightarrow$	0.0%				
HART			0.0%	$\leftrightarrow$	0.0%				
EOC			6.3%	$\downarrow$	6.3%				
оон	10%	<10%	27.3%	$\downarrow$	27.3%				
PTS			5.3%	1	5.3%				
Fleet & Logistics			19.7%	$\uparrow$	19.7%				
Support staff			0.0%	$\downarrow$	0.0%				
Total			4.2%	1	4.2%				
Percentage of staff undertaken an appraisal (from April 2011)	80%	8.3%	0.8%	↑	0.8%				

	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2011-2012	Year end
Development						
Trust Education Plan (paid release) Training hours A&E field Number of clinical staff completed mandatory training (Face to	66172	6600	4700	4335	60638	
face)	90%	8.3%	0.0%	$\leftrightarrow$	0%	
Number of staff completed mandatory training (Workbook)*						
* from November 2008 – November 2011 three year cycle	90%		98.7%	1	98.70%	
Health & Wellbeing						
Sickness A&E(field)			6.8%	$\downarrow$	6.8%	
ASU			7.4%	$\downarrow$	7.4%	
HART			1.5%	↑	1.5%	
EOC			3.8%	$\rightarrow$	3.8%	
ООН	5%	<5%	2.2%	<b>↑</b>	2.2%	
PTS			4.7%	$\rightarrow$	4.7%	
Fleet & Logistics			3.0%	<b>↑</b>	3.0%	
Support staff			2.5%	$\leftarrow$	2.5%	
Total			5.5%	$\downarrow$	5.5%	
* Per 100.000 hours worked						
Number of RIDDOR reportable incidents	1.6*	<1.6	2.5	¢	2.5	
Accident frequency rates	8*	<8	8	<b>↑</b>	7.8	
Number of violence and aggression incidents	3.6*	<3.6	1.4	$\rightarrow$	1.4	
Number of manual handling incidents	4.5*	<4.5	2.8	$\downarrow$	2.8	
Number of stress incidents	3.5	< 0.35	Nil	$\rightarrow$	Nil	



**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

### **Finance Commentary**

The I & E position for month 1 is slightly ahead of target by £6K. The cost improvement target is behind plan by £198K. This is due to the target not being achieved during the budget setting process. Given that that the I & E target is ahead of plan, this suggests that the budgets should be reviewed in month 2 to identify any further CIP's that could be removed from budgets.

The capital spread is ahead of plan as A&E vehicles were purchased earlier than anticipated.

Finance Target	Annual Plan £'000	Month Plan £'000	Month Actual £'000	Variance to Plan £'000	Last Month Variance £'000	Forecast Outturn £'000
Income & Expenditure	1400	117	123	6	n/a	1400
Delivery of Cost Improvement	6891	498	300	-198	n/a	6891
Capital Resource Limit	4273	140	745	605	n/a	4273
Better Payment Practice Code						
- Number	95%	95%	98.5%	3.5%	3.2%	98.5%
- Value	95%	95%	97.3%	2.3%	0.2%	97.3%
External Financing Limit	4	N/A	N/A			4
Rate of Return on Capital	3.5%	3.5%	3.5%			3.5%

## Corporate Governance

Description	Measure	Year end Target	Status	QRP*
Care Quality Commission	medsure	ruigot	Otatus	Gerti
Respecting and involving people who use services				
Consent to care and treatment				
Care and welfare of people who use services				Similar to expected
Meeting nutritional needs				
Co-operating with other providers		No breaches in regulations		
Safeguarding people who use services from abuse	Maintain registration with the Care Quality			
Cleanliness and infection control				Similar to expected
Management of medicines				Similar to expected
Safety and suitability of premises	Commission with no			Similar to expected
Safety, availability and suitability of equipment	conditions			Similar to expected
Requirements relating to workers				Similar to expected
Staffing				
Supporting workers				Similar to expected
Assessing and monitoring the quality of service provisions				Better than expected
Complaints				Better than expected
Records				

\*Some QRP measures have a blank RAG status. This is due to the Care Quality Commission not having sufficient information to make a judgement against the measure.

Description	Measure	Year end Target	Status
NHS Litigation Authority			
Governance	Compliance with a	6/10	
Competent and capable workforce	Compliance with a minimum of 7/10	5/10	
Safe environment		5/10	
Clinical care	<ul> <li>criteria in each</li> <li>standard at level 2</li> </ul>	6/10	
Learning from experience	Standard at lever 2	6/10	

Description	Measure	Year end Target	Status
Information Governance Toolkit			
Information governance management		5/5	4/5
Confidentiality and data protection assurance	Achievement of level 2	7/7	4/7
Information security assurance	- in each requirement	14/14	11/14
Clinical information assurance	in each requirement	4/4	1/4
Corporate information assurance		3/3	1/3

#### Commentary

Care Quality Commission - an assessment of the Care Quality Commission Provider Compliance assessment has been undertaken and the outcome of this assessment is presented to the Board at Agenda Item 6.3

NHSLA - A timeline and action plan for the trust to achieve level 2 with NHSLA Risk Management Standards has been developed and will be reported through the Audit and Risk Committee

Information Governance - An action plan for the trust to achieve compliance at level 2 in all standards and make improvements to level 3 has been developed and will be reported through the Information Governance Steering Group.

### Aim: Develop effective partnership and stakeholder engagement

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

#### Narrative

There were five themes within the balanced/negative coverage. The first (which appeared in the Wiltshire Times and Gazette and Herald and their websites) concerned the Wiltshire Air Ambulance Appeal no longer paying the salaries of the HEMS paramedics – quotes from GWAS were included which gave the stories balance.

The second (which appeared in the Western Daily Press and Bristol Evening Post and website and on BBC Radio Bristol) was the announced closure of Filton airfield. These were logged as balanced as they were pure statements of fact –giving the information that the Great Western Air Ambulance airbase may have to relocate.

The third (which appeared in the Western Daily Press and Bristol Evening Post and website) was a police appeal for witnesses to a theft from a GWAS ambulance at Southmead Hospital – this was logged as balanced as again it was pure statement of fact.

The fourth (which appeared in the Weston Mercury and website) referred to the release of sickness figures by the NHS Information Centre. These were logged as balanced as they included quotes from GWAS and the figures showed that although ambulance trusts were the highest of the NHS trusts the GWAS figures were in line with other ambulance trusts across the country.

The final theme was the Weston Mercury newspaper and website reports on the industrial dispute between GWAS and UNISON. The articles included quotes from GWAS and reported that the dispute seems to be coming to and end so although not a positive report a balanced view was given.

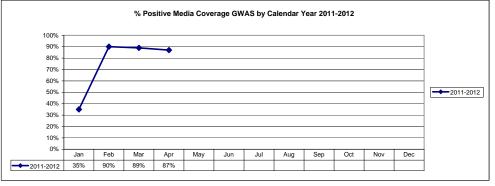
A press release was issued on 1 April announcing our new Chairman and this resulted in 11 items of positive coverage – most of which used the press release in its entirety or directly lifted sections from it.

The 101 items of positive coverage either told of the good work or achievements of staff within the trust – clinical care at incidents, health advice for the public, national award nominations etc.

Description	Proactive	Reactive	Other	Total	YTD
Newspapers daily	20	16	15	51	51
Newspapers weekly	3	6	6	15	15
Broadcast TV	0	0	0	0	0
Radio	0	0	3	3	3
Other	1	0	0	1	1
Websites	21	15	10	46	46
Total (all media)	45	37	34	116	116

Stakeholder activity	Apr-11	YTD
Station visits	0	0
HOSC meetings	0	0
External Reference Group	0	0
LINks	0	0

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
Balanced and negative/positive media												
coverage	15/101											
	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
% positive media coverage	87%											



## Patient Transport Service

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services	Ŭ	•			· ·	
Activity			16,327	16,327	Ļ	

