













GREAT WESTERN AMBULANCE SERVICE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Date & Time: 10th June 2011 at 11.00 am

Venue: Bristol City Council, Council House, College Green, Bristol, BS1

5TR. A location map can be found at

http://maps.google.co.uk/maps?q=BS1+5TR&iwloc=A&hl=en

Members of the Committee:

- Councillor Anthony Clarke, Bath & North East Somerset Council (Chair)
- Councillor tba, Bath & North East Somerset Council
- Councillor tba, Bath & North East Somerset Council
- Councillor Lesley Alexander, Bristol City Council
- Councillor Dr Doug Naysmith, Bristol City Council
- Councillor Sylvia Townsend, Bristol City Council
- Councillor Ron Allen, Gloucestershire County Council
- Councillor Sheila Jeffrey, Cotswold D C (Glos. County Council)
- Councillor Gordon Shurmer, Gloucestershire County Council
- Councillor tba, North Somerset Council
- Councillor tba, North Somerset Council
- Councillor tba, North Somerset Council
- Councillor Janet Biggin, South Gloucestershire Council
- Councillor Sue Hope, South Gloucestershire Council
- Councillor Ian Scott, South Gloucestershire Council
- Councillor tba, Swindon Borough Council
- Councillor tba, Swindon Borough Council
- Councillor tba, Swindon Borough Council
- Councillor Christine Crisp, Wiltshire Council
- Councillor Mike Hewitt, Wiltshire Council

Councillor Ian McLennan, Wilshire Council

Contact Officers:

Romayne de Fonseka, Bristol City Council, 0117 9222770, romayne.de.Fonseka@bristol.gov.uk or Norman Cornthwaite, Bristol City Council, 0117 9222390, norman.cornthwaite@bristol.gov.uk

Web site addresses:

Bath & North East Somerset Council - www.bathnes.gov.uk
Bristol City Council - www.bristol.gov.uk
Gloucestershire County Council - www.gloucestershire.gov.uk
North Somerset Council - www.n-somerset.gov.uk
South Gloucestershire Council - www.southglos.gov.uk
Swindon Borough Council - www.swindon.gov.uk
Wiltshire Council - www.wiltshire.gov.uk

AGENDA

1. Apologies for Absence

To receive and note any apologies from Members of the Committee.

2. Declarations of Interest

Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

3. Public Question Time

See explanatory note below. Please contact the Officers whose names and numbers appear at the top of this agenda if you need further guidance.

4. Chair's Update

To receive any information from the Chair. There will not normally be any discussion on this item.

- 5. Minutes of the Meeting Held 28th January 2011

 To approve the Minutes of the Meeting for signature by the Chair.
- **6.** Monthly Performance Information Comprising:
 - A. Commissioners' Monthly Report for 2010/11 and April 2011;
 - B. Board Performance Report April 2011

including Hospital Handover Times.

To comment and note.

7. **GWAS Quality Account**

To comment and note.

- 8. A&E Handover Times Acute Trusts (UHB and NBT)
 Verbal update
- 9. Update from HOSCs To note the above.
- **10.** Report from the LINk Joint Working Group To consider the above.
- 11. Commissioning Plan 2011 13, including Update on Call Prioritisation Changes
 To comment and note.
- 12. Update On GWAS Estates Strategy
 An update for Members on GWAS's plans to review the trust's entire state of 30-plus buildings.
- 13. Update on GWAS Application for Foundation Trust Staus

To note.

14. Work Programme

To agree the priorities for future meetings of the Committee.

15. Dates of Future Meetings

Proposed date of next meeting:

Friday 14th October 2011 at 11.00 am – venue – Wiltshire Council, Monkton Park, Chippenham

16. Urgent Business

Date of Dispatch: 2nd June 2011

Public Question Time

Up to 15 minutes will be allowed at the start of all Joint Committee meetings for questions to the Chair from members of the public about the work of the Committee. Questions must be relevant, clear and concise. Because of time constraints, Public Question Time is not an opportunity to make speeches or statements. Prior notice of a question to the Scrutiny Officers supporting the Joint Committee is desirable, particularly if detailed information is needed.

Access Arrangements

The Venue is wheelchair accessible and an infrared receiver hearing system is provided. If you would wish to attend the meeting but have any

special requirement to enable you to do so please contact the Scrutiny Officers whose names and numbers appear at the top of this agenda as soon as possible prior to the date of the meeting.

If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Scrutiny Officers whose name and numbers appear at the top of this agenda.

Agenda Item No. 5

Great Western Ambulance Service NHS Trust (GWAS) Joint Health Overview and Scrutiny Committee Friday 28th January 2011 South Gloucestershire Council, Thornbury

Present

Councillors:

Andrew Gravells (Gloucestershire County Council) – Chair; Sharon Ball (Bath & North East Somerset Council); Anthony Clarke (Bath & North East Somerset Council); Adrian Inker (Bath & North East Somerset Council); Ron Allen (Gloucestershire County Council); Sheila Jeffery (Cotswold District Council (Gloucestershire County Council)); Sue Hope (South Gloucestershire Council); Andy Perkins (South Gloucestershire Council); Andrew Bennett (Swindon Borough Council); Mike Hewitt (Wiltshire Council).

Others:

John Oliver (GWAS); Tim Stockings (GWAS); Paul Birkett-Wendes (GWAS); Mandy Rumble (RUH Bath); James Rimmer (RUH Bath); Becky Parish (NHS Gloucestershire); Linda Prosser (NHS Gloucestershire); Lizanne Harland (NHS South Gloucestershire); Andy Brand (Care Quality Commission); Albert Weager (Gloucestershire Local Involvement Network (LINk)); Margaret Adams (South Gloucestershire LINk); Romayne de Fonseka (Bristol City Council); Elizabeth Power (Gloucestershire County Council); Ros Low (Wiltshire Council); Claire Rees (South Gloucestershire Council); and one member of the public.

Apologies

Councillors:

Lesley Alexander (Bristol City Council); Sylvia Townsend (Bristol City Council); Jenny Smith (Bristol City Council); Sandra Grant (South Gloucestershire Council); Christine Crisp (Wiltshire Council); Ian McLennan (Wiltshire Council).

145 Declarations of Interest (Agenda Item 2)

Councillor Perkins declared a personal interest generally by virtue of his former employment by the Royal United Hospital Bath (RUH) and University Hospitals Bristol NHS Trust (UHB); and Linda Prosser being a former work colleague.

146 Public Question Time (Agenda Item 3)

There were no questions from the public.

147 Chair's Update (Agenda Item 4)

The Chair, Councillor Gravells, welcomed everyone to the meeting and announced that following today's meeting he wished to stand down as Chair.

It was proposed by Councillor Gravells and seconded by Councillor Inker that Councillor Anthony Clarke be appointed as Chair of the Committee from the next meeting in June.

The Chair reported that today was Councillor Inker's last meeting as he was not standing for re-election in May. He said that Councillor Inker would be sorely missed and wished him all the best for the future. In response Councillor Inker said that he had enjoyed his time doing health scrutiny in Bath & North East Somerset and across the wider area. Looking forward he hoped to become more involved in the work of the LINk, and Healthwatch (once it was established).

The Chair reported on the departure of Dave Whiting, Chief Executive of GWAS, who had recently accepted a new role with the Yorkshire Ambulance Trust. He said he was sorry to see him go and suggested that a letter be sent to him (with a copy to the SHA, the Chair of GWAS and the Yorkshire Ambulance Trust) to thank him for his involvement with the JOSC and wish him all the best for the future.

RESOLVED:

- 1 That Councillor Clarke be appointed as Chair of the Committee from the next meeting in June 2011.
- That a letter be sent to Dave Whiting (with a copy to the SHA, the Chair of GWAS and the Yorkshire Ambulance Service) to thank him for his involvement with the JOSC and wish him all the best for the future.

148 Minutes of the meeting held on 17th September 2010 (Agenda item 5)

It was agreed that Minute 139, Resolution 5 should be amended to read "police forces".

Matters arising:

In response to questions from Councillor Jeffery regarding minute 139, 6th paragraph, it was confirmed that GWAS was in the process of recruiting 30 new full-time paramedics. It was unlikely that the full 30 would be in place by the end of this financial year, but it was hoped they would be by the end of 2011. In response to further questioning from the Chair about how many of the 30 were already in place and why there were difficulties with recruitment, it was reported that new paramedics were now educated to degree level and existing paramedics had to go through a conversion programme, which was an ongoing process. There was also recruitment in the open market, with some qualified paramedics being recruited from other trusts. In addition to this there was also the usual outflow from GWAS, for example as staff moved away or changed their careers. It was agreed to provide a short note on this outside of the meeting.

In reply to a question from Councillor Bennett on the co-responder scheme it was reported that further engagement with local communities was needed and the sign up arrangements with the police were complex. It was agreed that further detail would be provided outside of the meeting.

In relation to Minute 139, Resolution 6, Councillor Jeffery thanked GWAS for the work undertaken to date around responding to people interested in becoming a Community First Responder (CFR) and asked that she continued to be kept in the picture.

RESOLVED:

- That a short note to explain the paramedic recruitment process and co-responder training in each area of GWAS be circulated to members outside of the meeting.
- 2 That the minutes (as amended) be approved as a correct record.

149 RUH, Bath A&E Handover – Sharing good practice (Agenda Item 6)

Mandy Rumble and James Rimmer (RUH Bath) gave a presentation on Reducing Ambulance Handover Delays at the RUH. A copy of the slides has been placed in the minute book.

During the ensuing discussion the following points were raised:

In response to a question from Councillor Hewitt on the validation of handover times, trusts following different practices and what happened at Salisbury Hospital, Tim Stockings (GWAS) reported that there was always a validation process and Salisbury Hospital followed the same procedure as the RUH. The overall aim was for all A&E departments to have a screen which enabled crews to log when they arrived and departed. However, this was proving difficult because of trusts having different IT systems.

In response to a question from the Chair on why the procedure at the RUH could not be rolled out to all trusts, it was reported by Tim Stockings that "Auto arrive", whereby a GPS device in the ambulance automatically recorded its arrival time at the hospital was now in place at all trusts. However, there were local issues, for example related to the geography of some hospital sites and the device being triggered some distance away from the ambulance actually arriving at A&E and the patient being "handed over". To try to address this GWAS was talking to the GPS company about how to ensure that it triggered as close to A&E departments as possible.

James Rimmer added that the SHA's definition of the point of handover was when the ambulance's handbrake was on. He added that wherever possible the aim was to have a systemised process, but also the ability for crews to record their own handover times so that data could be validated.

In response to a question from Councillor Hope on the GWAS monthly A&E handover summary and how the RUH had more A&E admissions than most of the other trusts but still had better handover times, Linda Prosser (NHS Gloucestershire) reported that the most significant point to remember was that in the case of the RUH, it as the provider trust took responsibility for the problem. All OSCs and primary care trusts should encourage all providers to take responsibility for handover delays. Councillor Inker added that B&NES and its surrounding communities taking responsibility was key. He said there was a degree of frustration in the JOSC that other trusts had not improved upon their performance and asked whether other trusts had visited the RUH? In response James Rimmer said that partnership working and local ownership were crucial to the success at the RUH. Mandy Rumble added that other local trusts had visited the RUH and further visits were due to take place, along with information sharing via the Urgent Care Network.

The Chair suggested that the JOSC write to all local trusts to report that it had received this presentation from the RUH and it would be interested to hear what their A&E departments were doing to address handover delays.

In response to a question from Councillor Perkins about how much of the improvement at the RUH was attributed to process changes versus IT data systems, James Rimmer said that it was around 80:20, there was good evidence to say that trusts needed to measure the right things and to enable this there had to be believable and reliable metrics.

In reply to a question from Councillor Bennett, Mandy Rumble said that it was not difficult to measure the time when you got a patient into a bed, but it had been a cultural change for staff. The Trust had been very clear that the completion of a handover was when a patient was off a trolley and into a bed. In an ideal situation the ambulance staff would then access a handover screen. The RUH was piloting one screen at the moment, which was working well, but more screens were needed.

In response to a question from Albert Weager on whether the success at the RUH was attributable to the large size of the A&E Department, Mandy Rumble said that size was not the driver of success, the process in place could be applied to any size A&E Department.

RESOLVED:

- 1 That the representatives from the RUH be thanked for the presentation and the content be noted.
- That a letter be sent on behalf of the JOSC to other local NHS trusts to advise them of the presentation from the RUH and invite them to a future meeting to report on how they were addressing handover issues.

- 150 Monthly Performance Information comprising (Agenda Item 7):
 - A. Commissioners' Monthly Report for activity in December 2010
 - B. Board Performance Report December 2010
 - C. Hospital Handover times December 2010

In response to a question from Councillor Hope on the poor Category A 8 Minute performance in South Gloucestershire in December 2010 (last table on page 18 of the agenda pack refers), Tim Stockings (GWAS) cited the bad weather at this time. Councillor Hope disputed this explanation as she felt South Gloucestershire had been no more affected by the bad weather than surrounding areas.

In reply to Councillor Hope and in response to a concern from Councillor Jeffery regarding continued poor performance in the Cotswolds, Paul Beckett (GWAS) said that during December 2010 there was a very high demand for the service and this in combination with the bad weather led to a dip in response times across the whole GWAS area. In relation to the Cotswolds, GWAS was equally as disappointed as local members and it aimed to improve performance. He added that GWAS had also been working hard in the Kennet area to improve performance, where the development of good community working was particularly important due to the inaccessibility of the area in terms of the 8 minute response time. GWAS had held a number of open days to try to encourage more people to be CFRs, but the numbers who attended were quite low. However, it had also recently established a scheme with the military whereby military personnel volunteered their time and the training courses had just started.

In addition to this Lizanne Harland (NHS South Gloucestershire) reported that during December there were 300 additional calls to the ambulance service from across Bristol, North Somerset and South Gloucestershire (BNSSG), as well as a 50% rise in the demand for primary care. An audit was currently being undertaken, and the current issues with industrial relations and sickness leave were also factors that needed to be taken into account. In relation to CFRs, work was taking place for provision to be extended in South Gloucestershire.

In response to a question from the Chair on liaison with the fire authority and how it might be able to help with response times, Paul Beckett said that it was more difficult for the fire service to provide support because they had a minimum number of fire fighters that had to be on a pump when it was called out.

The Chair asked that GWAS, in consultation with the local commissioning organisations, produce a short paper to confirm the work that had taken place in South Gloucestershire, the Cotswolds and Kennet, the achievements, and what work was still to be undertaken. Lizanne Harland confirmed that she would assist with the South Gloucestershire element of the report.

Margaret Adams reported that the South Gloucestershire LINk's E-Bulletin included a feature on CFRs, including details of the areas where they were most needed.

In response to a couple of anecdotal points from Councillor Hope regarding an alleged 12 hour breach at Frenchay Hospital, and a South Gloucestershire patient being taken by ambulance to Bourton-on-the-Water, Lizanne Harland said she was not aware of a 12 hour breach, but she would investigate this further. She said there had been an issue with the electronic handover screens in November and there were great pressures on the Trust during late December and early January due to the winter weather and flu. However, she added that Frenchay A&E would be looking at the model in place at the RUH, which was pleasing.

Tim Stockings added that the patient experience was key and on the whole most of the hospitals in the GWAS area performed well. He agreed with the comments that there were particular issues in late December and early January, and he added that the Trust had seen real spikes in flu amongst staff that mirrored the general public. However, he believed GWAS was doing the best it could to get patients into hospital and receive the best clinical care.

Councillor Bennett referred to a recent advertising campaign run by the South West Ambulance Service Trust (SWAST) and asked whether GWAS did anything similar. In response Tim Stockings reported that GWAS did liaise with SWAST and undertook similar schemes.

Linda Prosser (NHS Gloucestershire) reported that in future it might be helpful if NHS Gloucestershire, as the Lead Commissioner, produced the performance report in liaison with the other local commissioners in the area and GWAS, and then the JOSC would be able to hold the commissioners to account. It was agreed that this would be a good way forward.

RESOLVED:

- 1 That the performance data be noted.
- That a short paper to confirm the work that had taken place in South Gloucestershire, the Cotswolds and Kennet, the achievements, and what work was still to be undertaken, be provided by GWAS and the commissioning organisations outside of the meeting.
- That in future performance reports be produced and presented by the Lead Commissioner (NHS Gloucestershire) in consultation with GWAS and the other commissioning organisations in the area.

151 Update from HOSCs (Agenda Item 8)

Councillor Hope summarised the discussions the South Gloucestershire Health Scrutiny Select Committee had had with NHS South Gloucestershire, emphasising the importance of future commissioning continuing the ongoing work that had been done in developing a pathway for falls, the "111" pilots, and in re-educating the public perception of when to call an ambulance.

Tim Stockings (GWAS) advised that significant changes were in the pipeline in terms of the how the ambulance service would be expected to perform. The Chair requested that a paper detailing the changes be presented at the next meeting.

RESOLVED: That a paper detailing the significant changes in terms of how the ambulance service would be expected to perform in the future be presented to the JOSC at its next meeting.

152 Report from the LINk Joint Working Group (Agenda Item 9)

Information on new Clinical Quality Indicators for A&E would be circulated to members, additionally the Gloucestershire LINk report on the Emergency Department at the Gloucestershire Royal Hospital.

153 Short Life Group Update report (Agenda Item 10)

Councillor Jeffery provided an update on the work of the Group and highlighted a problem, in that the CFR training due for January 2011 did not take place. There appeared to be an issue in respect of GWAS providing adequate follow-up for people who had expressed an interest in CFR training.

RESOLVED:

- 1 That the recommendations of the Short Life Working Group be agreed.
- That a further meeting be arranged between GWAS and Councillor Jeffery to further discuss CFR training in Bourton-on-the-Water.

154 Recruitment Process (Agenda Item 11)

RESOLVED: That the item be noted.

155 Work Programme (Agenda Item 12)

RESOLVED: That the Work Programme be agreed.

156 Dates of future meetings (Agenda Item 13)

The date of the next meeting is **Friday 10th June 2011**.

157 **Urgent Business**

An update was provided on the situation regarding proposed industrial action by GWAS staff. Talks would be held on 31st January between both sides and facilitated by ACAS, to try and find a resolution.

Linda Prosser (NHS Gloucestershire) proposed that the new Chair of the JOSC be involved in discussions about future commissioning - this was welcomed by members.

Members thanked Councillor Gravells for the efficient way in which he had chaired the Committee over the last four years, and wished him well for the future.

The meeting closed at: 1.20pm	
Chair:	Date:

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee 10th 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



Great Western Ambulance Service NHS Trust

ACTIVITY & PERFORMANCE COMMISSIONERS' MONTHLY REPORT 2010/11

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 VS ACTUAL ACTIVITY BROKEN DOWN BY PCT



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
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: *

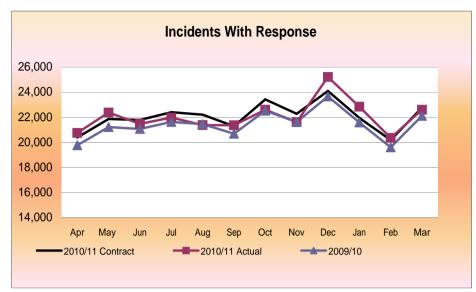
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
2010/11 Target	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2010/11 Actual	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	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%

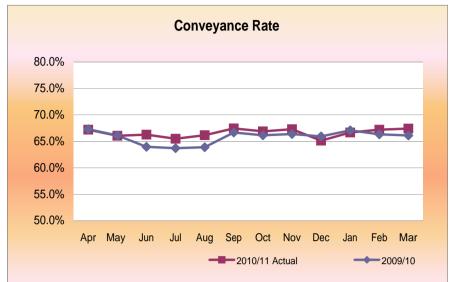




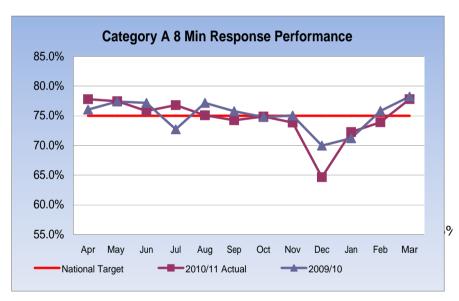
TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

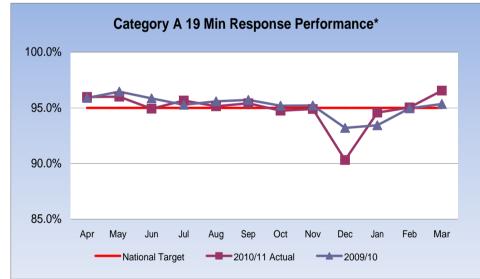
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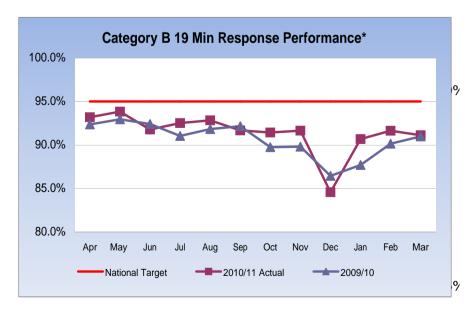


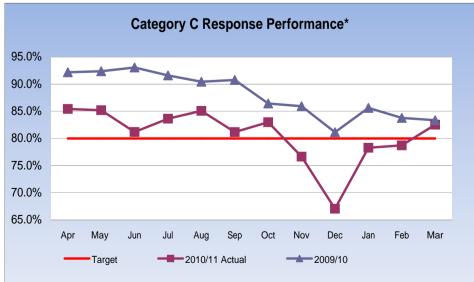


PERFORMANCE:









Category A 8 Minute Performance by Sector

Category A 8 Minute Performan	ce 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	326€	3530	3373	3293	3636	3532	4321	3821	3468	3609	42,578
Gloucestershire Wiltshire	1811 2409	1919 2755	1797 262€	1819 2732	1794 2607	1807 2594	2055 2807	2019 2684	2471 3264	2163 3013	1864 2612	2152 2821	23,671 32,924
Other/Unknown	40	59	39	46	52	48	51	40	57	52	37	34	555
Total	7,496	8,22€	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					T								
Avon	Apr-10 2478	May-10 2716	Jun-10 2432	Jul-10 2656	Aug-10 2525	Sep-10 2426	Oct-10 2776	Nov-10 2534	Dec-10 2676	Jan-11 2638	Feb-11 2493	Mar-11 2840	YTD 31,190
Gloucestershire Wiltshire	1437 1905	1496 2148	1399 2020	1446 2133	1369 1973	1372 1936	1547 2068	1564 2007	1594 2264	1655 2234	1453 1949	1711 2145	18,043 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													_
Avon	Apr-10 76.6%	May-10 77.8%	Jun-10 74.5%	Jul-10 75.2%	Aug-10 74.9%	Sep-10 73.7%	Oct-10 76.3%	Nov-10 71.74%	Dec-10 61.93%	Jan-11 69.04%	Feb-11 71.89%	Mar-11 78.69%	YTD 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 Other/Unknown	79.1% 27.5%	78.0% 18.6%	76.9% 17.9%	78.1% 13.0%	75.7% 17.3%	74.6% 29.2%	73.7% 19.6%	74.78% 17.50%	69.36% 10.53%	74.15% 23.08%	74.62% 10.81%	76.04% 23.53%	75.3% 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%
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Category A 8 Minute Perform	mance by P	CI											
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 Bristol	531 1,658	608 1,803	541 1,776	568 1,893	553 1,761	557 1,754	667 1,882	564 1,795	681 2,196	662 1,991	577 1,833	584 1,889	7,093 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 South Gloucestershire	742 752	797 814	716 713	830 728	738 788	739 712	865 795	781 887	936 1,074	855 871	747 803	796 835	9,542 9,772
Swindon Wiltshire	612 1,350	710 1,515	655 1,490	736 1,507	674 1,465	697 1,427	670 1,562	736 1,451	852 1,844	831 1,624	712 1,40€	749 1,577	8,634 18,218
Other/Unknown	40	60	40	46	53	49	53	42	59	52	39	34	567
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													
Bath and North East Somerset	Apr-10 401	May-10 472	Jun-10 409	Jul-10 450	Aug-10 410	Sep-10 419	Oct-10 490	Nov-10 424	Dec-10 451	Jan-11 477	Feb-11 426	Mar-11 442	YTD 5,271
Bristol	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
Gloucestershire North Somerset	1,437 531	1,49€ 586	1,399 485	1,446 619	1,369 510	1,372 496	1,547 632	1,564 563	1,594 572	1,655 543	1,453 514	1,711 558	18,043 6,609
South Gloucestershire Swindon	530 566	588 636	465 596	461 654	503 615	461 605	548 588	557 641	595 740	506 735	498 633	585 670	6,297 7,679
Wiltshire	976	1,084	1,044	1,071	988	962	1,048	978	1,122	1,080	933	1,094	12,380
Other/Unknown	11	11	7	6	9	14	10	7	7	12	4	8	106
Total	5,831	6,371	5,858	6,241	5,87€	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
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 Gloucestershire	83.17% 79.35%	83.08% 77.96%	81.81% 77.85%	81.04% 79.49%	83.59% 76.31%	80.90% 75.93%	81.72% 75.28%	76.77% 77.46%	66.44% 64.51%	76.90% 76.51%	78.45% 77.95%	86.61% 79.51%	79.8% 76.2%
North Somerset South Gloucestershire	71.56% 70.48%	73.53% 72.24%	67.74% 65.22%	74.58% 63.32%	69.11% 63.83%	67.12% 64.75%	73.06% 68.93%	72.09% 62.80%	61.11% 55.40%	63.51% 58.09%	68.81% 62.02%	70.10% 70.06%	69.3% 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%		71.07%	67.44%	67.41%	67.09%				66.36%	69.37%	68.0%
Other/Unknown	27.50%	18.33%	70.07% 17.50%	13.04%	16.98%	28.57%	18.87%	67.40% 16.67%	60.85% 11.86%	66.50% 23.08%	10.26%	23.53%	18.7%
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%	
Other/Unknown Total	27.50% 77.8%	18.33% 77.4%	17.50% 75.8%	13.04% 76.8%									18.7% 74.3%
Other/Unknown Total Category A 8 Minute Perform	27.50% 77.8%	18.33% 77.4%	17.50% 75.8%	13.04% 76.8%	16.98%	28.57%	18.87%	16.67%	11.86%	23.08%	10.26%	23.53%	
Other/Unknown Total	27.50% 77.8%	18.33% 77.4%	17.50% 75.8%	13.04% 76.8%	16.98%	28.57%	18.87%	16.67%	11.86%	23.08%	10.26%	23.53%	
Other/Unknown Total Category A 8 Minute Perform Category A Responses Bristol	27.50% 77.8% mance by Di Apr-10 1,658	18.33% 77.4% istrict Coun May-10 1,803	17.50% 75.8% cil / Unitary Jun-10 1,776	76.8% 7 Authority Jul-10 1,893	75.1% Aug-10 1,761	28.57% 74.2% Sep-10 1,754	74.9% Oct-10 1,882	73.9% Nov-10 1,795	11.86% 64.7% Dec-10 2,196	23.08% 72.3% Jan-11 1,991	73.9% Feb-11 1,833	23.53% 77.8% Mar-11 1,88§	74.3% YTD 22,231
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset	27.50% 77.8% mance by Di Apr-10 1,658 752 742	18.339 77.4% istrict Coun May-10 1,803 814 797	17.509 75.8% cil / Unitary Jun-10 1,776 713 716	76.8% 7 Authority Jui-10 1,893 728 830	75.1% Aug-10 1,761 788 738	28.57% 74.2% Sep-10 1,754 712 739	74.9% Oct-10 1,882 795 865	73.9% Nov-10 1,795 887 781	11.86% 64.7% Dec-10 2,196 1,074 936	23.08% 72.3% Jan-11 1,991 871 855	73.9% Feb-11 1,833 803 747	23.53% 77.8% Mar-11 1,885 835 796	74.3% YTD 22,231 9,772 9,542
Other/Unknown Total Category A 8 Minute Performote Category A Responses Bristol South Gloucestershire	27.50% 77.8% mance by Di Apr-10 1,658 752	18.339 77.4% istrict Coun May-10 1,803 814	75.8% cil / Unitary Jun-10 1,776 713	76.8% 7 Authority Jul-10 1,893 728	75.1% Aug-10 1,761 788	28.57% 74.2% Sep-10 1,754 712	74.9% Oct-10 1,882 795	73.9% Nov-10 1,795 887	11.86% 64.7% Dec-10 2,196 1,074	23.08% 72.3% Jan-11 1,991 871	73.9% Feb-11 1,833 803	23.53% 77.8% Mar-11 1,889 835	74.3% YTD 22,231 9,772
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531	77.4% istrict Coun May-10 1,805 814 797 608	17.509 75.8% cil / Unitary Jun-10 1,776 713 716 541	76.8% 7 Authority Jul-10 1,893 728 830 568	75.1% Aug-10 1,761 788 738 553	28.57% 74.2% Sep-10 1,754 712 739 557	74.9% Oct-10 1,882 795 865 667	16.67% 73.9% Nov-10 1,795 887 781 564	11.86% 64.7% Dec-10 2,196 1,074 936 681	23.08% 72.3% Jan-11 1,991 871 855 662	73.9% Feb-11 1,835 803 747 577	23.53% 77.8% Mar-11 1,885 835 796 584	74.3% YTD 22,231 9,772 9,542 7,093
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405	18.339 77.4% istrict Coun May-10 1,803 814 797 608 246 218 187 433	17.509 75.8% cil / Unitary Jun-10 1,776 713 716 541 258 242 202 355	76.8% 76.8% 7 Authority Jul-10 1,893 728 830 568 249 259 222 342	75.1% Aug-10 1,761 788 738 553 258 248 216 335	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410	74.9% Oct-10 1,882 795 865 667 288 256 246 444	16.67% 73.9% Nov-10 1,795 887 781 564 229 260 241 477	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440	73.9% Feb-11 1,833 803 747 577 235 244 247 361	23.53% 77.8% Mar-11 1.885 835 796 584 244 242 236 520	74.3% YTD 22,231 9,772 9,542 7,093 3,088 2,956 2,798 5,073
Other/Unknown Total Category A 8 Minute Perform Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	27.50% 77.8% mance by Di Apr-10 1.658 752 742 531 225 219 211 405 431 320	18.33% 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354	17.50% 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 454 285	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273	74.9% Oct-10 1,882 795 865 667 288 256 246 444 483 338	16.67% 73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	27.50% 77.8% mance by Di Apr-10 1,658 742 531 225 219 211 405 431	18.33% 77.4% istrict Coun 1,805 814 797 608 246 218 187 433 481	17.509 75.8% cil / Unitary Jun-10 1,776 713 716 541 259 242 202 355 454	76.8% 76.8% 74.893 728 830 568 248 259 222 342 430	75.1% Aug-10 1,761 7.88 738 553 258 248 248 335 425	28.57% 74.2% Sep-10 1,754 739 557 249 228 226 410 421	74.9% Oct-10 1,882 795 865 667 288 256 246 444 483	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609	23.08% 72.3% Jan-11 1,991 855 662 284 258 258 262 440 537	73.9% Feb-11 1,835 803 747 577 235 242 247 361 448	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,95C 2,796 5,073 5,72C
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 320 372 606	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700	17.509 75.8% cil / Unitary Jun-10 1,776 713 716 541 258 242 202 355 454 285 244 417 645	76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684	74.9% 74.9% Oct-10 1,882 795 865 667 288 256 246 444 483 338 257 418 657	73.9% Nov-10 1,795 887 781 564 229 241 477 490 322 259 409 730	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703	23.53% 77.8% Mar-11 1.885 835 796 584 244 242 236 520 511 399 244 462 739	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525
Other/Unknown Total Category A 8 Minute Perform Category A Responses 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	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309	18.33% 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352	17.50% 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 454 285 244 417 645 428 401	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 478 727 454 351	75.1% Aug-10 1,761 7,788 738 553 258 248 216 335 425 312 229 434 434 662 462 340	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 408 471 351	74.9% 74.9% 1,882 795 865 667 288 256 246 444 483 338 257 418 657 471 416	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 499 499 499 448	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 472 399	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,720 4,045 2,861 5,161 8,525 5,754 4,442
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	27.50% 77.8% mance by Di Apr-10 1,658 742 531 225 219 405 431 320 205 372 606 464	18.33% 77.4% istrict Coun 1,805 814 797 608 246 218 187 433 481 354 234 445 700 484	17.509 75.8% cil / Unitary 1,776 1,776 541 258 242 202 355 454 285 244 417 645 428	76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727 454	75.1% Aug-10 1,761 7,788 738 553 258 248 216 335 425 312 229 434 662 462	28.57% 74.2% Sep-10 1,754 739 557 249 228 410 421 273 202 403 684 471	74.9% 74.9% 74.9% 18.879 18.82 795 865 667 288 256 246 444 483 338 257 418 657 471	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 730 442	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598	23.08% 72.3% Jan-11 1,991 855 662 284 258 258 440 537 382 258 443 824 512	73.9% Feb-11 1,835 803 747 577 235 242 247 361 448 331 207 381 703 496	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 738 472	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,950 2,796 5,073 5,720 4,046 2,861 5,161 8,526 5,754
Other/Unknown Total Category A 8 Minute Perform Category A Responses 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	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309	18.33% 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352	17.50% 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 454 285 244 417 645 428 401	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 478 727 454 351	75.1% Aug-10 1,761 7,788 738 553 258 248 216 335 425 312 229 434 434 662 462 340	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 408 471 351	74.9% 74.9% 1,882 795 865 667 288 256 246 444 483 338 257 418 657 471 416	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 499 499 499 448	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 472 399	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,720 4,045 2,861 5,161 8,525 5,754 4,442
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46	18.339 77.4% istrict Coun 1.803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226	17.509 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 428 284 417 645 440 50 7,728	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742	74.9% 74.9% 74.9% 0ct-10 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549	16.67% 73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275	11.86% 64.7% Dec-10 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 63 10,113	23.08% 72.3% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 511 59 9,049	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48	23.539 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 4,442 676
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses	27.50% 77.8% mance by Di Apr-10 1,379	18.339 77.4% istrict Coun 1,800 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226	17.50% 75.8% cil / Unitary Jun-10 1,776 713 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728	76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127	75.1% Aug-10 1,761 788 738 553 258 216 335 425 312 229 434 662 462 340 65 7,826	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 8667 288 2266 246 444 483 338 257 418 657 471 416 66 8,549	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113	23.08% 72.3% Jan-11 1,991 871 855 662 284 262 440 537 382 258 443 824 512 411 59 9,049	73.9% Feb-11 1,830 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981	23.53% 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses	27.50% 77.8% mance by Di 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 234 445 700 484 3552 70 8,226	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 454 417 645 428 401 50 7,728	13.04% 76.8% 7 Authority Jul-10 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742	74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 730 442 341 48 8,275	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 449 499 848 598 449 63 10,115	23.08% 72.3% 72.3% 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981	23.53% 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 738 472 399 44 8,616	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,798 5,073 5,720 4,045 2,861 5,161 8,526 5,754 4,442 676 99,728
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,498 588 586 472	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 428 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409	76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410	28.57% 74.2% Sep-10 1,754 7712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419	74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424	11.86% 64.7% 04.7% 05.10 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,115 06.11 1,456 595 572 451	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 558 558	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137	18.33% 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,498 588 586 586 586 586 1472 147	17.509 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 454 285 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123	76.8% 76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 1,76 162	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 0ct-10 1,538 548 632 490 168 136	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,458 595 572 451 152 128	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477 178 124	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126	23.53% 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,895 1,587
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 531 401 137 137 137 137	18.339 77.4% istrict Coun 1,805 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,496 586 472 147 117 142 409	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 428 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 510 157 125 171 321	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376	74.9% 74.9% 74.9% 74.9% 74.9% 1,882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,54\$ Oct-10 1,538 632 490 168 136 185 420	16.67% 73.9% 1,795 887 781 564 229 260 241 477 490 322 259 408 730 442 341 48 8,275 Nov-10 1,376 563 424 145 148 173 441	11.86% 64.7% 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 63 10,113 Dec-10 1,456 572 451 152 128 180 428	23.08% 72.3% 72.3% 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ Jan-11 1,531 506 543 477 178 124 206 399	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 426 151 126 196 348	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 586 442 172 129 185 496	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,798 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,606 5,271 1,895 1,587 2,090 4,666
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 164 376 400	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 3552 70 8,226 May-10 1,498 588 472 147 117 142 409 437	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 454 417 645 428 401 50 7,728 Jun-10 1,453 466 485 409 171 123 152 333 420	13.04% 76.8% 7 Authority Jul-10 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 3312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,54\$ Oct-10 1,538 548 632 490 168 136 185 420 431	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 3322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 148 173 441 443	11.86% 64.7% 64.7% 04.7% 05.10 1,074 936 681 319 278 302 551 609 449 848 598 449 63 10,115 06.11 1,456 595 572 451 152 128 180 428 488	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,045 Jan-11 1,531 506 543 477 178 124 206 399 488	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410	23.53% 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,526 5,754 4,442 676 99,726 YTD 17,736 6,297 1,896 1,587 2,090 4,666 5,141
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet Compliant Cat A Responses Bristol South Gloucestershire North Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 3205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 164 376 400 223 136	18.33% 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,496 588 586 472 147 117 142 409 437 244 130	17.509 75.8% cil / Unitary 17.6 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 321 321 321 322 213	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101	74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 185 420 185 420 144	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 148 173 441 148 173	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,456 595 572 451 152 128 180 428 488 218	23.08% 72.3% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,956 2,796 5,073 5,720 4,046 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 1401 137 137 136 400 223 136 277 564	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,498 588 586 472 147 117 117 117 117 142 409 437 244 130 317 634	17.509 75.8% cil / Unitary 17.70 1,776 716 541 259 242 202 355 428 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 593	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 127 127 382 213 129 294 613	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602	74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 185 420 431 207 1444 282 587	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 3322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 443 214 139 286 640	11.86% 64.7% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,115 Dec-10 1,456 595 572 451 152 128 180 428 488 218 154 290 740	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296 733	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 555 442 172 129 185 496 471 258 122 316 668	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,511 7,652
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 164 376 400 223 136 277	18.339 77.4% istrict Coun 1.803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,498 588 586 472 147 142 409 437 244 130 317	17.509 75.8% cil / Unitary 1,776 713 716 541 259 242 202 355 454 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 1,76 1,733 322 384 229 347	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 446 419 145 419 145 376 387 169 101 276	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 185 420 431 207 144 282	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 148 173 441 443 214 139 286	11.86% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 63 10,113 Dec-10 1,455 595 572 451 152 180 428 488 218 154 290	23.08% 72.3% 72.3% 72.3% 871 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238	23.539 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 477 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,95C 2,796 5,073 5,72C 4,046 2,861 5,161 8,526 5,754 4,442 676 99,728 YTD 17,736 6,297 6,606 5,271 1,896 1,587 2,090 4,666 5,141 2,6657 1,57C 3,518
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham GloucesterStroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 464 309 46 7,496 Apr-10 1,379 530 530 401 137 137 164 376 400 223 136 400 223 136 277 564	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 1,498 588 586 472 147 117 142 409 437 244 130 317 634 378	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 1311 299 593 321	76.8% 76.8% 76.8% 74 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650 333	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 3312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338	28.57% 74.2% Sep-10 1,754 772 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 1,538 548 632 490 1,68 1,36 1,85 420 431 207 144 282 587 340	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 443 214 139 244 139 266 640 307	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,456 595 572 451 152 128 180 428 488 218 154 290 740 375	23.08% 72.3% 72.3% Jan-11 1,991 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,045 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296 733 372	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354	23.53% 77.8% Mar-11 1.886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 8,526 5,754 4,442 676 99,728 YTD 17,738 6,297 6,609 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,516 7,652 4,166
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Witshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury	27.50% 77.8% mance by Di Apr-10 1,658 742 531 225 241 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 164 376 400 223 136 277 540 216	18.339 77.4% istrict Coun 1,800 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,496 588 586 472 147 117 142 409 437 244 130 317 634 378 259	17.509 75.8% cil / Unitary 17.6 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728 Jun-10 1,453 465 485 408 171 123 152 333 420 200 131 298 593 321 293	76.8% 76.8% 76.8% 74.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227	28.57% 74.2% Sep-10 1,754 772 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 0ct-10 1,538 548 632 490 168 136 185 420 431 207 144 282 587 340 282	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 148 173 441 443 214 139 286 640 307 246	11.86% 64.7% Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,456 595 572 451 152 128 180 428 488 218 154 290 740 375	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296 733 372 273	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225	23.53% 77.8% Mar-11 1.886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,895 1,587 2,090 4,666 5,141 2,657 1,570 3,518 7,652 4,166 3,123
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 137 1	18.339 77.4% istrict Coun 1,805 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,496 586 472 147 117 142 409 437 244 130 317 634 378 259 13	17.509 75.8% cil / Unitary 17.76 716 541 259 242 202 355 428 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 593 321 293 10	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650 333 262 10	Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 157 125 171 321 382 213 338 227 11	28.57% 74.2% Sep-10 1,754 7712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 376 602 329 256 17	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,54\$ Oct-10 1,538 490 168 136 185 420 431 207 144 282 587 340 282 11	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 408 730 442 341 48 8,275 Nov-10 1,376 563 424 145 148 173 441 443 214 443 214 307 246 8	Dec-10 2,196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,456 572 451 152 128 180 428 488 218 218 154 290 740 375 303 7	23.08% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ Jan-11 1,531 506 543 477 178 124 206 399 488 260 399 488 260 733 372 273 14	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 426 151 126 196 348 410 222 116 238 628 354 225 9	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,95C 2,796 5,073 5,72C 4,046 2,861 5,161 8,526 5,754 4,442 676 99,728 YTD 17,735 6,297 6,603 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,516 7,652 4,166 3,123 133
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 164 376 400 223 136 277 564 347 5,831 Apr-10	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 8,226 May-10 1,498 588 586 472 147 142 409 437 244 130 317 634 378 259 13 6,371	17.509 75.8% cil / Unitary 1,776 713 716 541 258 242 202 355 454 284 417 642 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 593 321 299 5,858	13.04% 76.8% 7 Authority Jul-10 1.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 173 322 384 229 129 347 650 333 262 10 6,241	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 687 4351 62 7,742 Sep-10 1,419 145 461 496 419 145 163 376 387 169 101 276 602 329 256 17 5,748	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 185 420 431 207 144 282 587 340 282 11 6,401	16.67% 73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 173 441 443 214 439 286 6440 307 246 8 6,112	11.86% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 858 449 63 10,112 Dec-10 1,455 595 572 451 152 180 428 488 218 154 290 740 375 303 7 6,540	23.08% 72.3% 72.3% 3871 855 662 284 258 262 440 537 382 258 443 8512 411 59 9,049 Jan-11 1,531 506 543 477 178 206 399 488 260 139 296 733 372 273 14 6,538	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,89\$	23.53% 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704	74.3% YTD 22,231 9,772 9,542 7,093 3,086 2,956 2,796 5,073 5,720 4,046 2,861 5,161 8,526 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,896 1,587 2,096 4,666 5,141 2,657 1,570 3,516 7,652 4,168 3,123 133
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 137 137 164 376 400 223 136 400 223 136 400 223 136 401 137 564 347 216 13 5,831	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 1,496 588 586 472 147 117 142 409 437 244 130 317 634 378 259 13 6,371	17.509 75.8% cil / Unitary 1,716 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 1311 299 593 321 293 10 5,858	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650 333 262 10 6,241	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 3312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876	28.57% 74.2% Sep-10 1,754 772 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 865 8667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 0ct-10 1,538 548 632 490 168 136 185 420 431 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93%	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 433 214 139 286 640 307 246 8 6,112	11.86% 64.7% 64.7% 64.7% 64.7% 936 681 319 278 302 551 609 449 449 499 848 598 449 63 10,113 Dec-10 1,45¢ 595 572 451 152 128 180 428 488 218 154 290 740 375 303 7 6,54C	23.08% 72.3% 72.3% 72.3% 1.991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ 399 9,04\$ 317 178 124 206 399 488 260 139 296 733 372 273 14 6,53\$	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,898	23.53% 77.8% Mar-11 1.886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 86,619 70.06%	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,756 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,609 5,271 1,896 1,587 2,096 4,666 5,141 2,657 1,570 3,516 7,652 4,166 3,123 133 74,120
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Witshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Witshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Witshire Salisbury Other/Unknown Total Cat A 8 Min Performance	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 137 1	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 234 445 700 484 352 70 8,226 May-10 1,498 588 586 472 147 117 117 117 142 409 437 244 130 317 634 378 259 13 6,371	17.509 75.8% cil / Unitary 17.87 716 541 259 242 202 355 4284 2417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 593 321 293 10 5,858	13.04% 76.8% 7 Authority Jul-10 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650 333 262 10 6,241	Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876	28.57% 74.2% Sep-10 1,754 7752 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748	74.9% 74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 136 136 136 136 136 136 136 136 136	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 443 214 139 286 640 307 246 8 6,112	11.86% 64.7% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,115 Dec-10 1,456 595 572 451 152 128 180 428 488 218 154 290 740 375 303 7 6,54C	23.08% 72.3% 72.3% 1.991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296 733 372 273 14 6,53\$	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 151 126 151 126 348 410 222 116 238 628 354 225 9 5,896	23.53% 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 1,587 2,096 4,666 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,511 7,652 4,166 3,123 133 74,120
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Wiltshire Salisbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 564 347 216 347 216 339 401 376 400 223 372 606 401 407 400 407 400 407 400 407 400 407 400 407 400 407 400 407 400 407 400 407 400 40	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 352 70 8,226 May-10 1,496 586 472 147 117 142 409 437 244 117 142 409 437 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 378 259 13 6,371	17.509 75.8% cil / Unitary Jun-10 1,776 7716 541 258 242 202 355 4284 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 333 420 200 171 123 333 420 200 171 123 355 333 420 200 171 152 333 420 200 171 152 333 420 200 171 171 171 172 175 175 177 177 177 177 177 177 177 177	13.04% 76.8% 7 Authority 1,893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 450 176 162 173 322 384 229 129 347 650 333 262 10 6,241 Jul-10 81.0% 63.32% 74.58% 79.23% 70.68%	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 328 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 60.85%	28.57% 74.2% 8ep-10 1,754 7712 739 557 249 228 226 410 421 273 202 403 6841 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 75.865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,54\$ Oct-10 1,538 490 168 136 185 420 431 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.06% 73.06% 73.06% 58.33%	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 408 730 442 341 48 8,275 Nov-10 1,376 563 424 145 148 173 441 443 214 432 214 307 246 8 6,112 Nov-10 76.77% 62.80% 75.18% 63.32%	11.86% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,113 Dec-10 1,456 572 451 152 128 180 428 488 218 218 154 290 740 375 303 7 6,540 Dec-10 66.44% 55.40% 66.23% 47.65%	23.08% 72.3% 72.3% 38-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ Jan-11 1,531 506 543 477 178 124 206 399 488 260 399 488 260 733 372 273 14 6,53\$ Jan-11 76.90% 58.09% 58.09% 62.68%	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 426 151 126 196 348 410 222 116 238 628 354 225 9 5,898	23.539 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 442 8,616 Mar-11 1,636 585 442 172 129 185 496 471 258 100 6,704 Mar-11 86.619 70.069 70.109 75.689 70.499	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 5,073 5,720 4,046 2,861 5,161 8,525 5,754 4,442 676 YTD 17,735 6,297 6,600 5,271 1,895 1,587 2,096 4,666 5,141 2,657 1,570 3,518 7,652 4,166 3,123 133 74,120 YTD 79.8% 64.4% 69.3% 74.3% 61.6%
Other/Unknown Total Category A 8 Minute Perfort Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 164 376 400 223 136 277 564 347 216 13 5,831 Apr-10 13 5,831	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 354 234 445 700 484 5700 8,226 May-10 1,498 588 586 472 147 117 142 408 437 244 130 317 634 378 259 13 May-10 8,319 77.639 77.639 77.639 77.639 77.639 77.639 77.639 77.639	17.509 75.8% cil / Unitary Jun-10 1,776 716 541 259 242 202 355 454 285 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 1311 293 10 5,858 Jun-10 5,858	13.04% 76.8% 74.8% 76.8% 74.89 74.89 728 830 568 249 258 222 342 430 317 224 478 727 454 351 55 8,127	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 69.11% 74.149% 69.5% 50.40% 79.17%	28.57% 74.2% 8ep-10 1,754 772 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 8ep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748 8ep-10 5,748	74.9% 74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 0ct-10 1,538 548 632 490 168 136 185 420 431 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.46% 73.46% 58.33% 53.13% 75.20%	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 443 214 139 286 640 307 246 8 6,112 Nov-10 76.77% 62.80% 72.09% 75.18%	11.86% 64.7% 64.7% 64.7% 64.7% 1,074 936 681 319 278 302 551 609 4112 298 499 848 598 449 63 10,113 Dec-10 1,45\$ 595 572 451 152 128 180 428 428 428 428 488 218 154 290 740 375 303 7 6,540 66.44% 55.40% 61.11% 66.23% 47.65% 46.04% 59.60%	23.08% 72.3% 72.3% 72.3% 1.991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,045 399 9,045 317 178 124 206 399 488 260 139 296 733 372 273 14 6,53\$ 372 273 14 6,53\$	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,898 Feb-11 78.459 62.029 68.819 73.839 64.269 52.079 79.359	23.53% 77.8% Mar-11 1.886 835 796 584 244 242 236 520 5111 399 244 462 738 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 Mar-11 86.619 70.069 70.109 75.689 70.499 53.319 78.399	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,608 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,516 7,652 4,166 3,123 133 74,120 YTD 79,8% 64,4% 69,3% 74,3% 61.8% 63,8% 74,7%
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 137 1	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 234 445 700 484 352 70 8,226 May-10 1,498 588 586 472 147 117 142 409 437 244 130 317 634 378 259 13 6,371	75.8% cil / Unitary 75.8% cil / Unitary 17.76 716 541 259 242 202 355 428 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 593 321 299 10 5,858 Jun-10 81.8% 65.229 67.749 75.609 66.029 50.839	76.8% 76.8% 76.8% 74.89 76.8% 74.89 75.89 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 79.88 62.55%	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 336 425 3312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 60.85% 50.40%	28.57% 74.2% 8ep-10 1,754 7712 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748 Sep-10 80.9% 64.75% 67.12% 75.22% 75.22% 75.82% 57.89%	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,54\$ Oct-10 1,538 548 632 490 168 136 136 136 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.06% 73.46% 73.46% 73.83% 53.13%	73.9% Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 148 173 441 443 214 139 286 640 307 246 8 Nov-10 76.77% 62.80% 72.09% 75.18% 63.32% 56.92%	11.86% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 681 319 278 302 551 609 412 298 499 848 598 449 63 10,111 Dec-10 1,455 595 572 451 152 128 180 428 488 218 154 290 740 375 303 7 6,54C Dec-10 66.44% 55.40% 61.11% 66.23% 47.65% 46.04%	23.08% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 72.3% 73.33 72.273 74.39 74.59 75.59 76.568 77.05% 76.668 77.05% 76.668 77.05% 76.668 77.05% 76.668 77.05% 76.668 76.668 76.668 76.668 76.668 76.668 76.668 76.668 76.668 76.668	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,896 Feb-11 78.459 62.029 68.819 73.839	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 86,619 70,069 70,109 75,689 70,109 53,319	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,609 5,271 1,896 1,587 2,096 4,666 5,141 2,657 1,570 3,516 7,652 4,166 3,122 133 74,120 YTD 79.8% 64.4% 69.3% 74.3% 61.5% 53.8%
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Wiltshire Swindon West Wiltshire Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Cat A 8 Min Performance	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 137 1	18.339 77.4% istrict Coun 1.803 814 797 608 246 218 187 433 481 234 445 700 484 352 70 8.226 May-10 1,496 588 586 472 147 117 117 142 409 437 244 419 437 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 244 37 378 259 13 6,371	17.509 75.8% cil / Unitary Jun-10 1,776 716 541 259 242 202 355 4284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 298 593 321 293 10 5,858 Jun-10 81.8% 65.229 67.749 75.609 66.029 50.839 75.250 93.809 93.809 93.519 70.189	13.04% 76.8% 74.8% 76.8% 74.89 74.89 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127	16.98% 75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 434 613 338 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 60.85% 50.40% 79.17% 95.828% 68.27%	28.57% 74.2% 74.2% 1,754 7752 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748 Sep-10 80.9% 64.75% 67.12% 75.22% 75.22% 75.22% 75.22% 57.89% 77.12% 91.71% 91.71% 91.92% 61.90%	74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 548 632 490 168 136 136 136 136 136 136 136 136 136 136	16.67% 73.9% 73.9% 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 441 443 214 443 214 443 214 48 6,112 Nov-10 76.77% 62.80% 72.09% 72.09% 71.78% 92.451% 96.46%	11.86% 64.7% 64.7% 64.7% 2.196 1,074 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10,112 1,456 595 572 451 152 128 180 428 488 218 154 290 740 375 303 7 6,540 66.44% 55.40% 61.11% 66.23% 47.65% 46.04% 59.60% 78.613% 52.91%	23.08% 72.3% 72.3% 72.3% 1.991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ 399 9,04\$ 399 488 260 139 296 733 372 273 14 6,53\$ Jan-11 76.90% 58.09% 63.51% 62.68% 48.06% 78.63% 90.68% 90.68% 90.68%	73.9% 73.9% 73.9% 73.9% 1.833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,896 Feb-11 78.459 62.029 68.819 78.459 62.029 68.819 79.359 96.2079 79.359 96.409 96.409 96.7079	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 5111 399 244 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 86.619 70.069 70.109 75.689 70.499 53.319 78.399 95.379	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 1,587 2,096 4,666 5,271 1,896 1,587 2,090 4,666 5,141 2,657 1,570 3,511 7,652 4,166 3,122 133 74,120 YTD 79.8% 64.4% 69.3% 74,7% 92.0% 69.3% 74.7% 92.0% 69.9% 65.7%
Other/Unknown Total Category A 8 Minute Perfort Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 430 46 7,496 Apr-10 1,379 530 531 401 137 137 164 337 400 223 136 277 564 347 216 13 5,831 Apr-10 83.2% 70.48% 71.56% 75.52% 60.89% 62.56% 77.73% 92.84% 92.84% 92.84% 92.84% 94.86% 66.63% 74.46%	18.339 77.4% istrict Coun 1.80c 814 797 608 246 246 187 433 481 354 234 445 700 484 352 70 1.496 588 586 472 147 117 142 409 437 244 130 317 634 378 259 13 May-10 83.19 72.249 73.539 77.639 59.769 90.859 68.9369 71.249	17.509 75.8% cil / Unitary Jun-10 1,776 713 716 541 259 242 202 355 454 285 244 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 152 333 420 200 131 299 10 5,858 Jun-10 5,858	13.04% 76.8% 74.8% 76.8% 74.89 76.8% 76.8% 76.8% 76.8% 76.8% 76.89 728 830 568 249 258 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 176 162 173 322 384 229 129 347 650 333 262 10 6,241 Jul-10 6,241 Jul-10 6,241 Jul-10 6,241 Jul-10 6,241 Jul-10 6,241 Jul-10 6,241	75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 382 213 129 294 613 338 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 50.40% 79.17% 95.82% 89.88% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11% 74.14% 60.85% 69.11%	28.57% 74.2% Sep-10 1,754 772 739 557 249 228 226 410 421 273 202 403 684 471 351 62 7,742 Sep-10 1,416 461 496 419 145 132 163 387 169 101 276 602 329 256 17 5,748 Sep-10 80.9% 64.75% 67.12% 75.22% 58.23% 75.12% 75.22% 58.38% 77.12% 75.22% 58.38% 77.12% 75.22% 58.38% 77.12% 75.22% 58.38% 77.12% 75.22% 58.38% 77.12% 75.20% 68.49%	74.9% 74.9% 74.9% 74.9% 74.9% 1.882 795 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 0ct-10 1,538 548 632 490 168 136 185 448 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.06% 73.46% 58.33% 53.13% 75.20% 94.59% 89.23% 61.24% 66.203% 67.46%	Nov-10 1,795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,376 557 563 424 145 148 173 214 139 286 640 307 246 8 6,112 Nov-10 76,77% 62,80% 72,09% 75,18% 63,32% 63,32% 56,92% 71,78% 90,41% 90,45% 90,45% 90,45% 90,45% 90,45% 90,45% 90,45% 90,93%	11.86% 64.7% 64.7% 11.86% 64.7% 64.7% 936 681 319 278 302 551 609 4112 298 499 848 598 449 63 10,113 1,45\$ 595 572 451 152 128 180 428 488 218 154 290 740 375 303 7 6,540 Pec-10 66.44% 55.40% 61.11% 66.23% 47.65% 46.04% 59.60% 77.68% 80.191% 51.68% 58.12%	23.08% 72.3% 72.3% 1.991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,049 9,049 Jan-11 1,531 506 543 477 178 124 206 399 488 260 139 296 733 372 273 14 6,539 46,539 63.51% 72.05% 62.68% 78.63% 90.88% 66.82%	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 3348 410 222 116 238 628 354 225 9 5,896 Feb-11 78.459 62.029 68.819 73.839 64.269 52.079 79.359 96.409 91.5279 56.049 62.479	23.53% 77.8% Mar-11 1.886 835 796 584 244 242 236 520 5111 399 44 462 739 472 399 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 86,619 70.069 70.109 75,689 70.499 53,319 78,399 95,389 99,179 64,6009 68,409	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,606 5,271 1,895 1,587 2,090 4,665 5,271 1,895 1,587 2,091 4,663 5,121 1,570 3,5116 7,652 4,165 3,122 133 74,120 YTD 79,8% 64,4% 69,3% 74,7% 92,0% 89,9% 65,7% 65,7% 65,7% 65,7% 66,2%
Other/Unknown Total Category A 8 Minute Perfore Category A Responses 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 Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Wiltshire Salisbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 225 219 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 137 137 137 137 137 137 1	18.339 77.4% istrict Coun 1,803 814 797 608 246 218 187 433 481 234 445 700 484 352 70 8,226 May-10 1,496 586 472 147 117 142 409 437 244 419 437 244 117 142 409 437 244 37 244 37 244 37 378 259 13 6,371	17.509 75.8% cil / Unitary Jun-10 1,776 7716 541 258 242 202 355 4284 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 409 171 123 333 420 200 171 123 355 321 293 10 5,858 Jun-10 81.8% 65.229 67.749 75.609 66.029 50.839 75.259 93.809 93.819 91.949 75.009	13.04% 76.8% 74.8% 74.89 74.89 75.89 74.89	16.98% 75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 338 227 11 5,876 Aug-10 83.6% 63.83% 69.11% 74.14% 60.85% 50.40% 79.17% 95.82% 85.83% 67.74% 95.82% 95.633% 67.74% 92.60% 73.16%	28.57% 74.2% 8ep-10 1,754 7712 739 557 249 228 226 410 421 351 62 7,742 Sep-10 1,419 461 496 419 145 132 163 376 387 169 101 276 602 329 256 17 5,748 Sep-10 1,7742	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 75.86 865 667 288 256 246 444 483 338 257 418 665 667 471 416 66 8,54\$ Oct-10 1,538 632 490 168 136 185 420 431 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.06% 73.06% 73.06% 73.06% 73.06% 73.06% 58.33% 53.13% 75.20% 94.59% 89.35% 72.19%	16.67% 73.9% 73.9% 1,795 887 781 564 229 260 241 477 490 322 259 408 730 442 341 48 8,275 Nov-10 1,376 563 424 145 148 173 441 443 214 443 214 443 214 443 214 307 246 8 6,112 Nov-10 76.77% 62.80% 75.18% 63.32% 56.92% 77.78% 92.45% 99.45%	11.86% 64.7% 64.7% 11.86% 64.7% 64.7% 11.86% 64.7% 11.96 1.974 936 681 319 278 302 551 609 412 298 499 848 598 449 63 10.113 1.45% 595 572 451 152 128 180 428 488 218 218 428 488 218 218	23.08% 72.3% 72.3% Jan-11 1,991 871 855 662 284 258 262 440 537 382 258 443 824 512 411 59 9,04\$ Jan-11 1,531 506 543 477 178 124 206 399 488 260 399 488 260 733 372 273 14 6,53\$ Jan-11 76.90% 58.09% 63.51% 72.05% 62.68% 48.06% 78.63% 90.68%	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 126 196 348 410 222 116 238 628 354 225 9 5,896 Feb-11 78.459 62.029 68.819 73.839 64.269 52.079 79.359 96.409 96.529 67.079 56.049 89.339 71.379	23.539 77.8% Mar-11 1,886 835 796 584 244 242 236 520 511 399 244 462 739 442 8,616 Mar-11 1,636 585 586 442 172 129 185 496 471 258 110 6,704 Mar-11 86.619 70.069 70.109 75.689 70.499 53.319 78.399 95.389 95.389 95.389 95.389 95.389 96.469 66.009 68.409 79.459	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,895 1,587 2,096 4,666 5,141 2,657 1,570 3,516 7,652 4,166 3,123 33 74,120 YTD 79.8% 64.4% 69.3% 74.7% 69.9% 64.9% 69.9% 65.7% 68.9%
Other/Unknown Total Category A 8 Minute Perfore Category A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat A Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Somerset Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Salisbury Other/Unknown Total Cat A 8 Min Performance Bristol South Gloucestershire North Somerset Salisbury Other/Unknown Total Cat A 8 Min Performance	27.50% 77.8% mance by Di Apr-10 1,658 752 742 531 211 405 431 320 205 372 606 464 309 46 7,496 Apr-10 1,379 530 531 401 137 164 376 400 223 136 277 564 347 216 13 5,831 Apr-10 83.2% 70.48% 71.56% 75.52% 60.89% 62.56% 67.73% 92.84% 92.84% 92.81% 66.63% 67.446% 93.07%	18.339 77.4% istrict Coun 1.803 814 797 608 246 218 187 433 481 354 234 445 700 8.226 May-10 1,498 588 586 472 147 142 409 437 244 130 317 634 378 245 13 6,371 May-10 83.19 72.249 73.539 77.639 59.769 53.679 55.679 75.949 90.859 68.939 90.579	17.509 75.8% cil / Unitary 1.776 713 716 541 259 242 202 355 454 284 417 645 428 401 50 7,728 Jun-10 1,453 465 485 408 171 123 152 333 420 200 131 299 593 321 293 10 5,858 Jun-10 81.8% 65.229 67.749 75.609 66.029 50.839 75.259 93.809 92.519 70.169 71.709 91.949	13.04% 76.8% 7 Authority Jul-10 1.893 728 830 568 249 259 222 342 430 317 224 478 727 454 351 55 8,127 Jul-10 1,534 461 619 450 1,76 1,634 229 347 650 333 262 10 6,241 Jul-10 81.0% 63.32% 74.58% 79.23% 70.68% 62.259% 89.415% 89.30% 77.59% 89.41%	16.98% 75.1% Aug-10 1,761 788 738 553 258 248 216 335 425 312 229 434 662 462 340 65 7,826 Aug-10 1,472 503 510 410 157 125 171 321 382 213 129 294 613 338 227 11 5,876 Aug-10 83.6% 63.8% 63.8% 63.8% 69.11% 79.17% 99.82% 89.88% 66.63% 60.33% 69.11% 79.17% 99.82% 89.88% 66.63% 67.74% 92.60%	28.57% 74.2% Sep-10 1,754 712 739 557 249 228 226 410 421 273 202 403 6841 351 62 7,742 Sep-10 1,419 461 496 419 145 376 387 169 101 276 602 329 256 17 5,748 Sep-10 80.9% 64.75% 67.12% 75.22%	74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 74.9% 865 667 288 256 246 444 483 338 257 418 657 471 416 66 8,549 Oct-10 1,538 5420 431 207 144 282 587 340 282 11 6,401 Oct-10 81.72% 68.93% 73.06% 73.46% 58.33% 53.13% 75.20% 94.59% 89.23% 61.24% 56.03% 67.46% 89.35%	16.67% 73.9% Nov-10 1.795 887 781 564 229 260 241 477 490 322 259 409 730 442 341 48 8,275 Nov-10 1,378 557 563 424 145 145 148 173 441 443 214 139 286 640 307 246 8 6,112 Nov-10 76.77% 62.80% 72.09% 75.18% 63.32% 56.92% 71.78% 92.45% 90.41% 66.46% 53.67% 69.93% 87.67%	11.86% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 64.7% 681 319 278 302 551 609 412 298 499 499 63 10,112 63 10,112 63 740 375 303 7 6,540 66.44% 55.40% 66.23% 47.65% 46.04% 55.40% 77.66% 77.66% 77.66% 80.13% 51.16% 77.66% 87.26%	23.08% 72.3% 72.3% 72.3% 72.3% 871 891 871 855 662 284 258 262 440 537 382 258 443 8512 411 59 9,049 9,049 Jan-11 1,531 506 543 477 178 206 399 488 260 139 296 733 372 273 14 6,539 Jan-11 76.90% 58.05% 62.68% 48.06% 78.63% 90.88% 63.88% 66.82% 88.96%	73.9% Feb-11 1,833 803 747 577 235 242 247 361 448 331 207 381 703 496 322 48 7,981 Feb-11 1,438 498 514 426 151 1,26 196 348 410 222 116 238 628 354 245 9 5,898 Feb-11 78.459 62.029 68.819 73.839 64.269 55.079 79.359 96.409 91.529 67.079 66.047 89.339	23.539 77.8% Mar-11 1,885 835 796 584 244 242 236 520 511 399 244 462 739 44 8,616 Mar-11 1,636 585 558 442 172 129 185 496 471 258 122 316 668 375 281 10 6,704 Mar-11 86,619 70.069 70.109 75,689 70.499 53.319 78.399 95.389 92.179 68.409 90.399	74.3% YTD 22,231 9,772 9,542 7,093 3,085 2,956 2,796 5,073 5,720 4,045 2,861 5,161 8,525 5,754 4,442 676 99,728 YTD 17,735 6,297 6,600 5,271 1,895 1,587 2,090 4,665 5,141 2,657 1,570 3,518 7,652 4,166 3,122 133 74,120 YTD YTD YTD 79,8% 68,9% 64,9% 68,9% 65,7% 92,0% 89,9% 65,7% 92,0% 89,9% 65,7% 92,0% 89,9% 66,7% 94,9% 68,2% 89,8%

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 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 Gloucestershire	3236 1811	3493 1919	3266 1797	3530 1819	3373 1794	3293 1807	3636 2055	3532 2019	4321 2471	3821 2163	3468 1864	3609 2152	42,578 23,671
Wiltshire Other/Unknown	2409 40	2755 59	2626 39	2732 46	2607 52	2594 48	2807 51	2684 40	3264 57	3013 52	2612 37	2821 34	32,924 555
Total	7,496	8,22€	7,728	8,127	7,826	7,742	8,549	8,275	10,113	9,049	7,981	8,616	99,728
	7,400	0,220	1,120	0,127	7,020	7,7-72	0,040	0,270	10,110	0,040	7,001	0,010	00,720
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 Gloucestershire	3122 1734	3372 1842	3124 1723	3404 1740	3221 1722	3164 1733	3486 1951	3358 1941	3919 2208	3636 2052	3326 1779	3518 2089	40,650 22,514
Wiltshire Other/Unknown	2309 30	2638 45	2462 27	259€ 34	2468 35	2455 35	2627 36	2529 25	2971 36	2839 31	2455 25	2689 23	31,038 382
Total	7,195	7,897	7,33€	7,774	7,44€	7,387	8,100	7,853	9,134	8,558	7,585	8,319	94,584
Cat A 19 Min Performance	_												
Avon	Apr-10 96.5%	May-10 96.5%	Jun-10 95.7%	Jul-10 96.4%	Aug-10 95.5%	Sep-10 96.1%	Oct-10 95.9%	Nov-10 95.1%	Dec-10 90.70%	Jan-11 95.16%	Feb-11 95.91%	Mar-11 97.48%	YTD 95.5%
Gloucestershire Wiltshire	95.7% 95.8%	96.0% 95.8%	95.9% 93.8%	95.7% 95.0%	96.0% 94.7%	95.9% 94.6%	94.9%	96.1% 94.2%	89.36% 91.02%	94.87%	95.44% 93.99%	97.07% 95.32%	95.1% 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 Perfo	rmance by P	ст											
Category A Responses													
Bath and North East Somerset	Apr-10 531	May-10 608	Jun-10 541	Jul-10 568	Aug-10 553	Sep-10 557	Oct-10 667	Nov-10 564	Dec-10 681	Jan-11 662	Feb-11 577	Mar-11 584	YTD 7,093
Bristol Gloucestershire	1,658 1,811	1,803 1,919	1,776 1,797	1,893 1,819	1,761 1,794	1,754 1,807	1,882 2,055	1,795 2,019	2,196 2,471	1,991 2,163	1,833 1,864	1,889 2,152	22,231 23,671
North Somerset	742	797	716	830 728	738 788	739 712	865 795	781	936	855 871	747	796	9,542 9,772
South Gloucestershire Swindon	752 612	814 710	713 655	736	674	697	670	736	1,074 852	831	803 712	835 749	8,634
Wiltshire Other/Unknown	1,350 40	1,515 60	1,490 40	1,507 46	1,465 53	1,427 49	1,562 53	1,451 42	1,844 59	1,624 52	1,40€ 39	1,577 34	18,218 567
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													
Bath and North East Somerset	Apr-10 514	May-10 581	Jun-10 504	Jul-10 535	Aug-10 520	Sep-10 536	Oct-10 615	Nov-10 529	Dec-10 616	Jan-11 615	Feb-11 539	Mar-11 552	YTD 6,656
Bristol Gloucestershire	1,627 1,734	1,760 1,842	1,715	1,855 1,740	1,688	1,699 1,733	1,825 1,951	1,731 1,941	2,04C 2,20E	1,91€ 2,052	1,777 1,779	1,854 2,089	21,487 22,514
North Somerset	694	755	665	784	697	695	816	741	800	800	709	765	8,921
South Gloucestershire Swindon	720 602	784 702	686 647	696 725	756 668	685 687	758 666	822 729	988 838	827 812	761 705	818 741	9,301 8,522
Wiltshire Other/Unknown	1,274 30	1,427 46	1,368 28	1,40ŧ 34	1,359 36	1,31€ 36	1,431 38	1,333 27	1,607 37	1,505 31	1,288 27	1,477 23	16,790 393
Total	7,195	7,897	7,33€	7,774	7,44€	7,387	8,100	7,853	9,134	8,558	7,585	8,319	94,584
Cat A 19 Min Performance													
Bath and North East Somerset	Apr-10 96.8%	May-10 95.6%	Jun-10 93.2%	Jul-10 94.2%	Aug-10 94.0%	Sep-10 96.2%	Oct-10 92.20%	Nov-10 93.79%	Dec-10 90.46%	Jan-11 92.90%	Feb-11 93.41%	Mar-11 94.52%	YTD 93.8%
Bristol Gloucestershire	98.13% 95.75%	97.62% 95.99%	96.57% 95.88%	97.99% 95.66%	95.85% 95.99%	96.86% 95.90%	96.97% 94.94%	96.43% 96.14%	92.90% 89.36%	96.23% 94.87%	96.94% 95.44%	98.15% 97.07%	96.65% 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 Swindon	95.74% 98.37%	96.31% 98.87%	96.21% 98.78%	95.60% 98.51%	95.94% 99.11%	96.21% 98.57%	95.35% 99.40%	92.67%	91.99% 98.36%	94.95%	94.77%	97.96% 98.93%	95.2% 98.7%
Wiltshire Other/Unknown	94.37% 75.00%	94.19% 76.67%	91.81% 70.00%	93.23% 73.91%	92.76% 67.92%	92.22% 73.47%	91.61% 71.70%	91.87% 64.29%	87.15% 62.71%	92.67% 59.62%	91.619 69.239	93.66% 67.65%	92.2% 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 Perfo	rmance by D	istrict Cour	icil / Unitary	Authority									
Category A Responses	•			•									
Bristol	Apr-10 1,658	May-10 1,803	Jun-10 1,77€	Jul-10 1,893	Aug-10 1,761	Sep-10 1,754	Oct-10 1,882	Nov-10 1,795	Dec-10 2,19€	Jan-11 1,991	Feb-11 1,833	Mar-11 1,889	YTD 22,231
South Gloucestershire	752	814	713	728	788	712	795	887	1,074	871	803	835	9,772
North Somerset Bath and North East Somerset	742 531	797 608	716 541	830 568	738 553	739 557	865 667	781 564	936 681	855 662	747 577	796 584	9,542 7,093
Forest of Dean Cotswold	225 219	246 218	259 242	249 259	258 248	249 228	288 256	229 260	319 278	284 258	235 242	244 242	3,085 2,950
Tewkesbury Cheltenham	211 405	187 433	202 355	222 342	216 335	226 410	246 444	241 477	302 551	262 440	247 361	236 520	2,798 5,073
Gloucester Stroud	431	481 354	454 285	430	425 312	421 273	483	490 322	609 412	537	448	511 399	5,720 4,045
Kennet	205	234	244	224	229	202	257	259	298	258	207	244	2,861
North Wiltshire Swindon	372 606	700	417 645	478 727	434 662	403 684	418 657	730	499 848	824	381 703	739	5,161 8,525
West Wiltshire Salisbury	464 309	484 352	428 401	454 351	462 340	471 351	471 416	442 341	598 449	512 411	496 322	472 399	5,754 4,442
Other/Unknown	46	70	50	55	65	62	66	48	63	59	48	44	676
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
Bristol South Gloucestershire	1,627 720	1,760	1,715 686	1,85£ 696	1,688 756	1,699 685	1,825 758	1,731 822	2,040	1,91€ 827	1,777 761	1,854 818	21,487 9,301
North Somerset	694	755	665 504	784 535	697	695 536	816	741	800	800	709 539	765 552	8,921
Bath and North East Somerset Forest of Dean	514 214	581 233	250	237	520 238	235	615 268	529 218	616 275	615 267	220	233	6,656 2,888
Cotswold Tewkesbury	185 207	178 186	202 199	223 221	212 212	196 223	209 239	217 238	191 285	214 255	198 243	208 235	2,433 2,743
Cheltenham Gloucester	402 428	430 476	355 449	336 427	334 424	408 416	440 479	474 487	521 584	432 528	358 447	520 507	5,010 5,652
Stroud Kennet	298 186	339 214	268 219	296 199	302 207	255 178	316 226	307 225	352 251	356 232	313 184	386 219	3,788 2,540
North Wiltshire Swindon	349 596	416 692	390 637	446 717	402 656	371 675	382 653	366 723	422 834	402 806	343 696	432 731	4,721 8,416
West Wiltshire	448	465	391	429	435	437	440	419	531	486	464	449	5,394
Salisbury Other/Unknown	291 36	332 56	368 38	331 42	315 48	330 48	383 51	323 33	403 41	385 37	297 36	377 33	4,135 499
Total	7,195	7,897	7,33€	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%

	Api-10	Iviay-10	Juli-10	Jui-10	Aug-10	Sep-10	OC1-10	1404-10	Dec-10	Jan-11	ren-11	IVIAI-II	110
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%	88.129	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

Total

Category B 19 Minute Performa	nce by Sector												
Category B Responses													
Avon	Apr-10 3180	May-10 3388	Jun-10 3278	Jul-10 3282	Aug-10 3201	Sep-10 3222	Oct-10 3284	Nov-10 3050	335£	Jan-11 3186	Feb-11 2818	Mar-11 313€	YTD 38,380
Gloucestershire Wiltshire	1807 2522	1933 2733	1796 2613	1864 2592	1773 2658	1769 2530	1898 2623	1795 2399	2018 2737	1788 2440	1625 2256	1909 2530	21,975 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	8,180	7,48€	6,765	7,64€	91,860
Compliant Cat B Responses													
Avon	Apr-10 2893	May-10 3162	Jun-10 2943	Jul-10 2997	Aug-10 2933	Sep-10 2889	Oct-10 2973	Nov-10 271€	Dec-10 2689	Jan-11 2828	Feb-11 2479	Mar-11 2690	YTD 34,192
Gloucestershire	1719	1822	1713	176€	1692	1667	1771	1698	1757	1666	1545	1844	20,660
Wiltshire Other/Unknown	2406 48	258€ 62	2413 69	2415 53	2478 41	2359 54	240€ 49	2235 41	2430 42	2251 43	2128 47	238€ 47	28,493 596
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
	1,000	1,002	1,100	1,201	.,	0,000	1,100	0,000	0,010	0,7 00	0,100	0,007	00,011
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 Gloucestershire	91.0% 95.1%	93.3% 94.3%	89.8% 95.4%	91.3% 94.7%	91.6% 95.4%	89.7% 94.2%	90.5%	89.0% 94.6%	80.15% 87.07%	88.769 93.189	87.97% 95.08%	85.789 96.609	89.1% 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 Perfo	rmance by P	СТ											
Category B Responses													
Bath and North East Somerset	Apr-10 553	May-10 561	Jun-10 528	Jul-10 498	Aug-10 556	Sep-10 531	Oct-10 586	Nov-10 492	Dec-10 602	Jan-11 537	Feb-11 474	Mar-11 551	YTD 6,469
Bristol Gloucestershire	1,768 1,807	1,892 1,933	1,79€ 1,79€	1,74(1,86 ²	1,750 1,770	1,743 1,769	1,800 1,898	1,613 1,795	1,769 2,018	1,735 1,788	1,578 1,625	1,721 1,909	20,905 21,975
North Somerset	724	705	721	798	714	722	702	711	749	685	577	648	8,456
South Gloucestershire Swindon	621 636	703 723	695 713	683 765	662 701	675 650	701 661	656 636	744 715	700 657	588 627	678 631	8,106 8,115
Wiltshire Other/Unknown	1,400 74	1,53€ 81	1,438	1,389	1,472	1,43(1,453	1,34(57	1,51(1,313	1,229	1,43ŧ 73	16,945 889
Total	7,583	8,134	7,778	7,816	7,69€	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 Bristol	528 1,634	537 1,78€	486 1,627	464 1,599	501 1,620	502 1,578	529 1,63 ²	450 1,443	531 1,430	503 1,55£	437 1,38 ²	511 1,481	5,979 18,771
Gloucestershire	1,719	1,786	1,713	1,76€	1,620	1,667	1,632	1,443	1,430	1,66€	1,545	1,844	20,660
North Somerset South Gloucestershire	638 559	658 638	637 619	740 607	662 591	649 594	643 626	655 561	609 573	590 624	524 515	565 569	7,570 7,076
Swindon	625	705	705	750	694	632	646	624	682	636	610	615	7,924
Wiltshire Other/Unknown	1,315 48	1,423 63	1,281 70	1,251 54	1,342 42	1,292 55	1,298 52	1,217 42	1,292 44	1,17(44	1,13€ 48	1,333 49	15,350 611
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
Bath and North East Somerset Bristol	95.5% 92.42%	95.7% 94.40%	92.0% 90.64%	93.2% 91.90%	90.1% 92.419	94.5%	90.27%	91.46% 89.46%	88.219 80.849	93.67% 89.73%	92.19 ⁹ 87.71 ⁹	92.749 86.059	92.4% 89.8%
Gloucestershire	95.13%	94.26%	95.38%	94.74%	95.43%	94.23%	93.31%	94.60%	87.07%	93.189	95.08%	96.60%	94.0%
North Somerset South Gloucestershire	88.12% 90.02%	93.33 ⁹ 90.75 ⁹	88.35% 89.06%	92.73 ⁹ 88.87 ⁹	92.72% 89.27%	89.89% 88.00%	91.60% 89.30%	92.129 85.529	81.319 77.029	86.139 89.149	90.819 87.599	87.199 83.929	89.5% 87.3%
Swindon Wiltshire	98.27% 93.93%	97.519 92.649	98.88% 89.08%	98.049 90.069	99.00% 91.17%	97.23 ⁹ 90.35 ⁹	97.73% 89.33%	98.119 90.829	95.38 ⁹ 85.56 ⁹	96.80% 89.11%	97.29 ⁹ 92.43 ⁹	97.46 ⁹ 92.89 ⁹	97.6% 90.6%
Other/Unknown	64.86%	77.78%	76.09%	68.35%	64.629	67.07%	71.23%	73.68%	60.27%	60.27%	71.649	67.129	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%
		istrict Coun		Authority									
Category B 19 Minute Perfo		istrict Coun		Authority									
Category B 19 Minute Perfo		istrict Coun		Authority Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Category B 19 Minute Perfo Category B Responses Bristol	Apr-10 1,768	May-10 1,892	Jun-10 1,795	Jul-10 1,74(1,753	1,743	1,800	1,613	1,769	1,733	1,578	1,721	20,905
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset	Apr-10 1,768 621 724	May-10 1,892 703 705	Jun-10 1,796 695 721	Jul-10 1,74(683 798	1,753 662 714	1,743 675 722	1,800 701 702	1,610 656 711	1,769 744 749	1,733 700 685	1,578 588 577	1,721 678 648	20,905 8,106 8,456
Category B 19 Minute Performance Category B Responses Bristol South Gloucestershire North Somerset	Apr-10 1,768 621	May-10 1,892 703	Jun-10 1,795 695	Jul-10 1,74(683	1,753 662	1,743 675	1,800 701	1,613 656 711 492	1,769 744	1,733 700	1,578 588	1,721 678	20,905 8,106 8,456 6,469
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	Apr-10 1,768 621 724 553 231 188	May-10 1,892 703 705 561 247 242	Jun-10 1,795 695 721 528 217 213	Jul-10 1,74(683 798 498 285 230	1,755 662 714 556 229 214	1,745 675 722 531 205 211	1,800 701 702 586 251 240	1,613 656 711 492 233 199	1,769 744 749 602 259 238	1,735 700 685 537 221 223	1,578 588 577 474 201 182	1,721 678 648 551 223 213	20,905 8,106 8,456 6,469 2,802 2,593
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold	Apr-10 1,768 621 724 553 231 188 198 402	May-10 1,892 703 705 561 247	Jun-10 1,796 695 721 528 217 213 200 374	Jul-10 1,74(683 798 498 285	1,753 662 714 556 229	1,745 675 722 531 205	1,800 701 702 586 251 240 200 387	1,613 656 711 492 233 199 214 340	1,769 744 749 602 259 238 254 416	1,735 700 685 537 221 223 195 359	1,578 588 577 474 201 182 207 330	1,721 678 648 551 223	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr-10 1,768 621 724 553 231 188 198 402 495	May-10 1,892 703 705 561 247 242 192 387 503	Jun-10 1,795 695 721 528 217 213 200 374 459	Jul-10 1,740 683 798 498 285 230 204 345 494	1,75: 662 714 556 229 214 184 361 438	1,745 675 722 531 205 211 221 353 491	1,800 701 702 586 251 240 200 387 518	1,613 656 711 492 233 199 214 340 517	1,769 744 749 602 259 238 254 416 532	1,735 700 685 537 221 223 195 359 507	1,578 588 577 474 201 182 207 330 450	1,721 678 648 551 223 213 237 409 490	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216	May-10 1,892 703 705 561 247 242 192 387 503 362 251	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259	1,750 662 714 556 229 214 184 361 438 347 246	1,749 675 722 531 205 211 221 353 491 288 228	1,800 701 702 586 251 240 200 387 518 302 228	1,610 656 711 492 233 199 214 340 517 292	1,76§ 744 749 602 259 238 254 416 532 319 233	1,73: 700 685 537 221 223 195 359 507 283 207	1,578 588 577 474 201 182 207 330 450 255	1,721 678 648 551 223 213 237 408 490 337 244	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr-10 1,768 621 724 553 231 188 198 402 495 293	May-10 1,892 703 705 561 247 242 192 387 503 362	Jun-10 1,795 695 721 528 217 213 200 374 459 333	Jul-10 1,74(683 798 498 285 230 204 345 494 306	1,750 662 714 556 229 214 184 361 438 347	1,749 675 722 531 205 211 221 353 491 288	1,80C 701 702 586 251 240 200 387 518 302	1,619 656 711 492 233 199 214 340 517 292	1,76§ 744 749 602 259 238 254 416 532 319	1,735 700 685 537 221 223 195 359 507 283	1,578 588 577 474 201 182 207 330 450 255	1,721 678 648 551 223 213 237 409 490 337	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717
Category B 19 Minute Perfo Category B Responses 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 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514	Jun-10 1,796 695 721 528 217 213 200 374 459 333 216 393 710 464	Jul-10 1,740 683 798 498 285 230 204 345 494 306 259 361 755	1,750 662 714 556 229 214 184 361 438 347 246 357 697	1,749 675 722 531 205 211 221 353 491 288 228 358 643 468	1,80C 701 702 586 251 240 200 387 518 302 228 360 651 485	1,610 656 7111 492 233 198 214 340 517 292 189 349 632 450	1,76§ 744 749 602 259 238 254 416 532 319 233 379 709 522	1,73: 700 685 537 221 223 195 359 507 283 207 362 651 443	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546
Category B 19 Minute Perfo Category B Responses 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 1,768 621 724 553 231 188 198 402 495 293 296 356 627	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710	Jul-10 1,740 683 798 498 285 230 204 345 494 306 259 361 755	1,750 662 714 556 228 214 184 361 438 347 246 357 697	1,749 675 722 531 205 211 221 353 491 288 228 358 643	1,80C 701 702 586 251 240 200 387 518 302 228 360 651	1,610 656 711 492 233 199 214 340 517 292 189 349 632	1,76§ 744 749 602 259 238 254 416 532 319 233 379 709	1,735 700 685 537 221 223 195 359 507 283 207 362 651	1,578 588 577 474 201 182 207 330 450 255 190 332 621	1,721 678 648 551 223 213 237 408 490 337 244 362 626	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353	1,750 662 714 556 229 214 184 361 438 347 246 357 697 464	1,749 675 722 531 205 211 221 353 491 288 228 358 643 468 376	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380	1,610 656 7111 492 233 199 214 340 517 292 189 349 632 450	1,768 744 748 602 258 238 254 416 532 319 233 378 708 522 376	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301	1,578 588 577 474 201 182 207 330 450 255 190 332 621 396 312	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 3,717 2,707 4,356 8,039 5,546 4,336
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83	May-10 1,892 703 705 561 247 242 192 387 503 362 2251 387 717 514 384 87	Jun-10 1,79€ 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353	1,750 662 714 556 229 214 184 361 438 347 246 357 697 464 405	1,749 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61	1,76§ 744 748 602 259 238 254 416 532 319 233 379 709 522 376 79	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 3665 95 7,778	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874	1,613 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61	1,76§ 744 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79	1,735 700 685 537 221 223 195 359 507 283 207 362 651 43 301 79 7,486	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,78€ 638	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778	Jul-10 1,740 683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816	1,750 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602	1,80C 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874	1,613 656 7111 492 233 199 214 340 517 292 188 349 632 450 352 61 7,300	1,76§ 744 748 602 258 238 254 416 532 319 233 379 708 522 376 79 8,180 Dec-10 1,430 573	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,766	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134	Jun-10 1,79€ 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,77€	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816	1,750 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874	1,619 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61	1,76§ 744 748 602 259 238 254 416 532 319 233 379 709 522 376 79 8,180	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,768	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528	May-10 1,892 703 705 561 247 242 192 387 503 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 3665 95 7,776 Jun-10 1,627 619 637 486 201	Jul-10 1,74(683 798 498 285 230 204 345 494 396 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874	1,613 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300	1,76§ 744 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205	1,735 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 503 193	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,768	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 188	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196	Jul-10 1,740 683 798 498 285 285 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192	1,750 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216	1,80C 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186	1,619 656 711 492 233 199 214 340 517 292 188 349 632 450 352 61 7,300 Nov-10 1,444 561 655 450 208 168 209	1,76§ 744 748 602 259 238 254 416 532 319 233 379 708 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 178	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,766	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 569 565 511 212 175 237	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 189 185 383	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,596 607 740 464 259 192 196 341	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 359	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385	1,619 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,449 561 665 450 208 169 209 335	1,76§ 7444 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,776 Jun-10 1,627 619 637 486 201 178 196 369 455 314	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 359 428	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 495 282	1,76§ 744 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260	1,578 588 577 474 201 182 207 330 450 255 190 332 621 331 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 409 400 400 400 400 400 400 400 400 400	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet Compliant Cat B Responses	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 528 194 145 194 397 489 278 193 337	May-10 1,892 703 705 561 247 242 192 387 503 362 251 381 717 514 384 87 May-10 1,786 638 658 537 227 189 185 383 498	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,622 591 662 501 210 181 180 359 428	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322	1,610 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,440 561 655 450 208 169 209 335 496 209 332 496	1,76§ 744 749 602 259 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323	1,578 588 577 474 201 182 207 330 450 255 190 332 6,766 Feb-11 1,384 515 524 437 178 203 329 438 242 162 311	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699	Jun-10 1,795 695 721 695 721 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 196 360 702	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,596 607 740 464 259 196 341 487 291 292 327 740	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 501 210 181 180 359 428 334 208 328 691	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638	1,613 656 711 492 233 199 214 340 517 292 189 348 632 450 352 61 7,300 Nov-10 1,445 561 665 450 208 169 208 169 208 335 496 282 153 321 620	1,76§ 7444 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 260 172 323 630	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406 488 325 215 336 610	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Wiltshire Salisbury Other/Unknown	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616 442 343	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 486 359	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 3665 95 7,776 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 334 208 328 691 423 383	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 321 186 192 321 187 322 638 436 353	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 496 209 335 496 282 153 321 620 413 330	1,76§ 7444 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 490 260 172 323 403 272	1,578 588 577 474 201 182 207 330 450 255 190 332 621 331 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604 372 291	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 488 325 215 336 610 434 348	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses 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 Other/Unknown	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616 442 343 57	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 189 185 383 498 383 498 385 699 486 359 69	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,594 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 1181 180 359 428 334 208 328 691 423 383 45	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,578 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60	1,613 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 496 282 153 321 620 413 330 46	1,76§ 744 749 602 259 238 254 416 532 319 233 379 709 522 376 79 8,18(Dec-10 1,43(573 609 531 205 161 229 396 492 274 190 316 678 448 337 48	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50	1,578 588 577 474 201 182 207 330 450 255 190 332 621 396 312 73 6,768 Feb-11 1,384 515 524 437 178 203 329 438 242 162 311 604 372 291 54	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336 610 434 348 54	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616 442 343	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 486 359	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 3665 95 7,776 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 334 208 328 691 423 383	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 321 186 192 321 187 322 638 436 353	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 496 209 335 496 282 153 321 620 413 330	1,76§ 7444 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337	1,735 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 490 260 172 323 403 272	1,578 588 577 474 201 182 207 330 450 255 190 332 621 331 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604 372 291	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 488 325 215 336 610 434 348	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616 442 343 57	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 496 340 223 355 699 486 359 69	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 3665 95 7,776 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64	1,755 662 714 556 6229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 359 428 334 208 328 691 423 383 45	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,872 Oct-10 1,634 626 643 529 221 186 192 321 186 192 385 506 281 187 322 638 436 353 60	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 496 282 153 321 620 413 330 46	1,76§ 7444 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337 48	1,735 700 685 537 701 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 6403 272 50 6,788	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 6,198	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336 610 434 348 54	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses 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 Other/Unknown Total Cat B 19 Min Performance Bristol	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 194 397 489 278 193 337 616 442 343 57 7,066	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 189 185 383 498 385 699 486 359 69 7,632	Jun-10 1,795 695 721 695 721 213 200 374 455 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 196 369 455 314 180 360 702 405 336 73 7,138	Jul-10 1,74(683 798 498 285 285 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,594 607 740 464 259 196 341 487 291 222 327 740 379 323 64 7,231	1,755 662 714 556 229 214 184 361 438 347 246 357 699 7,696 Aug-10 1,620 591 662 501 210 181 180 359 428 334 208 3328 691 423 383 45 7,144 Aug-10 92,419	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,578 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966	1,80C 701 702 586 251 240 20C 387 518 302 228 360 651 485 38C 83 7,872 Oct-10 1,632 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,196	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,445 561 655 450 208 169 209 335 496 282 153 321 620 413 330 46 6,690	1,76§ 7444 748 602 259 238 254 416 532 319 233 378 709 522 376 79 8,18(Dec-10 1,43(573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918	1,735 700 685 537 701 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,788	1,578 588 577 474 201 182 207 330 450 255 190 332 6,768 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604 372 291 54 6,198	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406 488 325 215 336 610 434 348 54 6,967	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses 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 Other/Unknown Total Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire	Apr-10 1,768 621 724 553 231 188 198 402 495 293 216 356 627 468 360 83 7,583 Apr-10 1,634 559 638 528 216 145 194 397 489 278 193 337 616 442 343 57 7,066 Apr-10 92,42% 90,02%	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,786 638 658 537 227 188 185 383 498 340 223 355 699 486 359 69 7,632	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 501 210 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 648 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,199	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 208 169 282 153 321 620 413 330 46 6,690	1,768 744 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918	1,735 700 685 537 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,788	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 5524 437 178 154 203 329 439 242 162 311 604 372 291 54 6,198	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336 610 434 348 54 6,967	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3%
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 2251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 7,632 May-10 94,409 90,759 90,759 90,759 90,759 90,759	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,775 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 89.069 88.359 92.059	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231	1,755 662 714 556 622 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 334 208 328 691 428 334 208 328 691 427 92,714 89,279 90,119	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 94.549	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 221 186 192 385 506 281 187 322 638 436 353 60 7,199	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 495 282 153 321 620 413 330 46 6,690 Nov-10 89,469 85,529 92,129 91,469	1,76§ 7444 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219	1,73: 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 6403 272 50 6,788 Jan-11 89.739 89.149 86.139 93.679	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604 372 291 54 Feb-11 87,719 87,599 90,819 92,199	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 488 325 215 336 610 434 348 54 Mar-11 86,059 83,929 87,199 92,749	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4%
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire South Gloucestershire North Wiltshire Salisbury Other/Unknown Total Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 69 7,632 May-10 90.759 93.339	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231	1,755 662 714 556 622 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,622 591 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279 92,729	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,872 Oct-10 1,632 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,196	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 495 282 153 321 620 413 330 46 6,690 Nov-10 89,469 89,529 92,129	1,768 7444 748 602 258 238 254 416 532 318 233 379 709 522 376 79 8,180 Dec-10 1,430 573 608 531 205 161 229 396 492 274 190 316 678 449 337 48 6,918 Dec-10 80.849 77.029 81.319	1,735 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 630 403 272 50 6,788	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,768 Feb-11 1,384 515 524 437 178 154 203 329 438 2442 162 311 604 372 291 54 6,198	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 561 212 175 237 406 489 325 215 336 610 434 348 54 6,967	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5%
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wittshire Swindon Total Compliant Cat B Responses 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 Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Forest of Dean Cotswold Tewkesbury	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 486 359 69 7,632 May-10 94,409 90,759 93,339 95,729 91,909 78,109 96,359	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,136 Jun-10 90.649 89.069 88.359 92.059 98.009	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 83,489 96,089	1,755 662 714 556 622 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 501 210 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279 90,119 91,709 84,589 97,839	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 648 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 94.549 91.229 80.099 97.749	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,196 Oct-10 90.789 89.309 91.609 90.279 88.059 77.509 96.009	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 208 169 233 495 282 153 321 620 413 330 46 6,690 Nov-10 89,469 85,529 92,129 91,469 88,279 84,929 97,669	1,76§ 7444 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,18(Dec-10 1,43(573 609 531 205 161 229 396 492 274 190 316 678 449 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 67.659 90.169	1,735 700 685 537 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,788 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 439 242 162 3311 604 372 291 54 6,196 Feb-11 87,719 87,599 90,819 92,199 88,569 84,629 98,079	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336 610 434 348 54 6,967 Mar-11 86,059 83,929 87,199 92,749 95,079 82,169 100,00%	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 89,8% 80,1% 96,8%
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 7,632 May-10 94,409 90,759 93,339 95,729 91,909 78,109 96,359 99,019	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,776 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 89.069 98.359 92.059 92.639 83.579 98.009 98.669 99.139	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,598 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 83,489 96,889 98,589	1,755 662 714 556 6229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 334 208 328 691 428 334 208 328 691 47 492 494 495 497 492 497 497 497 497 497 497 497 497 497 497	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 94.549 91.229 80.099 97.749 99.159	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,872 Oct-10 1,634 626 643 529 221 186 192 221 186 192 385 506 281 187 322 638 436 353 60 7,199 Oct-10 90,789 89,309 91,609 99,489 97,689	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 168 209 335 496 209 335 496 6,690 Nov-10 89,469 85,529 91,469 89,279 84,929 97,669 98,539 95,749	1,76§ 744 748 602 25\$ 238 254 416 532 319 233 379 709 522 376 79 8,18(Dec-10 1,43(573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 Dec-10 80.849 77.029 81.319 88.219 79.159 90.169 95.199 92.489	1,73: 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 6403 272 50 6,788 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 96,659	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 6,198 Feb-11 87,719 87,599 90,819 92,199 88,569 84,629 99,709 97,569	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 488 325 215 336 610 434 348 54 Mar-11 86,059 83,929 87,199 92,749 95,079 82,169 100,00% 99,279 99,809	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 89,8% 80,1% 96,8% 98,7% 97,5%
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses 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 Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Cotswold Tewkesbury Cheltenham Gloucester Stroud	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 486 359 69 7,632 May-10 94,409 90,759 93,339 95,729 91,909 78,109 96,357 99,91999 78,109 99,91999 99,91999 99,91999 99,91999	Jun-10 1,795 695 721 695 721 213 200 374 455 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 7,138 Jun-10 90.649 89.069 88.357 98.009 88.357 98.009 98.669 99.139 94.299	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,596 607 740 464 259 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 83,489 96,089 98,589 95,109	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 1181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279 92,729 90,119 91,709 84,589 97,729 96,259	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,578 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 97.749 99.159 97.749 99.159 97.7459 93.069	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,199 Oct-10 90,789 89,309 91,609 90,279 88,059 77,509 96,009 99,489 97,689 93,059	1,613 656 7111 492 233 199 214 340 517 292 188 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 209 335 496 282 153 321 620 413 330 46 6,690 Nov-10 89.469 85.529 92.129 91.469 89.279 84.929 97.669 98.539 98.539 96.539	1,76§ 7444 748 602 259 238 254 416 532 319 233 378 709 8,186 Dec-10 1,436 573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 67.659 90.169 95.199 92.489 85.899	1,735 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,788 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 96,659 91,879	1,578 588 577 474 201 182 207 330 450 255 190 332 6,768 312 73 6,768 Feb-11 1,384 515 524 437 178 203 329 438 242 162 311 604 372 291 54 6,198 Feb-11 87,719 87,599 90,819 99,709 99,709 99,709 99,709 99,709 94,909	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406 488 325 215 336 610 434 348 54 6,967 Mar-11 86.059 83.929 87.199 92.774 99.809 99.809 99.809 96.449	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89.8% 87.3% 89.5% 92.4% 89.8% 80.1% 96.8% 97.5% 93.9%
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon Total Compliant Cat B Responses 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 Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 69 7,632 May-10 90,759 93,339 95,729 91,909 78,109 96,359 98,979 99,019 93,929 88,849 91,739	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 88.359 92.059 92.637 98.009 98.669 99.139 94.299 88.3339 91.609	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,599 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 98,849 98,589 95,109 88,5719 90,589	1,755 662 714 556 622 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279 90,119 91,709 84,589 97,839 99,459 97,729 90,119 91,709 84,589 97,839 99,459 97,729 90,1889	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 648 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 94.549 91.229 80.099 97.749 99.159 97.759 93.069 85.969	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,196 Oct-10 90.789 89.309 91.609 90.279 88.059 97.689 99.489 97.689 93.059 88.059 89.449	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 169 208 169 233 495 282 153 321 620 413 330 46 6,690 Nov-10 89,469 85,529 92,129 91,469 89,279 84,929 97,669 98,539 96,749 98,539 96,749 98,539 96,749 98,539 91,989	1,768 7444 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 449 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 67.659 90.169 95.199 92.489 81.559 83.389	1,735 700 685 537 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,786 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 96,659 91,879 88,099 89,239	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 439 242 162 3311 604 372 291 54 6,196 Feb-11 87,719 87,599 90,819 92,199 88,569 84,629 98,079 99,709 97,569 98,079 99,709 97,569 98,079	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 489 325 215 336 610 434 348 54 6,967 Mar-11 86.059 83.929 87.199 92.749 95.079 82.169 100.00% 99.279 99.809 99.449 88.119 92.829	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 91,1% 96,8% 98,7% 97,5% 91,1%
Category B 19 Minute Perfo Category B Responses 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 Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Gloucester Stroud Kennet	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 May-10 1,78€ 638 658 537 227 188 185 383 498 340 223 355 699 486 359 69 7,632 May-10 94,409 90,759 93,339 96,759 93,339 95,729 91,909 78,109 96,359 98,979 99,019 93,929 88,849	Jun-10 1,795 695 721 528 217 213 200 374 459 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 89.069 88.359 92.639 83.579 98.009 98.669 99.139 99.4299 83.339	Jul-10 1,74(683 798 498 285 285 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,596 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 90,189 83,489 96,089 98,589 95,109 85,719	1,755 662 714 556 622 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92,419 89,279 90,119 91,709 84,589 97,839 99,459 97,729 96,259 84,559	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,576 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 94.549 91.229 80.099 97.749 99.159 97.159 93.069 85.969	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,199 Oct-10 90.789 89.309 91.609 99.279 88.059 77.509 96.009 99.489 97.689 97.689 93.059 82.029	1,613 656 7111 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,445 561 665 450 208 169 208 335 496 282 153 321 620 413 330 46 6,690	1,76§ 7444 748 602 258 238 254 416 532 319 233 378 709 522 376 79 8,180 Dec-10 1,430 573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 90.169 95.199 92.489 85.899 81.559	1,735 700 685 537 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,788 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 96,659 91,879 83,099	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 604 372 291 54 6,198 Feb-11 87.719 87.599 90.819 92.199 88.569 84.629 98.079 99.709 99.709 99.709 99.709 99.7569 94.909 85.269	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406 488 325 215 336 610 434 348 54 6,967 Mar-11 86.059 83.929 87.199 92.749 99.809 99.277 99.809 99.6449 88.119	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 89,8% 80,1% 96,8% 98,7% 97,5% 93,9% 85,0%
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Stroud Kennet North Wiltshire Stroud Kennet North Wiltshire Stroud Kennet North Wiltshire Salisbury West Wiltshire Salisbury	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 486 359 69 7,634 May-10 94,409 90.759 93.339 95.729 91.909 78.109 96.359 99.409 99.4559 99.499	Jun-10 1,795 695 721 695 721 213 200 374 455 333 216 393 710 464 365 95 7,778 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 89.069 88.359 92.059 98.669 99.2639 83.579 98.009 98.669 99.139 99.299 83.339 91.609 98.79 87.289 92.059	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,596 607 740 464 259 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 83,489 96,089 98,589 95,109 85,719 90,589 98,5719 90,589 98,5719 90,589 98,79 99,739 91,119 91,509	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 501 210 210 181 180 359 428 334 208 328 691 423 383 45 7,144 Aug-10 92.419 89.279 92.729 90.119 91.709 84.589 99.149 91.709 84.559 91.889 99.149 99.159 94.579	1,745 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,578 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,965 Sep-10 90.539 88.009 89.899 91.59 97.749 99.159 97.749 99.159 97.749 99.159 97.159 93.069 88.969 97.209 88.969 91.499	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,874 Oct-10 1,634 626 643 529 221 186 192 385 506 281 187 322 638 436 353 60 7,199 Oct-10 90,789 89,309 91,609 99,489	1,613 656 7111 492 233 198 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,445 561 655 450 208 169 209 335 496 282 153 321 620 413 330 46 6,690 Nov-10 89.469 85.529 92.129 91.469 89.469 89.279 84.929 97.6669 98.539 98.109 99.789 98.109 99.789 98.109 99.789 98.109 99.789 93.759	1,768 7444 748 602 258 238 254 416 532 319 233 378 709 8,186 Dec-10 1,436 573 609 531 205 161 228 396 492 274 190 316 678 448 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 67.659 90.169 95.199 92.489 85.899 81.559 83.389 95.639 86.029 89.639	1,73: 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 355 490 260 172 323 630 403 272 50 6,786 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 98,239 96,659 91,879 83,099 89,239 90,379	1,578 588 577 474 201 182 207 330 450 255 190 332 6,765 312 73 6,765 Feb-11 1,384 515 524 437 178 203 329 438 242 162 311 604 372 291 54 6,196 Feb-11 87,719 87,599 90,819 92,199 88,569 94,109 97,569 94,909 85,269 93,679 97,269 94,189 93,279	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,646 Mar-11 1,481 568 565 511 212 175 237 406 488 325 215 336 610 434 348 54 6,967 Mar-11 86.059 83.929 87.199 92.749 95.079 82.169 100.00% 99.279 99.809 96.449 88.119 92.829 97.4449 94.979 93.559	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 89,8% 80,1% 96,8% 97,5% 93,9% 85,0% 91,1% 97,5% 93,9% 85,0% 91,1% 97,7% 91,3% 92,7%
Category B 19 Minute Perfo Category B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Compliant Cat B Responses Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Cotswold Total Cat B 19 Min Performance Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Stroud Kennet North Wiltshire Stroud Kennet North Wiltshire Swindon West Wiltshire	Apr-10	May-10 1,892 703 705 561 247 242 192 387 503 362 251 387 717 514 384 87 8,134 May-10 1,786 638 658 537 227 189 185 383 498 340 223 355 699 7,632 May-10 94,409 90,759 93,339 95,729 91,909 78,109 96,8579 99,019 93,929 88,849 91,739 99,7499 94,559	Jun-10 1,795 695 721 528 2117 213 200 374 459 333 216 393 710 464 365 95 7,775 Jun-10 1,627 619 637 486 201 178 196 369 455 314 180 360 702 405 336 73 7,138 Jun-10 90.649 89.059 92.639 88.359 92.059 92.639 88.3579 98.009 98.669 99.139 94.299 88.3399 91.609 98.879 87.289	Jul-10 1,74(683 798 498 285 230 204 345 494 306 259 361 755 416 353 89 7,816 Jul-10 1,598 607 740 464 259 192 196 341 487 291 222 327 740 379 323 64 7,231 Jul-10 91,909 88,879 92,739 93,179 90,889 83,489 96,889 96,889 96,889 96,889 95,109 88,589 96,889	1,755 662 714 556 229 214 184 361 438 347 246 357 697 464 405 69 7,696 Aug-10 1,620 591 662 591 662 591 662 591 428 334 208 328 691 428 328 691 429 328 691 429 383 45 7,144 Aug-10 92,419 89,279 90,119 91,709 84,589 97,729 96,259 84,559 91,889 99,459 99,149 91,169	1,744 675 722 531 205 211 221 353 491 288 228 358 643 468 376 89 7,602 Sep-10 1,578 594 649 502 187 169 216 350 477 268 196 331 625 421 344 62 6,966 Sep-10 90.539 88.009 89.899 94.549 91.229 80.099 97.749 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159 99.159	1,800 701 702 586 251 240 200 387 518 302 228 360 651 485 380 83 7,872 Oct-10 1,634 626 643 529 221 186 192 221 186 192 385 506 281 187 322 638 436 353 60 7,199 Oct-10 90,789 89,309 91,609 90,279 88,059 77,509 96,009 99,489 97,689 93,059 88,059 88,009 88,909	1,613 656 711 492 233 199 214 340 517 292 189 349 632 450 352 61 7,300 Nov-10 1,443 561 655 450 208 168 209 335 496 209 335 496 209 336 46 6,690 Nov-10 89,469 85,529 91,469 89,279 84,929 97,669 98,539 95,749 96,589 80,959 91,989 98,109 91,789	1,76§ 7444 748 602 259 238 254 416 532 319 233 379 709 8,18(Dec-10 1,43(573 609 531 205 161 229 396 492 274 190 316 678 448 337 48 6,918 Dec-10 80.849 77.029 81.319 88.219 79.159 67.659 90.169 95.189 95.489 85.899 81.5559 83.389 86.029	1,73: 700 685 700 685 537 221 223 195 359 507 283 207 362 651 443 301 79 7,486 Jan-11 1,555 624 590 503 193 178 190 260 172 323 6,788 490 260 6,788 Jan-11 89,739 89,149 86,139 93,679 87,339 79,829 97,449 98,899 96,659 91,879 83,099 89,239 96,6779 90,979	1,578 588 577 474 201 182 207 330 450 255 190 332 621 395 312 73 6,765 Feb-11 1,384 515 524 437 178 154 203 329 438 242 162 311 6,198 Feb-11 87,719 87,599 90,819 92,199 88,569 84,629 99,709 97,569 94,909 85,269 94,189	1,721 678 648 551 223 213 237 409 490 337 244 362 626 457 372 78 7,64€ Mar-11 1,481 569 565 511 212 175 237 406 488 325 215 336 610 434 348 54 6,967 Mar-11 86,059 83,929 87,199 92,749 95,079 82,169 100,00% 99,279 99,809 96,449 88,119 92,829 97,449 94,979	20,905 8,106 8,456 6,469 2,802 2,593 2,506 4,463 5,894 3,717 2,707 4,356 8,039 5,546 4,336 965 91,860 YTD 18,771 7,076 7,570 5,979 2,517 2,077 2,427 4,405 5,745 3,489 2,301 3,967 7,853 5,063 4,019 682 83,941 YTD 89,8% 87,3% 89,5% 92,4% 89,8% 80,1% 96,8% 99,5% 91,5% 93,9% 85,0% 91,1% 97,7% 91,3%

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

Catagory	\mathbf{r}	Doenoneoe	

	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

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%

4,807 5,075 4,791 4,987 4,927 4,848 5,054 4,571 4,575 4,868 4,364 5,174 58,029

5,627 5,955 5,901 5,965 5,791 5,966 6,090 5,964 6,822 6,212 5,543 6,266 72,103

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 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	1,03€	1,215	13,902
Other/Unknown	29	27	34	34	42	30	28	33	24	25	27	31	364

Compliant Category C 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
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	1,35€	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

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
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%
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%
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%
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%
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%
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%
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%
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%
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%
	88.80% 77.59% 90.94% 84.89% 76.03% 88.89% 87.97% 93.10%	88.80% 87.139 77.59% 81.389 90.94% 87.389 84.89% 88.279 76.03% 83.989 88.89% 88.489 87.97% 83.009 93.10% 92.599	88.80% 87.13°/td> 80.14°/td> 77.59% 81.38°/td> 74.10°/td> 90.94% 87.38°/td> 86.81°/td> 84.89% 88.27°/td> 78.03°/td> 76.03% 83.98°/td> 74.81°/td> 88.89% 88.48°/td> 88.15°/td> 87.97°/td> 83.00°/td> 82.98°/td> 93.10% 92.59°/td> 91.18°/td>	88.80% 87.139 80.149 86.599 77.59% 81.389 74.109 77.179 90.94% 87.389 86.819 88.639 84.89% 88.279 78.039 83.659 76.03% 83.989 74.819 76.239 88.89% 88.489 88.159 87.989 87.97% 83.009 82.989 84.479 93.10% 92.599 91.189 91.189	88.80% 87.13°/td> 80.14°/td> 86.59°/td> 87.53°/td> 77.59% 81.38°/td> 74.10°/td> 77.17°/td> 80.98°/td> 90.94% 87.38°/td> 86.81°/td> 88.63°/td> 87.54°/td> 84.89% 88.27°/td> 78.03°/td> 83.65°/td> 79.88°/td> 76.03% 83.98°/td> 74.81°/td> 76.23°/td> 79.15°/td> 88.89% 88.48°/td> 88.15°/td> 87.98°/td> 93.04°/td> 87.97°/td> 83.00°/td> 82.98°/td> 84.47°/td> 86.50°/td> 93.10% 92.59°/td> 91.18°/td> 91.18°/td> 88.10°/td>	88.80% 87.139 80.149 86.599 87.539 86.019 77.59% 81.389 74.109 77.179 80.989 72.059 90.94% 87.389 86.819 88.639 87.549 85.889 84.89% 88.279 78.039 83.659 79.889 78.919 76.03% 83.989 74.819 76.239 79.159 73.219 88.89% 88.489 88.159 87.989 93.049 88.699 87.97% 83.009 82.989 84.479 86.509 84.059 93.10% 92.599 91.189 91.189 88.109 93.339	88.80% 87.13°/y 80.14°/y 86.59°/y 87.53°/y 86.01°/y 85.36°/y 77.59% 81.38°/y 74.10°/y 77.17°/y 80.98°/y 72.05°/y 77.82°/y 90.94% 87.38°/y 86.81°/y 88.63°/y 87.54°/y 85.88°/y 84.50°/y 84.89% 88.27°/y 78.03°/y 83.65°/y 79.88°/y 78.91°/y 85.36°/y 76.03% 83.98°/y 74.81°/y 76.23°/y 79.15°/y 73.21°/y 76.81°/y 88.89% 88.48°/y 88.15°/y 87.98°/y 93.04°/y 88.69°/y 87.76°/y 87.97% 83.00°/y 82.98°/y 84.47°/y 86.50°/y 84.05°/y 85.31°/y 93.10% 92.59°/y 91.18°/y 91.18°/y 88.10°/y 93.33°/y 75.00°/y	88.80% 87.139 80.149 86.599 87.539 86.019 85.369 77.319 77.59% 81.389 74.109 77.179 80.989 72.059 77.829 66.109 90.94% 87.389 86.819 88.639 87.549 85.889 84.509 82.029 84.89% 88.279 78.039 83.659 79.889 78.919 85.369 77.489 76.03% 83.989 74.819 76.239 79.159 73.219 76.819 69.959 88.89% 88.489 88.159 87.989 93.049 88.699 87.769 85.019 87.97% 83.009 82.989 84.479 86.509 84.059 85.319 78.689 93.10% 92.599 91.189 91.189 88.109 93.339 75.009 75.769	88.80% 87.13°/y 80.14°/y 86.59°/y 87.53°/y 86.01°/y 85.36°/y 77.31°/y 70.55°/y 77.59% 81.38°/y 74.10°/y 77.17°/y 80.98°/y 72.05°/y 77.82°/y 66.10°/y 55.99°/y 90.94% 87.38°/y 86.81°/y 88.63°/y 87.54°/y 85.88°/y 84.50°/y 82.02°/y 71.59°/y 84.89% 88.27°/y 78.03°/y 83.65°/y 79.88°/y 78.91°/y 85.36°/y 77.48°/y 64.40°/y 76.03% 83.98°/y 74.81°/y 76.23°/y 79.15°/y 73.21°/y 76.81°/y 69.95°/y 59.33°/y 88.89% 88.48°/y 88.15°/y 87.98°/y 93.04°/y 88.69°/y 87.76°/y 85.01°/y 79.41°/y 87.97% 83.00°/y 82.98°/y 84.47°/y 86.50°/y 84.05°/y 85.31°/y 78.68°/y 75.68°/y 79.17°/y 93.10% 92.59°/y 91.18°/y 91.18°/y 88.10°/y 93.33°/y 75.00°/y 75.76°/y 79.17°/y	88.80% 87.139 80.149 86.599 87.539 86.019 85.369 77.319 70.559 82.699 77.59% 81.389 74.109 77.179 80.989 72.059 77.829 66.109 55.999 69.599 90.94% 87.389 86.819 88.639 87.549 85.889 84.509 82.029 71.599 83.009 84.89% 88.279 78.039 83.659 79.889 78.919 85.369 77.489 64.409 74.619 76.03% 83.989 74.819 76.239 79.159 73.219 76.819 69.959 59.339 74.709 88.89% 88.489 88.159 87.989 93.049 88.699 87.769 85.019 79.419 83.199 87.97% 83.009 82.989 84.479 86.509 84.059 85.319 76.889 70.989 80.429 93.10% 92.599 91.189 91.189 88.109 93.339 75.009 75.769 79.179	88.80% 87.139 80.149 86.599 87.539 86.019 85.369 77.319 70.559 82.699 82.959 77.59% 81.389 74.109 77.179 80.989 72.059 77.829 66.109 55.999 69.599 72.909 90.94% 87.389 86.819 88.639 87.549 85.889 84.509 82.029 71.599 83.009 82.839 84.89% 88.279 78.039 83.659 79.889 78.919 85.369 77.489 64.409 74.619 80.789 76.03% 83.989 74.819 76.239 79.159 73.219 76.819 69.959 59.339 74.709 76.979 88.89% 88.489 88.159 87.769 93.049 88.699 87.769 85.019 79.419 83.199 82.779 87.97% 83.009 82.989 84.479 86.509 84.059 87.689 70.989 80.429 75.199 93.10% 92.599 91.189	88.80% 87.139 80.149 86.599 87.539 86.019 85.369 77.319 70.559 82.699 82.959 83.419 77.59% 81.389 74.109 77.179 80.989 72.059 77.829 66.109 55.999 69.599 72.909 76.209 90.94% 87.389 86.819 88.639 87.549 85.889 84.509 82.029 71.599 83.009 82.839 84.739 84.89% 88.279 78.039 83.659 79.889 78.919 85.369 77.489 64.409 74.619 80.789 79.069 76.03% 83.989 74.819 76.239 79.159 73.219 76.819 69.959 59.339 74.709 76.979 84.349 88.89% 88.489 88.159 87.989 93.049 88.699 87.769 85.019 79.419 83.199 82.779 87.759 87.97% 83.009 82.989 84.479 86.509 84.059 85.319 78.689

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	868	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

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° 8														
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% 83.66% 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		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
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° 83.19° 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° 86.13° 78.01° 81.28° 78.01° 81.23° 73.01° 67.28° 77.92° 81.53° 86.01° 79.99° 78.01° 78.01° 81.23° 73.01° 67.28° 77.92° 81.53° 86.01° 79.99° 78.01° 81.23° 73.01° 67.28° 77.92° 81.53° 86.01° 79.99° 78.01° 81.23° 78.01° 81.29° 76.59° 86.50° 87.33° 87.99° 79.99° 70.99°	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%
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° 81.98° 86.19° 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°	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%
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°, 86.18°, 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°, 86.18°, 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°, 82.49°, Kennet 85.39°, 79.76°, 80.50°, 86.41°, 87.50°, 82.93°, 86.67°, 81.48°, 72.68°, 77.61°, 75.82°, 81.04°, 81.5°, 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°, West Wiltshire 86.49°, 83.91°, 80.91°, 83.60°, 84.26°, 80.59°, 82.31°, 78.26°, 67.42°, 77.48°, 73.54°, 84.53°, 80.09°, 81.49°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0°, 84.99°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0°, 84.99°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0°, 86.0°, 84.99°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0°, 86.0°, 84.99°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0°, 86.0°, 84.99°, 93.75°, 74.36°, 78.38°, 76.92°, 78.79°, 96.77°, 77.78°, 86.0	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%
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° <td< td=""><td>Bath and North East Somerset</td><td>88.80%</td><td>87.13%</td><td>80.14%</td><td>86.59%</td><td>87.53%</td><td>86.01%</td><td>85.36%</td><td>77.31%</td><td>70.55%</td><td>82.69%</td><td>82.95%</td><td>83.41%</td><td>83.1%</td></td<>	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%
Tewkesbury 92.27% 93.649 89.149 90.059 91.719 88.959 86.199 87.449 78.349 85.579 86.509 87.339 87.9% Cheltenham 92.17% 89.669 88.859 89.319 89.649 84.559 86.879 81.299 76.599 86.269 84.629 85.869 86.1% Gloucester 93.37% 87.329 90.489 90.519 86.659 90.039 85.339 81.349 69.729 80.459 78.699 86.359 84.7% Stroud 92.08% 83.289 85.839 86.229 84.629 85.719 80.659 86.749 64.979 83.519 81.579 78.039 82.4% Kennet 85.39% 79.769 80.509 86.419 87.509 82.939 88.679 81.489 72.689 77.619 75.829 81.049 81.7% North Wiltshire 87.83% 82.739 87.509 84.819 84.919 85.339 83.719 75.179 70.169 82.329 69.929 83.869 81.5% Swindon 88.97% 88.389 88.439 88.049 92.869 88.649 88.129 84.899 79.539 82.899 82.619 87.849 86.79% West Wiltshire 86.49% 83.919 80.919 83.609 84.269 80.059 82.319 78.269 67.429 77.489 73.549 84.539 80.09% Salisbury 92.15% 84.099 83.109 83.889 90.169 88.899 88.529 81.069 75.969 83.899 82.569 86.529 84.9% Other/Unknown 91.43% 93.559 87.809 90.009 90.749 93.759 74.369 78.389 76.929 78.799 96.779 77.789	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%
Cheltenham 92.17% 89.669 88.859 89.319 89.649 84.559 86.879 81.299 76.599 86.269 84.629 85.869 86.1% Gloucester 93.37% 87.329 90.489 90.519 86.659 90.039 85.339 81.349 69.729 80.459 78.699 86.359 84.7% Stroud 92.08% 83.289 85.839 86.229 84.629 85.719 80.659 86.749 64.979 83.519 81.579 78.039 82.4% Kennet 85.39% 79.769 80.509 86.419 87.509 82.939 88.679 81.489 72.689 77.619 75.829 81.049 81.7% North Wiltshire 87.83% 82.739 87.509 84.819 84.919 85.339 83.719 75.179 70.169 82.329 82.869 86.929 83.869 81.5% Swindon 88.97% 88.389 88.389 88.049 92.869 88.649 88.129 84.899	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%
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° 84.76° 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° 82.48′ 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° 81.78′ 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° 81.58′ 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° 86.79′ 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° 80.08′ 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° 84.99′ 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° 86.09′	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%
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% 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%	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%
Kennet 85.39% 79.76°/y 80.50°/y 86.41°/y 87.50°/y 82.93°/y 88.67°/y 81.48°/y 72.68°/y 77.61°/y 75.82°/y 81.04°/y 81.7% North Wiltshire 87.83% 82.73°/y 87.50°/y 84.81°/y 84.91°/y 85.33°/y 83.71°/y 75.17°/y 70.16°/y 82.32°/y 69.92°/y 83.86°/y 81.5% Swindon 88.97°/y 88.38°/y 88.43°/y 88.04°/y 92.86°/y 88.64°/y 84.89°/y 79.53°/y 82.89°/y 82.61°/y 87.84 86.7°/y West Wiltshire 86.49% 83.91°/y 83.60°/y 84.26°/y 80.05°/y 82.31°/y 78.26°/y 67.42°/y 77.48°/y 73.54°/y 84.53°/y 80.0°/y Salisbury 92.15% 84.09°/y 83.89°/y 90.16°/y 88.89°/y 88.52°/y 81.06°/y 75.96°/y 83.89°/y 82.56°/y 86.52°/y 84.99°/y Other/Unknown 91.43% 93.55°/y 87.80°/y 90.00°/y 90.74°/y 93.75°/y 74.36°/y<	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%
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%	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%
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%	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%
West Wiltshire 86.49% 83.919 80.919 83.609 84.269 80.059 82.319 78.269 67.429 77.489 73.549 84.539 80.09 Salisbury 92.15% 84.099 83.109 83.889 90.169 88.899 88.529 81.069 75.969 83.899 82.569 86.529 84.9% Other/Unknown 91.43% 93.559 87.809 90.009 90.749 93.759 74.369 78.389 76.929 78.799 96.779 77.789 86.0%	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%
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%	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%
Other/Unknown 91.43% 93.559 87.809 90.009 90.749 93.759 74.369 78.389 76.929 78.799 96.779 77.789 86.0%	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%
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%	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%														
	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%

Section 150 665 702 705	Current Year	Apr-10 8640	May-10 9217	Jun-10 8920	Jul-10 9191	Aug-10 8751	Sep-10 8887	Oct-10 9253	Nov-10 8871	Dec-10 1041§	Jan-11 9465	Feb-11 8494	Mar-11 9289	YTD 109,397
Section Sect	Gloucestershire	5175	5442	5149	5217	5187	5203	5632	5452	6361	5644	4994	5773	65,229 87,251
Columb														2,686
Section	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
Separation 650 672 672 673 674 675 676 676 676 676 676 676 676 677 676														YTD
Company	Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	573€	5283	4802	5477	106,387 62,480 85,677
Section Teach Te														2,373
Secretary Secr	Total	19,768	21,215	21,067	21,624	21,451	20,68€	22,52€	21,619	23,662	21,58€	19,603	22,11(256,917
Special Conference	Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Commontment 1959	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%	2.9% 4.3%
Procedure with Response by PCT														2.0% 14.4%
Control Cont	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%
Control Cont	Incident with Response by I	РСТ												
Section Column			May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
New York 1968 2,000 2,		4,478				1,48€ 4,56€		4,791			-	-	4,795	18,679 56,500
September 1986 1980 19	North Somerset	1,985	2,003	2,004	2,154	1,935	2,047	2,087	1,978	2,303	2,123	1,787	1,999	65,229 24,409
Constructions	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	25,728 22,218
Separate Name														49,072 2,728
Sign and Find See Serverset 1,500 1,570 1,521	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
Sign and Find See Serverset 1,500 1,570 1,521	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
Goodenbraider 1,500 1,500 1,501 1,510 1,51	Bath and North East Somerset	1,465 4,365	1,57(4,70€	1,423	1,539	1,44(4,56 ²	1,497 4,400	1,753	1,672 4,534	1,70∠	1,61(1,372	1,637 4,738	18,682 55,285
Selection	Gloucestershire North Somerset	4,992 1,829	5,17 ² 1,858	5,010 1,831	5,13(1,887	5,10ŧ 2,29²	5,032 1,924	5,445 1,932	5,29 ² 1,87€	5,736 2,067	5,283 1,912	4,802 1,765	5,477 1,972	62,480 23,147
Content Name	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	25,218 21,072
Variance Year on Year														48,645 2,388
Band Allam Sax Semested PCT 2019 2771 6074 4076 3271 6174 1776 1777 6177	Total	19,768	21,215	21,067	21,624	21,451	20,68€	22,52€	21,619	23,662	21,58€	19,603	22,11(256,917
Both and Normal Part	Variance Year on Year	Apr	Mav	Jun	Jul	Aua	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
December 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%
Service PCT	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% 5.8%
Color	Swindon PCT	9.3%			14.62%				2.71%				-3.25%	2.10% 6.27%
Current Year														0.52% 15.6%
North Somerset 1,985	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	YTD 56,500 25,728
Frest of Dean	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 18,679
College	Forest of Dean	646 650	711 727	685 736	736	699	660	757 758	712	826 788	722 721	622	667	8,443 8,533
Stroud 878 1,003 858 877 945 834 919 878 1,045 955 841 1,041 11,1	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	7,605 13,668
North Wilsheire	Stroud	878	1,003	858	877	945	834	919	878	1,045	955	841	1,041	15,906 11,074
West Wilshire	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	7,775 13,315
Chert/Unknown 216 283 252 257 251 262 273 222 264 264 215 226 2.5	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 12,171
Bristol														2,985
Briston	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
South Gloucestershire 1,966 2,151 1,975 2,116 1,951 2,011 2,254 2,136 2,321 2,177 1,966 2,197 253, North Somerset 1,829 1,858 1,831 1,887 2,294 1,924 1,924 1,923 1,876 2,067 1,912 1,765 1,972 23, Stath 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, Forest of Dean 6,36 6,30 625 622 708 655 679 645 788 655 636 665 7,3 600 600 678 711 646 786 699 615 705 600														YTD 55,285
Bath and North Easl Somerset 1,465 1,570 1,423 1,539 1,440 1,477 1,672 1,704 1,610 1,372 1,637 18,18 757 16,10 1,372 1,372 1,837 18,18 757 626 222 708 655 679 645 788 655 636 685 7,7 636 685 79 648 786 689 615 705 82 705 705 82 705 705 82 705 705 82 705 705 82 705 705 82 705 82 705 82 705 82 705 82 705 82 705 82 705 82 705 82 705 82 82 82 82 82 82 82 82 82 82 82 83 83 83 83 83 83 83 83 83 83 83 83 83	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 23,147
Cotswold	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 7,966
Cheltenham	Cotswold	657	675	709	686	659	678	711	646	786	699	615	705	8,226 7,367
Rennet 607 571 644 673 658 696 708 657 758 665 609 682 7.9	Cheltenham Gloucester	1,094 1,153	1,068 1,275	1,055 1,223	1,056 1,251	1,066 1,283	1,034 1,229	1,192 1,358	1,142 1,288	1,176 1,338	1,161 1,210	998 1,170	1,243 1,266	13,285 15,044
Swindon	Kennet	607	898 571	644	673	808 658	696	872 708	657	950 758	917 665	822 609	934 682	10,592 7,928
Salisbury 891 1,057 1,147 1,047 1,047 1,009 1,032 1,039 1,094 993 911 967 12,000 1,000	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	13,228 20,853
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.	Salisbury	891	1,057	1,147	1,047	1,047	1,009	1,032	1,039	1,094	993	911	967	15,255 12,234 2,606
Variance Year on Year Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar YT 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% 2.2% South Gloucestershire 1.0% 0.9% 4.1% -0.8% 4.2% 3.5% -5.5% 11.1% 10.6% 2.8% 1.09 1.2% 2. 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% 5.1 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 For est of Dean 1.3% 12.9% 9.6% 18.3% -1.3% 0.8% 11.5% 10.4% 4.6% 10.2% -2.2% -2.6% 6.0%														2,606
Bristol 2.6% 2.2½ 1.5% -1.1% 0.0% 3.0% -2.2% -0.3% 5.1% 5.5% 10.0% 1.2% 2.5% 2.2% 1.5% -1.1% 0.0% 3.0% -2.2% -0.3% 5.1% 5.5% 10.0% 1.2% 2.5% 2.2% 0.0% 0.9% 4.1% -0.8% 4.2% 3.5% -5.5% 1.1% 10.6% 2.8% 1.0% 1.2% 2.5% 2.2% 0.0% 0.5% 1.4% -1.5.5% 6.4% 8.0% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 5.4% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 11.4% 11.0% 1.2% 1.4% 5.4% 11.4% 11.0% 1.7% 5.2% -2.7% 0.2		,	,	,	,	,	,	,		,	,		,	
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% 5.1 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% -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% -2.6% 6.8 Cotswold -1.1% -12.1% -1.0% -1.6% 2.8% 8.6% 3.6% 4.5% 11.0% 12.2% -0.9% -0.6% -2.2%		2.6%	2.2%	1.5%	-1.1%	0.0%	3.0%	-2.2%	-0.3%	5.1%	5.5%	10.0%	1.2%	YTD 2.3%
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% 11.7% 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% 11.3% 6.0% 17.1% 15.9% 6.8% 7.4% 5.5% 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% 3.8% 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% 17.7% 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% -1.5% 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% 16.0%	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%	2.1% 5.8%
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% 15.6% 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% 3.5 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% -2.5% 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	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%	0.2% 6.8% 4.2%
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% 3.5 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% -2.1 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% 17.7% 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% -1.5 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.	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% 2.6%
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. 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. 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. <td>Gloucester</td> <td>10.3%</td> <td>4.9%</td> <td>2.0%</td> <td>-0.9%</td> <td>-7.6%</td> <td>6.0%</td> <td>1.3%</td> <td>6.0%</td> <td>17.1%</td> <td>15.9%</td> <td>6.8%</td> <td>7.4%</td> <td>5.6%</td>	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%
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. Other/Unknown 125.0% 92.5% 17.2% 2.4% 14.9% 17.2% -9.0% -10.8% 25.1% 2.4% -1.7% 16.	Kennet	-1.3% 13.7%	14.4% 11.5%	2.6% -22.7%	-0.9%	0.5%	-14.7%	-2.7% -6.5%	-7.0% -1.1%	-4.4% 1.6%	0.2%	-9.7%	2.5% 6.2%	-2.3% 0.2%
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.	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%	6.1% 3.8%
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	·													-1.3% 16.1%

	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
von Bloucestershire	8640 5175	9217 5442	8920 5149	9191 5217	8751 5187	8887 5203	9253 5632	8871 5452	10419 6361	9465 5644	8494 4994	9289 5773	109,39 65,229
Viltshire Other/Unknown	6740 194	7460 261	7177 229	7342 227	7221 219	7034 237	7486 232	7094 205	8190 244	7494 241	6674 193	7339 204	87,251 2,686
otal	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,35ξ	22,605	264,56
ncidents with transport	1	1140	l 40	1.140	440	040	0.1.10	N 40	D : 40	1 44	F.1.44	1144	VTD
Avon Gloucestershire	Apr-10 5910 3506	May-10 6120 3636	Jun-10 6060 3433	Jul-10 6072 3526	Aug-10 5914 3477	Sep-10 6106 3575	Oct-10 6306 3758	Nov-10 6086 3689	Dec-10 6998 4048	Jan-11 6413 3785	5892 3301	Mar-11 6379 3875	74,256 43,609
Viltshire Other/Unknown	4414 114	4870 159	4608 131	4662 135	4617 137	4584 142	4894 163	4642 134	5234 143	4878 156	4369 119	4860 128	56,632 1,661
Fotal	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	176,15
ncidents with transport													
2009/10 Avon	Apr-09 5783 3301	May-09 6067	Jun-09 5740 3206	Jul-09 5900	Aug-09 5764	Sep-09 5832	Oct-09 6303 3591	Nov-09 6044 3407	Dec-09 6611 3817	Jan-10 6199 3526	5519 3137	Mar-10 6280	72,042
Gloucestershire Wiltshire Other/Unknown	4186	3308 4597 55	4444 87	3240 4534 103	3335 4507 100	3362 4517 82	4887 120	4781 122	5047 129	4646 112	4242 105	3523 4755 61	40,753 55,143 1,110
Fotal	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	169,04
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
Avon Gloucestershire	68.40% 67.75%	66.40% 66.81%	67.94%	66.06% 67.59%	67.58%	68.71% 68.71%	68.15%	68.61% 67.66%	67.17% 63.64%	67.75% 67.06%	69.37%	68.67% 67.12%	67.9% 66.9%
Wiltshire Other/Unknown	65.49% 58.76%	65.28% 60.92%	64.21% 57.21%	63.50% 59.47%	63.94% 62.56%	65.17% 59.92%	65.38% 70.26%	65.44% 65.37%	63.91% 58.61%	65.09% 64.73%	65.46% 61.66%	66.22% 62.75%	64.9% 61.8%
Fotal	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%
Conveyance Rates by PCT													
ncidents 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
Bath and North East Somerset	1,468 4,478	1,612 4,808	1,509 4,649	1,477 4,731	1,486 4,565	1,524 4,533	1,697 4,791	1,510 4,520	1,721 5,259	1,638 4,875	1,444 4,496	1,593 4,795	18,679 56,500
Gloucestershire North Somerset	5,175 1,985	5,442 2,003	5,149 2,004	5,217 2,154	5,187 1,939	5,203 2,047	5,632 2,087	5,452 1,978	6,361 2,303	5,644 2,123	4,994 1,787	5,773 1,999	65,229 24,409
South Gloucestershire Swindon Wiltshire	1,976 1,651 3,822	2,170 1,893 4,189	2,061 1,808 4,063	2,100 1,991 4,075	2,033 1,835 4,110	2,080 1,787 3,947	2,130 1,805 4,222	2,162 1,859 3,933	2,568 2,075 4,675	2,239 1,946 4,136	1,986 1,780 3,672	2,223 1,788 4,228	25,728 22,218 49,072
Other/Unknown	194	263	232	232	223	240	239	208	252	243	196	206	2,728
Cotal	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	264,56
ncidents 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 Bristol	1,020 2,985	1,110 3,081	1,042 3,002	1,002 2,972	1,017 2,936	1,036 2,969	1,216 3,101	1,027 2,956	1,119 3,396	1,108 3,141	989 2,937	1,114 3,131	12,800 36,607
Gloucestershire North Somerset South Gloucestershire	3,506 1,396 1,391	3,636 1,407 1,469	3,433 1,437 1,477	3,526 1,501 1,457	3,477 1,363 1,460	3,575 1,454 1,521	3,758 1,521 1,508	3,689 1,425 1,572	4,048 1,630 1,809	3,785 1,524 1,609	3,301 1,334 1,473	3,875 1,452 1,609	43,609 17,444 18,355
Swindon Wiltshire	1,071 2,461	1,469 1,225 2,697	1,477 1,150 2,558	1,457 1,243 2,556	1,460 1,157 2,595	1,521 1,159 2,548	1,508 1,149 2,700	1,572 1,221 2,524	1,808 1,328 2,943	1,609 1,242 2,665	1,473 1,167 2,359	1,195	14,307 31,343
Other/Unknown	114	160	133	138	140	145	168	137	150	158	121	129	1,693
Fotal	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	176,15
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
Bath and North East Somerset Bristol Gloucestershire	69.48% 66.66% 67.75%	68.86% 64.08% 66.81%	69.05% 64.57% 66.67%	67.84% 62.82% 67.59%	68.44% 64.32% 67.03%	67.98% 65.50% 68.71%	71.66% 64.73% 66.73%	68.01% 65.40% 67.66%	65.02% 64.58% 63.64%	67.64% 64.43% 67.06%	68.49% 65.32% 66.10%	69.93% 65.30% 67.12%	68.5% 64.8% 66.9%
North Somerset South Gloucestershire	70.33%	70.24%	71.71%	69.68%	70.29% 71.82%	71.03%	72.88% 70.80%	72.04% 72.71%	70.78%	71.79%	74.65% 74.17%	72.64% 72.38%	71.5% 71.3%
Swindon Wiltshire	64.87% 64.39%	64.71% 64.38%	63.61% 62.96%	62.43% 62.72%	63.05% 63.14%	64.86% 64.56%	63.66% 63.95%	65.68% 64.17%	64.00% 62.95%	63.82% 64.43%	65.56% 64.24%	66.83% 64.74%	64.4%
			57.33%	59.48%	62.78%	60.42%	70.29%	65.87%	59.52%	65.02%	61.73%	62.62%	62.1%
Other/Unknown	58.76%	60.84%											
Fotal	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%
Fotal Conveyance Rates by Distri	67.2%	66.1%		65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.6%
Total Conveyance Rates by Distri	67.2% ict Council /	66.1% Unitary Au	thority Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire	67.2% ict Council / Apr-10 4,478 1,976	66.1% Unitary Au May-10 4,808 2,170	Jun-10 4,649 2,061	Jul-10 4,731 2,100	Aug-10 4,565 2,033	Sep-10 4,533 2,080	Oct-10 4,791 2,130	Nov-10 4,520 2,162	Dec-10 5,259 2,568	Jan-11 4,875 2,239	Feb-11 4,496 1,986	Mar-11 4,795 2,223	YTD 56,500 25,728
Fotal Conveyance Rates by Distri ncidents with a response Bristol	67.2% ict Council / Apr-10 4,478	66.1% Unitary Au May-10 4,808	Jun-10 4,649	Jul-10 4,731	Aug-10 4,565	Sep-10 4,533	Oct-10 4,791	Nov-10 4,520	Dec-10 5,25§	Jan-11 4,875	Feb-11 4,496	Mar-11 4,795	YTD 56,500 25,728 24,409 18,679 8,443
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468	May-10 4,808 2,170 2,003 1,612	Jun-10 4,649 2,061 2,004 1,509	Jul-10 4,731 2,100 2,154 1,477	Aug-10 4,565 2,033 1,939 1,486	Sep-10 4,533 2,080 2,047 1,524	Oct-10 4,791 2,130 2,087 1,697	Nov-10 4,520 2,162 1,978 1,510	Dec-10 5,259 2,568 2,300 1,721	Jan-11 4,875 2,239 2,123 1,638	Feb-11 4,496 1,986 1,787 1,444	Mar-11 4,795 2,223 1,999 1,593	YTD 56,500 25,728 24,409 18,679
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272	May-10 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338	Jun-10 4,648 2,061 2,004 1,509 685 736 579 1,042 1,248	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185	Sep-10 4,533 2,080 2,047 1,524 660 681 620 1,105 1,303	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376	Nov-10 4,520 2,162 1,978 1,570 712 685 654 1,158 1,365	Dec-10 5,258 2,568 2,300 1,721 826 788 775 1,360 1,567	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250	Mar-11 4,795 2,223 1,996 1,593 667 699 695 1,311 1,360	YTD 56,500 25,728 24,409 18,679 8,443 7,605 13,668 15,906
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599	May-10 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653	Jun-10 4.645 2.061 2.004 1,505 685 579 1,042 1,246 858 661	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661	Sep-10 4,533 2,08C 2,047 1,524 66C 681 62C 1,105 1,303 834 594	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689	Nov-10 4,520 2,162 1,978 1,510 712 685 685 654 1,158 1,365 878 611	Dec-10 5,256 2,566 2,300 1,721 826 778 1,360 1,567 1,045 725	Jan-11 4.875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699	YTD 56,500 25,722 24,409 18,679 8,443 8,533 7,605 13,668 15,900 11,072 7,775
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Wiltshire Swindon	67.2% Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629	66.1% Unitary Au 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873	Jun-10 4,648 2,061 2,004 1,508 685 736 579 1,043 1,248 858 661 1,082 1,788	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807	Sep-10 4,533 2,080 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061 1,765	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771	Nov-10 4,520 2,162 1,978 1,570 712 685 654 1,158 1,365 878 611 1,044 1,845	Dec-10 5,256 2,568 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,060	Jan-11 4,875 2,235 2,163 7,22 7,21 652 1,192 1,402 955 666 1,133 1,925	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761	Mar-11 4,795 2,223 1,996 1,593 667 699 1,311 1,360 1,041 699 1,171 1,768	YTD 56,500 25,728 24,409 18,679 8,443 8,533 7,605 13,668 15,906 11,072 7,775 13,318
Fotal Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Soath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032	May-10 4,808 2,17C 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160	Jun-10 4,648 2,061 2,004 1,508 685 736 579 1,042 1,248 858 661 1,082	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130	Sep-10 4,533 2,08C 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,366 878 611	Dec-10 5,256 2,568 2,300 1,721 826 788 775 1,360 1,567 1,045 725	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979	Mar-11 4,795 2,223 1,999 1,593 667 699 695 1,311 1,360 1,041 699 1,171	YTD 56,500 25,722 24,409 18,679 8,543 7,605 13,668 15,900 11,072 7,775 13,315 21,961 15,811
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Broud Kennet North Wiltshire Swindon West Wiltshire Balisbury	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,1280 911	66.1% Unitary Au 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999	Jun-10 4,648 2,061 2,004 1,509 685 736 579 1,043 1,248 661 1,082 1,788 1,264	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,966 1,243 977	Aug-10 4,565 2,033 1,939 1,486 699 7,27 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050	Sep-10 4,533 2,080 2,047 1,524 660 681 620 1,105 1,300 1,765 1,300 989	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995	Dec-10 5,256 2,566 2,303 1,721 826 778 1,360 1,567 1,045 725 1,250 2,063 1,138	Jan-11 4,875 2,239 2,123 1,638 722 652 1,192 1,402 955 666 1,133 1,925 1,328 1,008	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 979 1,761 1,251 892	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053	YTD 56,500 25,728 24,409 18,679 8,443 8,533
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Swindon West Wiltshire Salisbury Cher/Unknown	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 1,129 1,216	66.1% Unitary Au 4,806 2,17c 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,16c 1,873 1,377 999 283	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,045 1,245 858 661 1,082 1,785 1,264 1,056 252	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251	Sep-10 4,533 2,08C 2,047 1,524 66C 681 62C 1,10E 1,303 834 1,061 1,76E 1,303 989 262	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222	Dec-10 5,256 2,568 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,063 1,562 1,138 264	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215	Mar-11 4,795 2,223 1,999 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226	YTD 56,500 25,728 24,409 18,679 8,443 8,533 7,605 13,668 15,906 11,072 7,775 13,318 21,961 15,811 12,177 2,985
Conveyance Rates by Distri Conveyance Rates by Distri concidents with a response Siristol South Gloucestershire North Somerset Salth and North East Somerset Corest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Chter/Unknown Fotal ncidents with transport	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,1272 878 599 1,032 1,280 911 216 20,749 Apr-10 2,985	66.1% Unitary Au May-10 4,808 2,170 2,000 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081	## The state of th	Jul-10 4,731 2,100 2,154 1,477 736 1,477 14 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378	Sep-10 4,533 2,08C 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622	Dec-10 5,256 2,566 2,300 1,721 826 778 1,360 1,567 1,045 725 1,250 2,060 1,138 264 25,214	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,006 264 22,844	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605	YTD 56,500 25,728 24,400 18,679 8,443 8,543 7,605 13,666 15,900 11,077 7,775 13,311 21,96 15,811 12,17 2,985 264,560
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Vorth Wiltshire Swindon West Wiltshire Salisbury Dither/Unknown Fotal Incidents with transport Bristol South Gloucestershire Vorth Somerset	67.2% ict Council / Apr-10 4,478 1,976 1,985 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 Apr-10 2,985 1,391 1,396	66.1% Unitary Au 4,806 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081 1,466 1,407	Jun-10 4,648 2,061 2,004 1,508 685 736 579 1,042 1,248 858 661 1,082 1,788 1,264 1,056 252 21,478 Jun-10 3,002 1,477 1,437	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 Jul-10 2,972 1,457 1,501	Aug-10 4,566 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,376 Aug-10 2,936 1,460 1,363	Sep-10 4,533 2,08C 2,047 1,524 66C 681 62C 1,105 1,303 834 1,061 1,765 1,303 989 262 21,361 Sep-10 2,965 1,521 1,454	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,366 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425	Dec-10 5,256 2,568 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,063 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630	Jan-11 4,875 2,239 2,1423 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334	Mar-11 4,796 2,223 1,999 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,609 1,452	YTD 56,500 25,728 24,400 18,679 8,443 8,533 7,605 13,668 15,900 11,074 7,775 13,318 21,966 264,566 YTD 36,607 18,3658 17,444
Conveyance Rates by Distri Conveyance Rates by Distri concidents with a response Siristol South Gloucestershire North Somerset Sath and North East Somerset Corest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Cother (Unknown Fotal Incidents with transport Siristol South Gloucestershire North Somerset Sath and North East Somerset Forest of Dean	67.2% ict Council / Apr-10	May-10 4,808 2,177 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081 1,468 1,407 1,111 477	## The state of th	Jul-10 4,731 2,100 2,154 1,477 736 1,477 14 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,376 Aug-10 2,936 1,460 1,363 1,017 459	Sep-10 4,533 2,08C 2,047 1,524 66C 681 681 62C 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361 Sep-10 2,966 1,521 1,454 1,036 465	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452	Dec-10 5,256 2,566 2,300 1,721 826 778 1,360 1,567 1,045 725 1,250 2,062 1,138 264 25,214 Dec-10 3,396 1,800 1,630 1,111 486	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,606 1,452 1,114 462	YTD 56,500 25,728 24,400 18,679 8,443 8,543 7,605 13,666 15,900 11,077 7,775 13,311 21,96 15,811 12,17 2,985 264,560 YTD 36,600 18,356 17,444 12,800 5,563
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Bath and North East Somerset Crest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Cher/Unknown Fotal Incidents with transport Bristol South Gloucestershire North Somerset	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 1,020	66.1% Unitary Au 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081 1,468 1,469 1,407 1,110	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,042 1,248 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,269 1,050 251 21,378	Sep-10 4,533 2,086 2,047 1,524 660 681 620 1,105 1,300 834 594 1,061 1,765 1,300 989 262 21,361 Sep-10 2,966 1,521 1,454 1,036	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508 1,508	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027	Dec-10 5,256 2,566 2,303 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,062 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,111	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,132 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,36C 1,041 699 1,171 1,76E 1,305 1,053 226 22,605	YTD 56,500 25,728 24,400 18,679 8,443 8,533 7,605 13,668 15,900 11,074 7,775 13,311 21,96 15,811 12,177 2,985 YTD 36,600 18,355 17,444 12,800 5,563 5,804
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Sath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Vorth Wiltshire Swindon West Wiltshire Salisbury Dither/Unknown Fotal Incidents with transport Bristol South Gloucestershire North Somerset South Gloucestershire North Somerset Sath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,488 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 1,280 1,280 1,290 1,190 2,985 1,391 1,396 1,020 448 448 4462 409 783 856 548	66.1% Unitary Au 4,806 2,17C 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,16C 1,873 1,377 999 283 22,38C May-10 3,081 1,469 1,407 1,110 477 484 375 773 905 622	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,043 1,246 858 661 1,082 1,786 1,264 1,056 252 21,475 Jun-10 3,000 1,477 1,437 1,042 469 501 367 753 829 514	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 257 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573	Sep-10 4,533 2,080 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361 Sep-10 2,965 1,521 1,454 1,036 486 427 776 888 533	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,996 1,572 1,425 1,027 452 473 468 804 922 570	Dec-10 5,256 2,566 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,066 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,116 486 507 508 889 1,007 650	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,008 264 22,844 Jan-11 1,609 1,524 1,108 494 461 465 846 897 622	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 435 405 696 817 550	Mar-11 4,795 2,223 1,996 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,606 1,452 1,114 462 488 476 840 953 656	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,668 15,906 11,074 7,775 13,315 21,961 15,811 12,171 2,985 YTD 36,607 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,622 6,921
Conveyance Rates by Distri Conveyance Rates by Distri concidents with a response Bristol South Gloucestershire North Somerset Salsh and North East Somerset Corest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Cherr/Unknown Fotal Incidents with transport Bristol South Gloucestershire North Somerset Sart and North East Somerset Cotswold Fewkesbury Cheltenham Gloucester Stroud Cotswold Fewkesbury Cheltenham Gloucester Stroud Cennet North Wiltshire	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,020 448 462 409 783 856 548 403 664	May-10 4,808 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081 1,469 1,407 1,110 477 484 375 773 905 622 444 730	## Total Process	Jul-10 4,731 2,100 2,154 1,477 736 1,477 14 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 849 528 421 755	Aug-10 4,565 2,033 1,939 1,486 699 1,486 699 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 459 507 776 573 420 7713	Sep-10 4,533 2,08C 2,047 1,524 66C 66C 681 62C 1,105 1,30C 834 594 1,061 1,765 1,30C 989 262 21,361 Sep-10 2,966 1,521 1,454 1,036 486 486 486 486 533 403 684	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 486 526 486 716	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680	Dec-10 5,256 2,566 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,060 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,630 1,111 486 507 650 889 1,007 650 445 798	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,006 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 897 622 448 747	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 696 817 550 359 649	Mar-11 4,795 2,223 1,995 1,593 667 6699 695 1,311 1,360 1,053 226 22,605 Mar-11 3,131 1,600 1,452 1,114 462 488 480 953 656 459 764	YTD 56,500 25,728 24,400 18,679 8,443 8,533 7,605 13,666 15,906 11,077 7,775 13,315 21,961 15,811 12,171 2,985 264,566 YTD 36,607 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,627 6,921 5,102 8,604
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Sath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Gennet Vorth Wiltshire Sailsbury Cheten Wiltshire Sails Gloucester Shire Corest of Dean Cotswold Fewkesbury Chetenham Gloucester Stroud Kennet Vorth Wiltshire Wiltshire Wiltshire West Wiltshire West Wiltshire	67.2% ict Council / Apr-10 4,478 1,976 1,985 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 1,020 448 462 409 783 856 548 403 664 1,057 781	66.1% Unitary Au 4,806 2,170 2,003 1,612 711 727 552 1,111 1,338 1,003 653 1,160 1,873 1,377 999 283 22,380 May-10 3,081 1,466 1,407 1,110 477 484 375 773 905 622 444 730 1,211 846	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,043 1,246 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,000 1,477 1,437 1,042 469 501 367 753 829 514 448 704 1,133 724	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 257 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 731	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747	Sep-10 4,533 2,080 2,047 1,524 660 681 620 1,105 1,303 834 1,061 1,765 1,303 989 262 21,361 2,965 1,521 1,454 1,036 486 427 776 888 533 403 684 1,142 782 782	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 716 1,126 784	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 468 804 804 804 804 992 570 396 680 1,211 742	Dec-10 5,256 2,566 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,066 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,116 486 507 508 889 1,007 650 445 798 1,316 891	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 1,609 1,524 1,108 494 461 465 846 846 846 847 77 1,225 763	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716	Mar-11 4,795 2,223 1,996 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,606 1,452 1,114 462 488 476 840 953 656 459 764 1,180 787	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,668 15,906 11,074 7,775 13,315 21,961 15,811 12,171 2,985 YTD 36,607 18,355 17,444 12,800 5,553 5,804 5,233 9,461 10,622 6,921 5,102 8,604 14,123
Conveyance Rates by Distri ncidents with a response 3ristol South Gloucestershire Vorth Somerset 3aristol Fewkesbury Cheltenham Cloucester Stroud Gennet Wiltshire Salisbury Cheltenham Cotswold Total Incidents with transport 3ristol South Gloucestershire Witshire Salisbury Cher/Unknown Fotal 3ristol South Gloucestershire Vorth Somerset Bath and North East Somerset Corest of Dean Cotswold Tewkesbury Cheltenham Cotal 3ristol Couth Gloucestershire Cotal Cotswold Tewkesbury Cheltenham Cloucester Stroud Gennet Vorth Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Cheltenham Cloucester Swindon Cotal Coursel Councester Stroud Cennet Worth Wiltshire Salisbury	67.2% ict Council / Apr-10	May-10	## The image is a second content of the image is a second content	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 528 421 755 849 528 421 755 1,228	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 776 573 420 713 1,138	Sep-10 4,533 2,08C 2,047 1,524 66C 681 62C 1,105 1,30C 834 594 1,061 1,765 1,30C 989 262 21,361 Sep-10 2,966 1,521 1,454 1,036 486 427 776 888 533 403 684 1,142	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 716 1,126	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211	Dec-10 5,256 2,566 2,303 1,721 826 778 778 1,360 1,567 1,045 725 1,250 2,063 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,116 486 507 509 889 1,007 650 445 798 1,319	Jan-11 4,875 2,239 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 465 846 897 622 448 747 1,225	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,600 1,452 1,114 462 488 476 488 476 953 656 459 764 1,180	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,666 15,900 11,077 7,775 13,311 21,96 15,811 12,177 2,985 264,56 YTD 36,600 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,622 6,921 5,102 8,604 8,343
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Gloucester Stroud Gennet North Wiltshire Swindon Fotal Incidents with transport Bristol South Gloucestershire South Gloucester Stroud Gennet Swindon Fotal Incidents with transport Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucestershire South Gloucestershire Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Gennet Swindon	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,020 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,391 1,396 402 409 783 856 548 403 664 1,057 781 613	May-10	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,043 1,248 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,042 469 501 367 753 829 514 448 704 1,133 724 682	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 731 649	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747 715	Sep-10 4,533 2,086 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361 Sep-10 2,965 1,521 1,454 1,036 465 486 427 776 888 427 776 888 533 403 684 1,142 782 679 6	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,508 1,216 480 525 454 816 928 555 456 716 1,126 784 744	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 4,522 4,73 468 804 922 570 396 680 1,211 742 706	Dec-10 5,256 2,566 2,303 1,721 826 788 775 1,366 1,567 1,045 725 1,256 2,062 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,636 1,111 486 507 509 889 1,007 650 445 798 1,316 891 809	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,132 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 494 461 465 846 897 622 448 747 1,225 763 707	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 635	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,36C 1,041 699 1,171 1,76E 1,305 1,053 226 22,605 Mar-11 3,131 1,605 1,452 1,114 462 488 476 840 953 656 459 764 1,180 787	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,668 15,906 11,077 7,775 13,318 21,967 15,811 12,171 2,985 264,56 YTD 36,607 18,358 17,444 12,800 5,233 9,461 10,627 6,921 5,102 8,604 14,123 9,294 8,343 1,877
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Forest of Dean Cotswold Gennet Vorth Wiltshire Swindon West Wiltshire Saits by South Gloucestershire Vorth Wiltshire Swindon Fotal Incidents with transport Bristol South Gloucestershire Vorth Somerset Cotswold Fotal Incidents with transport Bristol South Gloucestershire Vorth Somerset Cotswold Fewkesbury Cheltenham Cloucestershire Vorth Somerset Stroud Cennet Vorth Somerset Saith and North East Somerset Cotest of Dean Cotswold Fewkesbury Cheltenham Cloucester Stroud Kennet Vorth Wiltshire Siloucester Stroud Vennet Vorth Wiltshire Swindon Vest Wiltshire Sailsbury Cher/Unknown	67.2% ict Council / Apr-10	May-10	Jun-10 4,648 2,061 2,004 1,509 685 579 1,043 1,246 681 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042 469 501 367 753 829 514 448 704 1,133 724 682 150 14,232	Jul-10 4,731 2,100 2,154 1,477 736 1,477 1,033 1,240 667 1,188 1,966 1,243 977 257 21,977 257 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 731 649 153 14,395	Aug-10 4,565 2,033 1,936 1,486 699 1,486 699 1,034 1,185 945 661 1,130 1,807 1,807 1,266 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 776 573 420 776 573 420 776 573 420 776 573 420 776 573 420 776 573 420 775 159	Sep-10 4,533 2,08C 2,047 1,524 66C 66C 681 62C 1,105 1,303 594 1,061 1,765 1,303 989 262 21,361 Sep-10 2,965 1,521 1,454 1,036 486 427 776 888 533 403 403 403 684 1,142 782 679 162 14,407	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 744 191 15,121	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211 742 706 147 14,551	Dec-10 5,256 2,566 2,303 1,721 826 778 788 775 1,36C 1,567 1,045 725 1,25C 2,063 1,138 264 25,214 Dec-10 3,396 1,809 1	Jan-11 4,875 2,239 2,123 1,638 722 1,652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 465 846 897 622 448 707 1,225 763 707 175	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 635 135	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,606 Mar-11 3,131 1,609 1,452 1,114 462 488 476 840 953 656 459 727 1444 15,244	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,668 15,906 11,077 7,775 13,318 21,967 15,811 12,171 2,985 264,56 YTD 36,607 18,358 17,444 12,800 5,563 5,804 5,233 9,461 10,622 6,921 5,102 8,604 14,123 9,294 8,343 1,877
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Sort of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Dither/Unknown Fotal Bristol South Gloucestershire North Wiltshire Salisbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon Nest Wiltshire Salisbury Dither/Unknown Fotal Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon Nest Wiltshire Salisbury Dither/Unknown Fotal Conveyance Rate Bristol, City of South Gloucestershire	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 448 462 409 783 856 548 403 664 1,057 781 613 128 13,944 Apr-10 66,66% 70,39%	May-10	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,043 1,246 858 661 1,082 1,786 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042 469 501 367 753 829 514 448 704 1,133 724 682 150 Jun-10 64,57% 71,66%	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 731 649 153 14,398	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,050 251 21,376 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747 715 159 14,146 Aug-10 64,32% 71,82%	Sep-10	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 456 716 1,126 784 744 191 Oct-10 64,73% 70,80%	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211 742 706 147 14,551	Dec-10 5,256 2,566 2,300 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,063 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,115 486 507 509 889 1,007 650 445 798 1,314 891 809 159	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,006 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 465 846 897 622 448 747 1,225 763 707 175 15,232	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 633 135 13,681	Mar-11 4,795 2,223 1,995 1,593 667 6699 695 1,311 1,360 1,041 699 1,171 1,766 1,305 1,053 226 22,605 Mar-11 3,131 1,600 1,452 1,114 462 488 476 840 953 656 459 764 1,180 787 727 144 15,242 Mar-11 65,30% 72,38%	YTD 56,500 25,722 24,400 18,675 8,443 8,533 7,605 13,666 15,900 11,077 7,775 13,311 21,961 15,811 12,177 2,985 264,566 YTD 36,600 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,622 6,921 5,102 8,604 14,122 9,294 8,343 1,877 176,15
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Bristol South Gloucestershire Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Vorth Wiltshire Sailsbury Cheltenham Bristol South Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Bristol South Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Broud Kennet Vorth Wiltshire Sailsbury Cheltenham Cotswold Fewkesbury Cheltenham Conveyance Rate Bristol Conveyance Rate Bristol, City of South Gloucestershire Vorth Somerset Bristol Conveyance Rate Bristol, City of South Gloucestershire Vorth Somerset Bath and North East Somerset	67.2% ict Council / Apr-10	May-10	Jun-10 4,645 2,061 2,004 1,509 685 736 579 1,043 1,248 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042 469 501 367 753 829 514 448 704 1,133 724 682 150 14,232	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,996 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 476 446 755 849 528 421 755 1,228 731 649 153 14,395	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747 715 159 14,145 Aug-10 64,32% 71,82% 71,82% 71,82% 71,82% 71,82% 71,29% 68,44%	Sep-10 4,533 2,086 2,047 1,524 660 681 620 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361 2,966 1,521 1,454 1,036 465 427 776 888 533 403 684 1,142 782 679 162 14,407 Sep-10 65,50% 73,13% 67,98% 67,98%	Oct-10 4,791 2,130 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 716 1,126 784 744 191 15,121 Oct-10 64,73% 70,80% 71,66%	Nov-10 4,52C 2,162 1,978 1,51C 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 452 452 1,027 452 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 452 1,425 1,027 468 804 922 570 396 680 1,211 742 706 147	Dec-10 5,256 2,566 2,303 1,721 826 788 775 1,360 1,567 1,045 725 1,250 2,066 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,116 486 507 509 889 1,007 650 445 798 1,316 891 809 159 16,423	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,006 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 465 846 897 622 448 747 1,225 763 707 175 15,232 Jan-11 64,43% 71,86% 71,79% 67,64%	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 405 696 817 550 359 649 1,153 716 635 135	Mar-11 4,795 2,223 1,998 1,593 667 699 695 1,311 1,366 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,605 1,452 1,114 462 4840 953 656 459 764 1,186 787 727 1444 Mar-11 65,30% 72,38% 72,64% 69,93%	YTD 56,500 25,722 24,406 18,675 8,443 8,533 7,605 13,666 15,900 11,077 7,775 13,311 21,177 2,985 264,566 YTD 36,600 18,356 17,444 12,800 5,563 5,804 10,627 6,921 5,102 8,604 14,125 9,294 8,343 1,877 176,15
Fotal Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Soriest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Gennet North Wiltshire Salisbury Dither/Unknown Fotal Bristol South Gloucestershire North Somerset Salisbury Dither/Unknown Fotal Bristol South Gloucestershire North Somerset Soriest of Dean Cotswold Fewkesbury Cheltenham Gloucestershire North Wiltshire Salisbury Dither/Unknown Fotal Conveyance Rate Bristol South Gloucestershire North Somerset Soriest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Gennet North Wiltshire Salisbury Dither/Unknown Fotal Conveyance Rate Bristol, City of South Gloucestershire North Somerset Sariestol Conveyance Rate Bristol, City of South Gloucestershire North Somerset Salth and North East Somerset Forest of Dean Cotswold	67.2% ict Council / Apr-10	May-10	Jun-10 4,648 2,061 2,004 1,506 685 579 1,042 1,248 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042 469 501 3,002 1,477 1,437 1,042 469 501 3,002 1,477 1,437 1,042 469 501 14,232	Jul-10 4,731 2,100 2,154 1,477 736 1,477 14 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 474 6755 849 528 421 755 1,228 731 649 153 14,39\$	Aug-10 4,565 2,033 1,939 1,486 699 1,486 699 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 420 713 1,138 747 715 159 14,145 Aug-10 64,32% 71,82% 70,29% 68,44% 65,67% 69,74%	Sep-10	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 456 716 1,126 784 191 15,121 Oct-10 64,73% 70,80% 72,88% 71,66% 63,41% 69,26%	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 804 922 570 396 680 1,211 742 706 147 14,551	Dec-10 5,256 2,566 2,300 1,721 826 778 778 1,360 1,567 1,045 725 1,250 2,060 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,111 486 507 650 445 798 1,316 891 809 159 16,423	Jan-11 4,875 2,238 2,123 1,638 722 1,652 1,192 1,402 955 666 1,133 1,925 1,328 1,006 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 897 622 448 747 1,225 763 707 175 15,232 Jan-11 64,43% 71,79% 67,64% 68,42% 63,94%	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 696 817 550 359 649 1,153 716 635 135 13,681	Mar-11 4,795 2,223 1,995 1,593 667 6699 695 1,311 1,36C 1,041 699 1,171 1,76E 1,305 1,053 226 22,605 Mar-11 3,131 1,609 1,452 1,114 462 488 4840 953 656 459 764 1,18C 787 727 144 15,242 Mar-11 65,30% 72,38% 72,64% 69,93% 69,27% 69,81%	YTD 56,500 25,722 24,400 18,675 8,443 8,533 7,505 13,666 15,906 11,077 7,775 13,315 21,961 15,811 12,171 2,985 264,566 YTD 36,607 18,355 17,444 12,800 5,563 5,804 10,627 6,921 5,102 8,604 14,122 9,294 8,343 1,877 176,15 YTD 468.8% 61.3% 71.5% 68.5% 68.5% 68.9%
Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire Vorth Somerset Bristol South Gloucestershire Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Gennet Vorth Wiltshire Swindon West Wiltshire Salisbury Dither/Unknown Fotal Bristol South Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucestershire Vorth Somerset Bath and North East Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Bristol Conveyance Rate Bristol Cotswold Fewkesbury Cheltenham	67.2% ict Council / Apr-10 4,478 1,976 1,985 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 1,020 448 462 409 783 856 548 403 664 1,057 781 613 128 Apr-10 66.66% 70.33% 69.32% 69.32% 69.32% 68.74%	May-10	Jun-10 4,645 2,061 2,004 1,509 685 736 579 1,043 1,248 858 661 1,082 1,788 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,437 1,042 469 501 367 753 829 514 448 704 1,133 724 682 150 Jun-10 64,57% 71,66% 71,71% 69,05% 68,47% 68,07% 68,39% 72,20%	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,996 1,243 977 257 21,977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 153 14,395 Jul-10 62,82% 69,38% 67,84% 64,27% 66,53% 72,29% 73,09%	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,360 1,017 459 507 432 730 776 573 420 713 1,138 747 715 159 14,145 Aug-10 64,32% 71,82% 71,82% 71,82% 71,82% 70,29% 68,44% 65,67% 69,74% 69,74% 72,36% 70,60%	Sep-10	Oct-10 4,791 2,136 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 716 1,126 784 744 191 15,121 Oct-10 64,73% 70,80% 72,88% 71,66% 63,41% 69,26% 63,41% 69,26% 63,41% 69,98%	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211 742 706 147 14,551 Nov-10 65,40% 72,71% 63,48% 69,05% 71,56% 69,43%	Dec-10 5,256 2,566 2,303 1,721 826 788 775 1,366 1,567 1,045 725 1,256 2,066 1,562 1,138 264 25,214 Dec-10 3,396 1,805 1,805 1,632 1,119 486 507 509 889 1,007 650 445 798 1,315 891 809 159 16,423 Dec-10 64,58% 70,78% 65,02% 58,84% 64,34% 64,34% 65,37%	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 465 846 897 622 448 747 1,225 763 707 175 15,232 Jan-11 64,43% 71,86% 71,79% 68,42% 68,94% 68,94% 68,94% 68,94% 71,79%	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 635 136 13,681 Feb-11 65,32% 74,17% 74,65% 66,533% 68,99% 67,23% 68,50%	Mar-11	YTD 56,500 25,722 24,400 18,673 8,443 8,533 7,605 13,666 15,900 11,077 7,775 13,311 21,177 2,985 264,566 YTD 36,600 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,627 6,921 5,102 8,604 14,123 9,294 8,343 1,877 176,15 YTD 64.8% 71,3% 71,5% 66.9% 68.6% 68.6% 68.6% 69.2%
Fotal Conveyance Rates by Distri ncidents with a response Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Dither/Unknown Fotal Bristol South Gloucestershire North Somerset Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Stroud Kennet Stroud Fotal Could Be South Gloucestershire Forest of Dean Cotswold Fewkesbury Cheltenham Gloucester Stroud Kennet Stroud Kennet Stroud Kennet Stroud Kennet Swindon Fotal Conveyance Rate Bristol, City of South Gloucestershire North Somerset Swindon Fotal Conveyance Rate Bristol, City of South Gloucestershire North Somerset Sath and North East Somerset Forest of Dean Cotswold Fotal Conveyance Rate Bristol, City of South Gloucestershire North Somerset Soriest of Dean Cotswold Fotal Conveyance Rate Bristol, City of South Gloucestershire North Somerset Fotal Fota	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,488 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 448 462 409 783 856 548 403 664 1,057 781 613 128 13,944 Apr-10 66.66% 70.39% 69.35% 69.35% 69.35% 69.32% 68.74% 69.32% 68.74% 69.32% 68.74% 69.32% 68.74% 69.32% 68.74% 68.73% 69.47%	May-10	## Total Process	Jul-10 4,731 2,100 2,154 1,477 736 1,477 736 1,144 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 731 446 755 1,228 731 447 5446 153 14,395	Aug-10 4,565 2,033 1,939 1,486 699 1,486 699 1,034 1,185 945 661 1,130 1,807 1,269 1,050 251 21,376 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747 715 159 14,145 Aug-10 64,32% 71,82% 70,29% 68,44% 65,67% 65,67% 65,67% 65,67% 65,67% 65,67% 66,63%	Sep-10 4,533 2,08C 2,047 1,524 66C 681 62C 1,105 1,303 834 594 1,061 1,765 1,303 989 262 21,361 Sep-10 2,966 1,521 1,454 1,036 486 427 776 888 533 403 684 1,142 782 665 1,509 71,379 67,989 71,039 67,989 71,039 68,159 71,0379 68,1599 71,379 68,1599 70,239 68,1599 63,919	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,771 1,346 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 454 816 928 555 456 716 1,126 784 1,102 784 1,1	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,845 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211 742 473 468 804 912 1,425 1,027 452 473 468 804 922 570 680 1,211 742 68,019 69,059 71,569 69,439 61,559 61,559 64,929	Dec-10 5,256 2,566 2,300 1,721 826 778 778 1,360 1,567 1,045 725 1,250 2,062 1,138 264 25,214 Dec-10 3,396 1,630 1,630 1,630 1,111 486 507 509 888 1,007 650 445 798 1,316 891 891 891 891 891 1,017 650 445 798 1,315 891 1,007 650 445 798 1,316 891 891 891 891 891 891 891 891 891 891	Jan-11 4,875 2,239 2,123 1,638 722 1,652 1,192 1,402 955 666 1,133 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 1,524 1,108 494 461 465 846 897 622 448 747 1,225 763 707 175 15,232 Jan-11 64,43% 71,79% 67,64% 63,94% 71,79% 67,649% 63,94% 71,32% 70,97% 63,98% 65,13%	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 635 135 13,681	Mar-11	YTD 56,500 25,722 24,400 18,675 8,443 8,533 7,605 13,666 15,906 11,077 7,775 13,316 21,961 15,811 12,171 2,985 264,56 YTD 36,607 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,627 6,921 5,102 8,604 14,123 9,294 8,343 1,877 176,15 YTD 64.8% 71.3% 68.5% 68.5% 68.6% 68.8% 69.2% 69.2% 66.8% 66.8% 66.8% 66.8% 66.8%
Conveyance Rates by Distri ncidents with a response 3ristol South Gloucestershire Vorth Somerset 3asth and North East Somerset Torest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet Wiltshire Swindon West Wiltshire Salisbury Cither/Unknown Total 3ristol South Gloucestershire Vorth Somerset 3ath and North East Somerset Torest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire Worth Somerset Sath and North East Somerset Torest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet Vorth Wiltshire Salisbury Cheltenham Gloucester Stroud Conveyance Rate 3ristol, City of South Gloucestershire Vorth Somerset 3ath and North East Somerset Total Conveyance Rate 3ristol, City of South Gloucestershire Vorth Somerset 3ath and North East Somerset Total Conveyance Rate 3ristol, City of South Gloucestershire Vorth Somerset Torest of Dean Cotswold Tewkelsbury Cheltenham Gloucester	67.2% ict Council / Apr-10 4,478 1,976 1,985 1,468 646 650 590 1,139 1,272 878 599 1,032 1,629 1,280 911 216 20,749 Apr-10 2,985 1,391 1,396 4,03 6,464 4,03 664 1,057 781 613 128 Apr-10 66.66% 70.39% 70.33% 70.33% 70.33% 70.33% 69.48% 69.35% 71.08% 69.35% 71.08% 69.35% 71.08% 69.35% 67.30%	May-10	Jun-10 4,645 2,061 2,004 1,505 685 736 579 1,043 1,248 858 661 1,082 1,264 1,056 252 21,475 Jun-10 3,002 1,477 1,042 469 501 367 753 829 514 448 704 1,133 724 682 150 Jun-10 64,57% 71,66% 71,71% 69,05% 68,47% 68,07%	Jul-10 4,731 2,100 2,154 1,477 736 714 617 1,033 1,240 877 667 1,188 1,966 1,243 977 257 21,977 Jul-10 2,972 1,457 1,501 1,002 473 475 446 755 849 528 421 755 1,228 421 755 1,228 421 755 1,4395 Jul-10 62,82% 69,38% 69,68% 69,88% 69,68% 67,84% 64,27% 66,53% 72,29% 68,47%	Aug-10 4,565 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,269 1,050 251 21,378 Aug-10 2,936 1,460 1,363 1,017 459 507 432 730 776 573 420 713 1,138 747 715 159 14,145 Aug-10 64,32% 71,82% 70,29% 68,44% 65,67% 69,74% 72,360% 65,49%	Sep-10	Oct-10 4,791 2,13C 2,087 1,697 757 758 656 1,166 1,376 919 689 1,085 1,085 1,102 273 22,603 Oct-10 3,101 1,508 1,521 1,216 480 525 456 716 1,126 928 555 456 716 1,126 784 744 191 Oct-10 64,73% 70,80% 72,88% 70,80% 72,88% 70,80% 72,88% 69,21% 67,44%	Nov-10 4,520 2,162 1,978 1,510 712 685 654 1,158 1,365 878 611 1,044 1,283 995 222 21,622 Nov-10 2,956 1,572 1,425 1,027 452 473 468 804 922 570 396 680 1,211 706 147 Nov-10 65.40% 72,71% 72,04% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,54% 69.05% 71,56%	Dec-10 5,256 2,566 2,300 1,721 826 788 775 1,366 1,567 1,045 726 1,256 2,062 1,562 1,138 264 25,214 Dec-10 3,396 1,806 1,630 1,630 1,611 486 507 509 889 1,007 650 445 798 1,315 809 1,3	Jan-11 4,875 2,238 2,123 1,638 722 721 652 1,192 1,402 955 666 1,132 1,925 1,328 1,009 264 22,844 Jan-11 3,141 1,609 494 461 465 846 897 622 448 747 1,225 494 71,799 15,232 Jan-11 64,43% 71,799 63,949 71,329 63,949 71,329 63,949 71,329 63,949	Feb-11 4,496 1,986 1,787 1,444 622 647 618 1,016 1,250 841 550 979 1,761 1,251 892 215 20,355 Feb-11 2,937 1,473 1,334 989 398 435 405 696 817 550 359 649 1,153 716 635 135 13,681 Feb-11 65,32% 74,17% 74,65% 63,99% 66,53% 66,53% 66,53% 66,53%	Mar-11 4,795 2,223 1,995 1,593 667 699 695 1,311 1,360 1,041 699 1,171 1,768 1,305 1,053 226 22,605 Mar-11 3,131 1,606 1,452 1,114 462 488 476 840 953 656 459 764 1,180 787 727 144 15,242 Mar-11 65,30% 72,38% 72,64% 1,15,244 Mar-11 65,30% 72,38% 72,64% 69,27% 69,81% 68,49% 69,27% 69,81% 68,49% 69,27% 69,81% 68,49% 70,07%	YTD 56,500 25,728 24,400 18,675 8,443 8,533 7,605 13,666 15,906 11,077 7,775 13,315 21,961 15,811 12,177 2,985 264,56 YTD 36,607 18,355 17,444 12,800 5,563 5,804 5,233 9,461 10,627 6,921 5,102 8,604 14,123 9,294 14,123 9,294 14,136 71,3% 71,5% 68,5% 68,9% 68,8% 68,8% 68,8% 68,8% 68,8% 68,8% 68,8% 66,8% 66,8%

Total Number of Responses by Sector

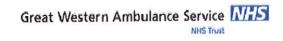
Current Year Avon	Apr-10 12523	May-10 13712	Jun-10 13196	Jul-10 13275	Aug-10 1285£	Sep-10 13457	Oct-10 1418§	Nov-10 1364(Dec-10 15828	Jan-11 13941	Feb-11 12754	Mar-11 14063	YTD 163,433
Gloucestershire Wiltshire	7720 10039	8187 1120€	7815 10661	7791 11058	7794 10912	7950 10845	8715 1165€	870£ 1105£	9957 12653	8600 11350	7832 10102	9080 11334	100,150 132,874
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	31,75ŧ	32,46€	34,758	33,570	38,652	34,084	30,854	34,659	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 Gloucestershire	12165 7087	1273ŧ 7290	1240€ 697€	12948 7246	12731 7242	1223§ 7274	1319(7853	12642 7680	13945 8412	12672 7524	1147(6965	1346(8144	152,603 89,695
Wiltshire Other/Unknown	9368 72	10359 119	1042(196	1058(237	1038² 230	10252 196	1124ŧ 224	10763 264	1179 ⁴ 247	1032(193	9710 197	10851 193	126,046 2,368
Total	28,692	30,503	30,000	31,011	30,587	29,96°	32,512	31,349	34,398	30,709	28,342	32,648	370,712
Variance Year on Year													
Avon	Apr 2.9%	May 7.7%	Jun 6.4%	Jul 2.5%	Aug 1.0%	Sep 10.0%	Oct 7.6%	Nov 7.9%	Dec 13.5%	Jan 10.0%	Feb 11.2%	Mar 4.5%	7.3%
Gloucestershire Wiltshire	8.9% 7.2%	12.3% 8.2%	12.0% 2.3%	7.5% 4.5%	7.6% 5.1%	9.3% 5.8%	11.0% 3.7%	13.4%	18.4% 7.3%	14.3% 10.0%	12.4% 4.0%	11.5% 4.5%	11.79 5.5%
Other/Unknown	173.6%	86.6%	2.0%	-8.4%	-15.7%	9.2%	-11.6%	-38.3%	-13.4%	0.0%	-15.7%	-5.7%	0.1%
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 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 Somersel Bristol	2,158 6,520	2,37(7,20(2,199 6,920	2,166 6,861	2,22 ⁴ 6,738	2,272 6,997	2,603 7,451	2,302 6,967	2,627 8,00§	2,453 7,198	2,15§ 6,68 ⁴	2,40§ 7,271	27,942 84,816
Gloucestershire North Somerset	7,720 2,920	8,187 3,001	7,815 2,994	7,791 3,193	7,79 ² 2,87€	7,950 3,007	8,715 3,159	8,709 3,020	9,957 3,483	8,600 3,167	7,832 2,742	9,080 3,045	100,150 36,607
South Gloucestershire Swindon	2,772 2,443	3,160 2,773	2,989 2,632	2,930 2,944	2,92€ 2,70€	3,101 2,721	3,21€ 2,770	3,34ŧ 2,87(3,923 3,140	3,245 2,892	3,00€ 2,65€	3,32ŧ 2,69ŧ	37,940 33,237
Wiltshire Other/Unknown	5,749 197	6,411 225	6,120 203	6,231 225	6,289 200	6,19§ 21§	6,634 210	6,189 168	7,28€ 227	6,334 195	5,610 171	6,648 185	75,700 2,425
Total	30,479	33,327	31,872	32,341	31,75	32,466	34,758	33,57(38,652	34,084	30,854	34,659	398,817
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2009/10 Bath and North East Somersel	2,090	May-09 2,276	2,065	Jul-09 2,209	2,021	Sep-09 2,151	2,537	2,357	2,42(2,242	1,919	2,369	26,656
Bristol Gloucestershire	6,446 7,087	6,879 7,290	6,700 6,978	7,00€ 7,24€	6,70 ² 7,24 ²	6,381 7,274	7,024 7,853	6,610 7,680	7,33 ² 8,41 ²	6,62€ 7,524	5,861 6,965	7,080 8,144	80,651 89,695
North Somerset South Gloucestershire	2,653 2,765	2,618 2,961	2,649	2,674 2,957	3,066 2,673	2,763 2,792	2,737 3,100	2,705 2,977	3,005	2,738	2,607 2,727	2,923 3,127	33,136 35,051
Swindon Wiltshire Other/Unknown	2,202 5,377 72	2,464 5,894 121	2,450 6,192 196	2,478 6,202 239	2,502 6,147 232	2,436 5,963 201	2,57€ 6,45§ 226	2,63€ 6,12€ 264	3,058 6,685 247	2,628 5,791 197	2,507 5,55§ 197	2,74€ 6,05€ 20€	30,683 72,448 2,392
Total	28,692	30,503	30,000	31,011	30,587	29,96	32,512	31,349	34,398	30,709	28,342	32,648	370,712
Variance Year on Year	20,092	30,500	30,000	31,01	30,361	29,96	32,312	31,348	34,390	30,70	20,342	32,040	370,712
Bath and North East Somerset PCT	Apr 3.3%	May 4.1%	Jun 6.5%	Jul -1.9%	Aug 10.0%	Sep 5.6%	Oct 2.6%	Nov -2.3%	Dec 8.6%	Jan 9.4%	Feb 12.5%	Mar 1.7%	YTD 5.1%
Bristol PCT Gloucestershire PCT	1.1%	4.7%	3.3%	-2.1% 7.5%	0.5%	9.7%	6.1%	5.4%	9.2%	8.6% 14.3%	14.0%	2.7%	5.4%
North Somerset PCT South Gloucestershire PCT	10.1%	14.6%	13.0%	19.4%	-6.2% 9.54%	8.8% 11.07%	15.4%	11.6%	16.0%	15.7%	5.2%	4.2%	11.1%
Swindon PCT Wiltshire PCT	10.9%	12.54% 8.77%	7.43%	18.81%	8.15% 2.31%	11.70%	7.53% 2.71%	8.88% 1.13%	2.68%	10.05%	5.70%	-1.82% 9.72%	9.32%
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/Uni	itary Authoi	ritv									
Total Number of Responses Current Year		Council/Uni	itary Author	rity Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
·	Apr-10 6,520 2,772				Aug-10 6,738 2,928	Sep-10 6,997 3,101	Oct-10 7,451 3,216	Nov-10 6,967 3,345	Dec-10 8,009 3,923	Jan-11 7,198 3,245	Feb-11 6,684 3,006	Mar-11 7,271 3,325	YTD 84,816 37,940
Current Year Bristol	Apr-10 6,520	May-10 7,200	Jun-10 6,920	Jul-10 6,861	6,738	6,997	7,451	6,967	8,005	7,198	6,684	7,271	84,816
Current Year Bristol South Gloucestershire North Somerset	Apr-10 6,520 2,772 2,920	May-10 7,200 3,160 3,001	Jun-10 6,920 2,989 2,994	Jul-10 6,861 2,930 3,193	6,738 2,928 2,87€	6,997 3,101 3,007	7,451 3,21€ 3,15§	6,967 3,345 3,020	8,009 3,923 3,483	7,198 3,245 3,167	6,68 ⁴ 3,00€ 2,74 ²	7,271 3,32 5 3,04 5	84,816 37,940 36,607
Current Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr-10 6,520 2,772 2,920 2,158 1,002	May-10 7,200 3,160 3,001 2,370 1,115	Jun-10 6,920 2,985 2,994 2,195 1,066	Jul-10 6,861 2,930 3,193 2,166 1,126	6,738 2,928 2,876 2,224 1,090	6,997 3,101 3,007 2,272 1,076	7,451 3,216 3,159 2,603 1,193	6,967 3,345 3,020 2,302 1,121	8,005 3,925 3,485 2,627 1,334	7,198 3,245 3,167 2,453 1,121	6,68 ² 3,006 2,742 2,159 1,005	7,271 3,325 3,045 2,405 1,095	84,816 37,940 36,607 27,942 13,344
Current Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900	May-10 7,200 3,160 3,001 2,370 1,115 1,086 848	Jun-10 6,92C 2,98S 2,994 2,19S 1,066 1,084 89S	Jul-10 6,861 2,930 3,193 2,166 1,126 1,043 966	6,738 2,928 2,876 2,224 1,090 1,086 913	6,997 3,101 3,007 2,272 1,076 1,038 968	7,451 3,216 3,159 2,600 1,190 1,200 1,060	6,967 3,345 3,020 2,302 1,121 1,120 1,054	8,006 3,925 3,485 2,627 1,334 1,177 1,248	7,198 3,245 3,167 2,453 1,121 1,075 1,025	6,684 3,006 2,742 2,156 1,006 998 1,006	7,271 3,32£ 3,04£ 2,40£ 1,09£ 1,115 1,112	84,816 37,940 36,607 27,942 13,344 12,995 12,002
Current Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846	May-10 7,200 3,160 3,001 2,370 1,115 1,086 848 1,655 1,962	Jun-10 6,92C 2,98E 2,994 2,199 1,066 1,084 899 1,557 1,88E 1,324 993 1,71E	Jul-10 6,861 2,930 3,195 2,166 1,126 1,042 966 1,515 1,793	6,738 2,928 2,876 2,224 1,090 1,085 913 1,537 1,724	6,997 3,101 3,007 2,272 1,076 1,035 968 1,665 1,915	7,451 3,216 3,156 2,603 1,193 1,202 1,060 1,772 2,042	6,967 3,345 3,020 2,302 1,121 1,120 1,054 1,785 2,165	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,430	7,198 3,245 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,773	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914	7,271 3,32£ 3,04£ 2,40£ 1,09£ 1,115 1,112 1,97£ 2,087	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859
Current 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 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943	May-10 7,200 3,160 3,001 2,370 1,115 1,086 448 1,655 1,962 1,521 1,000 1,845 2,745 2,095	Jun-10 6,92C 2,98S 2,994 2,19S 1,066 1,084 89S 1,557 1,88S 1,324 993 1,715 2,59S 1,912	Jul-10 6,861 2,930 3,195 2,166 1,126 1,045 966 1,515 1,795 1,344 1,009 1,885 2,904 1,907	6,73£ 2,92£ 2,87€ 2,222 1,09C 1,08£ 913 1,537 1,722 1,44£ 991 1,78£ 2,66£ 1,971	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,688 2,076	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,760 2,720 2,116	6,967 3,34£ 3,02C 2,30¢ 1,121 1,12C 1,05¢ 1,78£ 2,16€ 1,457 939 1,707 2,84£ 2,00€	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460	7,198 3,248 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052	6,68 ² 3,006 2,742 2,155 1,005 998 1,006 1,556 1,914 1,350 844 1,538 2,617 1,881	7,271 3,326 3,045 2,405 1,095 1,115 1,112 1,975 2,087 1,696 1,098 1,910 2,661 2,026	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452
Current 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 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414	May-10 7,200 3,160 3,001 2,370 1,115 1,086 848 1,655 1,962 1,521 1,000 1,845 2,745	Jun-10 6,92C 2,988 2,994 2,199 1,066 1,084 899 1,557 1,886 1,324 993 1,715 2,599	Jul-10 6,861 2,930 3,195 2,166 1,126 1,045 966 1,515 1,795 1,344 1,009 1,885 2,904	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08£ 913 1,537 1,72² 1,44£ 991 1,78£ 2,66£	6,997 3,101 3,007 2,272 1,076 1,035 968 1,666 1,916 1,287 930 1,728 2,686	7,451 3,216 3,158 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,066 1,760 2,720	6,967 3,345 3,020 2,302 1,121 1,120 1,054 1,786 2,166 1,457 939 1,707 2,846	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122	7,198 3,245 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864	6,68 ² 3,006 2,74 ² 2,15¢ 1,00¢ 998 1,00¢ 1,55¢ 1,91 ² 1,35¢ 844 1,53¢ 2,617	7,271 3,325 3,045 2,405 1,095 1,115 1,112 1,975 2,087 1,696 1,910 2,661	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842
Current Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471	Jun-10 6,92C 2,98S 2,994 2,19S 1,066 1,084 89S 1,557 1,88E 1,324 993 1,71E 2,59S 1,912	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,510 1,790 1,344 1,009 1,880 2,904 1,907 1,432	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44£ 991 1,78£ 2,66€ 1,971	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,686 2,076 1,466	7,451 3,216 3,156 2,600 1,195 1,202 1,060 1,772 2,042 1,446 1,765 2,720 2,111 1,706	6,967 3,345 3,020 2,302 1,121 1,120 1,054 1,786 2,165 1,457 939 1,707 2,846 2,008 1,535	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705	7,198 3,245 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532	6,68 ² 3,006 2,74 ² 2,155 1,006 998 1,006 1,556 1,912 1,350 844 1,536 2,617 1,881 1,346	7,271 3,32¢ 3,04¢ 2,40¢ 1,09¢ 1,115 1,112 1,97¢ 2,087 1,69¢ 1,098 1,910 2,661 2,02¢ 1,614	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185
Current Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,4771 253	Jun-10 6,92C 2,985 2,994 2,195 1,066 1,084 895 1,557 1,885 1,324 993 1,715 2,596 1,912 1,500 236	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44£ 991 1,78£ 2,66€ 1,971 1,542 241	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,686 2,076 1,466 255	7,451 3,216 3,156 2,600 1,196 1,202 1,060 1,772 2,042 1,446 1,766 2,720 2,111 1,706 260	6,967 3,345 3,020 2,302 1,121 1,120 1,054 1,785 2,165 1,457 939 1,707 2,846 2,006 1,535 192	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245	7,198 3,246 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223	6,68 ² 3,006 2,74 ² 2,155 1,006 998 1,006 1,556 1,912 1,350 844 1,536 2,617 1,881 1,346 204	7,271 3,326 3,046 2,406 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820
Current 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 Other/Unknown Total 2009/10 Bristol	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 30,479	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 84E 1,655 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327	Jun-10 6,92C 2,98E 2,994 2,199 1,066 1,084 899 1,557 1,88E 1,324 993 1,71E 2,599 1,912 1,50C 236 31,872	Jul-10 6,861 2,93C 3,195 2,166 1,126 1,045 966 1,515 1,795 1,344 1,009 1,885 2,904 1,907 1,432 265 32,341 Jul-09 7,006	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44€ 991 1,54² 2,66€ 1,971 1,54² 241 31,75€	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,076 1,466 255	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,756	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,05¢ 1,78£ 2,16¢ 1,457 939 1,707 2,84€ 2,00¢ 1,53¢ 192 Nov-09 6,61(8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652	7,198 3,248 3,167 2,455 1,121 1,076 1,026 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,536 2,617 1,881 1,346 204 Feb-10 5,861	7,271 3,326 3,046 2,405 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817
Current 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 Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,477 253 May-09 6,87E 2,961 2,61E	Jun-10 6,92C 2,988 2,994 2,198 1,066 1,084 899 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 Jun-09 6,70C 2,777 2,648	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 Jul-09 7,006 2,967 2,674	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44€ 991 1,78€ 2,66€ 1,971 1,542 241 31,75€ Aug-09 6,70² 2,67² 3,06€	6,997 3,101 3,007 2,277 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,078 1,466 256 32,466 Sep-09 6,381 2,794 2,766	7,451 3,216 3,156 2,600 1,196 1,202 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,115 1,706 260 34,756 Oct-09 7,024 3,100 2,737	6,967 3,344 3,02(2,302 1,121 1,12(1,054 1,788 2,166 1,457 939 1,707 2,844 2,008 1,538 192 33,57(Nov-09 6,61(2,977 2,708	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652	7,19£ 3,24£ 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,006 1,556 1,91 ² 1,350 844 1,536 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607	7,271 3,326 3,046 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 Mar-10 7,080 3,127 2,926	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 YTD 80,651 35,051 33,136
Current 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 Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 30,479 Apr-09 6,446 2,765 2,653 2,090 934	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 84E 1,655 1,962 1,521 1,000 1,845 2,745 2,095 1,471 253 33,327	Jun-10 6,92C 2,986 2,994 2,196 1,066 1,084 896 1,557 1,886 1,324 993 1,716 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,646 2,066 863	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,519 1,790 1,344 1,009 1,880 2,904 1,907 1,432 266 32,341 Jul-09 7,006 2,957 2,674 2,206 899	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08£ 913 1,537 1,72² 1,44£ 991 1,78£ 2,66£ 1,971 1,54² 241 31,75ξ Aug-09 6,70² 2,67ζ 3,06€ 2,021 1,046	6,997 3,101 3,007 2,272 1,076 1,036 966 1,666 1,916 1,287 93C 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021	6,967 3,34£ 3,02(2,300 1,121 1,12(1,054 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,535 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,420 1,186	7,198 3,248 3,167 2,445 1,121 1,076 1,025 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,736 2,242 974	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,536 2,617 1,881 1,346 204 Feb-10 5,861 2,727 2,607 1,915 936	7,271 3,326 3,046 2,405 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 22C Mar-10 7,080 3,127 2,925 2,366 1,050	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719
Current 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 Other/Unknown Total Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327 May-09 6,87E 2,961 2,61E 2,27C 923 92E 927	Jun-10 6,92C 2,985 2,994 2,198 1,066 1,084 899 1,557 1,885 1,324 993 1,715 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,777 2,645 2,065 863 987 852	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 936 908	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44£ 991 1,78£ 2,66€ 1,971 1,542 241 31,75£ Aug-09 6,70¢ 2,675 3,06€ 2,021 1,046 88£ 844	6,997 3,101 3,007 2,277 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,078 1,466 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848	7,451 3,216 3,156 2,600 1,195 1,202 1,060 1,772 2,042 1,446 1,046 1,765 2,720 2,115 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928	6,967 3,34£ 3,02(2,302 1,121 1,12(1,052 1,78£ 2,16€ 1,457 939 1,707 2,84£ 2,00€ 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,420 1,186 1,131 1,044	7,198 3,245 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,006 1,556 1,914 1,350 844 1,536 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,916 936 899 837	7,271 3,326 3,046 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 Mar-10 7,080 3,127 2,926 2,366 1,050 1,050 1,050 973	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856
Current 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 Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 30,479 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,845 2,745 2,095 1,471 253 33,321 May-09 6,876 2,961 2,618 2,276 923 925 927 1,465 1,77C	Jun-10 6,92C 2,986 2,994 2,196 1,066 1,084 896 1,557 1,885 1,324 993 1,716 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,646 2,066 863 987 852 1,455 1,662	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,519 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,745	6,738 2,928 2,876 2,222 1,090 1,086 913 1,537 1,722 1,446 991 1,786 2,666 1,971 1,542 241 31,756 Aug-09 6,702 2,673 3,066 2,021 1,046 886 844 1,455 1,806	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848 1,466 1,766	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,758 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,678 1,932	6,967 3,34£ 3,02(2,300 1,121 1,12(1,054 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,535 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,420 1,186 1,131 1,044 1,737 1,936	7,198 3,248 3,167 2,445 1,121 1,076 1,026 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712	6,68 ² 3,006 2,742 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,536 2,617 1,881 1,346 204 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,42 ² 1,645	7,271 3,326 3,046 2,405 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 22C Mar-10 7,080 3,127 2,925 2,366 1,050 1,050 973 1,777 1,887	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346
Current Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327 May-09 6,87E 2,961 2,61E 2,27C 923 92E 927 1,46E 1,77C 1,28C 84C	Jun-10 6,92C 2,985 2,994 2,199 1,066 1,084 899 1,557 1,885 1,324 993 1,715 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,777 2,645 2,065 863 987 852 1,455 1,662 1,155 976	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 908 1,472 1,745 1,745 1,286	6,738 2,928 2,876 2,222 1,090 1,086 913 1,537 1,722 1,445 991 1,786 2,666 1,971 1,542 241 31,755 Aug-09 6,704 2,675 3,066 2,021 1,046 885 844 1,455 1,806 1,206 976	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,078 1,460 255 32,466 Sep-09 6,381 2,792 2,760 2,151 937 966 848 1,466 1,766 1,296 1,296 1,296 1,290 1,300	7,451 3,216 3,156 2,600 1,190 1,060 1,772 2,042 1,446 1,046 1,760 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070	6,967 3,34£ 3,02(2,300 1,121 1,120 1,052 1,788 2,165 1,457 939 1,707 2,84£ 2,006 1,535 192 33,57(Nov-09 6,611 2,977 2,706 2,357 950 939 927 1,641 1,842 1,381 982	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,420 1,186 1,131 1,044 1,737 1,936 1,375 1,100	7,198 3,245 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,006 1,556 1,914 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,916 898 837 1,42 ² 1,648 1,220 887	7,271 3,326 3,046 2,406 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 2,366 1,050 1,050 973 1,777 1,897 1,401 1,012	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736
Bristol South Gloucestershire North Somerset Bath and North East Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Viltshire	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 934 950 1,632 1,234 933 1,397 2,175	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,845 2,745 2,095 1,471 253 33,321 May-09 6,876 2,961 2,618 2,276 923 925 925 1,477 1,28C 84C 1,644 2,43§	Jun-10 6,92C 2,985 2,994 2,199 1,066 1,084 895 1,557 1,885 1,324 993 1,715 2,598 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,645 2,065 863 987 863 987 1,455 1,662 1,155 975 1,948 2,417	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,519 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,208 898 936 936 1,472 1,745 1,286 967 1,757 2,450	6,738 2,928 2,876 2,222 1,090 1,085 913 1,537 1,722 1,444 991 1,785 2,665 1,971 1,542 241 31,755 Aug-09 6,704 2,673 3,066 2,021 1,046 885 885 1,806 1,206 975 1,671 2,486	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,686 2,076 1,465 255 32,466 Sep-09 6,381 2,792 2,765 2,151 937 966 848 1,466 1,766 1,296 1,030 1,576 2,397	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 0ct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,678 1,932 1,261 1,070 1,816 2,575	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62£	8,005 3,925 3,485 2,627 1,332 1,177 1,245 2,085 2,430 1,685 1,111 2,012 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,420 1,186 1,131 1,044 1,737 1,936 1,376 1,936 1,937 1,100 1,925 3,007	7,198 3,248 3,167 2,445 1,121 1,076 1,026 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944 1,631 1,712 1,296 957 1,628 2,601	6,68 ² 3,006 2,742 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,536 2,617 1,881 1,346 204 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,42 ² 1,646 1,220 887 1,566 2,470	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 22C 34,656 Mar-10 7,086 3,127 2,925 2,366 1,050 1,050 973 1,777 1,897 1,401 1,012 1,731 2,706	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349
Bristol Courrent Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wittshire Saiisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wittshire Saiisbury Other/Unknown	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,846 2,746 2,096 1,471 253 33,327 May-09 6,876 2,961 2,616 2,276 923 925 927 1,466 1,77C 1,28C 84C 1,644 2,438 1,898 1,512	Jun-10 6,92C 2,985 2,994 2,199 1,066 1,084 899 1,557 1,885 1,324 993 1,715 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,777 2,649 2,065 863 987 852 1,455 1,662 1,159 975 1,948 2,417 1,693 1,572	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 908 1,472 1,745 1,286 967 1,757 2,455 1,992 1,486	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44€ 991 1,78€ 2,66€ 1,971 1,54² 241 31,75€ Aug-09 6,70² 2,67€ 3,06€ 2,021 1,046 88€ 844 1,45€ 1,80€ 1,20€ 97€ 1,671 2,48€ 1,975	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848 1,466 1,766 1,296 1,030 1,576 2,397 1,482	7,451 3,216 3,156 2,600 1,190 1,060 1,772 2,042 1,446 1,046 1,760 2,722 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,577 2,086 1,486	6,967 3,34£ 3,02(2,302 1,121 1,12(1,052 1,78E 2,16€ 1,457 939 1,707 2,84£ 2,00€ 1,53₺ 192 33,57(Nov-09 6,61(2,977 2,70₺ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62₺ 1,50₺	8,005 3,925 3,485 2,627 1,332 1,177 1,246 2,085 2,436 1,685 1,111 2,012 3,122 2,466 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,582	7,198 3,246 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,626 2,601 1,831 1,374	6,68 ² 3,006 2,742 2,155 1,005 998 1,006 1,556 1,914 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,918 936 899 837 1,42 ² 1,648 1,220 887 1,566 2,470 1,882 1,286	7,271 3,326 3,046 2,406 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 2,366 1,050 1,050 973 1,776 1,897 1,401 1,012 1,731 2,706 1,932 1,384	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Bristol Brist	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 30,479 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 1,534 1,632 1,234 1,539 1,397 2,175 1,772 1,275	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,845 2,745 2,096 1,471 253 33,327 May-09 6,876 2,961 2,618 2,276 923 925 1,466 1,777C 1,28C 1,898 1,512 1,464 2,436 1,898 1,512 146	Jun-10 6,92C 2,985 2,994 2,199 1,066 1,084 895 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 31,872 Jun-09 6,700 2,770 2,764 2,065 863 987 852 1,455 1,662 1,156 977 1,948 2,417 1,693 1,572 225	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 936 908 1,472 1,746 1,286 9067 1,757 2,450 1,992 1,486 264	6,738 2,928 2,876 2,928 1,090 1,085 913 1,537 1,724 1,446 991 1,786 2,666 1,971 1,542 241 31,756 Aug-09 6,704 2,676 3,066 2,021 1,046 885 885 1,806 1,206 976 1,671 2,486 1,975 1,516 2,544	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,686 2,076 1,465 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848 1,466 1,766 1,296 1,030 1,576 2,397 1,876 1,482 237	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,111 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,577 2,086 1,486 229	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62£ 1,96€ 1,50€ 272	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,430 1,686 1,111 2,011 3,122 2,460 1,705 245 38,652 Dec-09 7,332 3,236 3,005 2,420 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,926 3,007 2,075 1,582 298	7,198 3,248 3,167 2,445 1,121 1,075 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944 1,631 1,712 1,296 957 1,625 2,601 1,831 1,374 224	6,68 ² 3,006 2,742 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,916 936 899 899 1,42 ² 1,645 1,220 887 1,566 2,477 1,823 1,286 234	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 1,050 1,050 973 1,777 1,897 1,401 1,012 1,731 2,706 1,932 1,384 237	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723
Bristol Cournent 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 Other/Unknown Total Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,846 2,746 2,096 1,471 253 33,327 May-09 6,876 2,961 2,616 2,276 923 925 927 1,466 1,77C 1,28C 84C 1,644 2,438 1,898 1,512	Jun-10 6,92C 2,985 2,994 2,198 1,066 1,084 899 1,557 1,885 1,324 993 1,715 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,777 2,649 2,065 863 987 852 1,455 1,662 1,159 975 1,948 2,417 1,693 1,572	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 908 1,472 1,745 1,286 967 1,757 2,455 1,992 1,486	6,73£ 2,92£ 2,87€ 2,22² 1,09€ 1,08€ 913 1,537 1,72² 1,44€ 991 1,78€ 2,66€ 1,971 1,54² 241 31,75€ Aug-09 6,70² 2,67€ 3,06€ 2,021 1,046 88€ 844 1,45€ 1,80€ 1,20€ 97€ 1,671 2,48€ 1,975	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 930 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848 1,466 1,766 1,296 1,030 1,576 2,397 1,482	7,451 3,216 3,156 2,600 1,190 1,060 1,772 2,042 1,446 1,046 1,760 2,722 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,577 2,086 1,486	6,967 3,34£ 3,02(2,302 1,121 1,12(1,052 1,78E 2,16€ 1,457 939 1,707 2,84£ 2,00€ 1,53₺ 192 33,57(Nov-09 6,61(2,977 2,70₺ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62₺ 1,50₺	8,005 3,925 3,485 2,627 1,332 1,177 1,246 2,085 2,436 1,685 1,111 2,012 3,122 2,466 1,705 245 38,652 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,582	7,198 3,246 3,167 2,455 1,121 1,075 1,025 1,800 2,092 1,487 977 1,775 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,626 2,601 1,831 1,374	6,68 ² 3,006 2,742 2,155 1,005 998 1,006 1,556 1,914 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,918 936 899 837 1,42 ² 1,648 1,220 887 1,566 2,470 1,882 1,286	7,271 3,326 3,046 2,406 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 2,366 1,050 1,050 973 1,776 1,897 1,401 1,012 1,731 2,706 1,932 1,384	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 May-09 6,87E 2,961 2,61E 2,27E 923 92E 1,46E 1,77C 1,28C 844C 1,644 2,43S 1,89E 1,512 146E 30,50C	Jun-10 6,92C 2,988 2,994 2,198 1,066 1,084 898 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 31,872 Jun-09 6,700 2,777 2,648 2,065 863 987 852 1,455 1,662 1,156 975 1,948 2,417 1,693 1,572 228 30,000	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,796 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 936 908 1,472 1,746 1,286 967 1,757 2,450 1,992 1,486 264 31,011	6,738 2,928 2,876 2,222 1,090 1,085 913 1,537 1,722 1,444 991 1,785 2,665 1,971 1,542 241 31,755 Aug-09 6,704 2,675 3,066 2,021 1,046 885 884 1,455 1,806 1,206 975 1,671 2,486 1,975 1,516 2,544 Aug 30,586	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,688 2,078 1,463 255 32,466 Sep-09 6,381 2,792 2,763 2,151 937 966 848 1,466 1,763 1,296 1,296 1,300 1,576 2,397 1,876 1,482 237	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,111 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,573 2,086 1,486 229	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78E 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62£ 1,966 1,50€ 272 31,34€	8,005 3,925 3,485 2,627 1,334 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 38,652 Dec-09 7,334 3,236 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,584 298	7,198 3,248 3,167 2,445 1,121 1,075 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,625 2,601 1,831 1,374 224 30,705	6,68 ² 3,006 2,742 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,916 936 899 892 1,648 1,220 87 1,566 2,477 1,822 1,286 2,477 1,823 1,286 2334	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 1,050	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709
Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Other/Unknown Total 2009/10 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 Other/Unknown Total Variance Year on Year Bristol South Gloucestershire	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1,1% 0,3%	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,846 2,746 2,096 1,471 253 33,327 May-09 6,876 2,961 2,618 2,276 2,961 2,618 2,276 3,1466 1,644 2,436 1,846 1,644 2,436 1,848 1,512 146 30,500	Jun-10 6,92C 2,988 2,994 2,198 1,066 1,084 898 1,557 1,886 1,324 993 1,716 2,598 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,646 2,066 863 987 852 1,456 1,662 1,158 976 1,948 2,417 1,693 1,572 228 30,00C	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,746 1,286 967 1,757 2,455 1,992 1,486 264 Jul 1,907 1,432 265	6,738 2,928 2,876 2,928 1,090 1,086 913 1,537 1,722 1,446 991 1,786 2,666 1,971 1,542 241 31,756 Aug-09 6,702 2,677 3,066 2,021 1,046 885 844 1,456 1,206 978 1,671 2,486 1,307 1,518 254 30,581	6,997 3,101 3,007 2,272 1,076 1,038 968 1,666 1,916 1,287 93C 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,796 2,766 2,151 937 966 848 1,466 1,766 1,766 1,796 1,030 1,576 2,397 1,482 237	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,760 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,572 2,086 1,486 229 32,512	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,05¢ 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,53₺ 192 Nov-09 6,61(2,977 2,70₺ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62₺ 1,96€ 1,50₺ 272	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,012 3,122 2,466 1,705 245 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,378 1,100 1,928 3,007 2,075 1,584 298 34,398	7,198 3,248 3,167 2,452 1,121 1,075 1,025 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,963 2,738 2,242 974 970 944 1,631 1,712 1,293 957 1,628 2,601 1,831 1,374 224 30,708	6,68 ² 3,006 2,74 ² 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,918 936 899 837 1,42 ² 1,648 1,220 887 1,566 2,477 1,826 1,286 2,34 28,34 ² Feb 14,0% 10,2%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,080 3,127 2,922 2,366 1,050 973 1,777 1,897 1,401 1,012 1,731 2,706 1,932 1,384 237 32,648 Mar 2,7% 6,3%	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Witshire Salisbury Other/Unknown Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Swindon Total Variance Year on Year Bristol South Gloucestershire North Somersel	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1,1% 0,3% 10,1% 3,3%	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327 May-09 6,87E 2,961 2,27E 923 92E 1,46E 1,77C 1,28C 84C 1,644 2,43E 1,89E 1,512 1,46E 30,50C	Jun-10 6,92C 2,988 2,994 2,198 1,066 1,084 898 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 Jun-09 6,700 2,777 2,648 2,065 863 987 852 1,455 1,662 1,156 978 1,948 2,417 1,693 1,572 228 30,000	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 Jul-09 7,006 2,957 2,674 2,200 890 936 908 1,472 1,746 1,286 967 1,757 2,455 1,992 1,486 264 31,011 Jul -2,1% -0,9% 19,4% -1,9%	6,738 2,928 2,876 2,928 1,090 1,085 913 1,537 1,722 1,444 991 1,785 2,665 1,971 1,542 241 31,755 Aug-09 6,704 2,675 3,066 2,021 1,046 885 884 1,455 1,806 1,206 1,206 975 1,671 2,486 1,975 1,516 2,54 30,587	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,688 2,078 1,463 255 32,466 Sep-09 6,381 2,792 2,763 2,151 937 966 8,1,468 1,468 1,763 1,296 1,397 1,876 1,298 1,482 237 29,958	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,111 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 9,28 1,676 1,932 1,261 1,070 1,816 2,573 2,086 1,486 2,29 32,511 Oct 6,1% 3,7% 15,4% 2,6%	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78E 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 1,381 1,381 1,50€ 2,72 31,345	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 38,655 Dec-09 7,332 3,236 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,584 298 34,398	7,198 3,248 3,167 2,445 1,121 1,075 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,625 2,601 1,831 1,374 224 30,705	6,68 ² 3,006 2,742 2,155 1,005 998 1,005 1,556 1,91 ² 1,350 844 1,538 2,617 1,881 1,346 204 30,85 ² Feb-10 5,861 2,727 2,607 1,916 936 899 837 1,42 ² 1,648 1,220 887 1,566 2,470 1,825 1,286 234 Feb 14,0% 10,2% 5,2% 12,5%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,926 1,050	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 YTD 80,651 33,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5,4% 8,4% 11,1% 5,1%
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somersel Both And North East Somersel Forest of Dean Cotswold	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1,1% 0,3% 10,1% 3,3% 7,3% 2,2%	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,846 2,746 2,096 1,471 253 33,327 May-09 6,876 2,961 2,618 2,276 2,961 2,618 2,276 3,923 925 927 1,466 1,644 2,436 1,644 2,436 1,848 1,512 146 30,500	Jun-10 6,92C 2,985 2,994 2,198 1,066 1,084 896 1,557 1,885 1,324 993 1,715 2,596 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,646 2,065 863 987 852 1,455 1,662 1,156 976 1,948 2,417 1,693 1,572 226 30,00C	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,286 967 1,757 2,452 1,286 1,486 264 Jul -0.9% 19.4% -0.9% 19.4% -1.9% -25.3% 11.4%	6,738 2,928 2,876 2,928 1,090 1,086 913 1,537 1,722 1,446 991 1,786 2,666 1,971 1,542 241 31,756 Aug-09 6,702 2,677 3,066 2,021 1,046 885 844 1,456 1,206 978 1,671 2,486 1,208 978 1,671 2,486 1,978 1,518 254 30,587	6,997 3,101 3,007 2,272 1,076 1,038 968 1,666 1,918 1,287 93C 1,728 2,688 2,078 1,466 255 32,466 Sep-09 6,381 2,796 2,766 2,151 937 966 848 1,468 1,468 1,768 1,298 1,030 1,576 2,397 1,482 237 29,956 Sep 9,7% 11,1% 8,8% 5,6% 14,8% 7,6%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,760 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,572 2,086 1,486 229 32,512 Oct 6,1% 3,7% 15,4% 2,6% 16,8% 16,4%	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,05¢ 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,53€ 192 Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,84¢ 1,381 982 1,667 2,62¢ 1,50€ 2,72 31,34€ Nov 5,4% 12,4% 11,6% -2,3% 18,0% 19,3%	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,100 1,928 3,007 2,075 1,584 298 34,398 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1%	7,198 3,248 3,167 2,452 1,1025 1,0025 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944 1,631 1,712 1,293 957 1,628 2,601 1,831 1,374 224 30,708	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,350 844 1,538 2,617 1,881 1,346 204 30,854 Feb-10 5,861 2,727 2,607 1,918 936 899 837 1,424 1,566 2,477 1,866 1,220 887 1,566 2,477 1,828 1,286 2,34 28,344 Feb 14,0% 10,2% 5,2% 12,5% 7,4% 11,0%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,066 2,026 1,614 220 34,656 Mar-10 7,080 3,127 2,922 2,366 1,050 973 1,777 1,897 1,401 1,012 1,731 2,705 1,384 237 32,648 Mar 2,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 6,2%	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,779 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5,494 8,494 11,196 5,194 14,898 11,996
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 Other/Unknown Total Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Swindon Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1.1% 0.3% 10.1% 3.3% 7.3% 2.2% 9,2% 10.2%	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,32T May-09 6,87E 2,961 2,27E 923 92E 1,46E 1,77C 1,28C 84C 1,644 2,43S 1,89E 1,512 1,46E 1,67% 1,469 4,17% 6,7% 1,4,69 4,17% 20,8% 4,17% 6,7% 1,4,69 4,17% 20,8% 13,0%	Jun-10 6,92C 2,988 2,994 2,198 1,066 1,084 898 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 Jun-09 6,700 2,777 2,648 2,066 863 987 852 1,455 1,662 1,156 978 1,948 2,417 1,693 1,572 228 30,000 Jun 3,3% 7,9% 13,0% 6,5% 23,5% 7,0%	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 Jul-09 7,006 2,957 2,674 2,200 890 906 1,472 1,746 1,286 967 1,757 2,450 1,992 1,486 264 31,011 Jul -2,1% -0,9% 19,4% -1,9% 25,3% 11,4% 6,4% 3,2%	6,738 2,928 2,876 2,928 1,090 1,085 913 1,537 1,722 1,444 991 1,785 2,666 1,971 1,542 241 31,756 Aug-09 6,704 2,677 3,066 2,021 1,046 885 1,971 1,046 885 1,971 1,516 2,480 1,206 975 1,671 2,480 1,976 1,671 2,480 1,976 1,516 2,54 30,588	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,686 2,078 1,465 255 32,466 Sep-09 6,381 2,792 2,765 2,151 937 966 8,466 1,296 1,296 1,397 1,876 1,482 237 29,958 Sep 9,7% 11,1% 8,8% 5,6% 14,8% 7,6% 14,8% 7,6% 14,2% 13,7%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,111 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,573 2,086 1,486 2,29 32,511 Oct 6,1% 3,7% 15,4% 2,6% 16,8% 16,8% 16,4% 14,2% 5,6%	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78E 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 1,381 1,381 1,50€ 2,72 31,345 Nov 5,4% 12,4% 11,69 -2,3% 18,09 19,3% 13,7% 9,0%	8,005 3,925 3,485 2,627 1,334 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 38,656 Dec-09 7,334 3,236 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,584 298 34,398 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1% 19,59 19,9%	7,198 3,248 3,167 2,445 1,121 1,075 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,628 2,601 1,831 1,374 224 30,708	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,355 844 1,538 2,617 1,881 1,346 204 30,854 Feb-10 5,861 2,727 2,607 1,916 936 899 837 1,424 1,648 1,220 887 1,566 2,477 1,825 1,286 234 Feb 14,0% 10,2% 5,2% 12,5% 7,4% 11,0% 20,5% 9,3%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,366 1,050	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5.4% 8.4% 11,1% 5.1% 14,8% 11,9% 10,29 9.8%
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Wiltshire Salisbury Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Total Variance Year on Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Total Variance Year on Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Gloucester Stroud Cotswold Tewkesbury Cheltenham Gloucester Gloucester Stroud	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1,1% 0,3% 10,1% 3,3% 7,3% 2,2% 9,2% 10,2% 13,1% 8,0%	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,844 2,745 2,095 1,471 253 33,327 May-09 6,876 2,961 2,618 2,276 2,961 2,618 2,276 3,1466 1,644 2,436 1,846 1,644 2,436 1,848 1,512 146 30,500 May 4,7% 6,7% 14,6% 4,1% 20,8% 17,4% -8,5% 13,0% 10,8% 11,8%	Jun-10 6,92C 2,98E 2,994 2,198 1,06E 1,084 89E 1,557 1,88E 1,324 993 1,71E 2,59E 1,912 1,50C 23E 31,872 Jun-09 6,70C 2,77C 2,64E 2,06E 863 987 852 1,45E 1,662 1,15E 97E 1,94E 2,417 1,693 1,572 22E 30,00C Jun 3,3% 7,9% 13,0% 6,5% 9,8% 5,5% 7,0% 13,49 14,29	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,786 1,992 1,486 264 31,011	6,738 2,928 2,876 2,928 1,090 1,086 913 1,537 1,722 1,446 991 1,786 2,666 1,971 1,542 241 31,755 Aug-09 6,702 2,677 3,066 2,021 1,046 886 844 1,456 1,206 978 1,671 2,486 1,979 1,518 254 Aug-09 6,702 2,677 3,066 2,021 1,046 885 844 1,456 1,206 978 1,671 2,486 1,978 1,518 254 Aug-09 1,671 2,486 1,978 1,518 2,54 30,587	6,997 3,101 3,007 2,272 1,076 1,038 968 1,666 1,918 1,287 93C 1,728 2,688 2,078 1,466 255 32,466 Sep-09 6,381 2,792 2,762 2,151 937 966 848 1,468 1,768 1,298 1,030 1,576 2,397 1,878 1,482 237 29,958 Sep 9,7% 11.1% 8.8% 5.6% 14.2% 13.7% 8.6% -0.6%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,577 2,086 1,486 229 Oct 6.1% 3,7% 15,4% 2,6% 16,4% 14,2% 5,6% 5,7% 14,7%	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,05¢ 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,535 192 33,57¢ Nov-09 6,61¢ 2,977 2,70€ 2,357 950 939 927 1,641 1,84¢ 1,381 982 1,667 2,62¢ 1,96€ 1,50¢ 272 31,34€ Nov 5,4% 12,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,3% 18,0% 19,3% 13,7% 9,0% 17,8% 5,5%	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,100 1,928 3,007 2,075 1,582 298 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1% 19,59 19,9% 22,3%	7,198 3,248 3,167 2,445 1,121 1,076 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944 1,631 1,712 1,296 957 1,625 2,601 1,831 1,374 224 30,705 Jan 8,6% 9,5% 15,7% 9,4% 15,1% 10,8% 8,6% 10,4% 22,2% 15,0%	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,350 844 1,535 2,617 1,881 1,346 204 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,564 1,220 887 1,566 2,477 1,821 1,286 234 Feb 14.0% 10.2% 5,2% 12.5% 7,4% 11.09 20.5% 9,3% 16.19 10.7%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,080 3,127 2,923 2,366 1,050 973 1,777 1,789 1,401 1,012 1,731 2,705 1,384 237 Mar 2,705 1,384 237 32,646 Mar 2,7% 6,3% 4,2% 1,3% 6,2% 14,3% 6,2% 14,3% 6,2% 11,4% 10,0% 21,1%	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 35,051 35,051 35,051 31,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5.4% 8.4% 11,1% 5.1% 14,8% 11,9% 10,2° 9.8% 11,9% 10,2° 9.8% 11,9% 11,0° 12,0°
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 Other/Unknown Total Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury 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 Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 6,446 2,765 2,653 2,1090 934 951 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1.1% 0,3% 10,1% 3,3% 7,3% 2,2% 9,2% 10,2% 13,1% 8,0% 4,9% 13,0%	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327 May-09 6,87E 2,961 2,61E 2,27C 923 92E 927 1,46E 1,77C 1,28C 84C 1,644 2,43S 1,89E 1,512 1,46E 1,644 2,43S 1,89E 1,512 1,46E 1,77C 1,28C 84C 1,644 2,43S 1,89E 1,512 1,46E 1,644 2,43S 1,89E 1,512 1,46E 1,644 2,43S 1,89E 1,512 1,46E	Jun-10 6,92C 2,98S 2,994 2,198 1,066 1,084 89S 1,557 1,885 1,324 993 1,715 2,598 1,912 1,500 236 Jun-09 6,70C 2,777 2,64S 2,065 863 987 852 1,455 1,662 1,155 97S 1,948 2,417 1,692 1,572 22S 30,000 Jun 3,3% 7,9% 13,0% 6,5% 23,5% 9,8% 5,5% 7,0% 13,4% -12,0%	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,745 1,286 967 1,757 2,450 1,992 1,486 264 31,011 Jul -2,1% -0,9% 19,4% -1,9% 25,3% 11,4% 6,4% 3,2% 2,8% 4,5% 4,3% 7,2%	6,738 2,928 2,876 2,928 1,090 1,085 913 1,537 1,722 1,444 991 1,785 2,666 1,971 1,542 241 31,756 Aug-09 6,704 2,677 3,066 2,021 1,046 885 1,971 1,046 885 1,971 1,516 2,480 1,206 975 1,671 2,480 1,976 1,516 2,54 30,587 Aug 0,5% 9.5% 6,2% 10.0% 4,2% 2,269 8,2% 5,8% 4,5% 19.6% 1,2% 6,8%	6,997 3,101 3,007 2,272 1,076 1,036 968 1,666 1,916 1,287 93C 1,728 2,688 2,078 1,463 255 32,466 Sep-09 6,381 2,792 2,763 2,151 937 966 8,1,468 1,468 1,763 1,298 1,397 1,878 1,482 237 29,958 Sep 9,7% 11,1% 8,8% 5,6% 14,8% 7,6% 14,2% 13,7% 8,6% -0,6% -9,7% 9,6%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,111 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,816 2,573 2,086 1,486 229 32,511 Oct 6,1% 3,7% 15,4% 2,6% 16,8% 16,8% 16,4% 14,2% 5,6% 5,7% 14,7% -2,2% -3,0%	6,967 3,34£ 3,02(2,302 1,121 1,12(1,054 1,78E 2,16€ 1,457 939 1,707 2,84€ 2,006 1,53£ 192 33,57(Nov-09 6,61(2,977 2,70€ 2,357 950 939 927 1,641 1,842 1,381 1,381 1,381 1,50€ 2,72 31,345 Nov 5,4% 12,4% 11,69 -2,3% 18,09 19,3% 13,7% 9,0% 17,8% 5,5% -4,4% 2,4%	8,005 3,925 3,485 2,627 1,334 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 38,655 Dec-09 7,334 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,928 3,007 2,075 1,584 298 34,398 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1% 19,59 19,9% 25,59 22,3% 1,0% 4,44%	7,198 3,248 3,167 2,445 1,121 1,075 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,295 957 1,628 2,601 1,831 1,374 224 30,708	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,355 844 1,538 2,617 1,881 1,346 204 30,854 Feb-10 5,861 2,727 2,607 1,916 936 899 837 1,424 1,648 1,220 887 1,566 2,477 1,825 1,286 234 Feb 14,0% 10,2% 5,2% 12,5% 7,4% 11,0% 20,5% 9,3% 16,1% 10,7% 4,8% -1,5%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 220 34,656 Mar-10 7,086 3,127 2,936 1,050	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5.4% 8.4% 11,1% 5.1% 14,8% 11,9% 10,29 9.8% 11,99 12,09 0,0% 3,9%
Bristol Courent Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total 2009/10 Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Witshire Salisbury Other/Unknown	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1,1% 0,3% 10,1% 3,3% 7,3% 2,2% 9,2% 10,1% 13,1% 8,0% 4,9% 13,0% 11,0% 9,7%	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,962 1,521 1,000 1,844 2,745 2,095 1,471 253 33,327 May-09 6,876 2,961 2,618 2,276 2,961 2,618 2,276 3,618 2,276 1,485 1,512 1,465 1,542 2,436 1,846 1,644 2,436 1,848 1,512 1,466 1,644 2,436 1,898 1,512 1,466 1,644 2,436 1,898 1,512 1,512 1,898 1,512	Jun-10 6,92C 2,98E 2,994 2,198 1,066 1,084 899 1,557 1,88E 1,324 993 1,71E 2,598 1,912 1,50C 236 31,872 Jun-09 6,70C 2,77C 2,64E 2,06E 863 987 852 1,45E 1,662 1,15E 97C 1,94E 2,417 1,693 1,572 22E 30,00C Jun 3,3% 7,9% 13,0% 6,5% 23,5% 9,8% 5,5% 7,0% 13,49 14,2% 1,4% 12,9%	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,790 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,472 1,786 967 1,757 2,452 1,286 967 1,757 2,452 1,286 967 1,757 2,452 1,286 967 1,757 2,452 1,286 967 1,757 2,453 1,486 264 31,011	6,738 2,928 2,876 2,928 1,090 1,086 913 1,537 1,722 1,446 991 1,786 2,666 1,971 1,542 241 31,756 Aug-09 6,702 2,677 3,066 2,021 1,046 885 844 1,456 1,206 978 1,671 2,486 1,206 978 1,671 2,486 1,208 978 1,671 2,486 1,208 978 1,671 2,486 1,208 978 1,518 254 30,587	6,997 3,101 3,007 2,272 1,076 1,035 968 1,666 1,915 1,287 93C 1,728 2,688 2,076 1,465 255 32,466 Sep-09 6,381 2,792 2,765 2,151 937 966 848 1,465 1,765 1,295 1,030 1,576 2,397 1,485 237 29,956 Sep 9,7% 11,1% 8,8% 5,6% 14,2% 13,7% 8,8% 7,6% 14,2% 13,7% 9,6% 14,2% 13,7% 9,6% 10,8%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,932 1,261 1,070 1,818 2,577 2,086 1,486 229 32,511 Oct 6.1% 3,7% 15,4% 16,4% 14,2% 5,6% 5,7% 14,7% -2,2% -3,0% 5,57% 1,6% -3,0% 5,7% 1,6%	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,054 1,78£ 2,16€ 1,457 939 1,707 2,84€ 2,00€ 1,53₺ 192 33,57¢ Nov-09 6,61¢ 2,977 2,70₺ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62₺ 1,96€ 1,50₺ 2,72 31,34€ Nov 5,4% 11,6% 12,4% 11,6% 12,4% 11,6% 12,3% 18,0% 19,3% 13,7% 9,0% 17,8% 5,5% -4,4% 2,4% 2,4% 2,4% 2,4% 2,4% 2,4% 2,4%	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,011 3,122 2,466 1,705 245 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,100 1,926 3,007 2,075 1,582 298 34,398 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1% 19,59 19,9% 22,3% 1,0% 4,4% 18,7%	7,198 3,248 3,167 2,445 1,121 1,076 1,025 1,800 2,092 1,487 977 1,777 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,966 2,738 2,242 974 970 944 1,631 1,712 1,296 957 1,629 2,601 1,831 1,374 224 30,708 Jan 8,6% 9,5% 15,7% 9,4% 15,1% 10,8% 8,6% 10,4% 22,2% 15,0% 2,11% 8,8% 10,14% 22,2% 15,0% 2,11% 8,8% 10,14% 22,2% 15,0% 2,11% 8,8% 10,14% 12,19%	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,350 844 1,535 2,617 1,881 1,346 204 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,424 1,536 1,220 887 1,566 2,477 1,566 2,477 1,825 1,286 234 Feb 14.0% 10.2% 5,2% 12.5% 7,4% 11.09 20.5% 9,3% 16.19 10.7% -4.8% -1.5% 6,0% 3,2%	7,271 3,326 3,046 2,405 1,096 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 22C 34,656 Mar-10 7,08C 3,127 2,925 2,366 1,050 973 1,777 1,897 1,401 1,012 1,731 2,705 1,384 237 32,644 Mar 2.7% 6.3% 4.2% 1,384 237 32,644	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5.4% 8.4% 11,19% 5.19% 14,8% 11,9% 10,2° 9.8% 11,9% 10,0° 3.9% 6.9%
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 Other/Unknown Total Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total 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 Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Texalishury Cheltenham Gloucester Stroud Kennet North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 824 1,513 1,632 1,234 950 1,234 1,275 1,772 1,275 1,275 1,772 1,275 1,2	May-10 7,20C 3,16C 3,001 2,37C 1,11E 1,086 84E 1,65E 1,962 1,521 1,000 1,84E 2,74E 2,09E 1,471 253 33,327 May-09 6,87E 2,961 2,61E 2,27E 923 92E 1,46E 1,77C 1,28C 84C 1,644 2,43S 1,89E 1,512 1,645 1,77C 1,28C 1,644 2,43S 1,89E 1,512 1,644 2,43S 1,89E 1,512 1,645 1,77C 1,28C	Jun-10 6,92C 2,98E 2,994 2,199 1,066 1,084 89E 1,557 1,88E 1,324 993 1,71E 2,599 1,912 1,50C 23E Jun-09 6,70C 2,77C 2,64E 2,06E 863 987 852 1,45E 1,662 1,15E 97E 1,94E 2,417 1,693 1,572 22E 30,00C	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,516 1,795 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 898 936 908 1,472 1,746 1,286 967 1,757 2,455 1,992 1,486 264 31,011	6,738 2,928 2,876 2,928 1,090 1,085 913 1,537 1,724 1,444 991 1,785 2,665 1,971 1,542 241 31,755 Aug 09 6,704 2,673 3,066 2,021 1,046 885 844 1,455 1,806 1,206 975 1,671 2,480 1,206 975 1,518 254 30,587 4,5% 9,5% 9,5% 9,5% 9,5% 9,5% 10,0% 4,2% 22,6% 8,2% 5,8% -4,5% 19,6% 1,2% 6,8% 7,5%	6,997 3,101 3,007 2,277 1,076 1,038 968 1,666 1,916 1,287 93C 1,728 2,688 2,076 1,466 2,55 32,466 Sep-09 6,381 2,792 2,766 2,151 937 966 848 1,466 1,766 1,296 1,030 1,576 2,397 1,876 1,482 237 29,958 Sep 9,7% 11,1% 8,8% 7,6% 14,8% 7,6% 14,8% 7,6% 14,8% 7,6% 14,2% 13,7% 8,6% -0,6% 9,6% 12,0%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,766 2,720 2,116 1,706 260 34,758 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,678 1,932 1,261 1,070 1,816 2,573 2,086 1,486 229 32,511 Oct 6.1% 3,7% 15.4% 229 32,511 Oct 6.1% 3,7% 16.8% 16.4% 14.2% 5.6% 5.7% 14,7% -2.2% -3.0% 5.7%	6,967 3,34£ 3,02(2,300 1,121 1,12(1,054 1,78E 2,16€ 1,457 939 1,707 2,84€ 2,006 1,535 192 33,57(Nov-09 6,61(2,977 2,70€ 2,3357 950 939 927 1,641 1,842 1,381 982 1,50€ 2,62€ 1,96€ 1,50€ 2,72 31,34€ Nov 5,4% 12,4% 11,6% 9,0% 17,8% 5,5% 4,4% 2,4% 8,3%	8,005 3,925 3,485 2,627 1,334 1,177 1,245 2,085 2,436 1,685 1,111 2,011 3,122 2,466 1,705 245 38,652 Dec-09 7,334 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,936 1,376 1,100 1,926 3,007 2,075 1,584 298 34,398 Dec 9,2% 21,19 16,09 8,6% 12,59 4,1% 19,59 19,9% 25,59 22,3% 1,0% 1,0% 1,0% 1,0% 1,0% 1,0% 1,0% 1,0	7,198 3,248 3,167 2,445 1,121 1,076 1,025 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,965 2,738 2,242 974 970 944 1,631 1,712 1,296 957 1,628 2,601 1,831 1,374 224 30,706 Jan 8,6% 9,5% 15,7% 9,4% 15,1% 10,8% 8,6% 10,4% 22,2% 15,0% 2,11% 8,8% 10,1%	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,350 844 1,535 2,617 1,881 1,346 204 30,854 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,424 1,645 1,220 887 1,566 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,825 1,286 2,477 1,826 1,286 2,477 1,826 1,286 2,477 1,826 1,28	7,271 3,326 3,046 2,405 1,096 1,115 1,111 1,976 2,087 1,696 1,098 1,911 2,661 2,026 1,614 22C 34,656 Mar-10 7,080 3,127 2,925 2,366 1,050 1,050 973 1,775 1,897 1,401 1,012 1,731 2,706 1,932 1,384 237 32,644 Mar 2,7% 6,3% 4,2% 1,7% 4,3% 6,2% 14,3% 6,2% 14,3% 10,09 21,11% 8,5% 10,09 21,11% 8,5% 10,09 21,11% 8,5% 10,09 21,11% 8,5% 10,09 21,18%	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 33,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5.4% 8.4% 11.1% 5.1% 14.8% 11.9% 11.9% 10.29 9.8% 11.99 12.09 0.0% 3.9% 9.2%
Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Total Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somersel Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury West Wiltshire Salisbury	Apr-10 6,520 2,772 2,920 2,158 1,002 971 900 1,668 1,846 1,333 887 1,578 2,414 1,943 1,341 226 Apr-09 6,446 2,765 2,653 2,090 934 950 824 1,513 1,632 1,234 933 1,397 2,175 1,772 1,275 99 28,692 Apr 1.1% 0,3% 10,1% 3,3% 7,3% 2,2% 9,2% 10,1% 13,0% 4,9% 13,0% 4,9% 13,0% 5,2% 9,7% 5,2%	May-10	Jun-10 6,92C 2,98E 2,994 2,198 1,066 1,084 899 1,557 1,88E 1,324 993 1,71E 2,598 1,912 1,50C 236 31,872 Jun-09 6,70C 2,777 2,649 2,06E 863 987 852 1,45E 1,662 1,159 978 1,94E 2,417 1,693 1,572 228 30,000 Jun 3,3% 7,9% 13,0% 6,5% 23,5% 9,8% 5,5% 7,0% 13,4% 14,2% 1,4% -12,0% 12,9% -4,6%	Jul-10 6,861 2,930 3,190 2,166 1,126 1,040 966 1,511 1,790 1,344 1,009 1,880 2,904 1,907 1,432 265 32,341 Jul-09 7,006 2,957 2,674 2,206 899 936 908 1,477 2,205 899 1,477 2,450 1,745 1,286 967 1,757 2,450 1,996 1,486 264 31,011 Jul -2,1% -0,9% 19,4% -1,9% 19,4% -1,9% 11,4% 6,4% 3,2% 2,8% 4,3% 7,2% 18,4% -4,3% -3,6%	6,738 2,928 2,876 2,928 1,090 1,088 913 1,537 1,722 1,448 991 1,788 2,666 1,971 1,542 241 31,756 Aug-09 6,702 2,677 3,066 2,021 1,046 885 844 1,456 1,206 978 1,671 2,486 1,306 1,208 978 1,671 2,486 1,308 1,208 978 1,671 2,486 1,975 1,518 254	6,997 3,101 3,007 2,272 1,076 1,038 968 1,666 1,916 1,287 93C 1,728 2,688 2,076 1,466 255 32,466 Sep-09 6,381 2,796 2,766 2,151 936 848 1,466 1,766 1,296 1,030 1,576 2,397 1,482 237 29,958 Sep 9,7% 11,1% 8,8% 5,6% 14,2% 13,7% 8,6% 14,2% 13,7% 8,6% 14,2% 13,7% 8,6% 9,9% 9,9% 10,0% 10,0% 10,0% 11,0%	7,451 3,216 3,156 2,600 1,190 1,200 1,060 1,772 2,042 1,446 1,046 1,760 2,720 2,116 1,706 260 34,756 Oct-09 7,024 3,100 2,737 2,537 1,021 1,033 928 1,676 1,070 1,816 2,720 2,912 1,033 928 1,676 1,077 1,816 2,577 2,086 1,486 229 32,512 Oct 6,1% 3,7% 15,4% 2,6% 16,8% 16,4% 14,2% 5,6% 5,7% 14,7% -2,2% -3,0% 5,7% 1,6% 14,9%	6,967 3,34£ 3,02(2,30¢ 1,121 1,12¢ 1,05¢ 1,78£ 2,16€ 1,457 939 1,707 2,84£ 2,00€ 1,53£ 192 33,57¢ Nov-09 6,61¢ 2,977 2,70₺ 2,357 950 939 927 1,641 1,842 1,381 982 1,667 2,62£ 1,96¢ 1,50₺ 2,72 31,34ξ Nov 12,4% 11,69 -2,3% 18,09 19,3% 13,79 9,0% 17,8% 5,5% -4,4% 2,4% 2,4% 2,4% 2,4% 2,1% 2,0%	8,005 3,925 3,485 2,627 1,332 1,177 1,248 2,085 2,436 1,686 1,111 2,012 3,122 2,466 1,705 245 Dec-09 7,332 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,100 1,928 3,007 2,075 1,584 298 Dec-09 34,398 Dec-09 7,34 3,235 3,005 2,426 1,186 1,131 1,044 1,737 1,100 1,928 3,007 2,075 1,584 298 Dec-09 34,398 Dec-	7,19£ 3,24£ 3,167 2,455 1,121 1,07£ 1,025 1,800 2,092 1,487 977 1,773 2,864 2,052 1,532 223 34,084 Jan-10 6,626 2,963 2,73£ 2,242 974 970 944 1,631 1,712 1,293 957 1,625 2,601 1,831 1,374 224 30,705 Jan 8,6% 9,5% 15,7% 9,4% 15,1% 10,8% 8,6% 10,4% 22,2% 11,1% 11,5%	6,684 3,006 2,742 2,155 1,005 998 1,005 1,556 1,914 1,350 844 1,535 2,617 1,881 1,346 204 30,854 Feb-10 5,861 2,727 2,607 1,915 936 899 837 1,422 1,646 1,220 887 1,566 2,477 1,822 1,286 2,34 28,344 Feb 14,0% 10,2% 5,2% 12,5% 7,4% 11,0% 20,5% 9,3% 16,1% 10,7% -4,8% -1,5% 6,0% 3,2% 4,7%	7,271 3,326 3,046 2,405 1,095 1,115 1,112 1,976 2,087 1,696 1,098 1,910 2,661 2,026 1,614 220 34,656 Mar-10 7,080 3,127 2,925 2,366 1,050 973 1,775 1,897 1,401 1,012 1,731 2,706 1,932 1,384 237 Mar 2,706 1,932 1,384 237 32,646 Mar 2,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,7% 6,3% 4,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 6,2% 1,3% 1,3% 6,2% 6,2% 6,2% 6,2% 6,2% 6,2% 6,2% 6,2	84,816 37,940 36,607 27,942 13,344 12,995 12,002 20,575 23,859 17,375 11,825 21,238 32,842 24,452 18,185 2,820 398,817 YTD 80,651 35,051 33,136 26,656 11,719 11,671 10,856 18,707 21,346 15,396 11,736 20,329 30,349 22,920 17,463 2,723 370,709 YTD 5,494 8,494 11,196 11,97 14,888 11,99 10,29 9,8% 11,99 11,09 0,09% 3,9% 9,2% 6,99% 3,1%

Total Number of Patients Transported by Sector

Second S	Total Number of Patients Tra	nsported b	y Sector											
Section	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
Second Column	Avon Gloucestershire													
Column	Wiltshire Other/Unknown													
Marchen Sept	Total	14,343		14,519	14,756		14,688	15,448	14,88(16,869	15,679	13,988	15,616	180,396
Marchen Sept				·	·			·			·		·	
Columbia	2009/10 Avon													
Page	Gloucestershire Wiltshire													
Variable	Other/Unknown													
Page May Apr	Total	13,447	14,26	13,618	14,026	14,00€	14,004	15,192	14,667	15,938	14,844	13,309	14,889	172,201
See	Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Company	Avon Gloucestershire	3.6%												
Treat Manhord Philases Transported by PCT Treat Manhord Philases Tr	Wiltshire	6.9%	6.2%	3.6%	2.6%	2.0%	2.3%	-0.1%	-2.8%	4.1%	4.5%	2.4%	2.6%	2.8%
Control Cont	Total	•												•
Control Cont		•	•	1					•		1	•		
Sam Deliver Sales (1998) 1-19 1998 1999	Total Number of Patients Tra	insported b	y PCT											
Comment Dec 171 171 182	Current Year Bath and North East Somersel													
Seed Communication 1,439 156,00 1	Bristol Gloucestershire													
March 10	North Somerset South Gloucestershire													
1.630 1.63	Swindon	1,103	1,245	1,165	1,260	1,179	1,192	1,183	1,251	1,356	1,280	1,189	1,22€	14,629
2009/10 Apr 69 May 69 Apr 69	Other/Unknown													
Sam set Normal Seal Services 1948 1,00	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
Sam set Normal Seal Services 1948 1,00	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
Siscentarierie 3.222 3.50 3.00 3.00 3.00 3.00 3.00 3.00 3.00	Bath and North East Somersel Bristol	1,064	1,102	1,037	1,091	1,008	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Sept Concentration 1415 1.527 1.627 1.627 1.628 1.627 1.628	Gloucestershire North Somerset	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
Wilsolate	South Gloucestershire Swindon	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
Trois Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Patients Transported by District Councillulatory Authority Control Number of Pa	Wiltshire Other/Unknown	2,369	2,609	2,540	2,637	2,709	2,597	2,81€	2,688	2,845	2,587	2,427	2,651	31,475
Name of New Agr	Total								•					
Sell and Norther Sell Sentrolet PCT	Variance Year on Year				·		·	·		·	· · ·			
Discontinual PCT	Bath and North East Somerset PCT													
See See Content Co	Bristol PCT	3.1%									2.3%			
Semission PCT 15.1% 12.87% 9.09% 20.57% 14.600 14.29% 7.09% 6.699 4.76% 9.29% 9.59% 1.24% 1.24% 1.94%	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%
Commons Quarter Common Quarter Common Quarter Common Quarter Common Quarter Common Quarter Common Quarter	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%
Comment Age 19	Other/Unknown													
Current Vast	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%
Current Vast	Total Number of Patients Tra	ansported b	v District C	ouncil/Unita	ary Authorit	v								
Britonio (1997) South Gloucesterwine (142) 1,501 1,502 1,488 1,514	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
North Schmeraret 1,437 1,441 1,475 1,595 1,397 1,481 1,464 1,645 1,646 1,646 1,645 1,675 1,377 1,377 1,507 1,306 1,306 Forest of Dana 468 462 475 486 494 476 487 491 496 504 407 496 505 Cardwold 474 492 475 486 494 476 487 491 496 504 407 496 505 Cardwold 474 497 497 496 522 496 497 496 522 475 426 496 532 496 497 496 504 475 496 505 Cardwold 474 497 497 497 496 522 496 497 496 522 475 426 506 596 Cardwold 474 497 49	Bristol South Gloucestershire	3,065	3,163		3,087	3,017	3,03€							
Frosted Chaen 488 492 475 480 487 487 487 487 487 487 487	North Somerset	1,437	1,447	1,473	1,550	1,397	1,481	1,547	1,452	1,67€	1,572	1,370	1,507	17,909
Tenkenbury 419 382 376 463 438 430 466 472 526 472 415 485 534 476 616 616 616 616 616 616 616 616 616 6	Forest of Dean	468	492	475	480	464	476	487	461	496	504	407	465	5,675
Glouzesterier 888 92 22 84 84 87°C 79°C 900 947 947 10.28 29.8 837 972 10.885 25 87000 559 641 522 532 585 542 564 583 657 627 564 566 7,053 75000 559 641 1 522 532 585 542 564 583 657 627 627 564 566 7,053 75000 559 641 1 522 532 585 542 564 583 657 627 564 566 7,053 75000 5600 5600 5600 5600 5600 5600 560	Tewkesbury	419	382	376	453	438	430	465	479	52€	472	415	489	5,344
Kernet 416 456 453 426 426 412 465 401 46C 453 36C 471 5,204 North Wilshine 679 738 710 775 724 696 722 696 728 696 738 171 775 728 14,365 11 752 656 738 8,746 740 740 740 740 740 740 740 740 740 740	Gloucester	898	926	845	870	796	900	947	947	1,028	928	837	973	10,895
Swindon	Kennet	416	456	453	426	426	412	465	401	460	453	365	471	5,204
Salabury	Swindon	1,087	1,229	1,148	1,244	1,16(1,175	1,160	1,239	1,347	1,263	1,175	1,209	14,436
Total	Salisbury	631	695	691	665	729	696	754	721	825	719	648	742	8,516
Bristol 2.99*10 May-09 Jun-09 Jul-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 2,976 3,067 2,977 2,933 3,272 3,076 3,418 3,206 2,777 3,166 36,937 South Gloucestershire 1,416 1,527 1,404 1,466 1,421 1,458 1,652 1,558 1,152	Total	14,343	15,15:	14,51:	14,750	14,47	14,000	15,440	14,000	10,000	15,07	13,960	15,610	160,390
South Gloucestershire 1,416 1,527 1,404 1,465 1,421 1,486 1,652 1,586 1,586 1,586 1,477 1,314 1,777 1,334 1,377 1,334 1,357 1,356 1,355 1,365 1,366 1,367 1,366 1,373 1,244 1,477 1,314 1,377 1,334 1,356 1,355 1,365 1,366 1,367 1,366 1,373 1,244 1,477 1,316 1,367														
Bath and North East Somersel 1,064 1,102 1,037 1,091 1,091 1,005 1,093 1	South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	18,292
Cotswold	Bath and North East Somersel	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Cheltenham	Cotswold	466	446	486	458	451	450	501	440	548	482	435	489	5,652
Stroud	Cheltenham	737	705	697	706	703	716	804	768	838	798	655	764	8,891
North Wiltshire 612 701 693 734 715 648 793 704 816 706 668 736 8.526 Swindon 945 1.090 1,054 1,038 1,017 1,025 1,100 1,166 1,266 1,166 1,066 1,191 13,125 West Wiltshire 699 764 714 756 810 759 814 801 807 727 727 727 810 9,188 Salisbury 626 741 686 731 733 724 717 731 766 690 622 657 8,430 Other/Unknown 50 73 105 121 124 109 128 147 167 143 145 91 1,408 Total 13,447 14,26 13,616 14,026 14,006 14,000 15,192 14,667 15,936 14,844 13,306 14,886 172,200 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% 1,89% 3,0% North Somerset 9,99% 7,77% 15,3% 16,2% 3,2% 2,9% 8,4% 1,0% 11,4% 6,5% 11,1% 11,45% 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% 1,0% -1,4% Forest of Dean 10,4% 15,89 18,89 23,4% 2,29% 8,4% 8,0% 8,2% -5,7% 10,3% 5,56% 3,3% 7,5% Tewkesbury 12,8% 7,77% 11,3% 12,1% 8,4% 10,0% 9,9% 8,6% 11,2% 3,7% 13,1% 13,2% 7,8% Inchelenham 9,0% 10,8% 5,8% 5,8% 5,5% 7,5% 5,6% 4,1% 16,0% 1,3% 1,3% 1,3,% 12,9% 13,3% 12,8% 7,4% 10,9% 13,4% 5,5% 11,0% 13,3% 12,8% 7,4% 10,9% 13,4% 5,5% 11,0% 13,3% 12,8% 7,4% 10,9% 13,4% 13,3% 12,8% 7,4% 10,9% 13,4% 13,3% 12,8% 7,4% 10,9% 13,4% 13,3% 12,8% 7,4% 10,9% 13,4% 13,3% 12,9% 13,3% 12,9% 13,3% 12,9% 13,3% 12,9% 13,3% 12,9% 13,3% 12,9% 13,3% 12,9% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,8% 13,3% 12,9% 13,3% 13,4% 13,3% 12,9% 13,3% 13,4% 13,3% 12,9% 13,3% 13,4% 13,3% 12,9% 10,9% 11,9% 13,5% 13,5% 12,9% 10,9% 13,5% 13,3% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 13,5% 12,9% 10,9% 11,9% 13,5% 12,9% 10,9% 11,9% 13,5% 12,9% 10,9% 11,9% 13,5% 12,9% 10,9% 11,9% 13,5% 12,9% 10,9% 11,9% 13	Stroud	558	537	496	512	516	576	534	560	56€	577	498	593	6,523
West Wiltshire 699 764 714 756 81C 759 814 801 807 727 727 81C 9188 Salisbury 628 741 686 731 733 724 717 731 766 69C 626 657 8,430 Other/Unknown 50 73 105 121 124 109 122 147 167 142 148 91 1,408 Total 13,447 14,26* 13,61£ 14,00£ 14,00£ 15,19£ 14,667 15,93£ 14,84± 13,30£ 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%	Kennet North Wiltshire	612	701	693	734	715	648	793	704	816	706	868	73€	8,526
Other/Unknown 50 73 105 121 124 109 129 147 167 143 145 91 1,408	West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	810	9,188
North Somerset 10.4% 15.8% 18.8% 23.4% 2.9% 2.3% 2.2% 2.2% 2.1% 2.2% 2.4% 2.2% 2.4% 2.5% 2.3% 2.2% 2.2% 2.4%	en a de la companya del companya de la companya del companya de la	626												
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar YTD	Other/Unknown		73	.00										
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% 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% 3.0% Bath and North East Somersel 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 Somersel -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% 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% 12.1% 8.4% 10.0% 9.9% 8.6% 11.2% 3.7% 13.1% 13.2% 7.3% 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% 13.2% 7.3% 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% 13.34% -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% 5.1% 5.2% 6.1% 6.1% 8.1% 10.8% 1.5% 10.8% West Wiltshire 13.9% 13.5% 2.7% 2.0% -0.0% -0.5% -3.9% 5.2% -1.4% 7.4% 4.2% 3.5% 12.9% 0.0% 0.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 0.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 0.0% 0.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	,	50				14,00€	14,003	15,192	14,667	15,938	14,844	13,309	14,889	172,200
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 Somersel 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% 7.4% 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% 15.5% 10.8% 0.1% 0.1% 0.2% -1.5% 6.4% 2.2% Salisbury 0.8% -6.2% 0.7% 9.0% -0.5% -3.9% 5.2% 11.4% 7.4% 12.5% 6.2% -0.1% -1.4% 3.0% Cher/Unknown 190.0% 167.19 56.2% 39.7% 34.7% 57.89 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.4% 0.6% -6.7% 64.8% 44.8% 0.0% 0.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.5% 13.8% 40.6% -6.7% 64.8% 44.8% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0	Other/Unknown	50 13,447	14,26′	13,618	14,026									
Forest of Dean 10.4% 15.8% 18.89 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% 10.0% 9.9% 8.6% 11.2% 3.7% 13.1% 13.1% 13.29 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% 13.1% 13.1% 13.1% 13.1% 13.29 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% 13.1% 13.1% 13.1% 13.1% 13.29 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% 13.1% 13.1% 13.1% 13.1% 13.1% 10.1% 2.6% 14.1% 7.4% Stroud 0.2% 19.4% 5.8% 4.9% 13.34% -5.5% -5.5% -5.5% -5.5% -5.5% -5.5% -5.5% -11.6% -5.5% -11.3% 1.3% -2.4% -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% 6.1% 6.1% 10.8% 10	Other/Únknown Total Variance Year on Year Bristol	50 13,447 Apr 3.1%	14,26 ⁻ May 0.3%	13,618 Jun 4.0%	14,02€ Jul 1.0%	Aug 1.3%	Sep 3.5%	Oct -1.4%	Nov -1.3%	Dec 2.8%	Jan 2.3%	Feb 8.2%	Mar 2.0%	YTD 2.1%
Tewkesbury 12.6% -7.7% -1.3% 12.1% 8.4% 10.0% 9.9% 8.6% 11.2% 3.7% 13.1% 13.29 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% 10.99 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% 12.89 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%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset	50 13,447 Apr 3.1% 0.5% 9.9%	14,26′ May 0.3% -1.6% 7.7%	13,618 Jun 4.0% 7.3% 15.3%	14,026 Jul 1.0% 2.0% 16.2%	Aug 1.3% 6.3% 3.2%	Sep 3.5% 4.1% 9.0%	Oct -1.4% -6.4% 11.1%	Nov -1.3% 1.3% 6.5%	Dec 2.8% 12.7% 11.1%	Jan 2.3% 4.7% 14.5%	Feb 8.2% 2.7% 9.8%	Mar 2.0% 1.8% 2.1%	YTD 2.1% 3.0% 10.4%
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 Witshire 10.9% 4.9% 2.55% 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% -0.55% -3.9% 5.2% -1.4% 7.4% 4.2% 3.5% 12.9% 0.0% Other/Unknown 190.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean	50 13,447 Apr 3.1% 0.5% 9.9% -2.0% 10.4%	14,26' May 0.3% -1.6% 7.7% 2.6% 15.8%	Jun 4.0% 7.3% 15.3% 2.0% 18.8%	14,026 Jul 1.0% 2.0% 16.2% -6.9% 23.4%	Aug 1.3% 6.3% 3.2% 3.6% -2.9%	Sep 3.5% 4.1% 9.0% -2.9% 8.4%	Oct -1.4% -6.4% 11.1% 0.8% 8.0%	Nov -1.3% 1.3% 6.5% -10.3% 8.2%	Dec 2.8% 12.7% 11.1% -2.8% -5.7%	Jan 2.3% 4.7% 14.5% -2.3% 10.3%	Feb 8.2% 2.7% 9.8% 4.5% -5.6%	Mar 2.0% 1.8% 2.1% 1.0% 3.3%	YTD 2.1% 3.0% 10.4% -1.4% 7.5%
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% 3.5% 12.9% 0.0% 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% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury	50 13,447 3.1% 0.5% 9.9% -2.0% 10.4% 1.7% 12.6%	May 0.3% -1.6% 7.7% 2.6% 15.8% -1.4% -7.7%	Jun 4.0% 7.3% 15.3% 2.0% 18.89 4.9% -1.3%	14,02€ Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0%	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9%	Nov -1.3% 1.3% 6.5% -10.3% 8.2% 10.7% 8.6%	Dec 2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2%	Jan 2.3% 4.7% 14.5% -2.3% 10.3% -1.9% 3.7%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 1.6%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.2%	YTD 2.1% 3.0% 10.4% -1.4% 7.5% 5.4% 7.3%
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%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester	50 13,447 Apr 3.1% 0.5% 9.9% -2.0% 10.4% 1.7% 12.6% 9.0% 17.4%	May 0.3% -1.6% 7.7% 2.6% 15.8% 11.4% -7.7% 10.8% 10.9%	13,618 Jun 4.0% 7.3% 15.3% 2.0% 18.8% 4.9% -1.3% 9.3% 9.6%	14,02€ Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1% 8.4% 5.8%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4% 5.0% -5.5%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0% 9.6% 7.5%	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9% 3.2% 2.7%	Nov -1.3% 1.3% 6.5% -10.3% 8.2% 10.7% 8.6% 5.7% 13.7%	Dec 2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2% 7.6% 8.1%	Jan 2.3% 4.7% 14.5% -2.3% 10.3% -1.9% 3.7% 7.8% 10.1%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 1.6% 13.1% 8.2% 2.6%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.2% 12.3% 14.1%	2.1% 3.0% 10.4% -1.4% 7.5% 5.4% 7.3% 7.6% 7.4%
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% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	50 13,447 Apr 3.1% 0.55% 9.9% -2.0% 10.4% 1.7% 12.6% 9.0% 17.4% 0.2% -3.7%	14,26 May 0.3% -1.6% 7.7% 2.6% 15.8% 11.4% -7.7% 10.8% 10.9% 19.4% 13.2%	Jun 4.0% 7.3% 15.3% 2.0% 18.8% 4.9% -1.3% 9.3% 9.6% 5.8%	14,026 Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1% 8.4% 5.8% 4.9%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4% 5.0% -5.5% 13.4%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0% 9.6% 7.5% -5.9% -11.6%	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9% 3.2% 2.7% 5.6% -5.5%	Nov -1.3% 1.3% 6.5% -10.3% 8.2% 10.7% 8.6% 5.7% 13.7% 4.1%	2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2% 7.69 8.1% 16.1%	Jan 2.3% 4.7% 14.5% -2.3% -1.9% 3.7% 7.8% 10.1% 8.7% -2.4%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 13.1% 8.2% 2.6% 13.3% -10.1%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.2% 14.1% 12.8%	7TD 2.1% 3.0% 10.4% -1.4% 7.5% 5.4% 7.3% 7.6% 7.4% 7.7% -3.1%
Other/Unknown 190.0% 167.19 56.2% 39.7% 34.7% 57.8% 58.1% 9.5% 13.8% 40.6% -6.7% 64.8% 44.8%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud	50 13,447 Apr 3.1% 0.5% 9.9% -2.0% 10.4% 1.7% 12.6% 9.0% 17.4% 0.2% -3.7% 10.9% 15.0%	14,26 ' May 0.3% -1.6% 7.7% 2.6% 15.89 11.4% -7.7% 10.8% 10.9% 13.2% 4.9%	13,618 Jun 4.0% 7.3% 15.3% 2.0% 18.89 4.9% -1.3% 9.3% 9.6% 5.8% 1.3% 2.5%	14,02€ Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1% 8.4% 5.8% 4.9% 2.4% 5.6% 20.2%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4% 5.0% -5.5% 13.4% -5.5% 1.3% 14.1%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0% 9.6% 7.5% -5.9% -11.6% 7.4% 14.69	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9% 3.2% 2.7% 5.6% -5.5% -8.2% 5.2%	Nov -1.39 1.3% 6.5% -10.3% 8.2% 10.7% 8.6% 5.7% 13.7% 4.19 -11.3% -1.6%	Dec 2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2% 7.6% 8.1% 16.1% 1.3% -0.6% 6.1%	Jan 2.3% 4.7% 14.5% -2.3% 10.3% -1.9% 3.7% 7.8% 10.1% 6.7%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 13.1% 8.2% 2.6% 13.3% -10.1% -1.5%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.2% 12.3% 14.1% 5.1% 6.4%	7TD 2.19 3.0% 10.4% -1.4% 7.5% 5.49 7.3% 7.6% 7.4% 7.7% -3.1% 2.2%
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%	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire	50 13,447 Apr 3.1% 0.5% 9.9% -2.0% 10.4% 1.7% 12.6% 9.0% 17.4% 0.2% -3.7% 10.9% 15.0% 13.9%	14,26 · May 0.3% -1.6% 7.7% 2.6% 15.8% 11.4% -7.7% 10.8% 10.9% 19.4% 13.2% 4.9% 12.8% 13.5%	13,618 Jun 4.0% 7.3% 15.3% 2.0% 18.8% 4.9% -1.3% 9.6% 5.8% 1.3% 2.5% 8.9% 2.7%	14,02€ Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1% 5.8% 4.9% 2.4% 5.6% 20.2% -2.0%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4% 5.0% -5.5% 13.4% -5.5% 1.3% 14.19 -7.0%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0% 9.6% 7.5% -5.9% -11.6% 7.4% 14.69 4.3%	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9% 3.2% 2.7% 5.6% -5.5% -8.2% -2.9%	Nov -1.39 1.3% 6.5% -10.3% 8.29 10.7% 8.69 5.79 13.7% 4.19 -11.3% -1.69 6.19 -6.19 -1.4%	Dec 2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2% 7.6% 8.1% 16.1% 1.3% -0.6% 6.1% 12.5%	Jan 2.3% 4.7% 14.5% -2.3% 10.3% -1.9% 3.7% 7.8% 10.1% 8.7% -2.4% 6.7% 8.19 6.2%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 1.6% 13.1% 8.2% 2.6% 13.3% -10.1% -1.5% 10.8% -0.1%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.29 12.3% 14.1% 12.89 5.1% 6.4% 1.5% -1.4%	YTD 2.1% 3.0% 10.4% -1.4% -7.5% 5.4% 7.39% 7.6% 7.4% 7.7% -3.1% 2.2% 10.8% 3.0%
	Other/Unknown Total Variance Year on Year Bristol South Gloucestershire North Somerset Bath and North East Somersel Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	50 13,447 Apr 3.1% 0.5% 9.9% -2.0% 10.4% 1.7% 12.6% 9.0% 17.4% 0.2% -3.7% 10.9% 15.0% 13.9% 0.8% 190.0%	14,26' May 0.3% -1.6% 7.7% 2.6% 15.8% 11.4% -7.7% 10.8% 10.99 19.4% 13.2% 4.9% 12.89 13.59 -6.2% 167.19	13,618 Jun 4.0% 7.3% 15.3% 2.0% 18.8% 4.9% -1.3% 9.3% 9.6% 5.8% 1.3% 2.5% 8.9% 2.7% 0.7% 56.2%	14,026 Jul 1.0% 2.0% 16.2% -6.9% 23.4% 6.8% 12.1% 8.4% 5.8% 4.9% 2.4% 5.6% 20.2% -2.0% -9.0% 39.7%	Aug 1.3% 6.3% 3.2% 3.6% -2.9% 15.5% 8.4% 5.0% -5.5% 13.4% -5.5% 1.3% 14.1% -7.0% -0.55% 34.7%	Sep 3.5% 4.1% 9.0% -2.9% 8.4% 9.8% 10.0% 9.6% 7.5% -5.9% -11.6% 7.4% 14.69 4.3% -3.9% 57.89	Oct -1.4% -6.4% 11.1% 0.8% 8.0% 6.4% 9.9% 3.2% 2.7% 5.6% -5.5% -8.2% 5.2% 5.2% 5.2% 5.2% 5.2%	Nov -1.3% 6.5% -10.3% 8.2% 10.7% 8.6% 5.7% 13.7% 4.1% -11.3% -1.69 6.1% -6.19 -1.4% 9.5%	Dec 2.8% 12.7% 11.1% -2.8% -5.7% -4.7% 11.2% 7.6% 8.1% 16.1% 13.3% -0.6% 6.1% 12.5% 7.4% 13.8%	Jan 2.3% 4.7% 14.5% -2.3% 10.3% -1.9% 3.7% 7.8% 10.1% 8.7% -2.4% 6.7% 8.1% 6.2% 40.6%	Feb 8.2% 2.7% 9.8% 4.5% -5.6% 13.1% 8.2% 2.6% 13.3% -10.1% -1.5% 10.8% -0.1% 3.5% -6.7%	Mar 2.0% 1.8% 2.1% 1.0% 3.3% 2.2% 13.29 12.3% 14.1% 5.1% 6.4% 1.5% -1.4% 12.9% 64.8%	7TD 2.1% 3.0% 10.4% -1.4% 7.5% 5.4% 7.3% 7.6% 7.4% 7.7% -3.1% 2.2% 10.8% 3.0% 0.0% 44.8%

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TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

Incidents with Response:

ı	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 Contract 2011/12 Actual	21,821	*	*	*			•			*	.*	*	21,821
EO I II I E I I I I I I I I I I I I I I													
Variance from Contract	1.432	•	•	•	•		•		•	•	•	•	1,432
	1,432 7.0%	•	*	•	•	·	•			•	•	:	-91.0%
Variance from Contract Variance from Contract % Variance from 2010/11		•	•	:	:	•	•	•	*	•	•	•	_

Incidents with Transport:

ı	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
2011/12 Holdai	14,000												
				100	: ★:	•	•			•	•	•	236
Variance from Contract	236	•	•	•	•	:	:	:	:	:	•	•	-91.2%
	236	÷	:	:	:	:	:	÷	÷	:	•	•	-

Conveyance Rates (Transports over Responses):

2010/11 67.2% 66.1% 66.3% 65.5% 66.2% 67.4% 66.9% 67.3% 65.1% 66.7% 67.2% 67.4% 66.2011/12 Actual 66.9%	ĭ	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2011/12 Actual 66.9% • • • • • • • • 66	2010/11							66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.6%
			*	*	/ ★ :	*	•	•	•	•	•	•	•	66.9%
	2011/12 Actual	00.576												0.

PERFORMANCE:

Category A 8 Minute Target Performance:

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar 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% 2014/12 Terest 77.85% 76.12% 76.03% 75.81% 76.19% 76.30% 75.43% 74.78% 75.69% 77.01% 78.00%	_
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 Target 77.85% 76.17% 76.27% 76.03% 75.81% 76.19% 76.30% 75.43% 74.76% 75.35% 77.01% 70.007 2011/12 Actual 75.48%	75.5%

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 Target 2011/12 Actual	97.70%	*	*	*	*	•		•	*	•		*	97.7%
	T 400										•		1.9%
Variance from Target	1.3%		100		1								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 Talget 2011/12 Actual	93.07%	\$2.0070	*	*	*	•	•	*		*	*	*	93.1%
2011/12 Actual	30.0170												
Variance from Target	0.5%	•	•	•			*	•	•	•	•	•	-0.4%
Variance from 2010/11	-0.1%	(*)		•			•	•	*	*			1.7%

Category C Performance: *

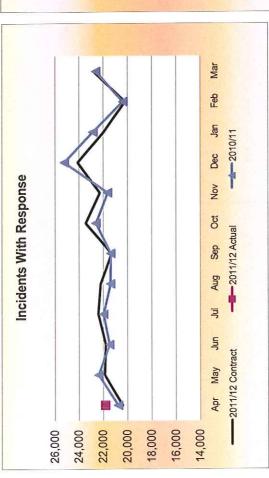
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	85.4%	85.2%	81.2%	83.6%	85.1%	81.2%	83.0%	76.6%	67.1%	78.3%	78.7%	82.5%	80.5%
ALCOHOLOGICA CONTRACTOR CONTRACTO	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2011/12 Target		00.078	\$	*	*	*	*		*	(* :			77.9%
2011/12 Actual	77.9%	684	1. At		397								
	0.40/				*	•				•			-2.1%
Variance from Target	-2.1%				-								-2.6%
Variance from 2010/11	-7.5%	3. P.S.	*		3.50	- S							2.070

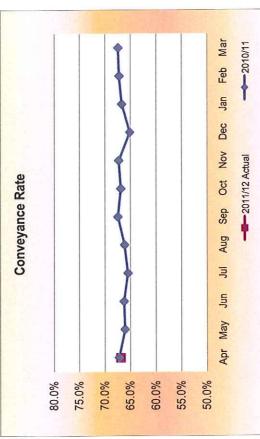


Great Western Ambulance Service WHS

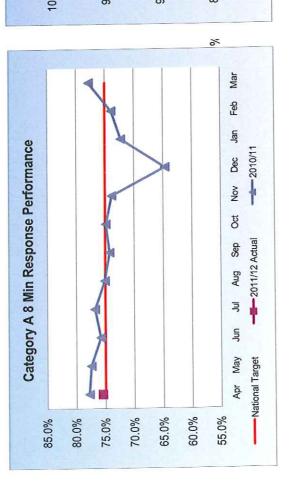
TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

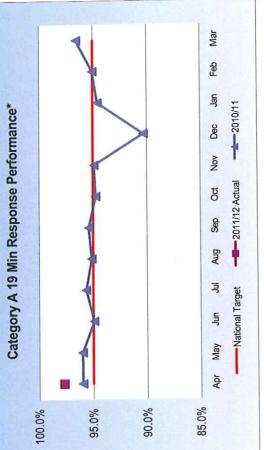
ACTIVITY:

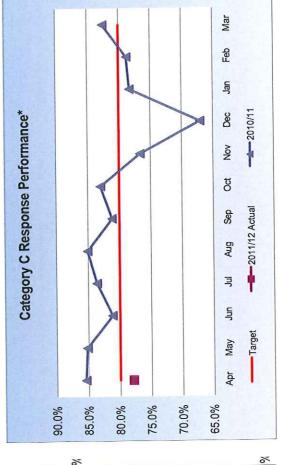


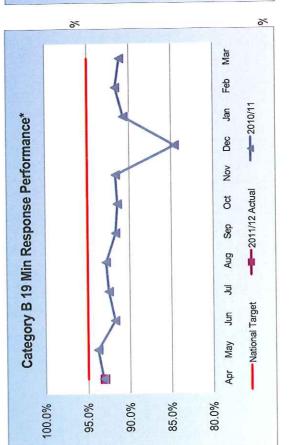


PERFORMANCE:









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		13,	921			*		•				•	•		13,621
1 1 1 1 1 1 1 1 1 1		8	r-11	ay-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Ę
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	1 1 1 1 1 1 1 1 1 1	88	.3%				•	•							88.3%
1975 1975		96	.5%		•		*								96.5%
1970 1971	1 1 1 1 1 1 1 1 1 1	3	9.2%												8000
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		5													
1,100 1,10	500 500	Ц	Dr-11	lay-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	AT.
1,50,50 1,50	1 1 1 1 1 1 1 1 1 1	+	010												2,910
1,000 1,00	1,000 1,00	+	424												3,424
1,17, 1,17	1,17, 1,17	-	303									•			1,303
Fig.		- 0	179												2,442
1982 1982			94					*	,			•			94
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1962 1962 1964	1967 1967														
1,500 1,50	1,500 1,50	Ц	pr-11	Aay-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Ę
1,250 1	1,12,12 1,12,12	+	954												2.551
1,142 1,14	1,147 1,147 1,144 1	t	.299					•	•			•			3,299
1,1144 1,1144 1,1144 1,1444 1	1,114.4 1,11		.142				•	•				•			1,142
2500 100	2.536 1.00	+	.144												1,144
1,200 1,20	16 17 18 18 18 18 18 18 18	t	.338			•		•	•		•				2,338
1987 1987	18 18 18 18 18 18 18 18	Н	88			•	•			*	•				88
March Marc	March Marc	-	2,677				•			*					12,677
March Marc	March Marc														
Fig. 57.			nr-11	Vav.11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
19 19 19 19 19 19 19 19	19 19 19 19 19 19 19 19	1	14.5%								*	•			94.5%
1962-1964 1964	10 10 10 10 10 10 10 10	1	7.66%		*	•					•	•			87.7%
1971 1972	Martin M	1	6.35%							•	•				96.3%
1975 1975	15 15 15 15 15 15 15 15	1 1	0.71%							•					90.7%
1987/1974 1987	50.50% 10.5		7.80%							•					98.5%
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Sep-11	Sep-10 8887 5203 7034 237 21,361		Sep-11	Sep-10 1,524 4,533 5,203 2,047 2,08C 1,787 3,947 240	g	800 1	Sep-10 4,532 2,087 2,047 1,524 660 681 620 1,105 1,105 1,303 834 594 1,061 1,765 1,303 989 262 262	do
Aug-11	Aug-10 8751 5187 7221 219 21,378		Aug-11	Aug-10 1,486 4,566 5,187 1,936 2,033 1,836 4,11C 223	Aug	Aug-11	Aug-10 4,56E 2,033 1,939 1,486 699 727 597 1,034 1,185 945 661 1,130 1,130 1,130 1,050 251	Aug
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Avon Gloucestershire Willshire Other/Unknown Total	Avon Gloucestershire Wiltshire Other/Unknown Total Variance Year on Year	nse by	Current Year Bath and North East Somerset Bristol Gloucestershire North Somerset South Gloucestershire Swindon Wiltshire Other/Unknown	2010/11 Bath and North East Somerset Bristol Gloucestershire North Somerset South Gloucestershire Souridon Wiltshire Other/Unknown	Variance Year on Year Bath and North East Somerset PCT Bristol PCT Gloucestershire PCT South Gloucestershire PCT Swindon PCT Wilshire PCT Wilshire PCT Other/Unknown Total	Enistol South Gloucestershire North Somerset Bath and North East Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Salisbury Other/Unknown	Bristol South Gloucestershire North Somerset Bath and North East Somerset Teast of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Wiltshire Swindon West Wiltshire Swindon West Wiltshire Salisbury Other/Unknown	Bristol South Gloucestershire North Somerset Bath and North East Somerset Forest of Dean Cotswold Tewkesbury Cheltenham Gloucester Stroud Kennet North Willshire Swindon West Willshire Swindon

Wilterine 7154 Other/Unknown 214 Total 21,82	L	Apr-1	\perp	41	otal 14,5		H	/iltshire 4414	4	otal 13,9	A	67	6 8	99	onveyance Rates by PCT	cidents with a response		200	7	6	otal 21,8	icidents with transport	A -	m m			2	otal 14,5	onveyance Rate	Щ	ristol 64.2.	H		\mathbb{H}	otal 66.5	Conveyance Rates by District Cou	cidents with a response	A A	20					_	-			otal 21,3	4					H			-	Н	otal 14,	A	2 8 2	7.2	69 69	68 68	3 2 6	60	69	49 8	62	98
54 48 821	5	10 2	88	68	298	9	9	14 6	4	944	111	.16%	35%	%6		,	330	451	946	963	821		156	124	991	961	.581	598		72%	24%	%62	13%	44%	%6	ıncil / L	:	707	046	530	88	118	52	,068	848	2007	5	821	111	3,024	466 056	89 08	87	12	46	185	78	53	.598	2	24%	79%	13%	77%	39%	.19%	70%	12%	44%	14%
	Maxida	rr-yew		•	•	May-40	6120	4870	159	14,785	May-11												May-11					*		May-11						Initary Au	g	May-11		ļ. ļ.				٠.		٠.			May-11	٠.										May-11						• • •				
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	***************************************	Oct-11				004-40	630E	4894	163	15,121	Oct-11			•							*		Oct-11							Oct-11				8.				Oct-11			* !							•	Oct-11	• •			•		•		••	•		1,40					•	•			. .	
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	24.43	Feb-12				Cop 44	5892	4369	119	13,681	Feb-12			•			71-094				•		Feb-12							Feb-12								Feb-12										•	Feb-12											Coh 40					•			. .		٠
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7,154 214 21,821	Ş	6,110	3,66	138	14,58	ţ	74,25	56,632	1,66	176,1	È	67.9%	65.0%	66.9%			1,530	5,45	2,046	3,963	21,82		1,056	3,024	1,466	1,196	2,581	14,59		£ 69.0%	64.2%	71.8%	64.1%	65.1%	66.9%			¥ 707.4	2,046	1,530	869	1,118	1,353	1,068	1,848	1,007	452	21,82	È	3,024	1,466	468	787	912	446	1,18	778	153	14,59	Ę	64.2%	71.8%	69.09	68.89	70.49	67.4%	69.59	64.19	62.4%	SF

Total Number of Responses by Sector

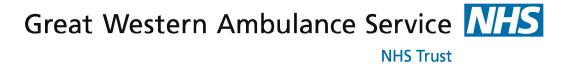
YTD 13.694 8.693 10.841 177 33,405	YTD 163,433 100,150 132,874 2,360 398,817	7TV -90.8% -90.5% -91.1% -91.9%	770 2,303 7,181 8,693 3,098 3,14 2,750 6,084 182	YTD 27,942 84,816 1100,150 36,607 37,940 33,237 75,700 2,425 398,817	910% -91.0% -91.0% -90.5% -91.00% -91.19% -91.19% -91.19%	770 7,181 3,114 3,114 1,125 1,125 1,177 1,167 970 970 1,567 970 1,567 1,492 2,177 1,492 2,728 1,492 2,728 1,492 2,728 1,492 2,728 1,492 2,728 1,492 2,738	770 84,816 37,940 36,607 27,942 12,334 12,304 12,002 20,575 20,575 21,238 32,845 21,238 22,4452 24,452 24,452 28,452 28,820 28,839	90.7% -90.7% -91.0% -90.8% -90.8% -90.8% -90.0% -91.3% -91.3% -91.3% -91.3% -91.3% -91.3%
Mar-12	Mar-11 14062 908C 11334 182 34,655	Mar	Mar-12	Mar-11 2,406 7,271 9,080 3,046 3,325 2,696 6,648 185 34,655	Mar	Mar-12	Mar-11 7,271 3,325 3,045 2,405 1,1096 1,115 1,115 1,976 1,098 1,098 1,098 1,010 2,661 2,061 2,061 2,061 2,061 2,061 2,061 34,655	Mar
Feb-12	Feb-11 12754 7832 10102 166 30,854	P	F6b-12	Feb-11 2,155 6,684 7,832 2,742 3,006 2,650 5,610 171 171	Fob	F9b-12	Feb-11 6,684 3,006 2,745 2,156 1,006 998 1,506 1,514 1,514 1,536 1	g
Jan-12	Jan-11 13941 860C 1135C 193 34,084		Jan-12	Jan-11 2,453 7,198 8,600 3,167 3,245 2,892 6,334 195 34,084	usq.	Jan-12	Jan-11 7,198 3,167 2,455 1,121 1,121 1,026 1,002 1,002 1,002 1,002 1,002 1,002 1,002 1,002 1,005 1,005 1,005 1,005 2,005 2,005 2,005 2,005 2,005 2,005 2,005 2,005 2,005 34,008	u g
Dec-11	Dec-10 1582E 9957 1265? 214		Dec-11	Dec-10 2,627 8,005 9,957 3,482 3,482 3,482 3,14C 7,28E 227	Dec	Dac-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	Dec-10 8,00€ 3,926 3,926 3,486 2,627 1,734 1,734 1,777 1,246 2,086 2,087 2,087 2,087 1,117 1,111 2,012 2,012 2,012 2,012 2,012 2,012 2,012 2,012 3,122 2,460 1,706 3,725	Doc
Nov-11	Nov-10 1364C 8709 1105E 163	NON	Nov-11	Nov-10 2,302 2,302 6,967 8,706 3,02C 3,345 2,87C 6,189 168	>0N	1	Nov-10 6.967 3.34£ 3.02C 2.302 1.121 1.121 1.126 1.65 1.457 939 1.707 2.046 2.006 1.535 1.535 1.535 1.535	AON
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Aug-11	Aug-10 12855 7794 10912 194	Aug	Aug-11	Aug-10 2,224 6,736 7,794 2,876 2,926 2,926 2,926 6,285 2,00 31,756	Aug	Aug-11	Aug-10 6,738 2,928 2,928 2,224 1,095 1,088 913 1,537 1,724 1,746 991 1,786 2,666 1,971 1,542 2,166 1,542 2,166	Aug
	Jul-10 13275 7791 11058 217	B	11-lac	2,166 2,166 6,861 7,791 3,195 2,930 2,944 6,231 225		7ity	Jul-10 6,8861 2,936 3,195 2,166 1,045 966 1,795 1,795 1,796 1,009 1,907 1,432 2,694 1,432 2,665	PG
	Jun-10 13196 7815 10661 200 31,872	g	11-mul	Jun-10 2,195 6,92C 7,815 2,994 2,985 2,985 2,632 6,12C 203	un?	Jun-11	Jun-10 6,922 2,985 2,994 2,196 1,066 1,084 899 1,557 1,885 1,324 993 1,715 1,506 1,506 1,506 1,506 1,506 1,506 2,599 1,506 2,599 1,506 31,872	u
May-11	May-10 13712 8187 11206 222 33,327	May	May-11	May-10 2.37C 7.20C 8.187 3.001 3.16C 2.772 6,411 225		May-11	May-10 7,20C 3,16C 3,001 2,37C 1,115 1,086 848 1,655 1,595 1,500 1,000 1,845 2,745 2	Way
Apr-11 13694 8693 10841 177	Apr-10 12523 7720 10039 197 30,479	Apr 9.4% 12.6% 8.0% -10.2%	Apr-11 2,303 7,181 8,693 3,098 3,114 2,750 6,084 182	Apr-10 2.158 6.520 7.720 2.320 2.772 2.443 5.749 197	Apr 6.7% 10.1% 12.6% 6.1% 12.3% 12.8% -7.6%	Apr-11 7,181 7,181 3,114 3,018 2,303 1,125 1,174 1,078 1,698 2,117 1,681 970 1,675 2,728 2,738 2	Apr-10 6,520 2,772 2,920 2,158 1,002 900 1,668 1,333 887 1,578 1,578 1,544 1,943 1,341 2,414 1,341 2,414 1,341 30,479	Apr 10.1% 12.3% 6.1% 6.7% 14.7% 14.7% 14.7% 14.7% 13.0% 0.2% 11.3% 0.2% 11.3%
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Column C		14,343	15,138	14,515	14,75€	14,471	14,688	15,448	14,880	16,865	15,679	13,988	15,616	180,396
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1,043 1,131 1,056 1,006 1,05	9	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
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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

Amber: Variance from target/plan requiring managed actions

Green: Variance within tolerance levels to be maintained

- ↑ Denotes improvement in performance
- **↓** Denotes a reduction in performance





Contract Indicators

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			
Income & Expenditure (£'000)	123	Contract Indicators	39
Delivery of Cost Improvement (£'000)	300	Ambulance system indicators	
Capital Resource Limit (£'000)	745		

Cu	rrent Ris	k Regist	er Sumn	nary Apri	I 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 serious risks are reviewed through the trusts governance arrangements and the summary is presented to the Board for comparitive purposes only.

Tim	e spent o	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	
	A suite heapital dalous and turnoround				Joint working with hospital trusts to improve the position	AD FO / LGM	October	
A&E15	Acute hospital delays and turnaround times impacting on ambulance performance	16	20	16	Revised turnaround procedures to be implemented including education of EOC and road staff		July 2011	
	performance				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		
	Terrafix in RRV's - touch screen				Stop screen updating	Head of I.T.	January	
A&E63	technology impacting on safe operation of solo vehicles	16	16	16	Ops to confirm / agree user requirement	Project Lead		
	Solo verlicies				Redesigned version of Software being developed	Project Lead		
					Test solution with Terrafix in Stoke.	Project Lead		
					Revised Op instruction required when fix in place.	AD OSS		
A&E68	Call Categorisation and Response Standards - performance / possible data reporting Implications through	9	16	NEW	Develop planned changes required for call categorisation and response standards implementation	ADFO / AD Business Development	April 2011	
	implementation of new codes by EOC,			RISK	Identify training needs for relevant staff - EOC, Call Handlers	AD OSS / Head	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	20	NEW	/ RISK	Introduce training programme based on National Occupation Standards for Civil Protection.	Head of EP&SO	12/11	
	lack of suitably trained GWAS 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	
HR21	Inability to recruit sufficient paramedics by target date will make transition in A&E establishment from 901 to 956 by October 2010 challenging in respect of the	6	6	16	Workforce & recruitment plans to determine skill mix required to move from 901 to 956 by Oct 2010. Review whether there is a skill mix requirement to progress Techs to Practitioner - subject to completion of HEI prep course, mentor course and availability to be allocated to a paramedic course.			
	effectiveness of the implementation of A&E service design.				Relaunch advertisement campaign	HR Manager	November 2010	

	•				Development of the second of t	LID M	1	
					Board paper on paramedic recruitment to be presented to the	HR Manager	January	
					Board	LID Marrian A O.E.	2011	
					Continue to address minimal skillmix balance through	HR Manager A&E	August	
	Free Land Color Birth				paramedic recruitment.	LID Marray A O.E.	2011	
HR50	Employment Tribunal Claims - Risks associated with 31 tribunal claims linked to			NEW	Provide initial response to claims by deadline	HR Manager A&E	May 2011	
	A&E re-design	16	16	RISK	Undertake detailed analysis of cases in preparation for future trial dates.	HR Manager A&E	TBC	
	Slippage to capital programme with				Regular monitoring to AMC/Board	Deputy Director of Finance	July 10 Oct 10 Dec 10	
F36	potential of underperformance on achievement of CRL	16	16	16	Identification of alternative courses of action	Deputy Director of Finance	December 2010	
					Review structures to ensure there is technical capability	Deputy Director	September	
					within finance to manage capital plan	of Finance	2010	
					Delivery against action plan developed and presented to A&R	Head of	March	
					Committee 02.12.10	Procurement	2011	
	Breaches in SFI's because correct				Management training sessions	Head of	January	
F38	procurement arrangements are not being	16	16	16		Governance	2011	
1 30	followed	10		10	Undertake retrospective sign-off of contracts	Head of procurement	08/11	
					Implement 5 year rolling capital programme	Head of procurement	08/11	
					Review outcome of cost savings review.	Director of		
	Financial Management - comprehensive				review outcome or cost savings review.	Finance		
F39	spending review changes to public sector funding reducing available funding	20	20	20	Development of CIP for 2011/12 to take account of change to public sector spending		April 2011	
					Internal Audit Recommendations Action Plan completion	Head of	March	
					·	Information	2011	
	Insufficient/inadequate arrangements in place to ensure the accuracy of data entry				Establishment of Data Quality Working Group	Head of Information	June 2010	
FG33	resulting in the production of data of poor quality	16	16	16	Production of Data Quality Policy	IG Manager	June 2010	
	quality				Implementation of data quality action plan	Head of IG	April 2011	
					Audit procedures which have been implemented through	IG Manager	April 2011	
					Data Quality Policy	IC Manager	•	
					Records audit to identify which records can be destroyed or archived	IG Manager	December 2010	
					Establish former training college as archive facility	Head of Estates	March	
	No remaining archive capacity resulting in						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.	IG Manager	June 2010	
					Production of Police Request Policy	IG Manager	June 2010	
	Records management process				Records Audit to identify which records held where	IG Manager	December 2010	
FG4	arrangements do not support the trusts ability to comply with statutory requirements for subject access requests	16	16	16	Additional function on ICAD to monitor PRF completion	IG Manager/Head of IT	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	
						Head of Governance	May 2011	
					Approval of Draft User Requirement Specification	Head of IT	09/10	
FIT 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	
	iOAD abanasa ta saftura a saftura sa				It change control process to be updated to include all other stakeholders e.g.Informatics	Head of I.T.	Complete	
FIT 27	iCAD - changes to software configuration on possible on 'live' CAD without process		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	
F14	Ambulance Performance Standards.	13	15	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

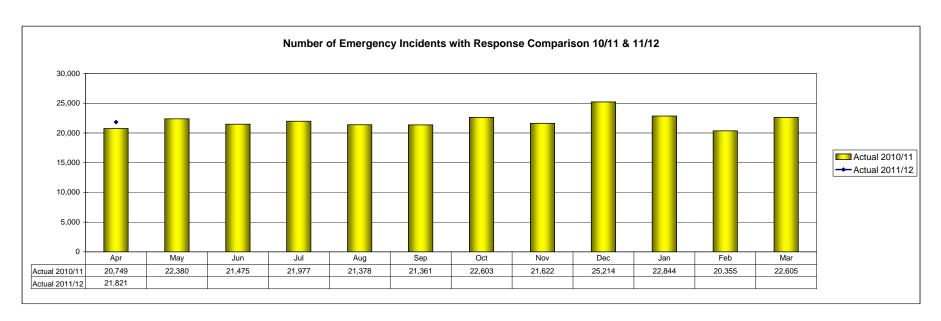
Narrative

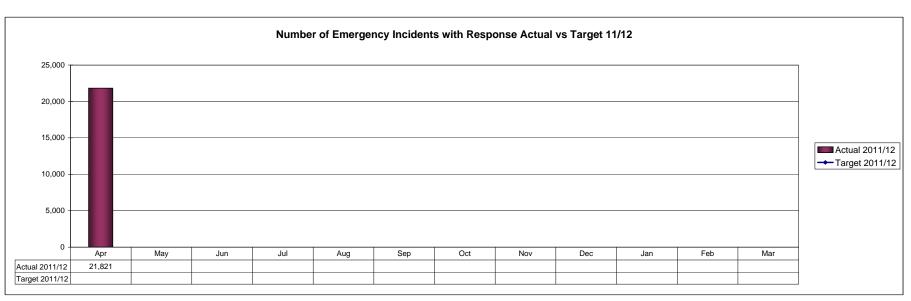
A good start to the year with both RED 8 & RED 19 targets being met.

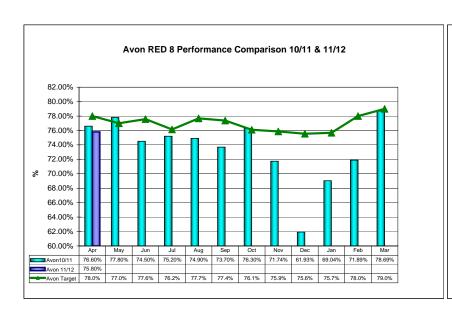
	Accident & Emergency											
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2011-2012	Year to date Variance against Plan	Year to date 2010-2011	Movement on previous year	Year end forecast			
Number of RED responses			8,120		8,120							
% of RED responses			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%							

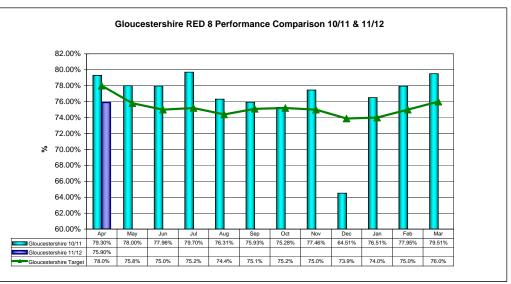
There is a difference in the sum of the Categorised responses and the emergency incidents with a response. This is due to calls received from other ambulance services (Xassist), which we respond too and count in total activity, but not against categorised performance.

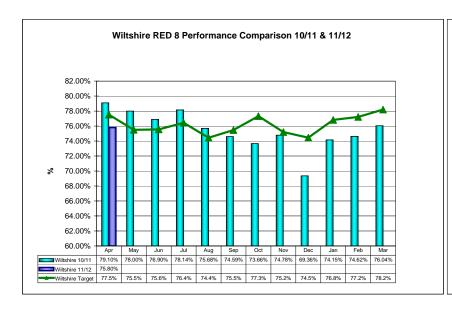
	Accident & Emergency											
Description	Year end Target	Monthly Plan		Movement on previous month	Year to date 2011-2012	Year to date Variance against Plan	Year to date 2010-2011	Movement on previous year	Year end forecast			
Call Answering (999 calls)	95% in 5 Secs	95% in 5 Secs	95.51%	\downarrow	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%	↑	39400 26.96%	0.04%						
Handover delays (at A&E departments)(average time for month)			13:32	1	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 (All)			66.89%	\downarrow	66.89%		67.30%					
Conveyance rate from 999 members of the public			60.05%	\downarrow	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%	<u></u>	401 5.53%							
GREEN calls triaged by clinical desk			2,100	1	2,100							
GREEN calls closed by clinical desk & crew referrals to Alternative Pathways via Clinical Desk			451 12.38%	 	451 12.38%							

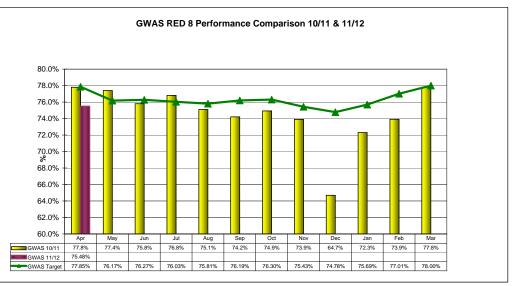


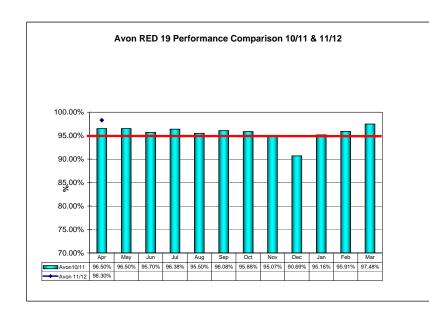


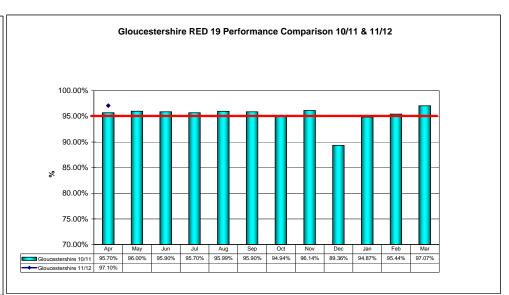


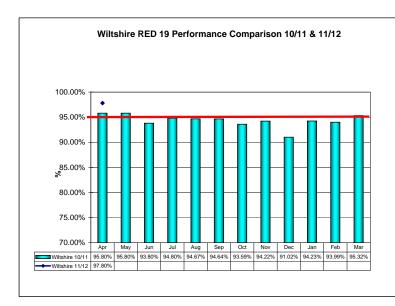


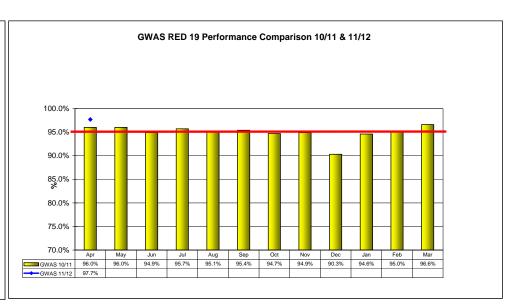


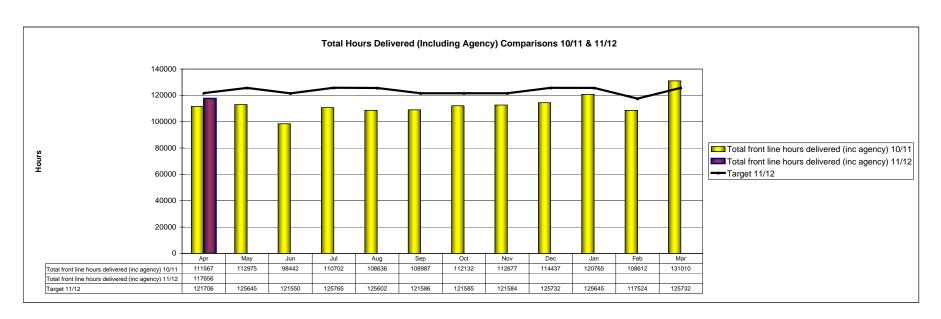


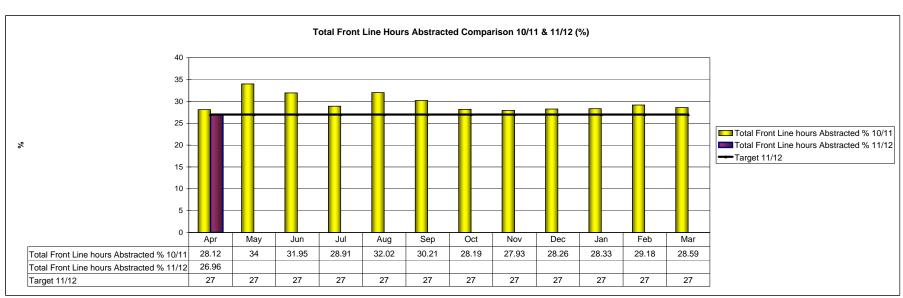


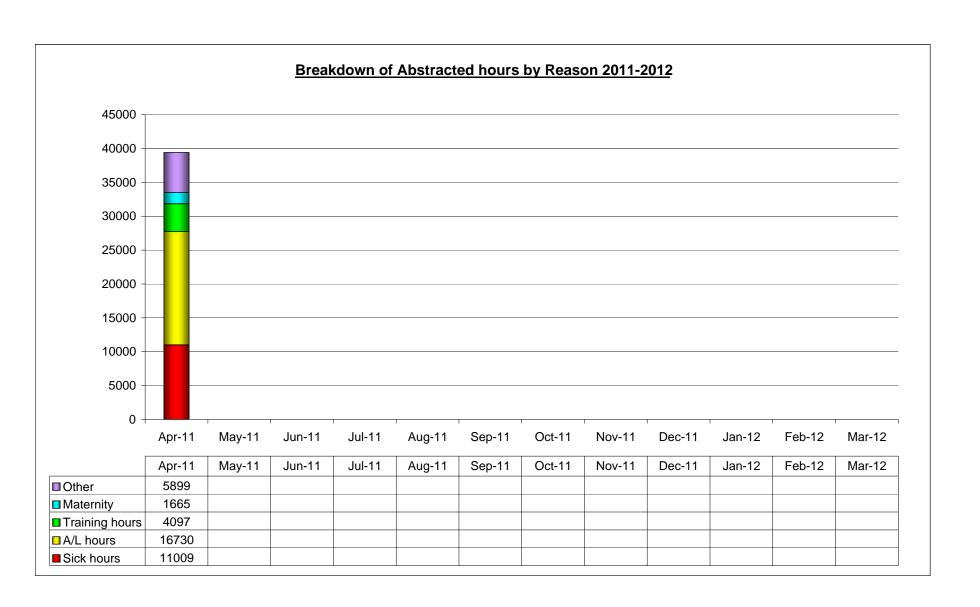


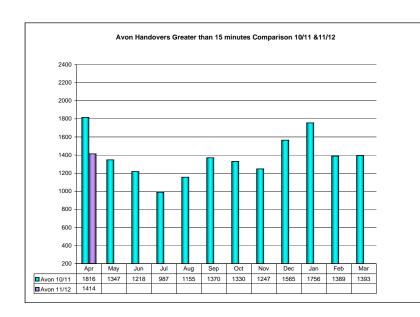


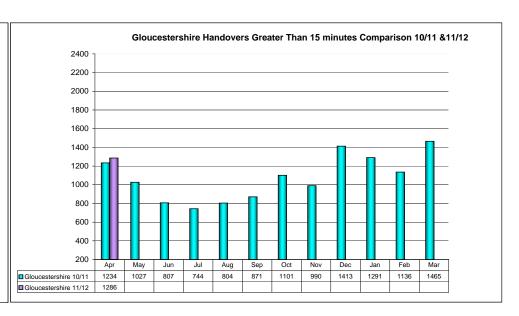


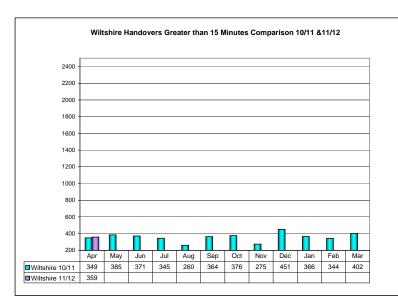


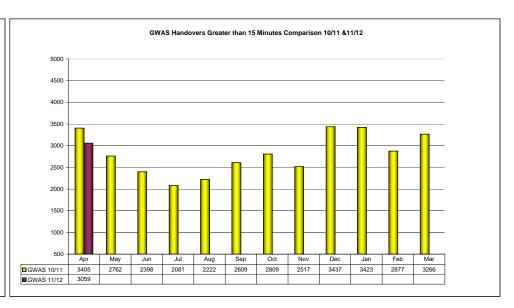


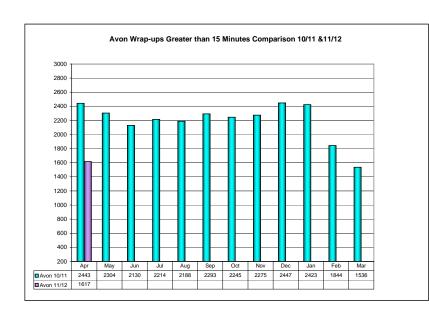


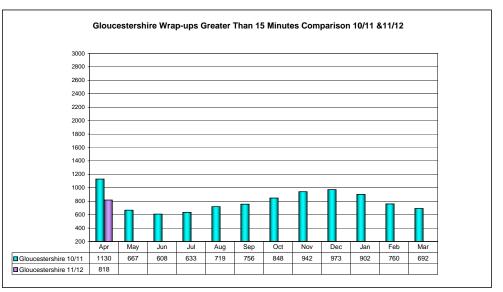


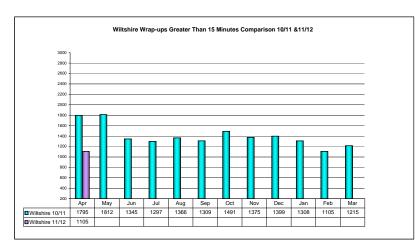


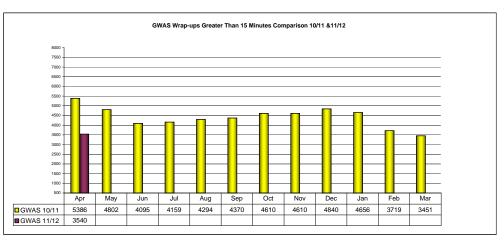


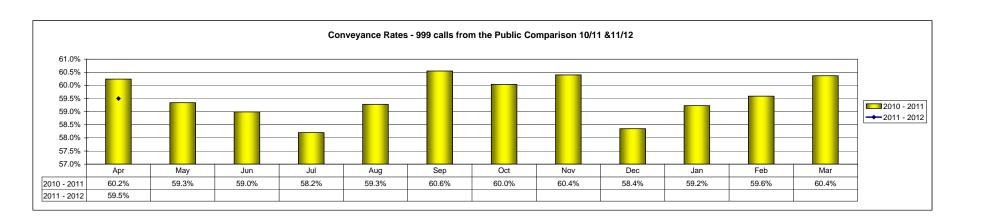










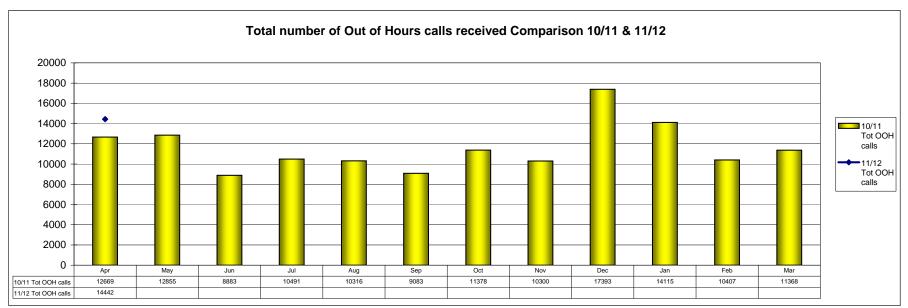


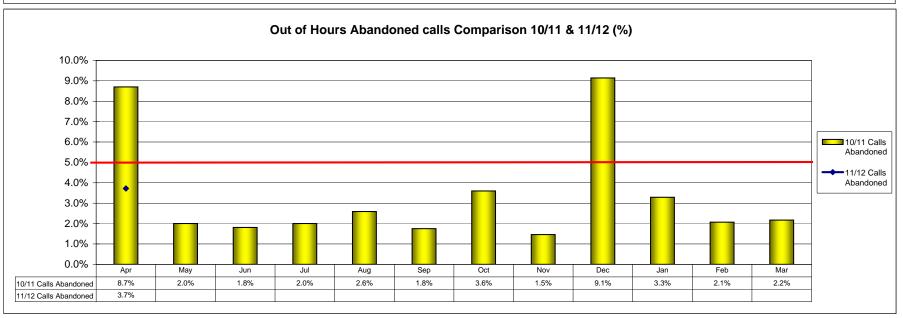
Out of Hours Service

Narrative

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	Latest month	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	↑					
Calls abandoned	< 5%		3.72%	\downarrow	3.72%	8.77%	↑	3%				
Calls engaged	< 1%		0%	\leftrightarrow	0%	0%	\leftrightarrow	0%				
Percentage of calls answered under 60 seconds	95% in 60 seconds		93.24%	↓	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%	↓	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%	↑	98.33%	93.62%	↑	96.00%				
Routine Visit under 6 hours	95%		100.00%	<u></u>	100.00%	97.75%	1	97%				





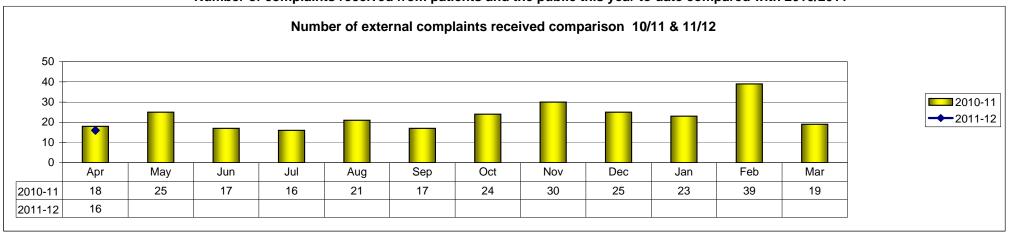
	CLINI	CAL E			E MONT		PI REPO	RT						
		March 2011							Year	To Date 201	0/2011		Last Natio	
	Av	on %	Glos %	Wilts %	GWAS %	Target	Variance from target	Avon %	Glos %	Wilts %	GWAS %	Variance from target	High	Low
STEMI	M1 Aspirin	92.86	100.00	100.00	97.14	95	2.14	97.90	97.62	98.80	98.21	3.21	100.00	91.60
	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 ε	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 1	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 I Subject to validation														

Complaints

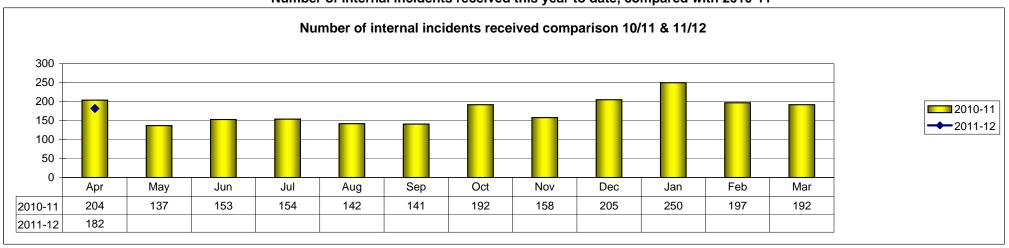
	Current Month	Year to Date 2011/2012	Movement on Previous Month	Year to date 2010/2011	Movement on Previous Year
Number of Compliments	46	46	↑	40	1
Number of Complaints	16	16	↑	18	↑
Number of PALs enquiries	47	47	↑	69	1
Number of SUIs	2	2	↑	3	1
Number of Internal Incidents	182	182	↑	204	1

Break down of Complaints	Number of complaints against incidents/journeys	% complaints	Compalaints Ratio
A&E	10 21741	0.04%	1 in 2174 Incidents
O.O.H	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



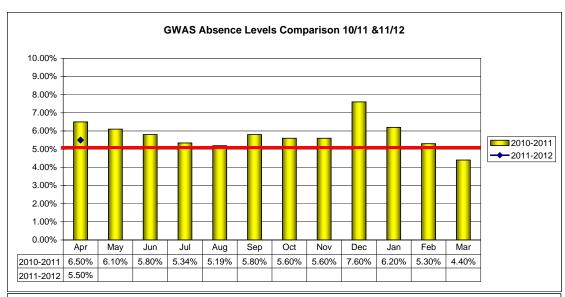
Aim: Develop a highly skilled, professional and flexible workforce Objective: Implement a staff survey action plan to address key developmental areas

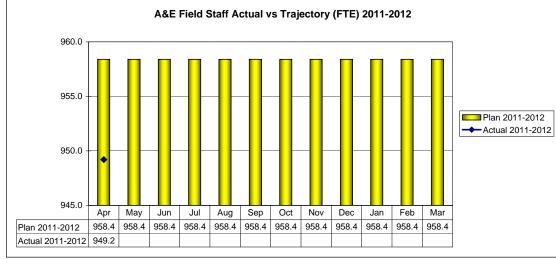
	Narrative
Staff Pledge 1: Roles & Responsibilities	An analysis of future workforce requirements for 2011/12 is underway to inform recruitment plans to maintain the A&E establishement. 22 offers for Paramedics have been made with start dates between now and September to adddress the remaining skill mix 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 Wiltshire. Within Fleet and Logistics recruitment is currently being progressed to appoint 4 Make Ready Assisants 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
Staff Pledge 2: 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.

Staff Pledge 3: Health & 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.
Staff Pledge 4: 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	Key Workforce Indicators										
				Note: ↑ ina	licates improv	ement					
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	<u></u>	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	<u> </u>	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	<u> </u>	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					
	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2011/12						
Staff – Annualised Turnover A&E(field)			2.4%		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%	↑	19.7%						
Support staff			0.0%	\downarrow	0.0%						
Total			4.2%	\uparrow	4.2%						
Percentage of staff undertaken an appraisal (from April 2011)	80%	8.3%	0.8%	\uparrow	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	66172	6600	4700	4335	60638	
Number of clinical staff completed mandatory training (Face to 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%	↑	98.70%	
Health & Wellbeing						
Sickness A&E(field)			6.8%	\downarrow	6.8%	
ASU			7.4%	\downarrow	7.4%	
HART			1.5%	<u> </u>	1.5%	
EOC			3.8%	\rightarrow	3.8%	
ООН	5%	<5%	2.2%	<u> </u>	2.2%	
PTS			4.7%	-	4.7%	
Fleet & Logistics			3.0%	<u> </u>	3.0%	
Support staff			2.5%		2.5%	
Total			5.5%	\	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	2.5 8	<u> </u>	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	Ţ	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				
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				
Cleanliness and infection control	Maintain registration			Similar to expected
Management of medicines	with the Care Quality			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	criteria in each	5/10	
Clinical care	standard at level 2	6/10	
Learning from experience	Standard at level 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.

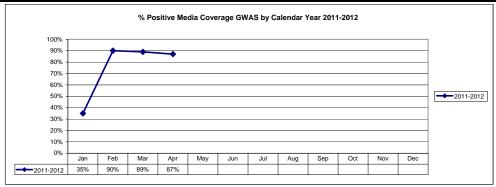
A press release was issued on 1 April announcing our new Chairman and this resulted in 11 items of positive coverage – most of which used the press release in its entirety or directly lifted sections from it.

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	Pr	oactive	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

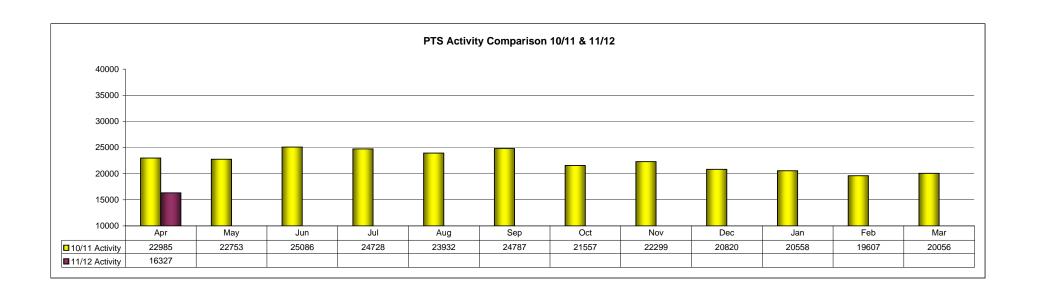
Stakeholder activity	Apr-11	YTD
Station visits	0	0
HOSC meetings	0	0
External Reference Group	0	0
LINks	0	0

	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	Tour one ranger	Worthing Filan	Latout month	Toda to dato	providuo monar	Tour one forecast
Activity			16,327	16,327	\downarrow	





Quality Account 2010-11

INDEX & GLOSSARY

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GLOSSARY

A&E	Accident and emergency
ABCD2	A stroke risk assessment tool
AED	Automated external defibrillator
AF	Atrial fibrillation
AMPDS	Advanced medical priority dispatch system
CAD	Computer aided dispatch
CQC	Care quality commission
DQWG	Data quality working group
EOC	Emergency control centre
FAST	Face arms speech test
FRAT	Fall risk assessment tool
GP	General practitioner
GWAS	Great Western Ambulance Service
IAED	International academy of emergency dispatch
IHCD	Institute of healthcare and development
IPC	Infection prevention and control
MINAP	Myocardial ischaemia national audit project
NICE	National Institute for Clinical Excellence
PCR	Patient care record
PCT	Primary care trust
PHT	Pre-hospital thrombolysis
PPCI	Percutaneous coronary intervention
PTS	Patient transport service
QIPP	Quality, innovation, prevention and prevention
ROSC	Return of spontaneous circulation
STEMI	ST elevation myocardial infarction
TIA	Transient ischaemic attack

CHIEF EXECUTIVE STATEMENT

The publication of the Operating Framework for the NHS in England in January 2011 firmly placed quality and outcomes at the forefront of service delivery for the ambulance service. These are exciting times for our service as we move away from a time driven model to one where, quite rightly, the outcome of the care provided is much more visible and open to scrutiny.

As an organisation we have set in place internal processes to ensure that we meet these obligations, and having joined the trust in February I am delighted to have had the opportunity to review the quality of care we provide within this Quality Account and I believe that it shows we have made significant improvements in many areas over the last 12 months.

As always, with a changing healthcare environment, we will continue to strive to meet the demands of our customers, whilst ensuring that we provide a cost effective service. We have identified a number of senior ambulance clinicians to take forward the quality agenda, working with local stakeholder groups to ensure that the local priorities contained within the Quality Account are delivered for the benefit of local people.

This is a summary report of our performance against quality measures in 2010-11 and identifies a number of our quality priorities moving forward. To improve our process in producing the Quality Account we have worked jointly with the Local Involvement Network to ensure wider consultation and engagement in the document's production. Many of the improvements delivered over the last 12 months have come about through engagement and participation with local stakeholders and we will continue to develop and shape our service through a partnership approach.

As the annual publication of the Quality Account becomes the mechanism by which we share best practice within the local NHS we will continue to embed quality and improvement initiatives throughout the trust, working with both local stakeholders through the joint Clinical Quality Review Group and staff through the Quality Committee. Our aim will be to continue to identify and maximise opportunities that provide the highest levels of clinical care in the most appropriate setting.

I confirm that to the best of my knowledge the information presented in this Quality Account is accurate and I would welcome any comments or feedback.

(signature to be added)

Signed
Martin Flaherty OBE
Chief Executive
Great Western Ambulance Service NHS Trust

QUALITY STATEMENTS

REVIEW OF SERVICES.

During 2010-11 the Great Western Ambulance Service NHS Trust provided and/ or sub-contracted three NHS services, accident and emergency (999) ambulance services, out of hours and patient transport services.

The Great Western Ambulance Service NHS Trust has reviewed all the data available to them on the quality of care in three of these NHS services.

The income generated by the NHS services reviewed in 2010-11 represents 93% per cent of the total income generated from the provision of NHS services by the Great Western Ambulance Service NHS Trust for 2010-11.

PARTICIPATION IN CLINICAL AUDITS.

During 2010-11, 1 national clinical audit and 0 national confidential enquiries covered NHS services that Great Western Ambulance Service NHS Trust provides

During that period Great Western Ambulance Service NHS Trust participated in 100% national clinical audits and no national confidential enquiries of the national clinical audits and national confidential enquiries which it was eligible to participate in.

The national clinical audits and national confidential enquiries that Great Western Ambulance Service NHS Trust was eligible to participate in during 2010-11 are as follows;

 Myocardial ischemia national audit project (MINAP)

The national clinical audits and national confidential enquiries that Great Western Ambulance Service NHS Trust participated in during 2010-11 are as follows;

 Myocardial ischemia national audit project (MINAP)

The national clinical audits and national confidential enquiries that Great Western Ambulance Service NHS Trust participated in, and for which data collection was completed during 2010-11, are listed below alongside the number of cases submitted to each audit or enquiry as a percentage of the number of registered cases required by the terms of that audit or enquiry

National Clinical Audit or national confidential enquiry	NO of Cases submitted	Number of cases submitted as a percentage of registered cases.
Myocardial ischemia national audit project (MINAP)	572*	N/A

QUALITY STATEMENTS

* Number of cases registered on MINAP up to and including March 2011.

The reports of one national clinical audit were reviewed by the provider in 2010-11 and Great Western Ambulance Service NHS Trust intends to take the following actions to improve the quality of healthcare provider.

The results from the pre-hospital thrombolysis (PHT) audit form part of the larger Myocardial Ischemia National Audit Project (MINAP) audit which is inclusive of hospital data. This data is scrutinized by key stakeholder groups. The number of patient's receiving PHT during the period 2010/11 has fallen with the advent of Percutaneous Coronary Intervention (PPCI) only service from December 2010. Standards of care provision are assured through continuous data monitoring. Where deficits are identified interventions including training are initiated in order to improve patient outcome and experience.

PARTICIPATION IN CLINICAL RESEARCH.

The number of patients receiving NHS services provided or sub-contracted by Great Western Ambulance Service NHS Trust in 2010-11 that were recruited during that period to participate in research approved by a research ethics committee was one.

USE OF COMMISSIONING FOR QUALITY AND INNOVATION PAYMENT FRAMEWORK.

A proportion of Great Western Ambulance Service NHS Trust income in 2010-11 was conditional on achieving quality improvement and innovation goals agreed between NHS Gloucestershire and any person or body they entered into a contract, agreement or arrangement with for the provision of NHS services, through the Commissioning for Quality and Innovation payment framework

Further details of the agreed goals for 2010-11 and for the following 12 month period is available electronically at **[provide a web-link]**

CARE QUALITY COMMISSION.

Great Western Ambulance Service NHS Service Trust is required to register with the Care Quality Commission and its current registration status is without conditions.

Great Western Ambulance Service NHS Trust has the following conditions on registration – none.

The Care Quality Commission has not taken enforcement action against Great Western Ambulance Service NHS Trust during 2010-11. Great Western Ambulance Service NHS

QUALITY STATEMENTS

Trust has not participated in any special reviews or investigations by the CQC during the reporting period.

DATA QUALITY.

Great Western Ambulance Service NHS Trust has established a Data Quality Group to improve data quality.

The Data Quality Working Group is authorised by the Information Governance Steering Group to investigate data issues activity within its terms of reference. It is authorised to seek any information it requires from any employee and all employees are required to co-operate with any request made by the group or its members in the achievement of these objectives. The group are also authorised to implement any activity which is in line with the terms of reference as part of the data quality work programme.

The DQWG will be responsible for driving improvements in the effectiveness and efficiency of the use of all data within the ambulance trust.

Together with the Information Governance Steering Group the Data Quality Working Group has responsibility for driving best practice standards in the use of data and information within the trust, and ensuring that the data is fit for purpose

NHS NUMBER AND GENERAL MEDICAL PRACTICE CODE VALIDITY.

Great Western Ambulance Service NHS Trust does not submit records during 2010-11 to the Secondary Uses service for inclusion in the Hospital Episode Statistics which are included in the latest published data.

INFORMATION GOVERNANCE TOOLKIT ATTAINMENT LEVEL.

Information Governance Assessment Report score overall score for 2010-11 was 54% and was graded as not satisfactory (Red)

CLINICAL CODING ERROR RATE

Great Western Ambulance Service NHS Trust was not subject to the Payment by Results clinical coding audit during 2010-11 by The Audit Commission.

INTRODUCTION.

The NHS has made considerable progress in delivering the kind of care that patients want as measured by responsiveness and accessibility, and the NHS White paper 'Equality and excellence: Liberating the NHS' (July 2010) now focuses on the next phase in making the NHS a world class provider of quality healthcare.

For the trust, being part of the NHS journey to focus more effectively on clinical quality is a natural next step. We subscribe to a multifaceted view of quality improving clinical outcomes, keeping patients safe and improving patients' experience of care. However we believe that access and responsiveness are themselves markers of high quality care and we intend to continuously improve our current high standards in these areas.

The increasing number of older people is already having a dramatic impact on the disease profile in our community. We are often thought of as primarily a service that responds to major trauma and acute severe illness, whereas in fact, the majority of our patients, as in the rest of the NHS, comprises of people with long term medical conditions and acute mild and moderate medical problems. Given the demographic changes expected, the number of patients with these conditions will increase.

To become the quality organisation that we strive to be in a rapidly changing environment is an exciting challenge. It is the opportunity to test our thinking and ensure that our programmes of work are focused on continually improving the quality of patient care that we provide within our communities.

PATIENT EXPERIENCE.

The trust recognises the importance of ensuring that the patient experience is a positive one.

We aim to build upon the foundations we have put in place for gathering patient feedback through the use of Patient Opinion and will continue to actively market and promote this service. We will work to response agreements to ensure that all comments received trough this on-line service are responded to with five working days, and report quarterly on the volume and category of comment to the internal quality committee and through joint meetings with our lead commissioner's quality group.

We will also focus our efforts in gaining insight on our service from seldom heard groups, and working through equality and diversity networks, access and canvas these groups to better understand how the trust is viewed and where we can make improvements.

We will specifically work with stakeholder groups from the learning disability networks to understand how we can improve the patient experience for these individuals.

We recognise that patient experience with this group and other groups where cognitive impartment is a major factor can often centre on communication and assessment skills displayed by our staff. To address this we will develop a clinically suitable assessment / communication tool for use with this patient group.

In recognising the limitations of the category c survey method, we will develop and target a survey to measure the patient experience of individual patients who we do not convey to an acute hospital within the first half of the year.

Following this analysis we will develop and implement an improvement plan targeted towards addressing any areas of significant concern.

An additional priority for the coming year will be expanding our use of individual care plans with particular emphasis on developing feedback mechanisms. We recognise that our service is often called to attend individuals for whom an agreed care plan is in place, but that the intervention we provide may not be fully integrated within other healthcare systems.

To improve this situation we will develop and trial a feedback process to primary care, whereby summary information from

an attending clinician is made available. System limitations will impact on this process, and it will not be real time information, but provided retrospectively using the secure NHS network. To support this we will implement an audit of patient care records that correlate to attendance of an address where we have individual care plans in place, and review the care provided against the requirements detailed within the care plan.

These audits will be retrospective and data will be provided biannually to the quality committee and lead commissioner's quality group.

STROKE THROMBOLYSIS

Over the past two decades a growing body of evidence has overturned the traditional perception that stroke is simply a consequence of aging that inevitably results in death or severe disability (NICE, 2008).

Until recently, stroke was not perceived as a high priority within the NHS. However, in 2007 a National Stroke Strategy was developed by the Department of Health which outlined an ambition for the diagnosis, treatment and management of stroke, including all aspects of care from emergency response to life after stroke.

Stroke thrombolysis treatment has been shown to improve outcome in acute stroke and the trust has a crucial role in contributing to early assessment of patients that may be suitable for stroke thrombolysis.

To deliver this objective the trust needs to appropriately code possible stroke patients at the time of emergency call and the attending ambulance clinician needs to identify patients that meet the local stroke network potential stroke thrombolysis criteria. These patients then need to be conveyed to a specialist acute stroke unit as rapidly as possible.

In order to develop improvement strategies the trust carried out an audit of current performance and practice with the aim of identifying the following;

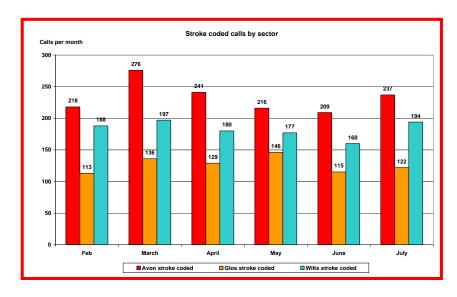
- To identify the number of stroke coded calls by GWAS sector
- To compare the number of stroke coded calls with the number of cases assessed as possible stroke by the attending ambulance clinician.
- To identify time and day frequencies of 999 call for cases assessed as possible stroke by the attending ambulance clinician

- To identify the number of patients which meet the local Stroke Network potential stroke thrombolysis criteria
- To ascertain the percentage of people who have a sudden onset of neurological symptoms which are screened for a diagnosis of stroke using a validated tool (FAST). NICE standard-100%.
- To ascertain the percentage of people with persisting neurological symptoms who screen positive using a validated tool (FAST), in whom hypoglycaemia has been excluded, and who have a possible diagnosis of stroke, that are transferred to a specialist acute stroke unit within 1 hour.

The trust reviewed information from 1st February to 31st July 2010, with the number of stroke coded calls provided by the informatics department.

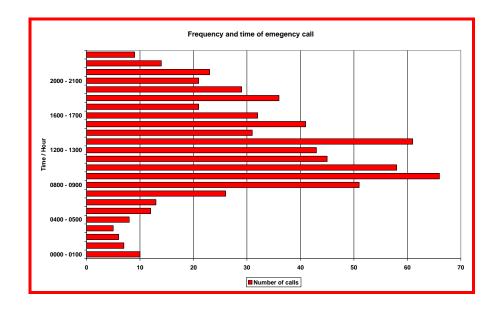
All patient care records (PCR) received by the audit department for interventions between these dates with a diagnosis of stroke or a FAST tool completed were reviewed by the trust audit team

During the period there were 3254 calls coded as stroke with the attending clinician diagnosing 668 cases, a ratio of approximately 5:1.



There were 120 cases where the onset time was not recorded or not known and another 7 cases where FAST was not recorded.

There were 104 cases that meet the local stroke network criteria thrombolysis criteria of 3.5hours between the onset of symptoms and arrival at hospital



In support of the new clinical quality indicators for 2011-12 the trust will strive to continue to improve outcome from stroke for ambulance patients. This will be delivered by increasing the percentage of Face Arm Speech Test (FAST) positive stroke patients (assessed face to face) potentially eligible for stroke thrombolysis, who arrive at a hyperacute stroke centre within 60 minutes of call and increasing the percentage of suspected stroke patients (assessed face to face) who receive an appropriate care bundle.

Components of the care bundle for suspected stroke patients, in line with national guidelines, are

- FAST assessment recorded
- Blood glucose recorded
- Systolic and diastolic blood pressure recorded

The higher the percentage of FAST positive stroke patients arriving at a hyperacute stroke centre within 60 minutes and the higher the percentage of suspected stroke patients receiving a care bundle the better.

Patients should be arriving at the hyperacute stroke centre as soon as possible so that they can be rapidly assessed for thrombolysis, delivered following a CT scan in a short but safe time frame; this has been demonstrated to reduce mortality and improve recovery. Eligibility criteria, particularly in relation to the therapeutic time window, will vary between local services, depending on the availability of local expertise e.g. intra-arterial clot lysis. And we have been working extensively with healthcare partners within out stroke network to optimise service availability. The improved provision of this service supports the NICE national quality standard that indicates this is an effective measure of the ambulance service's contribution to the stroke pathway.

CARDIAC ARREST AND SURVIVAL TO DISCHARGE.

The NHS Operating Framework 2011-12 builds upon the requirement of ambulance services to not only include the performance of return of spontaneous circulation (ROSC), which it has historically reported as part of the clinical performance indicator audit cycle but to also follow this up and find out how well the patient does in hospital. This is referred to as the *survival to discharge* outcome measure.

The survival to discharge outcome measure reflects the effectiveness of the whole urgent and emergency care system in managing out of hospital cardiac arrest and is a more robust measurement of whole systems solution.

We will also record and report against an Utstein comparator group, which are all patients who had resuscitation (Advanced or Basic Life Support) commenced or continued by the trust following an out-of-hospital cardiac event of presumed cardiac origin, where the arrest was bystander or emergency medical service witnessed and the initial cardiac rhythm was ventricular fibrillation or ventricular tachycardia. Whilst survival to discharge outcome measures reflect the effectiveness of the whole urgent and emergency care system in managing out of hospital cardiac arrest the Utstein survival rate applies to a subset of all cardiac arrest patients and provides a more comparable measure of management of cardiac arrest for

patients where timely and effective clinical care can particularly improve survival.

To report on survival to discharge performance requires information sharing with our acute trust partners and the trust has been agreeing the necessary arrangements to facilitate data transfer which does not affect patient confidentiality, but allows us to record, monitor and make publically available the outcome measure achieved.

We recognise that this strategy is much more than just recording the outcome data. Rather, it is about developing continual improvement to ensure that the service we provide and the whole system approach is as optimal as possible for the patients we serve.

As such, the trust has formed an internal Cardiac Arrest Working Group with the remit of developing initiatives designed to improve the outcome for patients that suffer an out of hospital cardiac arrest. These initiatives include implementation of the new Resuscitation Council guidelines, promoting schemes designed to increase the availability of early access to defibrillators and additional staff training designed to improve the quality of cardio-pulmonary resuscitation.

We are also working nationally on revised out-of-hospital guidelines for managing cardiac arrest. Likewise over the next year we will continue to liaise with partner groups such as the Avon, Gloucestershire, Wiltshire & Somerset Network

Reperfusion Group on overarching strategies designed to improve likelihood of a successful outcome from out of hospital cardiac arrest, and develop initiatives include developing procedures for direct conveyance to centres providing Primary Percutaneous Coronary Intervention (PPCI) and the use of evidence based practice such as patient cooling.

EMERGENCY CONTROL CENTRE.

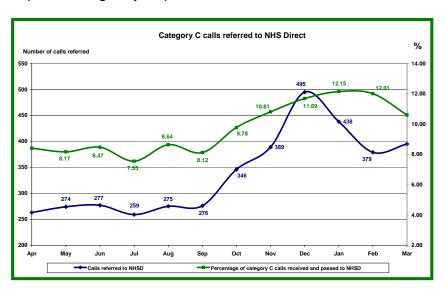
The trust operates three Emergency Operations Centres (EOC's), with Avon acting as the primary centre for emergency and urgent care call handling. Additional support is provided by the other EOC based within Gloucestershire and Wiltshire who also have principle dispatch and allocation within their local areas.

All three centres operate on a single Computer Aided Dispatch (CAD) system, telephony and policies and procedures, thus creating a virtual EOC through the trusts operational area.

The EOC manages approximately 280,000 calls per year with a performance threshold of 95% of all calls to be answered within 5 seconds. From April to December 2010 the trust performance was 95.37%.

Emergency calls are triaged (processed) using the Advanced Medical Priority Dispatch System (AMPDS), which is governed by the International Academy of Emergency Dispatch (IAED) which requires a compliance threshold of 90% across 6 key areas within each emergency call for achievement of 'Centre of Excellence' status. The trust has consistently achieved this, with a compliance of 93.66% in 2009 and 93.96% in 2010.

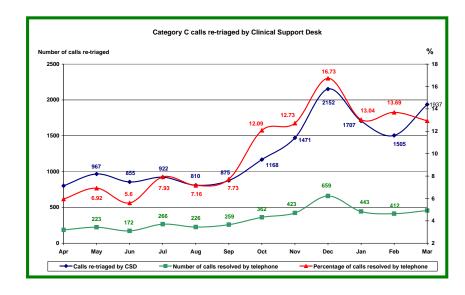
In addition to providing call handling and dispatch, the EOC manages a Clinical Support Desk. This is a new function and supports a team of senior trust clinicians to analyse category C calls and refer patients into an alternative more appropriate treatment pathway such as NHS Direct. This process means that the trust does not need to dispatch a vehicle to respond, freeing up these vital resources for other more urgent cases and helping to reduce inappropriate transfer of patients to hospital emergency departments.



There are seven dispatch desks operating 24hrs a day, 365 days a year that manage approximately 150 ambulance resources. They are responsible for the efficient and effective

allocation of these resources and in 2010 the average time taken to dispatch a resource was only 45 seconds.

The development of the clinical support desk within 2010 is allowing the trust to respond more appropriately to patients needs. Over and above the calls that are referred on to NHS Direct, using decision support software, it is able to match the patient's health care needs with the appropriate level of service.



The next phase for the trust will be to develop the Clinical Support Desk to further increase the level of support available to ambulance clinicians by providing additional access to alternative healthcare pathways suitable patients.

OUT OF HOURS SERVICE.

The trust operates an Out of Hours Service that provides an emergency doctors' service to any person registered with a GP in Gloucestershire. This service covers an area of 1,047 square miles and a population of approximately 590,000. The service operates from the Triservices Centre at Quedgley, Gloucestershire, which takes calls, and prioritises the clinical response.

The difficult weather conditions experienced by the area over the last few years has seen the trust invest in seven 4x4 vehicles to support the out of hours services, and these are based at Staverton Ambulance Station along with the mobile doctors and urgent care assistants.

More and more we have been working to improve the quality of the care we provide by ensuring that the patient experience is as seamless as possible as their care is passed through the different healthcare providers and to support this we work very closely with other services to ensure that the highest standard of care is given.

When a member of the public contacts their own doctor in the evening or at weekends the doctors' surgery telephone is

automatically diverted to us and answered by one of our call takers who will then obtain as much information about the patient as possible so that the call can be prioritised.

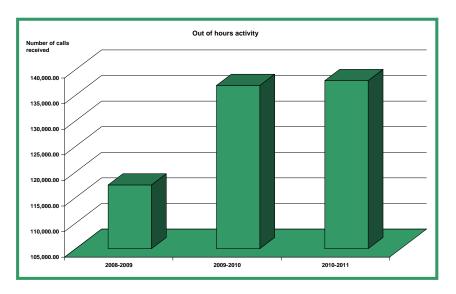
Our doctor then calls the patient back and makes a telephone assessment of the patient's condition to decide if the patient needs to be seen at a primary care centre, needs a home visit, needs to attend accident and emergency department or needs an ambulance to be sent.

From 6.00pm to 8.00am every weekday and all weekend and public holidays we;

- Take telephone calls from the public who wish to see a doctor or district nurse.
- Dispatch the 'home visits' to the mobile doctors and pass on requests for a district nurse.
- Have a number of nurses and paramedics to support the call handling staff and overnight triage doctor in helping patients.
- Provide an overnight doctor from 11:00pm to 8:00am to assess the calls being received and decide on the best care pathway for the patient.

Where a home visit is required the doctor will decide if it is an emergency, urgent or routine home visit and the dispatcher will then send the patient's information to one of our vehicles and the mobile doctor and their assistant will drive to the patient.

Despite the number of calls we receive increasing year on year, we have consistently improved our service when measured against a number of internal indictors that record how quickly we manage the call and visit the patient.



Percentage	08/09	09/10	10/11
Calls answered <60 secs	94	95	94
Triage <20 minutes	92	96	97
Triage <60 minutes	99	99	99
Visit time <1 hour	90	98	99
Visit time <2 hours	92	94	96
Visit time <6 hours	97	95	96

The trust is proud of the quality of the out of hours service that it provides for the people of Gloucestershire, and we will actively engage with other stakeholders as the NHS responds to the forthcoming changes over the next few years. We would hope to build on and expand our service.

PATIENT TRANSPORT SERVICE.

The Patient Transport Service (PTS) provides non-emergency transport for patients to and from hospitals or other healthcare facilities

Although most journeys are pre-planned increasingly the purchasers of our service require some patients to be

transported within a few hours notice, especially those being discharged from hospital.

Our ambulance vehicles provide for those people who often need greater care and assistance especially where their mobility is poor. All are equipped with ramps or tail-lifts and are double-crewed. They are capable of carrying people who need the assistance of two people and they can also carry up to two people travelling in their own wheelchairs.

All our ambulance care assistants have received comprehensive training to be able to offer the highest quality of care to the people they transport and look after.

In addition a number of our ambulances are also equipped to carry patients who need to lie down or who may need the highest level of supportive care. These vehicles incorporate stretcher trolley beds as well as a range of other specialist equipment. The intermediate care assistants who operate these vehicles have received the department's highest level of training that enables them to manage patients who, for example, may have undergone cardiac procedures or who require spinal immobilisation.

The last twelve months have seen impressive changes to the way the patient transport service operates within the trust. As a directly commissioned service we now have a number of contracts with the NHS organisations across the area of Avon, Gloucestershire and Wiltshire. The largest of these contracts, to supply PTS services to Bristol, North Somerset and South

Gloucestershire, was awarded after a competitive process on the open market and has generated a significant degree of investment.

As a result the department now has resources operating 24 hours a day and 7 days a week. The dedicated Control and Operations centre has also extended its working hours to 7 days a week. We have also renewed fifty percent of our vehicles and introduced mobile data technology to improve the way that resources are deployed and performance monitored.

In building on this success we have been able to increase the number of staff we employ to over 260 people

The trust now undertakes nearly 300,000 non-emergency patient journeys each year and the PTS department is planning to increase this number through the acquisition of new business.

With planned rationalisation of public services and a reorganisation of the way NHS services are commissioned there will be many challenges ahead. However we believe that the service developments that have taken place in the last year and the quality of the service we are now able to offer puts us in a strong position to respond to the needs of patients and grow our business in the forthcoming years.

COMMUNITY FIRST RESPONDERS.

Community first responders are volunteers recruited by the trust to respond to life threatening medical incidents within their local communities.

They attend an accredited training course, either the IHCD first person on scene course or the community responder course in conjunction the St John Ambulance. As well as covering medical emergencies both courses equip the responder with the skills to carry out basic life support and use of an automated external defibrillator (AED).

After successfully completing the training the volunteers then spend time with operational front line staff, attending at least two observation shifts on either a rapid response vehicle or an ambulance. This not only introduces the volunteers to the operational processes of the trust but allows them to gain experience of dealing with emergency situations whilst under the supervision of clinically trained staff.

They respond, under normal driving conditions, to incidents usually within a 3 mile radius of their home address and are always supported up by a trust clinician who will take over the direct care of the patient.

Life threatening emergencies that are attended by community first responders include;

- cardiac arrests
- chest pains,
- breathing problems
- convulsions
- haemorrhages
- the unconscious patients

Currently the trust has 300 active Community First Responders, with an average attendance of 380 life threatening emergencies per month.

The community first responder plays a vital role in our response strategy for the delivery of a local quality service, and we are engaging with local communities & voluntary organisations in an attempt to boost the number of volunteers with the specific aim of providing 24/7 cover in key areas.

MANAGEMENT OF ST ELEVATION MYOCARDIAL INFARCTION.

The trusts objective in the management of STEMI is to provide early reperfusion treatment to restore normal coronary

blood flow and so reverse ischaemia and limit infarction. Restoration of coronary blood flow can be achieved by either the provision of thrombolysis or primary percutaneous coronary intervention (PPCI).

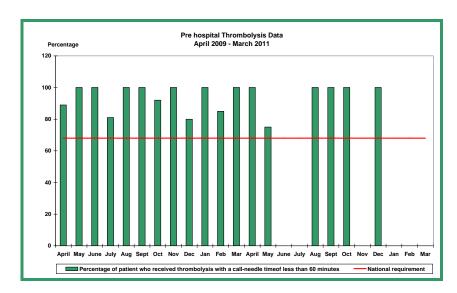
The trust responds to patients with a STEMI by;

- Categorising potential STEMI cases as a life threatening 999 response
- Ensuring a defibrillator is available on all emergency ambulance resources
- Providing appropriate advice over the telephone whilst an ambulance is on route, including advising the administration of aspirin
- On arrival, administering anti-platelet drug therapy, nitrates and oxygen
- Administering analgesia
- Facilitating optimum reperfusion therapy

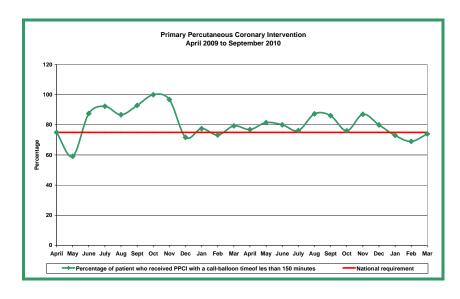
For reperfusion treatment to be most effective it must be provided as quickly as possible after onset of the acute event.

The trusts reperfusion performance is measured against callto-needle time for thrombolysis and call-to-balloon time for PPCI. The performance targets are considered 'shared' targets between us and the hospital providing PPCI service.

The national performance target for thrombolysis is: 68% of eligible STEMI patients that receive thrombolysis, do so with a call to needle time of within 60 minutes. For PPCI the performance target is: 75% of eligible STEMI patients that receive PPCI do so with a call to balloon time of within 150 minutes.



Evidence suggests that patients who have suffered a heart attack have a greater chance of survival and recovery if they are treated in a specialist centre that provides PPCI. Working with clinical networks the trust has developed the availability of cardiac services to a level which means that from 1st January 2011 all eligible STEMI patients will be taken to a hospital that provides PPCI



MANAGEMENT AND THE PREVENTION OF STROKE.

Stroke has a major impact on individual lives and on the nation's health and economy.

Strokes are a blood clot or bleed in the brain which can leave lasting damage, affecting mobility, cognition, sight or communication.

The trust responds to patients with a stroke by,

- Categorising potential stroke cases as a life threatening 999 response.
- Telephone triage of the Face Arms Speech Test.
- On arrival administer oxygen therapy if indicated.
- Rapidly assess if the patient meets the pre-hospital criteria for stroke thrombolysis assessment.
- Minimise the call to hospital time by taking eligible patients, as an emergency, to a hospital providing stroke thrombolysis services.

For those people who call 999 when they first experience symptoms, thrombolysis can be an effective treatment where it can be delivered within four and a half hours. The trust has recognised that not only does it have a role to play in the acute care of patients suffering a stroke, but also in supporting stroke prevention measures.

The trust has implemented a number of initiatives designed to contribute to stroke prevention

Clinicians have received training in the assessment and referral of patients suffering from a suspected transient ischaemic (TIA). A TIA can be a precursor to a stroke and we have incorporated the NICE recommendation to assess the risk of subsequent stroke using the ABCD² scoring tool

Unrecognised atrial fibrillation (AF) or high blood pressure greatly increases the risk of stroke. The trust has implemented an initiative that enables our clinicians to notify a patient's GP of incidental findings of either AF or a high blood pressure reading. Patients that are treated at home and found to have either AF or a high blood pressure reading are also provided with an information leaflet.

Patient Transport Service conveys around 300,000 patient journeys per year. These service users are a 'captive audience' for the dissemination of stroke prevention literature and the PTS staff are encouraged to actively disseminate stroke prevention literature obtained from the Stroke Association.

DEMENTIA CARE

The trust developed an action plan for implementing the national Dementia Strategy "Living Well with Dementia. This strategy aimed to improve awareness, provide early diagnosis

and intervention and the provision of high quality care for those individuals and their carers. It is broken down into seventeen objectives, and the trust has been able to target actions against six of these objectives, shown in the following table;

Objective	Action	
Improving public and professional awareness and	Introduce a basic information leaflet for all staff.	
understanding	Write a feature article in the trust clinical journal.	
	Provide access to a dementia training module through external resources	
	Provide access to a dementia e learning platform	
Good quality information for those diagnosed with dementia and their carers	Produce and implement a leaflet for patients and carers identifying local and national resources of information and support.	
Enabling easy access to care, support and advice following diagnosis	Liaise with all PCT dementia leads to ensure all care plans are shared with the trust	
	Work with PCT dementia leads to agree access to alternative pathways for care including; community care, safe haven/	

	respite beds and sitting services.	
Implementing the carer's strategy.	Provide clinicians with information on local and national support services in order to support carers	
Improved end of life care for people with dementia.	Share clinical alerts process PCT dementia lead to ensure all end of life wishes are captured on the dispatch system	
An informed and effective workforce for people with dementia	PCT dementia communication tools to be used by clinicians to reduce the patient fear and anxiety whilst building confidence and trust.	

The implementation of this piece of work has supported the national strategy through an improved awareness and quality of care. In addition, the trust is able to ensure the individual and carer will receive the right care in an environment they are familiar with reducing stress and anxiety for all involved. We have also been able to avoid unnecessary hospital admissions, which in turn have resulted in cost saving for the NHS.

Dementia awareness training has been included on the emergency care assistant induction programme and the patient transport service training. In addition access to elearning has been implemented with approximately one third

of clinical staff taking part and a dementia module is planned as part of next year's statutory mandatory training day. In delivering against the action plan the trust has had their work recognised within the Department of Health publication "Living well with dementia: A National Dementia Strategy. Good Practice Compendium – an assets approach"

INDIVIDUALISED CARE PLANS.

As a trust we are committed to developing and implementing clinical strategies to support national guidance and recommendations that respond to the needs of the public. As part of the previous Darzi review "Taking Healthcare to the Patient" and the more recent Quality, Innovation, Prevention and Productivity (QIPP) work programme the focus has changed to shifting settings of care in both urgent and emergency care.

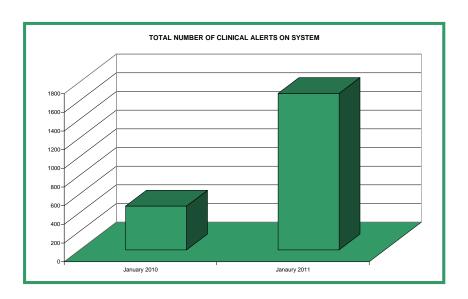
Over the past eighteen months the trust has begun to identify areas where information sharing between ourselves and our healthcare partners would have a positive impact on the individual needs of patients. As a result of this work we recognised that information sharing would support patients receiving the care they need in an agreed and planned approach, and also in a care setting appropriate for their needs such as their home.

Currently patient information is received via secure fax, letter or secure email and then transferred into a usable format and

stored to a restricted database. The information is then securely faxed or emailed to the Avon Emergency Operations Centre where the details are added to the individual address on the computer aided dispatch system (CAD). Secure confirmation is then sent back to the alerts administrator. This allows the attending clinician to carry out care in an agreed manner, responding to the patient's or carers individual wishes.

	Number of new care plans added	Number of care plans reviewed	Number of alerts removed
Jun	100	-	16
Jul	109	99	51
Aug	151	210	47
Sep	181	12	31
Oct	110	68	53
Nov	205	50	17
Dec	129	75	4
Jan	229	30	25
Feb	209	-	-
Mar	270	-	-

Future investment will see this process further streamlined so that all data exchange is electronic using secure NHS email and supporting a local data upload to the dispatch system. We have actively promoted this process with NHS stakeholders, embedding it into trust activity and we have seen a significant increase in the number of individualised care plans we now have on the system.



FALLS MANAGEMENT.

The NHS South West's strategic framework ambitions for 2008-2010 set a goal to reduce emergency admissions as a result of a fall by 30% from a 2006-07 baseline by March 2010. As part of this strategy they suggested a systematic approach to falls and fracture prevention.

Working with our local NHS partners we have been able to develop a clinical pathway to support the wider health community and refer patients into falls services or as a minimum through to their GP. This has allowed patients to be treated in their own home, and reduce the number of patients being unnecessarily transported to hospital. Additionally, use of the pathway and the triage assessment tool has been to allow our health care partners to provide early intervention; secondary falls prevention systems, as well as preserving health and independence for this patient group.

The triage assessment tool is based on the national falls risk in older people tool (FRAT) that has been adapted to an emergency service user friendly edition.

ACCIDENT AND EMERGENCY SERVICES.

We are continuing to build on last year's performance, following the development plan agreed as part of the trust's overall strategy and vision. As part of this approach we have

instigated major changes to the way we plan and deliver our emergency response service, amending our resource plans to better reflect demand and patients' need. As with any major change the path has not been smooth and we have seen this impact on our time based performance standards.

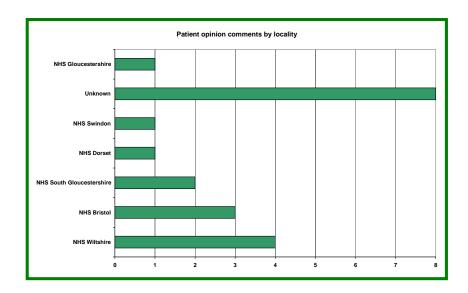
Reassuringly our clinical performance indicators have shown very positive improvements, part of the move towards quality-based outcomes. A major contribution to the overall service we provide is how we deal with initial contact with patients, normally on the telephone. Our call connect performance shows that we continue to be in the vanguard of best practice measured nationally, an achievement of which we are rightly proud but also determined to improve. Similarly, the clinical desk project has been re-invigorated and shown how we can achieve real improvements in patient experience, something that will be critical for our future success.

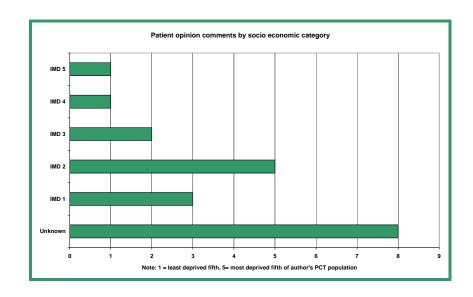
We acknowledge that there is room for improvement in providing equality of care across our region, particularly in the rural areas, and are investing in community based programmes as well as co-responder schemes to supplement the emergency service we provide. Similarly the changes we have made in A&E operations have still to bed in and provide the increase in service quality for which we strive. Encouragingly our air support unit and civil contingency operations are going from strength to strength, allowing us to be better prepared to respond to some of the more difficult incidents faced by an ambulance service.

Our focus is very much on the future, in particular the changes to patient outcomes as the metric by which we will be judged. We do not yet know the full impact of this transformation but we are determined to ensure that we deliver the highest levels of clinical care to everyone, achieving a safe, timely and appropriate service to those who need it. We are involved with our stakeholders in mapping out the future and we see real opportunities to improve delivery, for example by means of more effective triage and referral to alternative pathways that better match the requirements of our patient. In sum some encouraging signs but we understand that we have much still to achieve.

PATIENT EXPERIENCE

As part of our commitment to improving patient experience we were the first ambulance service in the UK to subscribe to an online user feedback service called Patient Opinion. This is a social enterprise initiative, led by a Sheffield GP and originally funded by the Department of Health. In subscribing to Patient Opinion we believe that patient stories are a really valuable method of assessing how the public judge the quality of our service. We have implemented a marketing campaign, publicizing the availability of the service via local GP practices, local commissioners and through a targeted media release. We have also included promotional material within our A&E, patient transport and out of hour's fleet





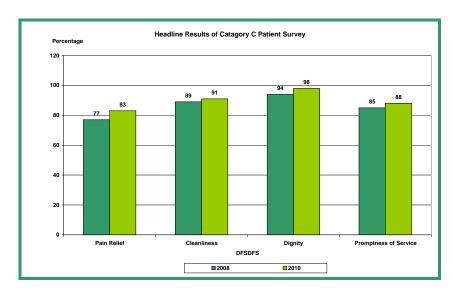
We also recognise that the 'seldom heard' groups (e.g. minority ethnic communities, particularly those who do not speak English, faith communities, travellers, gay men and women, transsexual and transgender individuals) often find traditional mechanisms for providing feedback challenging, and we are currently working with umbrella organisations to improve our stakeholder engagement and promote the use of Patient Opinion.

Currently the majority of comments are coming from patients and relatives within our least deprived areas, and are predominantly positive in their comments.

We have also undertaken a quality survey of Category C patients based on a sample of 850 service users who accessed the service in July 2010. This excluded children aged less than 18 years of age and those known to be deceased. We achieved a response rate of 28% (240/850) by the cut off date of the 1st December 2010.

The same methodology as the 2008 survey was used so that we could undertake some comparative analysis. (Results from 2008 are shown in brackets.)

The headline results show that the trust has improved the care it delivers to Category C service users through the provision of a high quality service in areas such as pain relief 83% (77%), cleanliness 91% (89%), dignity 96% (94%) and promptness of response 85% (88%)



INFECTION PREVENTION AND CONTROL

The trust has expanded team resources this year with an emphasis on embedding infection prevention and control principles in every day clinical practice and ensuring audit compliance with hand hygiene and all aspects of the trust policy.

Areas of significant achievements for this year have included;

- All new job descriptions now contractually oblige staff to comply with IPC policies and procedures.
- A standard cleaning contract for premises and healthcare associated areas has been awarded.
- A sluice refurbishment programme has been completed.
- A new audit programme to assure staff compliance with the trust IPC policy including the cleanliness of our vehicles and buildings has been implemented with results being reported to the quality committee

 Patient transport vehicles are now included within the 'make ready' team deep clean programme.

Through the quality committee the trust board is assured that there has been continual improvement since the satisfactory inspection carried out by the Care Quality Commission in 2009.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS.

The trust has continued to ensure that safeguarding principles are embedded in every day clinical practice and to ensure compliance with all aspects of the Public Protection and Safeguarding policy.

In addition the trust has continued to work with the local safeguarding boards and to submit Individual management reviews for all serious case reviews to ensure lessons are learnt and embedded into future learning initiatives.

Areas of significant achievement in safeguarding children and vulnerable adults for this year have included

Inclusion of safeguarding contractual obligations in all new job descriptions to

- make safeguarding the responsibility of all trust employees
- Ensuring that all prospective and employed staff is verified in relation to Criminal Records Bureau checks
- Through staff education and awareness programmes facilitate a steady increase of referral rates
- Development of safeguarding advice and information for employees on the trust intranet

QUALITY AND INNOVATION.

In 2010 the trust launched the first edition of Quality and Innovation, an in-house journal of clinical practice. It is published quarterly and is designed to share essential clinical messages and evidence based information to all our staff that has contact with patients.

Quality and Innovation recently celebrated its first anniversary and last year published some 31 articles written by both trust clinicians and external agencies.



Topics covered have included Osteoporosis written by the National Osteoporosis Society, Hydrocortisone Emergencies in Pituitary patients written by the Pituitary Foundation, Dementia written by the Alzheimer's Society. Local articles such as Controversies in pre-hospital care - how should we immobilise? which also won article of the year, and a feature on other subjects included breaking bad news, have also featured.

In addition to the publication, the trust has also held a number of conferences for staff with guest speakers covering subjects on dementia - including a carer's perspective, end of life care and spinal immobilisation.

STATEMENTS FROM STAKEHOLDERS

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Agenda Item No. 8

Responses from acute trusts in respect of A&E handover delays

Great Western Ambulance Service Joint Health Scrutiny Committee 10th June 2011

Attached are responses from acute trusts in respect of A&E handover delays. These were sent in response to a request of the Committee in the autumn of 2010.

- 1. Letter dated 21st October 2010 from Robert Woolley, Chief Executive, University Hospitals Bristol NHS Foundation Trust
- 2. Letter dated 8th November 2010 from Ruth Brunt, Chief Executive, North Bristol NHS Trust

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NHS Foundation Trust

Trust Headquarters
Marlborough Street
Bristol, BS1 3NU
Tel: 0117 342 3720
Fax 0117 925 6588

Email:Robert.woolley@uhbristol.nhs.uk Web-site: www.uhbristol.nhs.uk

RW/dl

21 October 2010

Romayne de Fonseka Scrutiny Officer Bristol City Council College Green Bristol

Dear Romayne

Great Western Ambulance Service (GWAS) Monthly Accident and Emergency Handovers Summary

Thank you for your letter of the 5th October expressing your members' concerns about the performance of the Bristol hospitals in relation to ambulance handover delays, when compared to other hospitals in the South West. We welcome the opportunity to explain the context and challenges that face us in trying to address this important issue.

Firstly, please be reassured that this issue has a very high profile within this organisation; we absolutely recognise that any delay in handing over a patient from the ambulance service to our own services is far from ideal and we are committed to improving our performance in this area.

With regard to specific Trust actions, by the end of this month we will have completed installation of screens which allow the BRI Emergency Department to see live GWAS data on the number of ambulances on route to the hospital as well as how many ambulances are still waiting to off load which we believe will help us to better manage handovers, we have recently endorsed a four point plan to try and dramatically improve flow through our acute assessment and medicine wards and we are hopeful that this will reduce pressure on our bed base, which will in turn assist with patient flow and prompt ambulance handover. Finally, in the longer term, our plans for the BRI redevelopment will ensure that we have adequately sized and located acute assessment facilities for the nature of the population we service, which all acknowledge is not the present case

However, we would wish your members to be aware that we are operating in a context where resolution of this issue is far from straightforward and lies outside of our scope in a number of areas. As the major regional provider for a wide range of specialist services, as well as being a large provider of general hospital care, we experience a far greater number of admissions by ambulance than smaller, non-specialist trusts which means we are exposed to peaks of activity that others are not. In addition, we have seen a 10.5% increase in overall admissions this year to our Trust and an even greater increase in the number of admissions presenting via ambulance at 13.5% with no change to our physical capacity.



Despite this very significant pressure on the Trusts services, between January and July of this year 7,000 patients were handed over to our hospital in less than 15 minutes compared to 6,752 in the same period last year and so whilst the proportion of patients handed over in 15 minutes remains static at 52% (46% in 2009) we are managing more patients in 15 minutes than ever before. A further sign of our progress is the increase in the number of patients handed over in less than 30 minutes which has gone from 57% last year to 64% this year.

Given this context I would like to take this opportunity to raise the issues, which from our perspective, could greatly assist our attempts to ensure all patients are handed over to our care promptly, when presenting by ambulance

- Full roll out of the GWAS Capacity Management System to ensure that GWAS convey patients requiring urgent care to the hospital site best placed, at that time, to manage their care promptly
- A reduction in the number of patients GWAS convey to hospital, for the former Avon area GWAS convey around 67% of patients they attend, to hospital. Commissioners have invested heavily in models of care to reduce this but we have seen little if any impact. In other parts of the country this is reported to be significantly lower.
- Profiling and management of those practices whose patients have high recourse to the
 ambulance service to ensure GP practice services are the first point of contact for all, other
 than those with emergency needs. A vast number of patients presenting to our services, in
 a non emergency situation, have never been seen by a member of their practice team.
- Support for improved public awareness about the appropriate use of primary, community and hospital based services to try and reduce the demand for scare, hospital resources when other services are often better placed to respond.

Thank you for your letter and the interest the Committee is taking in trying to improve patient care in this area, please do come back to me or my staff if we can assist you any further.

Yours sincerely

Robert Woolley Chief Executive

cc John Savage, Chairman, UH Bristol Ruth Brunt, Chief Executive, North Bristol Trust Deborah Evans, Chief Executive, GWAS Stephen Williams, MP

CSO/ley







NHS Trust

Trust Headquarters
Frenchay Hospital
Beckspool Road
Frenchay
Bristol
BS16 1JE
Tel: 0117 3403802
Fax: 0117 3403806
ruth.brunt@nbt.nhs.uk

Website: http://www.nbt.nhs.uk

Our ref: RB/SWa/sl

8 November 2010

Ms Romayne de Fonseka Scrutiny Officer Bristol City Council The Council House College Green Bristol BS1 5TR

Dear Ms Fonseka

Great Western Ambulance Service (GWAS) Monthly Accident and Emergency Handovers Summary – July 2010

Thank you for your letter dated 5 October 2010, which outlines concerns raised during the GWAS Overview and Scrutiny Committee which took place on 17 September 2010.

Within North Bristol NHS Trust (NBT), delayed ambulance handover times has been a high priority for us this year. I fully recognise and accept that the levels of delays are not where we would wish them to be. NBT strives to provide and deliver the best possible patient care and experience, and we recognise that reducing the length of time it takes to hand over our patients from ambulance crews to clinical teams is of utmost importance.

It may also be helpful to give members an insight into some of the challenges we are facing. At NBT we have seen a year on year rise in the number of major patients (as classified under existing national codes) attending the Emergency Department (ED). This has resulted in an increasing number of patients arriving to Frenchay ED via ambulance.

In response to our handover delays, we are currently involved in a number of initiatives to improve performance.

Firstly, we have been working together with GWAS and have, during October, installed visual display screens in both our Emergency Department and Clinical Site Management Team office at Frenchay. These screens contain information from GWAS, which informs the Trust of which patients are on their way to us. This has helped staff in ED to anticipate patients' needs and for the Clinical Site Team to identify beds for patients, if it is suspected that a bed may be required. These screens will also enable the current paper based system of recording handovers to become electronic, which will not only save valuable clinical time,



but provide both GWAS and NBT with better quality data. You may be aware that previously, there was often a significant discrepancy between the handover time recorded by GWAS and that of the ED, which required retrospective validation.

Secondly, by December this year, it is anticipated that the Capacity Management System (CMS) will be fully implemented across the GWAS catchment area. This system enables GWAS crews to identify which of Bristol's Emergency Departments and acute admission wards have the most capacity and/or appropriate beds. In addition the system enables the management teams across NBT and UH Bristol to have access to each other's information so that better joint working can take place.

Thirdly, this month, we are about to pilot the opening of a dedicated ambulance handover bay, which will place us in a better position to flex our ED capacity up and down to prevent handover delays.

Finally, we are actively planning with our colleagues across primary care, new models of urgent care delivery, with a view to testing these before we transfer to the new hospital in 2014. We have a workshop later this month, involving GP's, NBT clinical and managerial staff, out of hours providers, PCT clinical staff and patient representatives, to identify new ways of working. There is also a detailed action plan following an ambulance rapid improvement event held in October, which is being monitored and performance managed by our Director of Operations.

Strategically, there is work ongoing across the health community to reduce the number of patients coming into our ED (when clinically appropriate), within GP practices, via public health campaigns and primary care signposting for patients. We actively welcome the members' views on any alternative, new and/or complementary initiatives.

I hope you can see from the above that NBT is taking this matter very seriously. If you require any additional clarification or information, please do not hesitate to contact me.

Yours sincerely

P.n. But

Ruth Brunt Chief Executive North Bristol NHS Trust

CC: Peter Rilett, Chairman, NBT

Robert Woolley, Chief Executive, UH Bristol

Stephen Williams, MP

Update from Individual Health Overview and Scrutiny Committees

Great Western Ambulance Joint Health Scrutiny Committee 10th June 2011

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To enable individual Health Overview and Scrutiny Committees to advise the Joint Committee of any work they are undertaking in relation to ambulance services and the outcomes of such work.

Recommendation

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

Consider any written and verbal updates provided by Health Overview and Scrutiny Committees and determine whether the Joint Committee requires any further action.

NB. There are no written updates attached to this report, however members of the Committee may wish to provide a verbal update if they so wish.

1.0 Reasons

1.1 Recommendation 5 of the Great Western Ambulance Joint Health Scrutiny Committee's "Review of the Operation of the Great Western Ambulance Joint Health Scrutiny Committee, February - October 2008" required that a standing agenda item be included at each meeting of the Joint Committee to enable individual Health Overview and Scrutiny Committees (HOSCs) to provide an update on any work they are undertaking in relation to ambulance services and the outcomes of such work.

2.0 Detail

- 2.1 The rationale for this recommendation was to ensure that the Joint Committee was kept informed of any local work that is being carried out by individual HOSCs. This will enable the Joint Committee to identify any issues that may benefit from its involvement and will reduce the likelihood of duplication of work occurring between the Joint Committee and individual HOSCs.
- 2.2 Submissions from those local authority HOSCs which are undertaking any such work are included in the appendices to this report for the information of Members.
- 2.3 Members from each local authority HOSC may also wish to provide the Joint Committee with a verbal update.
- 2.4 Members are requested to consider the updates provided by HOSCs and determine whether any further action is required by the Joint Committee in relation to any of the issues raised.

3.0 Background Papers and Appendices

There are none.

Report from the JWG for GWAS, to the JHSC June 2011 meeting.

The JWG met on March 8th and had a very interesting presentation by Brian Jarvis, Service Delivery Manager at the Emergency Operations Centre (EOC), on Hear and Treat and See and Treat.

<u>Hear and Treat</u>. Triaging process with patients who are not presenting with life threatening symptoms, with built in procedures for escalation of response, if the patient appears to worsening. The cases are managed by senior clinicians.

Three main case types are falls, abdominal pains and back pains. Interestingly the three localities manage these calls differently? The patient will receive a call from the senior clinician within 10 minutes.

<u>See and Treat</u> Again non life threatening symptoms. Not every patient can be dealt with over the phone. An ECP will be sent to examine the patient, treat at scene or refer onwards as deemed appropriate. GWAS is conducting trials in Wiltshire and Gloucestershire on developing this response.

Details of their cases and outcomes has been requested and is expected soon. The JWG learned that there is a shortage of these essential healthcare professionals in both the Gloucestershire and Avon localities. A dedicated falls team would serve the best interests of patients.

During the course of the meeting the group were introduced to the new ambulance clinical quality indicators. The group also learned that two of its members were part of the monitoring of PTS for oncology and renal patients in the BNSSG area.

The group met on May 10th and received another very interesting talk on community first responders from Kevin Dickens Community Response Manager (Gloucestershire).

The JWG resolved that CFRs should form the basis of a 2011 workplan. The group also had a provisional look at version 4 of the trust's quality account. The JWG had previously made some input into the account. It will meet in June to formulate a full response the final account.

Albert Weager JWG Chair May 2011

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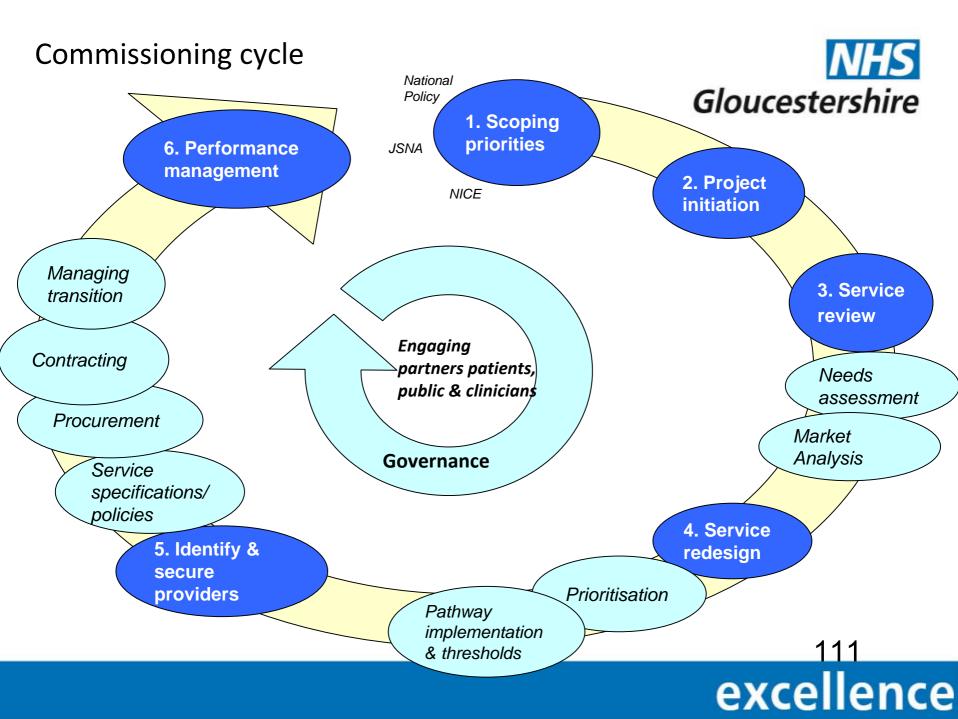
Commissioning Plan: GWAS 2011-13

excellenee

Contents



- Commissioning context
- Commissioning Development
- Services context
- Services Development
- Summary



Commissioning Context



- NHS Gloucestershire has led the commissioning process on behalf of 7 PCTs
- 3 PCT clusters from this month
- GP Commissioning consortia yet to have an impact on Ambulance commissioning, but should do within 2 years
- Main commissioning challenge: to develop services and quality in the context of 'flat cash', ageing population and more expensive technologies

Commissioning Development (1) Wiss

Vision for Unscheduled Care Services:

Seamless, accessible, convenient and safe urgent and emergency care, in which people accessing the system, whatever the circumstances, receive consistent and rigorous assessment of the urgency of their need for care and an appropriate and prompt response to that need.

Commissioning Development (2) Wiss

The Ambulance Trust is clearly key to this as a critical point of first contact for many people.

This can be delivered by using joint planning and the opportunities in the contract, such as performance measures, quality rewards and payment mechanisms including movement to a 'tariff' based system.

Service Context



- Historically been behind the curve on performance targets compared to peers
- On track now in relation to response times
- Good performance on quality indicators
- New national performance indicators
- Working across the area on 'Handover' and 'Wrap up' at hospital
- Back office buildings are of variable quality
- Seeking Foundation Trust status





Main service developments for 2010/11 include:

 Clinical Desk expansion; more clinical advice given to callers over the phone, and paramedics assessing and treating patients at home, or taking or referring them to other health services rather than to hospital as appropriate.

Service Developments (2)



- Increasing usage of appropriate care pathways (ACPs) with health and social care partners to ensure patients are treated in the right place at the right time,
- Enhancing the call response capability and resilience
- Responding to the requirements of Personalised care Plans where these are in place in the persons own home

Service Developments (3)



- HART
- Provide named patient data to PCT's for certain categories of patient
- To develop plans for an intermediate tier service e.g. GP Urgents, A&E discharges, hospital transfers
- Potential to bid as a provider of '111' call centre
- Development of other out of hospital services 24/7?

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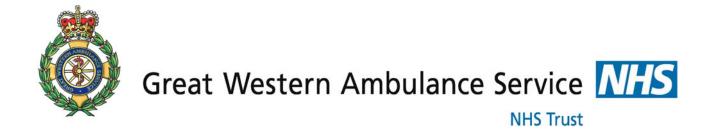




The challenge for all Ambulance Trusts is to provide the 'right' response, not just a fast one. This is being underpinned by changes to national policies and requirements, also payment mechanisms, but requires a change of culture for many.

The benefits will be seen for patients across the system.

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Joint HOSC Meeting

To be held on Friday, June 10, 2011 at 11am at Council Offices, Bristol

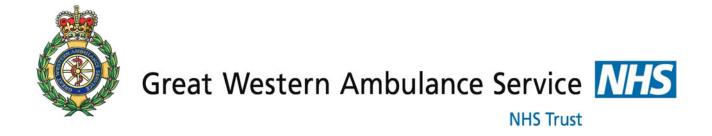
Update on call categorisation changes

1 Purpose

From 1 April 2011, national changes to the categorisation of 999 calls came into force. Details about these changes will be included in the presentation on changes to commissioning from NHS Gloucestershire.

However, the following page provides members with a broad overview of what the changes in 999 call categorisation comprise.

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Call categorisation changes – from A, B, C to Red and Green

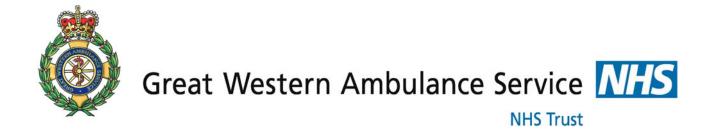
National changes to the categorisation of 999 calls came into force on 1 April.

The tables below show the new call categorisations (Red and Green) and how they compare to the old versions (A, B and C).

Red 1 (echo codes)	Red 2	Green 1	Green 2	Green 3	Green 4		
Response in 8 minutes * 19 minute transport standard *	Response in 8 minutes * 19 minute transport standard *	Response in 20 minutes *	Response in 30 minutes *	Telephone assessment within 20 minutes or respond as per Green 2 *	Telephone assessment within 60 minutes or respond within 60 minutes *		
CAD Priority 0	CAD Priority 1	CAD Priority 2	CAD Priority 4	CAD Priority 5	CAD Priority 6		
Category A		Category B			Category C		
Echo codes	Category A						

^{*} The Red call 8-minute and 19-minute response standards (75% and 95% respectively) are still in place but now constitute two of the 12 national clinical indicators.

Response times for Green calls are not part of the national clinical indicators but will be incorporated in local contracts with commissioners.



Joint HOSC Meeting

To be held on Friday, June 10, 2011 at 11am at Council Offices, Bristol

Update on GWAS estates strategy

1 Purpose

To update members on GWAS's plans to review the trust's entire state of 30-plus buildings. The strategy was presented to the trust Board meeting on 26 May, when it was agreed, allowing work on the first phase to begin

Rod Barnes
Director of Finance
Great Western Ambulance Service

Paper supplied: June 1, 2011

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Great Western Ambulance Service NHS Trust

Estate Strategy

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Executive Summary

This estate strategy has been developed to enable the trust meet its core clinical, operational and financial objectives, over time transforming an aged estate in generally in poor condition into one which is more modern, flexible and provides a suitable environment for staff and patient care.

This latest estate strategy is a strategic review of the trust's operational estate and has built upon the previous estate strategy produced in 2008. It aims to draw together the property risks facing the trust today, set out a strategic direction for the trust's estate, identify options for improving performance and make recommendations that will be used to assess future property investment related decisions. Detailed studies and modelling work has been undertaken to assess the suitability of the estate for future service delivery and this has been used to inform the development of the strategy. These studies included a full strategic property appraisal of how efficient and effective the current estate is at supporting delivery of the trust's operational objectives. The following major points can be ascertained from this estate strategy:

- The trust's estate is aged and in a poor state of repair with an increasing maintenance liability. A key challenge for the trust has been maintaining sufficient investment due to the size and age of the estate relative to the organisations income. This situation is unlikely to change if recommendations in the estate strategy are not adopted.
- The current A&E operational estate, when assessed for its physical condition, is classified as being operationally safe and exhibiting minor defects. However, when the physical condition assessment is extended to the other facets such as functional suitability and Health and Safety compliance a large part of the trust estate is assessed as not meeting acceptable standards.
- Over 71% of the trust's estate was constructed prior to 1975. Buildings of this age are reaching the end of their useful economic life and will require major capital investment in both their fabric and mechanical and electrical infrastructure. This is third highest proportion of pre-1975 buildings in use within the eleven ambulance services in England.
- The current economic climate is a significant issue for all public sector organisations. The trust must deliver service improvements with little or no growth funding over the next three years. This challenge, combined with development of new care pathways for patients and increased patient demand mean the trust must fundamentally review how it delivers its services with partnership with other health providers.
- The report identifies outstanding backlog maintenance liabilities of £2,085,800, of which £1,836,300 are identified as being of an urgent nature.

This strategy forms one component of the Trust's vision for the future and complements our draft Integrated Business Plan. It aims to describe

- The Trust's existing Estate;
- The general condition, age and tenure of the Estate;
- Proposals for the future;
- Estates maintenance and environmental issues.

The recommendations contained within this report have been developed to support the emergent strategies:

- 111, Emergency Control Room, Out of Hours and PTS call taking strategies;
- Development of a hub and spoke A&E and PTS delivery model;
- Facilities for fleet, logistics and "make ready" functions;
- Stores centralisation;
- Consolidation of headquarters and administrative office arrangements;
- Operational and clinical strategies.

The estate strategy proposes a five to ten year vision for the estate. Changes will be implemented on a stage by stage basis, reflecting the dynamic environment in which the NHS is operating and advances in clinical practice and technology. All change proposals will be subject to a detailed suitability analysis to ensure resilience is acceptable and that benefits to patient care and to the trust's estates costs are achievable. Significant investment and disinvestment decisions will be brought to the Board for approval separately.

Recommended changes will support delivery of an improvement in operational performance against national performance standards, improved patient outcomes through improved infection prevention and control, significantly improve ambulance station physical condition and the quality of the staff environment, enhance call taking capacity and deliver a significant financial benefit that can be reinvested into front line services.

1. Introduction

1.1. Project Brief

DVS were appointed by the Great Western Ambulance Service NHS Trust (GWAS) in February 2010 to develop an estate strategy that would support the strategic direction of the Trust, and support the Trust's improvement plans as well as complementing the Trust's application to Foundation Trust status.

The strategy document sets out:

- An assessment of the Trust's existing estate in terms of cost in use and contribution to service performance;
- Detailed plans when set;
- · A comprehensive ten year investment analysis for the estate;
- Evidence of improvement in estate related Key Performance Indicators (KPI's).

The estate strategy document identifies the actions required from the estate to support the strategic aims of the trust and outline how plans for service improvement and modernisation will be implemented. The estate changes identified will be programmed for implementation over a ten year timescale, however given;

- The amount of estate change,
- The scale of the implementation costs,
- The internal capability/capacity
- The ongoing uncertain economic climate creating continued uncertainty in the property market.

The delivery timetable will need expert management to deliver to this demanding timetable.

The strategy has been produced to provide a five – ten year vision for the trust estate and to be used to assess future property-related investment opportunities as they arise. This strategy benefits from a methodology which includes the latest information on operational and estate performance. It identifies both key investment areas and strategic priorities which support the trust's integrated business plan and trust vision. It will help achieve reduced property operating costs, reduced backlog maintenance liability and facilitating better risk management of estate liabilities what does this mean?

The estate strategy is an overarching document that considers the property requirements of the various departments within the trust and includes estate outcomes for:

- Accident & Emergency Operations (A&E Ops);
- Patient Transport Service (PTS);
- Emergency Operations Centres (EOC) including Out of Hours (OOHs);
- Headquarters (HQ);
- Fleet, Logistics and "make ready" services(FLMR);
- Hazardous Area Response Teams (HART);
- Training.

The strategy includes outline proposals for the reconfiguration of the accident and emergency operations estate and develops options for other trust services that support accident and emergency operations. These options will be further refined as the full

business case for change is developed during the implementation stage of the estate Strategy.

1.2. The Estate Strategy Document

The document has been drafted in accordance with current best practice and is arranged on the following basis

Strategic Objectives

A review of the national strategic considerations for ambulance services is considered in relation to the development of the estate strategy. Additionally the trust's strategic objectives have been considered together with local drivers for change.

Methodology

This includes full details of the processes used in developing the options included in the document.

Where are we now – the current estate

This outlines our current position and establishes a baseline against which the development of the strategy can be measured.

Where do we want to be – the strategy proposals

This section examines the long term service aims of the trust, the vision for future services and subsequent priorities for investment.

• How do we get there - implementation

This section details a range of prioritised options, including outline programmes for projects, capital costs and revenue implications.

2. Strategic Objectives

2.1. National Strategic Objectives

Strategic Review of Ambulance Services

In May 2004 the Department of Health began a strategic review of NHS ambulance services in England. The resulting report on the outcome of the review was published in June 2005 under the title *Taking Healthcare the Patient: Transforming NHS Ambulance Services*, which recognised the changes to ambulance services over the last decade and in particular the emerging role of ambulance services in providing world-class prehospital care. More recent healthcare policy, including the planned reorganisation of trauma services and Equity and excellence: Liberating the NHS are likely to have a significant impact on ambulance services. Most significant will be the development of a coherent 24/7 urgent care service in every area of England, incorporating GP out-of-hours services and the provision of urgent medical evaluation via a single telephone number '111' ultimately replacing NHS Direct.

Sustainability

The NHS estate is the largest and most complex estate in Europe with buildings that range from state of the art healthcare facilities, designed especially to meet the demands of modern and future healthcare, to sites which can trace their roots back many decades. The quality of the NHS estate both in terms of the physical quality of the buildings and facilities management services is critical to delivering the NHS commitment to a zero carbon footprint by 2050.

2.2. Trust Strategic Objectives

The Great Western Ambulance Service strategy commits to putting the patient at the heart of everything we do. The trust's vision statement being We will achieve new standards of excellence in emergency and urgent care by embracing innovation and learning, working in partnership with our communities, and putting patients first in everything we do.

Our strategy to achieve this is to strengthen and extend our patient services.

This means for:

Our Patients

Keeping you safe, not taking decisions about your care without involving you, and providing improved outcomes and experience that meet your individual needs;

Our Services

Responding to your needs quickly, equitably and appropriately whatever the time of day or night;

Our People

A highly skilled and empowered workforce, applying evidence based practice, patient focused and achieving excellence in leadership and development;

Our Organisation

Having sound systems of governance to ensure value for money, being a good partner and delivering improvements to services without additional cost to the taxpayer.

The trust's strategic direction charts, aims and objectives for the next five years and marks a desire to improve the quality of the services the trust provides. It outlines how the trust will deliver improved services through innovative practice and its ambition to play an integral role in the prevention of disease and chronic illness.

The trust's ambition is to become a foundation trust by the end of 2012 as achieving foundation trust status will allow the trust to further improve services and ensure that the trust is responding to the needs of the communities it serves in the best possible way.

The current economic climate is a significant issue for the public sector, it will be a great challenge for the trust to continue to improve and extend its services with no inflation or growth funding over the next three years. The NHS South West Region is required to make efficiency savings of £2.7bn over the next three years and the trust is expected to make its to this. The trust must therefore continue to provide good clinical care whilst ensuring needs and national response standards are met and exceeded whilst also increasing productivity, reducing costs and providing excellent patient care. This has led to the fundamental review of the trust's estate to identify where it can contribute to improved service performance and deliver increased cost efficiency.

The trust's principle objectives are taken from the 2010 - 2011 annual business plan and are categorised under the strategic aims of the trust and they are:

- Delivering response time reliability;
- Improving efficiency and productivity;
- Improving clinical quality and effectiveness;
- Improving customer satisfaction and patient experience;
- Supporting prevention of illness/disease;
- Emergency preparedness and resilience;

The estate strategy has been developed to support delivery of these aims.

2.3. Local Drivers

Demography

The trust serves a population of 2.357 million living in both highly urbanised areas and more isolated rural communities. Understanding these issues is critically important for the trust in planning its services and working in partnership with other agencies to deliver care in these wide ranging communities with their diverse needs.

Stakeholders

During the development of the estate strategy the views of key commissioners and the Strategic Health Authority have been sought to determine the general direction. The views of other parties to the Tri-service arrangements (with police and fire services) have been sought to determine practicality of implementation.

Commissioning and Competition

Both PTS and out of hours services will increasingly have to compete against the independent sector and voluntary sector providers for the award of contracts. The success or failure of securing the contracts will influence the future operating model and strategic decisions taken around the location and provision of PTS facilities.

Increasing Traffic Congestion

Increased road congestion will have the effect of increasing response times and reducing clinical outcomes. Additional response and standby posts will be required in strategic locations, if clinical outcomes are to be maintained and improved.

Future Proofing the Estate Strategy

An examination of the regional spatial strategies (RSS) within the trust's geographical boundaries forecasts an increase in new housing of approximately 300,000 dwellings up to 2026. While the RSS has been superseded following the election of the coalition government, local planning for future increases is still likely to result in significant increases in housing numbers if previous proposals are used as an indication of housing volumes.

The estate strategy proposals will be tested to account for this predicted demographic change. As the estate strategy is implemented future modelling for operational areas will take into consideration the planned increases as forecast in the RSS or any locally planned increases in housing and employment to ensure that deployment locations are sufficient to meet need.

2.4. Estate Strategic Objectives

The trust estate review and development of an estate strategy is one of the trust's key priorities for 2010/11. The estate review and development of an estate strategy underpin key trust strategic aims by delivering response time reliability and improving efficiency and productivity. The aim is for the estates strategy to identify long term estate objectives and priorities for short and medium term planning.

The strategic objectives of the estate strategy are:

- To ensure that the estate's portfolio meets current and future needs for the provision of patient care;
- To improve working conditions/facilities at station locations for all staff on site;
- To improve use of assets including identification of sites surplus to operational requirements;

- To reduce estate's capital and revenue lifetime costs and maximise investment in patient care;
- To improve energy efficiency at current/future sites via investment in low energy building and engineering technology;
- To reduce the environmental impact of stations/sites and vehicles;
- To advise on an appropriate condition upgrade programme for existing sites;
- To support delivery of improved vehicle egress times from hub and spoke stations.

The aim is to provide a future estate operating model that achieves these objectives via a hub and spoke model of ambulance stations and standby locations across the trust's operational area.

These strategic locations have been developed through a process that involved research of previous simulation modelling reports conducted by ORH and a study into resource centre locations by Co-performa, interviews with operations divisional managers and a detailed assessment of current ambulance station performance as part of the strategic property appraisal (SPA) process. The strategic locations included in the reconfiguration proposals have been tested by the trust's current simulation modelling partner Process Evolution who have confirmed that the proposals will support a small improvement in overall A&E operational performance.

3. Where are we now - The Current Estate Assessment

3.1. Trust Profile

Great Western Ambulance Service NHS Trust was created from the merger of Avon, Gloucestershire and Wiltshire Ambulance trust's in 2006. The trust covers an area of 3,000 square miles and employs more than 1,650 staff across 33 operational sites – 30 ambulance stations and three emergency operations centres – and in its various headquarters and offices across the region. A full site listing is contained in appendix 1

Great Western Ambulance Service (GWAS) provides the following services:

- Accident & Emergency (999) and urgent care;
- Patient Transport Service (PTS);
- Out-of-Hours service (in Gloucestershire);

It also provides non core services such as training and education and private event support as well as emergency preparedness and resilience services.

The trust serves the following commissioner communities:

- Bath and North East Somerset
- Bristol
- Gloucestershire
- Wiltshire
- North Somerset
- South Gloucestershire
- Swindon (plus Watchfield and Shrivenham)

3.2. Service Performance

Accident & Emergency

Medical emergencies happen at all times of the day and night. GWAS operates a 24-hour clinical response to 999 calls to ensure patients receive the right care as quickly as possible. An analysis of the trust's performance for the year 2009 – 10 is detailed below.

Last year (2009-10), GWAS responded to more than 256,000 emergency calls. In terms of current operational performance ambulance services have stringent national standards in responding to 999 emergencies:

Category A8 - An emergency response should be on scene within 8 minutes of the 999 call being made for 75% of Category A (immediately life-threatening) incidents.

Category A19 - A vehicle capable of transporting a patient should be on scene within 19 minutes for 95% of Category A incidents.

Category B19 - Respond to 95% of Category B (serious but not immediately life-threatening) incidents within 19 minutes.

Since April 2008, these response times have been based on the time at which the 999 call hits the ambulance service's switchboard - i.e. as soon as it is put through by the emergency operator. This is known as call connect.

Thereafter, ambulance services are also measured on how quickly 999 calls are answered - with a national requirement that 95% of calls are answered within 5 seconds.

For the last full financial year (2009-10) GWAS achieved:

- 75% for Category A8
- 95.1% for Category A19
- 90.7% for Category B19

Current Performance for the year 2010 – 2011 as at end February 2011 is:

- 74.3% for Category A8
- 94.7% for Category A19
- 91.4% for Category B19

Patient Transport Service (PTS)

The Patient Transport Services teams provide pre-arranged transport for patients to and from hospital appointments, between healthcare providers and when they are returning home after spending time in hospital.

PTS provides planned journeys for patients with a clinical or care need to and from hospitals and treatment centres. The patients can be taken to a range of different settings including outpatient departments, renal dialysis centres, oncology and hospice centres, day units, children centres, inter hospital transfers and a range of care centres. PTS also convey discharged patients back to their place of residence.

PTS carry out around 300,000 patient journeys a year, currently employing 225 staff and working with a number of volunteer drivers and some private transport companies. The service currently has around 90 ambulance-type vehicles.

Hospitals covered by the PTS service include Weston General, Bristol Royal Infirmary, Southmead, Frenchay, Gloucester Royal, Cheltenham General, Great Western Swindon along with other small cottage hospitals and day units.

Out of Hours

GWAS runs the Out-of-Hours doctor service across the county of Gloucestershire on behalf of GPs. The out-of-hours telephone number covers all patients registered with a doctor's surgery in Gloucestershire and is a service run by dedicated staff including doctors, paramedics, nurses, control assistants, dispatchers and drivers coordinated by a local control centre.

3.3. Composition of Current Estate

Generally the physical condition of the estate is not considered unsafe. However the physical assessment undertaken considers the building structure and mechanical and electrical installations holistically to provide a broad ranking. In determining this broad ranking individual sub standard building elements are incorporated into an overall assessment. A brief summary of the trusts estate is included below:

A&E Ambulance Stations

Avon

The trust currently operates from 10 ambulance stations in Avon. Generally the condition of the estate across Avon in terms of its physical condition is good, with the exception of Bristol Central Ambulance Station which has significant maintenance liabilities that need urgent attention. However there are issues to address regarding compliance with outstanding statutory maintenance fire safety and energy performance items in the remainder of the Avon region.

Gloucestershire

The trust currently operates from 9 ambulance stations in Gloucestershire. Generally the condition of the estate across Gloucestershire in terms of physical condition is good; however there are issues to address regarding compliance with outstanding statutory maintenance fire safety and energy performance items in the remainder of the Gloucestershire region.

Wiltshire

The trust currently operates from 11 ambulance stations in Wiltshire. In 2009 the trust sold Amesbury Ambulance Station at London Road and relocated the site to a leasehold industrial unit on a ten year lease. The Chippenham site including training college, ambulance station and Dorman House have previously been declared surplus by the trust, however only limited action has been taken to pursue disposal and the ambulance station and Dorman House are still in use. Salisbury Ambulance Station was subject to a major refurbishment in 2009. Generally the condition of the estate across Wiltshire in terms of physical condition is good however there are issues to address regarding compliance with outstanding statutory maintenance fire safety and energy performance items in the remainder of the Wiltshire region.

Patient Transport Service (PTS)

The provision of the Patient Transport Service varies by region with many PTS vehicles co-located within frontline ambulance stations. PTS contracts are market tested and secured for a fixed term. PTS locations will be reconfigured in line with A&E locations where this doesn't fit operationally the trust will consider other options for provision with NHS or other partners.

Emergency Operations Centres

The trust operates three EOCs; this is a legacy arrangement as a consequence of the 2006 merger of the three former ambulance services. The largest in Bristol (Avon EOC) provides all 999 call handling and dispatch for Avon area. Its other EOCs are located in Gloucester and Devizes and provide dispatch. In the Gloucestershire EOC there is also an OOHs service/control function.

Headquarters and Offices

The trust operates three former headquarters buildings at Marybush Lane in central Bristol, at Doorman House the ex Wiltshire HQ and at GTEC Quedgeley south of Gloucester.

Marybush Lane in central Bristol is relatively quite old. It, has compliance issues, and uses space inefficiently. As it forms a natural part of Bristol Central station it is likely to be very suitable for disposal as a single high value redevelopment site.

Dorman House is located at the Chippenham ambulance station site and was constructed in the early 1980's. Given the building current condition it requires considerable investment. Additionally use of space is inefficient when compared with modern office accommodation standards

GTEC Quedgeley south of Gloucester is part of the county Tri-service centre held on complex long-term lease agreement with police and fire. Accommodation is modern but limited in size and fragmented within the building. Location is good, as it is close to a M5 junction, for travel to Bristol locations, but poor for travel to Wiltshire locations.

Jenner House, Chippenham is leasehold space shared with Avon and Wiltshire Mental Healthcare Partnership NHS Trust. Space is modern but availability is severely limited and inadequate for use as the trust HQ. The lease terminates in January 2013

Fleet, Logistics and "make ready" (FLMR)

The full FLMR services are currently being reviewed with a number of options under consideration.

Fleet

Currently there are four vehicle maintenance and repair facilities covering the three trust regions. The Avon region facility is located at Bristol Central ambulance station. The Gloucestershire region is covered by the workshop adjacent to the Tri-Service EOC and the Wiltshire region is covered by two workshops at Trowbridge Ambulance Station and Swindon Ambulance Station. The following is a brief overview:

- The Gloucester shared Tri Service facility is modern, although sharing arrangements appear possible, are not realised and the trust does not benefit from shared maintenance and repair facilities;
- The Swindon workshop dates from the 1960s and is in poor condition both internally and externally. There is insufficient space for vehicle storage, access to the workshop is inadequate as are the storage facilities;
- The Bristol workshop dates from the 1960s and in poor condition both internally and externally. The available space is at capacity and not easily accessed given traffic congestion at peak times;
- The Trowbridge workshop is a reasonably modern facility dating from the late 1970s. It is being used to its maximum capacity and general storage areas are inadequate. In addition excessive travel times between Trowbridge and South Wiltshire hinder efficiency.

Logistics

Currently there are three stores covering the trust's regions. The Avon region stores are located at Bristol Central ambulance station. The Gloucestershire region stores are located at Staverton but are due to be re located to HART site at Filton. The Wiltshire region stores are located at Chippenham Ambulance Station.

"Make ready" services

Currently there are four teams providing deep cleaning services at locations covering the trust's regions, this is not a full "make ready" service. The Avon region is located at Bristol Central ambulance station and co-located with the workshop. The Gloucestershire region is located at Staverton Ambulance Station. The Wiltshire region located at both Trowbridge Ambulance Station and Swindon Ambulance Station both locations are co-located with the workshop.

Hazardous Area Response Teams (HART)

A site has been acquired for the provision of HART services at North Bristol at Filton 400. This site is due to become operational in April 2011. The trust is considering a number of co-locations of services, including training, the resilience team, stores and some A&E presence.

Training

There are currently training facilities provided at Marybush Lane in Bristol and Acuma/Wessex House (EOC training) in Avon, from Dorman/Oak House in Wiltshire and GTEC Tri Service site in Gloucestershire. Marybush Lane and Dorman/Oak House are freehold, and the others are rented. There has been no formal assessment of training

facility usage; however individual analysis of facility usage indicates possible underutilisation of the training facilities.

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4. Methodology

The diagram identifies the stages adopted in developing the estate strategy and the reconfiguration proposals it sets out. This section of the Strategy provides details of each of the stages



4.1. Literature Review

A number of key documents were reviewed to provide the context and background information on the trust and wider changes in the health sector to inform the estate strategy, some of the key documents used in developing the strategy are,

- GWAS Estate Strategy 2007-2012;
- GWAS Estate Strategy 2009-2012;
- GWAS Estate Strategy- Draft Premises Plan 2010;
- GWAS Operational Deployment Plan 2009;
- RICS Public Asset Management Guidelines;
- Canty Young 6 Facet Survey 2007;
- NHS Healthcare Capital Investment 2002;
- NHS Estate Code 2007;
- Bradley Report 2005 Taking Healthcare to the Patient;
- DH Improving Ambulance Response Times April 2007.

4.2. Data Collection and Analysis

Data on the existing trust's estate was analysed to provide an understanding of its size, tenure, quality and suitability. The scope of this estate's strategy currently covers stand alone operational ambulance stations (the estate) located in the three localities of Avon, Gloucester and Wiltshire together with various other buildings which offer support services.

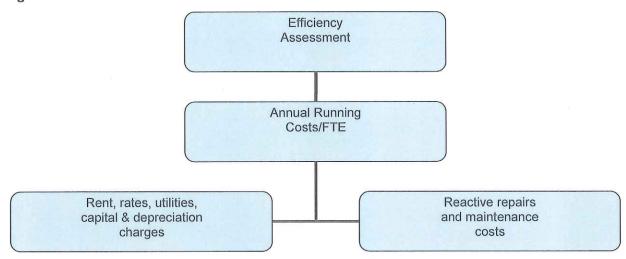
4.3. The Strategic Property Appraisal (SPA) Process

As part of the development of the estate strategy process a Strategic Property Appraisal (SPA) for the estate has been undertaken to provide an assessment of both the efficiency and effectiveness of the current operational estate. The SPA considers the business objectives of the trust and then develops a system to measure the estate's contribution to service delivery by developing bespoke Property Performance Indicators (PPI's) which are then used to assess and score the estate based on two key areas of measurement, efficiency and effectiveness.

The SPA also provides an assessment of the economic dimensions related to property by providing the value of the asset in its existing use compared to its potential market (disposal) value. This will identify the potential capital receipt or any impairment issues associated with any proposed property disposal.

For the efficiency assessment the SPA uses a framework shown below at Figure 1 that uses quantitative evidence to provide an assessment. The total running costs of each ambulance station per annum are collected and then divided by the total staff operating at the station to give a cost assessment based upon staff numbers.

Figure 1



For the effectiveness assessment the SPA uses a framework shown below at figure 2. This assessment uses both quantitative and qualitative evidence to provide an assessment of building performance. The framework measures and sets benchmarks for three key aspects of building performance namely, the buildings contribution to service performance, the buildings suitability for the service being delivered and staff using it, and the buildings operability and condition.

Figure 2

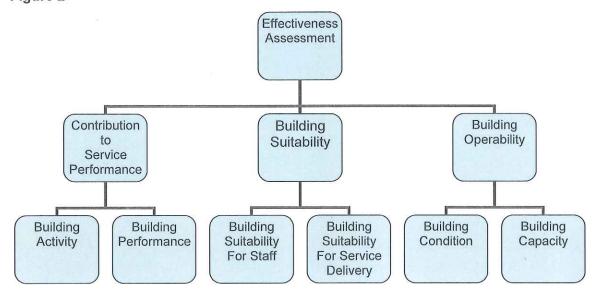
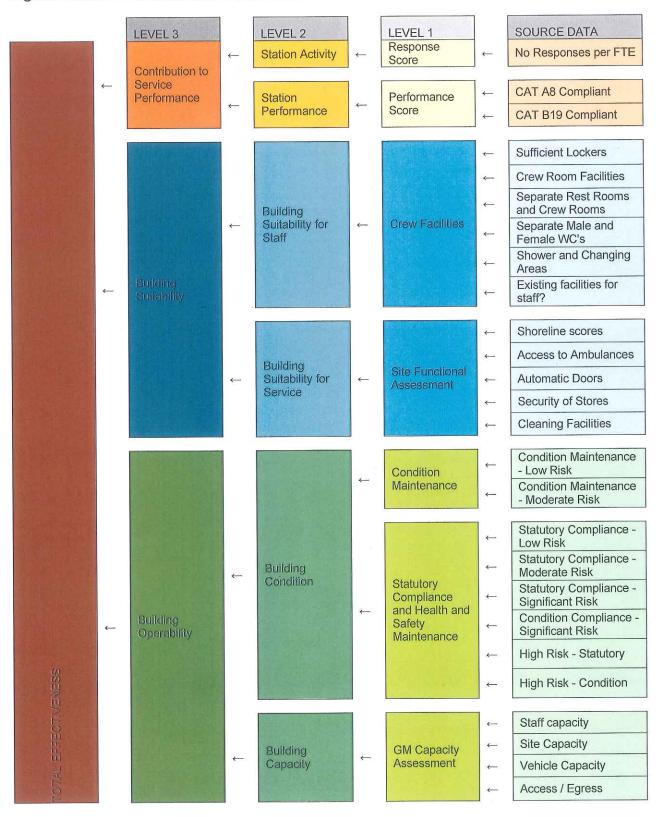


Figure 3 The SPA Effectiveness Framework



The SPA has been completed using property information supplied by GWAS and a measured survey of building suitability using a bespoke designed questionnaire that was completed by divisional operational management. Other key information that has informed the SPA has been the Six Facet Property Survey prepared Canty Young, trust informatics data on individual building activity and performance, and various reports and information supplied by the trust's finance and estate departments.

The information contained in the SPA provides a performance tool to help to review, update and further develop strategic options for the estate by highlighting areas for investigation such as:

Disposals

- Identifying inefficient buildings for disposal;
- Identifying low use buildings for disposal or consolidation;
- Identifying buildings which need to be replaced for effectiveness reasons.

Space Rationalisation and Improvement

- Identifying low cost buildings for intensification of use;
- Assessing possible improvements for individual buildings;
- Characterising general problems to resolve.

Improved Operability / Compliance

- Identifying the extent of non-compliance with statutory and health and safety legislation;
- Identifying qualitative issues such as building suitability and service delivery;
- Identifying major repair programme to remove future liabilities.

The aim of the SPA is to summarise the performance of the estate by developing internal benchmarks and assessing the suitability of the portfolio for service delivery requirements. The information contained in the SPA provides a performance tool to help to review, update and further develop the estate's strategic asset management. The SPA has been used in conjunction with other data and analysis to provide a comprehensive evidence base for property related decisions contained within the estate strategy.

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Overall Effectiveness Scores

When looking at the effectiveness element of the assessment (including delivery against national performance standards and volume of activity) the results shows that the overall number of stations performing below the trust assessed average benchmark score of 146 is twenty five in number.

Table A - Effectiveness Performance Scoring

Region	Station	Score
Gloucestershire	Moreton in Marsh	106
Gloucestershire	Cinderford	115
Wiltshire	Paulton	122
Gloucestershire	Dursley	122
Avon	Churchill	122
Gloucestershire	Lydney	124
Wiltshire	Chippenham	128
Wiltshire	Marlborough	128
Gloucestershire	Cirencester	130
Avon	Nailsea	131
Wiltshire	Malmesbury	131
Avon	Soundwell	132
Gloucestershire	Tewkesbury	132
Gloucestershire	Coleford	134
Wiltshire	Warminster	134
Avon	Almondsbury	135
Wiltshire	Bath	135
Avon	Falfield	137
Gloucestershire	Stroud	138
Avon	Keynsham	138
Wiltshire	Amesbury	139
Wiltshire	Devizes	140
Avon	Yate	142
Wiltshire	Salisbury	143
Avon	Weston	144
Wiltshire	Trowbridge	147
Wiltshire	Swindon	147
Avon	Central	149
Avon	Avonmouth	151
Gloucestershire	Staverton	161

Overall Efficiency Scores

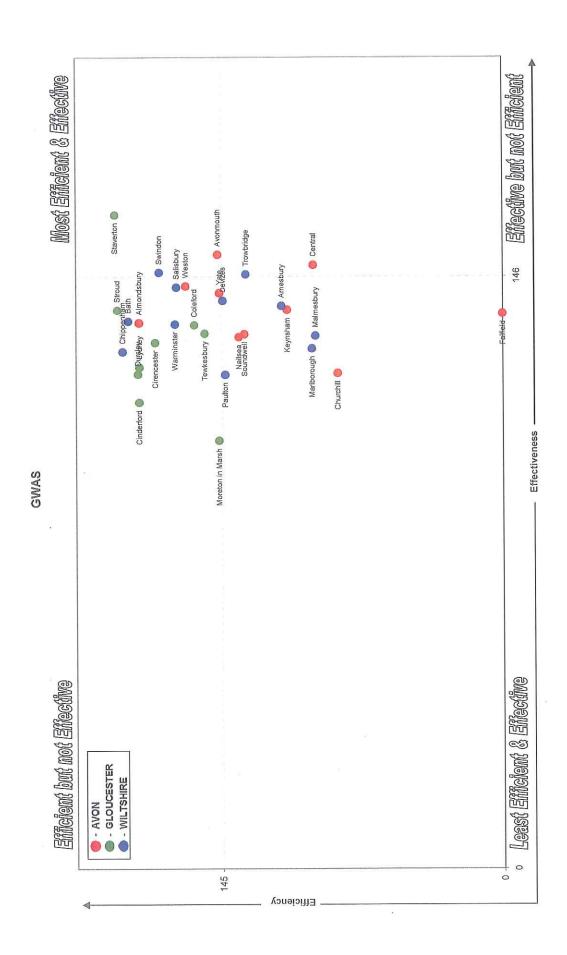
The measurement of 'Efficiency' is determined by assessing the ongoing annual running costs (e.g. rent, rates, utilities, capital charges, reactive repairs and maintenance etc.). The assessment of efficiency has been made using running cost data supplied by the trust and the current capital charging liability based on the most recent asset valuation. This data is then used to calculate an overall performance assessment determined by the cost per employee working from the station which is then converted to a benchmark score (148) this represents average performance across the trust. 15 stations are currently performing below average for efficiency.

Table B – Efficiency Performance Scoring

Region	Station	Score
	Falfield	0
Avon	Churchill	85
Wiltshire	Malmesbury	97
Avon	Central	98
Wiltshire	Marlborough	98
Avon	Keynsham	111
Wiltshire	Amesbury	114
Wiltshire	Trowbridge	132
Avon	Soundwell	133
Avon	Nailsea	136
Wiltshire	Paulton	143
Wiltshire	Devizes	144
Avon	Yate	146
Gloucestershire	Moreton in Marsh	146
Avon	Avonmouth	147
Gloucestershire	Tewkesbury	154
Gloucestershire	Coleford	159
Avon	Weston	164
Wiltshire	Salisbury	168
Wiltshire	Warminster	169
Wiltshire	Swindon	177
Gloucestershire	Cirencester	179
Gloucestershire	Lydney	188
Gloucestershire	Cinderford	188
Avon	Almondsbury	188
Gloucestershire	Dursley	188
Wiltshire	Bath	193
Wiltshire	Chippenham	196
Gloucestershire	Stroud	199
Gloucestershire	Staverton	200

Efficiency and Effectiveness Conclusions

The efficiency and effectiveness scores derived for each station can be used as an indicator of where further action may be needed to either improve the physical environment of the site or increase its contribution to operational performance. These actions could include capital redevelopment, backlog maintenance or in some cases relocation. The combined effectiveness and efficiency scores of existing A&E sites using this methodology are supplied in the table below.



4.4. Operational Performance Evidence

Structured Interviews and Strategy Development Workshops

Various individual and group meetings were held during the methodology stages to discuss the results and reconfiguration proposals that were being developed from the outcomes of the various information analyses. These meetings involved a number of the trust's key staff listed below in Table C.

Table C

Name	Position
Executive Team	Half Day Event
Management Team	Full Board Meeting
Rod Barnes	Director of Finance
Dave Harwood	Head of Estates
Andy Hollingshead	Associate Director
Keith Scott	General Manager Gloucester
Kerry Pinker	Director of HR & OD
Dominic Morgan	Operations Manager Wiltshire
Nick Matson	Operations Manager Avon
Neal Goodwin	Head of Fleet and Logistics
Andy Parker	Head of EOCs
Tom Milles	Programme Manager

Validation of Reconfiguration Proposals

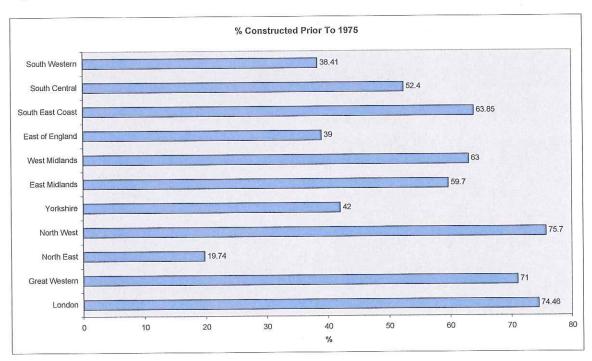
The strategic deployment locations within the ORH report are consistent with the reconfiguration proposals within the estate strategy. Further resilience testing of the strategic locations included in the reconfiguration proposals have been tested with simulation modelling which has confirmed that the proposals will not adversely affect overall operational performance in rural locations.

4.5. Overall Six Facet Performance

An analysis of the trust's estate was undertaken in 2007 in accordance with an NHS estate code six facet survey guidelines by Canty Young Associates to determine the overall condition and liabilities associated with the trust's properties. The six facet condition surveys reveal that many of the trust operational sites suffer from high levels of backlog maintenance (including high statutory maintenance i.e. fire and health and safety compliance) and perform poorly against evaluation criteria.

The survey highlighted that over 71% of the trust's estate was constructed prior to 1975 - the date at which assets transferred from local authority ownership to the Department of Health. Buildings of this age are reaching the end of their useful economic life and will require major capital investment in both the fabric and mechanical and electrical infrastructure. This is one of the highest percentages of pre-1975 buildings in use within the eleven ambulance services in England.





The six facet survey results have been updated to reflect maintenance expenditure since the surveys were undertaken in 2007. These results set a baseline from which to measure current condition and future improvements delivered through the implementation of the Estate Strategy.

The original surveys identified a number of immediate issues to address and investment has been made in priority areas. However, given the general poor condition of the estate and the levels of investment required, suitable investment in other areas has not been made at the levels identified in the Canty Young Report. This still leaves much of the trust's estate performing poorly in relation to the facet methodology.

Facet	Condition Assessment
Physical Condition: The overall physical condition is assessed on the basis of the condition of three elements: buildings (internal and external); mechanical systems; and electrical systems. Functional Suitability: Assessed on the basis of three elements; internal space relationships; support facilities; (e.g. Toilets, storage, seating) and location	A: As new and can be expected to perform adequately over its expected life. B: Sound operationally safe and exhibits only minor defects. C: Operational but major repair or replacement will be needed soon. D: Runs a serious risk of imminent breakdown. A: Very satisfactory, no change needed. B: Satisfactory, minor change needed. C: Not satisfactory, major change needed. D: Unacceptable in its present condition
(is it well sited). Space Utilisation: Considers how well available space is being used using judgements on intensity of use, numbers of people using it and frequency of use. Quality: Considers three elements: amenity; comfort	E: Empty or grossly underused. U: Underused, utilisation could be significantly increased. F Fully used a satisfactory level of utilisation. O: Overcrowded, facilities overloaded and generally overstretched. A: A facility of excellent quality. B: A facility requiring general maintenance investment only
engineering (e.g. internal environment) and design.	C: A less than acceptable facility requiring capital investment D: A very poor facility requiring significant capital investment
Health and Safety: Considers elements of compliance for Statutory Compliance considers Health and Safety Compliance and Fire Safety Compliance.	A: Building complies with all statutory requirements and relevant guidance. B: Building where action will be needed in the current plan period to comply with relevant guidance and statutory requirements. C: Building with known contravention of one or more standards which falls short of B D: Building areas which are dangerously below B standard
Energy: The assessment is part of the environmental management facet. Energy usage is assessed using the Energy Cost Indicator = cost/GJ. For strategic planning purposes the buildings can be ranked using an energy usage per unit method of assessment.	A: Energy usage per cubic volume 35 – 55GJ per 100m3. B: Energy usage per cubic volume 56 – 65GJ per 100m3. C: Energy usage per cubic volume 66 – 75GJ per 100m3. D: Energy usage per cubic volume 76 – 100GJ per 100m3. The above energy targets are set by the Department of Health as part of the facet appraisal.

The acceptable standard that the NHS sets for facet performance is Category B level which indicates the satisfactory performance of a facet. A summary of the trust's levels of facet performance at below Category B is detailed below in table D.

Table D

Facet	2007 Performance
Physical Condition (% of estate below Category B)	0%
Functional Suitability (% of estate below Category B)	73%
Space Utilisation (% Overcrowded)	0%
Quality (% of estate below Category B)	77%
Statutory Compliance (% of estate below Category B)	99%
Fire Safety	92%
Energy (% of estate below Category B)	82%

The facet survey has highlighted that much of the trust's estate still requires investment, with certain sites (Bristol Central ambulance station (AS), Chippenham AS, Swindon AS, Trowbridge AS, Soundwell AS, Nailsea AS and Marybush Lane Offices) requiring significant investment in relation to the facets of statutory compliance, fire safety works and energy efficiency, which highlights poor performance and above average risk exposure. The overriding concern is that there is still a significant liability attached to these work items which places the trust at considerable risk. A summary of the total backlog maintenance liabilities by region is detailed below in Table E

Table E

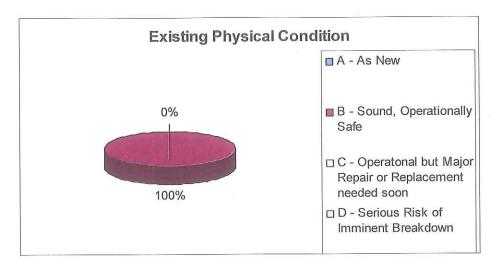
Region	Existing Backlog Maintenance Liability
Gloucestershire	£169,000
Wiltshire	£761,300
Avon*	£1,115,400
Total	£2,085,800

^{*} Figure includes £711,200 for Central Ambulance Station

All buildings have been graded on a scale of A to D for the following facets, Physical Condition, Functional Suitability, Space Utilisation, Fire and Health and Safety Compliance, and Energy, the results of the six facet survey are summarised below:

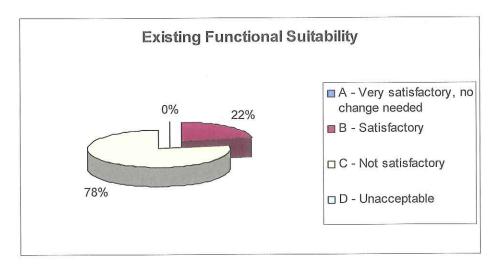
Facet 1: Physical Condition

With the exception of Bristol Central ambulance station (Condition C) the estate when assessed against this facet is classified as being in Condition B indicating that most buildings are generally sound and operationally safe and exhibiting only minor defects regarding their actual physical condition. The chart below summarises estate performance for this facet.



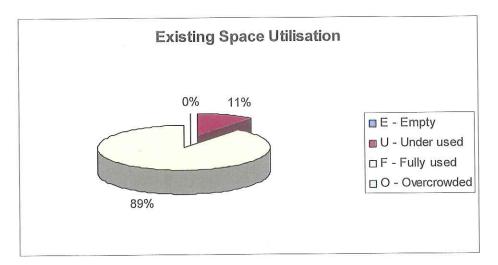
Facet 2: Functional Suitability

The majority of the estate when assessed against this facet is classified at Level C meaning that a large proportion of the estate is considered as being not satisfactory for their function. A significant factor in this will be the age of the majority of the estate. The chart below summarises estate performance for this facet.



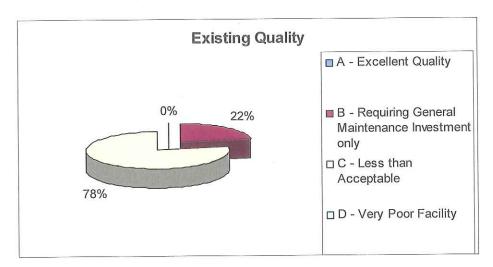
Facet 3: Space Utilisation

A high proportion of the trust's estate is currently fully used; however underutilised sites include Chippenham AS and the old training college, Churchill AS, Falfield AS, Malmesbury AS, Marlborough AS, Warminster AS, Marybush Lane Offices and GTEC. The chart below summarises estate performance for this facet.



Facet 4: Quality

A high proportion of the trust's estate (Bristol Central AS, Chippenham AS, Swindon AS and Trowbridge AS) is considered to be less than acceptable quality and requiring capital investment, while the remainder requires general investment. The chart below summarises estate performance for this facet.

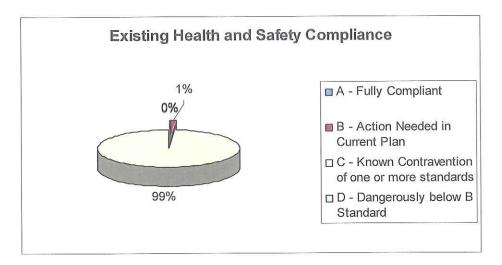


Facet 5: Fire and Health and Safety Requirements

This assessment assesses elements to grade buildings on a scale ranging from Category A, complying with all requirements, to Category D buildings that are dangerously below Category B standard.

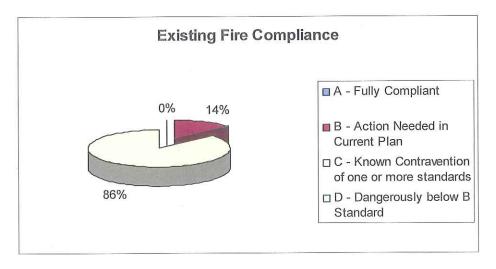
Statutory Health and Safety Compliance

99% of the estate when assessed against this facet is classified at Level C meaning that most of the estate is known to be contravening one or more health and safety standard. This issue should become a priority area for the trust to address given the associated risks with non-compliance. The chart below summarises estate performance for this facet.



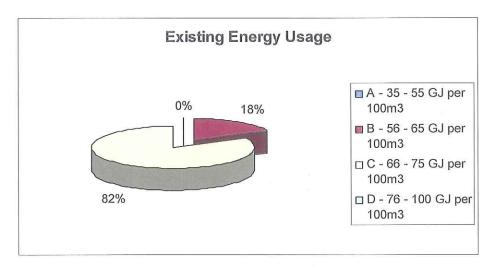
Statutory Fire Safety Compliance

The majority of the estate when assessed against this facet is classified at Level C meaning that a significant proportion of the estate (Bristol Central AS, Bath AS, Chippenham AS, Swindon AS and Marybush Lane offices) is contravening one or more standard. This issue will become a priority area for the trust to address given the associated risks with non-compliance. Fire safety is being bought up to acceptable standards by mid-2011 at all sites, however there are other statutory safety issues that will need to be rectified, including working at heights, legionella, and electrical safety. The chart below summarises estate performance for this facet.



Facet 6 Energy:

The majority of the estate when assessed against this facet is classified at Level C, meaning that a large proportion of the estate is performing below the target standard of Level B. A significant factor in this will be the age of the majority of the estate because older buildings do not incorporate modern design principles regarding current thermal insulation requirements and therefore perform poorly. The chart below summarises estate performance for this facet.



Condition Summary

The six facet condition survey results highlight that most of the trust's estate is either not satisfactory or less than acceptable in terms of building functionality or building quality, that it contravenes a statutory requirement with regards to fire safety or statutory compliance and performs poorly in terms of energy consumption. This will be largely due to the age of the estate, and a general reduction in expenditure to tackle backlog maintenance liabilities given other spending priorities for the trust. Sites that are performing poorly across most facets are Bristol Central AS, Chippenham AS, Swindon AS, Trowbridge AS and Marybush Lane Offices. It is important not to underestimate the impact that poor condition buildings have on operational performance and the adverse affect on staff morale having to operate from unsuitable and poorly maintained buildings.

5. Where do we want to be - Strategy Proposals

5.1. Estate Strategy Concepts and Guiding Principles

Traditionally services provided by GWAS and most other ambulance services have been centred on areas of population density and this is reflected within current divisional locations. This is a sensible view given that the majority of activity would be focussed on the most densely populated areas of the trust. However, the role of the ambulance service trust has developed and is changing from the traditional movement of patients to a place of treatment, to a far more sophisticated service, which is now firmly entrenched in the NHS whole systems approach to healthcare.

The guiding principle for operations is to construct a hub and spoke delivery model where smaller sites feed off larger hub sites for administration, supply, management arrangements, allowing the trust to locate key support services at certain suitable hub sites. The aim of the hub spoke model is:

- To improve station and standby point 'range and cover' and support the trust's clinical priorities and achievement of Category A and Category B national response standards;
- Support overall delivery of services to patients;
- To improve working conditions/facilities at station locations for all staff on site. To improve energy efficiency at current/future sites via investment in low energy building and engineering technology;
- Improve vehicle preparedness (stock, cleaning and availability);
- To improve use of assets including identification of sites surplus to operational requirements;
- To reduce estates capital and revenue lifetime costs and maximise investment in patient care;
- To reduce the environmental impact of stations/sites and vehicles;
- To advise on an appropriate condition upgrade programme for existing sites;
- To support delivery of improved vehicle egress times from hub and spoke stations.

Traditionally both A&E and PTS services have been provided from traditional ambulance stations and, in future where appropriate, these services will be provided by a combination of hubs, spokes and standby points in optimum strategic locations.

- Hub: integrated resource centre or resource centre defined as a site where a large number of staff report and where we operate other support services – full "make ready" services, fleet servicing and maintenance, logistics/supplies, have a management presence (i.e. locality management) and have education facilities that are able to accommodate classroom based training;
- **Spoke**: operational centre defined as a site where staff report, but is aligned to a hub for services including deep cleaning, repair, supplies etc (could be an existing station, a co location site with other partners) but importantly, where staff report to collect a vehicle;
- Standby Points either a 'hot' stand by site e.g. an acute emergency department, or number one location in a city where we do not expect to be there for more than a few minutes and facilitated stand by locations/sites which can be any site where crew facilities are present (e.g. a portable building, polyclinic, MIU etc).

With consideration to the trust's aims and strategic objectives detailed in section two of this strategy, the following concepts and guiding principles have been developed to meet these objectives. Additionally, the impact on the trust's accommodation is now considered on a service by service basis below.

5.1.1. Accident & Emergency Ambulance Stations

The primary function of the trust is the delivery of A&E services. Many of the other functions the trust needs support of the delivery of A&E services. Other services the trust provides are also linked to A&E services locations. It was considered essential to firstly develop the future A&E services model and to identify proposed locations for ambulance stations so that linked services strategies could then be developed. The A&E service locations would become the foundation layer that will underpin the development of other related service strategies and where these services will be located.

The A&E operational model has been developed in conjunction with District Valuer Services (DVS) based upon the full Strategic Property Appraisal (SPA) and a series of facilitated workshops and structured interviews with the regional operational heads of service and other trust stakeholders.

Simulation modelling analysis of historical demand patterns has previously been undertaken by Operational Research in Health (ORH). The ORH report identified the need for four to five strategic response locations across the trust operational area centred in the main population centres. Reference to the ORH report has been made in the development of the reconfiguration proposals and the strategic locations identified in the ORH report correspond and support the locations within the reconfiguration proposal.

The proposed reconfiguration model will be tested by Process Evolution (the trust's informatics partner) to assess the potential impact on operational performance.

5.1.2. Patient Transport Service (PTS)

There is an option to have a few large locations from which PTS resources could be deployed, allowing for efficient use of resources and minimising the fleet size. These resources do not necessarily need to be co-located with A&E resources. This may be more relevant in more rural areas but not a necessity in urban areas.

In the future PTS operating model resources will spend most of their working shift away from their base location and often will not return to their base location until the end of their shift. Typically almost all of the PTS fleet is inactive during the night period and vehicles do not need to be parked inside a garage area and could either be located in a compound type area either covered or uncovered.

Any proposed location would require basic cleaning facilities and requirements such as lighting and shore lines for vehicles that require over night charging facility. Consideration does need to be given to how vehicles access appropriate fleet maintenance and deep cleaning services, although deep cleaning could feed in to an A&E hub site or a mobile cleaning service could be accommodated. Maintenance could be provided in house or the service out-sourced if more cost effective.

5.1.3. Emergency Operations Centres (EOC)

The trust is currently maintaining three emergency operations centres (EOCs) and is increasingly viewed as an outlier when compared to other ambulance services nationally. This is both inefficient and costly and is viewed by commissioners as financially unsustainable in the current economic climate. In addition to this, there is a separate Patient Transport Service (PTS) control room and the Gloucestershire Out-of-Hours (OoH) control function is incorporated into the Gloucestershire EOC.

In line with the legacy arrangements, the emergency operations centres (EOCs) are located in Almondsbury, Devizes and Gloucester. None of the existing EOCs are of sufficient size to accommodate all call taking and dispatch functions of A&E in addition to Patient Transport Services, Out of Hours and a potential 111 service.

When considering future options, the following need to be taken into consideration:

- In order to be considered as a potential provider of the 111 service there will be a need to increase capacity, efficiency and effectiveness of control rooms;
- Significant cost savings can be made from a combination of increased efficiency of a single dispatch function (compared to three at present), together with reductions in management overhead requirements;
- Improved responsiveness and flexibility to cater for variations in demand, including projected growth ion call volumes and possible major incidents, through the ability to allocate resources flexibly and at short notice to meet changes in demand. This would be enhanced further through co-location of the Out of Hours Service and Patient Transport Service within the EOC facility;
- Resilience, through implementation of effective backup and contingency arrangements. It is envisaged that backup would be provided initially through existing facilities, before migrating to a dedicated backup/training facility.

In view of this there is a need to review this provision to ensure the trust is best placed to succeed within a competitive environment for 111 services whilst guaranteeing sufficient resilience; potential options are:

- a) No change to current locations
- b) Split-site EOC
- c) Hub and spoke
- d) Single EOC with resilience arrangements.

It is recommended that a review of control room facilities is undertaken and a business case is produced a presented to the Board for further consideration.

5.1.4. Headquarters (HQ)

Currently the trust has management and headquarters administrative staff (HQ, OoH control and PTS control staff) at five main locations (Marybush, Acuma, Dorman, Jenner, and GTECH). A single headquarters would need to accommodate approximately 130 people and require approximately 1,400m2 NIA of modern office space, plus adequate car parking for essential users. As part of the estate strategy a preliminary option appraisal exercise has been undertaken to scope out HQ options, these are:

- a) Do nothing, adapting existing locations.
- b) Single HQ in Chippenham.
- c) Single HQ in Bristol
- d) Single HQ in Bristol, with a co-located single EOC
- e) Consolidate in Chippenham and retain certain HQ services (e.g. IT, personnel and HR) located at Bristol HART or a future EOC.

It is recommended that a further study is undertaken on the above options, with a business plan being produced that will be presented back to the trust board.

5.1.5. Fleet, Logistics and "make ready" (FLMR)

The full fleet, logistics and "make ready" functions are currently being reviewed with a number of options under consideration.

Logistics

Currently three stores cover the trust's regions. The Avon region stores are located at Bristol Central ambulance station. The Gloucestershire region stores are located at Staverton. The Wiltshire region stores are located at Chippenham ambulance station.

Fleet and "make ready"

Currently there are four fleet workshops covering the three trust regions. The Avon region is located at Bristol Central ambulance station. The Gloucestershire region is covered by the workshop adjacent to the Tri-Service EOC and the Wiltshire region is covered by two workshops at Trowbridge ambulance station and Swindon ambulance station.

Currently there are four 'deep clean' locations covering the trust's regions. The Avon region is located at Bristol Central ambulance station and co-located with the workshop. The Gloucestershire region is located at Staverton ambulance station. The Wiltshire region located at both Trowbridge ambulance station and Swindon ambulance station both locations are co-located with the workshop.

To support the highly mobile resources required for the A&E future operating model there is a need to have efficient and appropriately located support functions such as fleet and "make ready" deep cleaning services. It is proposed that at certain suitable hub sites there may be a fleet maintenance service co-located with static "make

ready" deep cleaning team(s) and logistics/mobile "make ready" staff to ensure the prompt maintenance and cleaning of vehicles to minimise lost/downtime when resources are required to be operationally available.

It is envisaged that typically there would be a maintenance and "make ready" facility' within each of the three regions although this is not mandatory. The required supply chain arrangements would need to reflect and support the hub and spoke configuration. This may involve more direct supply of goods to larger hub sites with arrangements then to feed to smaller sites the required supplies needed.

Of the current four deep clean locations (Staverton, Bristol Central, Swindon and Trowbridge ambulance stations) only Staverton is not co-located with a fleet workshop. Therefore when considering a future combined fleet and "make ready" service there are a range of options for consideration which are detailed below.

5.1.6. Training and Education

Higher education for paramedics is central to achieving a modernised ambulance workforce able to provide a greater range of mobile urgent care, set out in the ambulance review "Taking Healthcare the Patient: Transforming NHS Ambulance Services". Making the transition will equip ambulance clinicians with a greater range of competences and underpinning knowledge whilst maintaining the vocational nature of their training. It will also aid integration with the wider NHS, making it easier for staff to move to and from ambulance roles within their careers.

In the future where internal training and development is required, more of this would be carried out at a local site level, therefore each site ideally would have minimal facilities to enable some classroom training to take place. Smaller sites may simply have a room in which staff could study at a computer or undertake some practical training. Larger hub sites may need the facilities to train a group of staff in a room – having at least one site with these types of facilities within each operational sector/county.

5.1.7. HART

The HART service went live at the end of August 2010, based in temporary accommodation at Falfield ambulance station. Negotiations to purchase a site at Filton in North Bristol for the permanent HART base have been concluded and works are due to commence on site in January 2011, and complete in April 2011. The works allow scope for a number of non-HART services to be co located onto the site including:

- Training shared use of the HART training rooms, booked through HART;
- Stores relocation of Bristol and Staverton stores this vacates space at Bristol enabling use by the workshops to increase capacity and improve efficiency;
- A&E services to be confirmed;
- PTS services to be confirmed.

5.2. The Estate Strategy Benefits

The Benefits for Patients

The reconfigured estate will support delivery of national performance standards ensuring patients receive the most appropriate response whether from an ambulance crew or telephone advice from a trained clinician. In addition the strategy will ensure that resources are not diverted from front line care to maintain buildings in need of significant repair that are no-longer required to deliver the trusts services.

Where practicable new facilities will be co-located with other health providers, ensuring the trust remains part of a coherent community based health system, whilst delivering cost efficiencies for taxpayers.

The Benefits for Staff

The reconfigured estate will enable trust staff to operate from base locations that are modern and purpose built. They will provide modern facilities for crews. The new estates model will be supported by full "make ready" services that will provide fully prepared vehicles as set out in the fleet and "make ready" proposals.

The Financial Benefits

The forecast net cash benefit to the trust of implementing the estate strategy based on a 10-year investment will be significant; this is partially due to the high backlog maintenance costs.

The Estate Condition Benefits

The six facet survey data has been used as a baseline to provide a forecast of what the future condition of the proposed estate will be based on the estate strategy reconfiguration proposals. Certain assumptions have been used to make this forecast, namely that:

- Any new build building solution will be constructed to achieve the highest level of facet compliance as required in the six facet assessment criteria;
- Any refurbished building solution will be refurbished to achieve the highest level of facet compliance as required in the six facet assessment criteria;
- Any leasehold building solution will achieve the highest level of facet compliance as required in the six facet assessment criteria.

Table J

Facet	2007 Performance	2011 Performance	2021 Performance
Physical Condition (% of estate below Category B)	0%		0%
Functional Suitability (% of estate below Category B)	73%		0%
Space Utilisation (% Overcrowded)	0%		0%
Quality (% of estate below Category B)	77%		0%
Statutory Compliance (% of estate below Category B)	99%		0%
Fire Safety (% of estate below Category B)	92%		0%
Energy (% of estate below Category B)	82%		0%

Estate Benefits Summary

The forecast future estate condition results clearly demonstrate a dramatic improvement in the overall condition of the estate as well as significantly reducing the existing backlog maintenance liabilities the trust faces regarding the condition of its A&E operational property. A summary of the reduction in backlog maintenance liabilities by region is detailed below in Table H this clearly demonstrates the potential savings to the trust.

Table K

Region	Existing Backlog Maintenance Liability	Proposed Backlog Maintenance Liability	Reduction in Liability
Gloucestershire	£ 169,000	£ 79,800	£ 89,200
Wiltshire	£ 761,300	£590,000	£ 513,900
Avon*	£1,115,400	£169,000	£ 946,400
Total	£2,085,800	£839,000	£1,246,800

This figure includes £711,200 for Central Ambulance Station

5.3. The Environmental and Sustainability Benefits

The reconfigured estate will enable trust staff to operate from a reduced number of sites; this will deliver a number of environmental and sustainable benefits such as:

- Reduction in core locations combined with full fleet and "make ready" services will reduce vehicle travel and emissions;
- Reduction in floor space will reduce energy usage and reduce CO2;
- Deploying from strategic response locations will reduce overall vehicle travel to incidents and reduce emissions;
- All proposed buildings either new builds or refurbishment will be designed to latest BREEAM standards as required by NHS, this will further reduce energy usage.

All of the above will enable the trust to reduce its carbon footprint.

6. How do we get there - Implementation

6.1. Introduction

The estate strategy proposes significant changes to the trusts estate; these changes are numerous and are likely to be considered as transformational by the trust's many stakeholders. It is essential that a detailed communications strategy is developed, that all stakeholders are consulted early in the process and then regularly informed on implementation progress. This is imperative to reassure all stakeholders that full and open engagement with all affected stakeholders will be properly managed.

An important aspect to emphasise is that the estate strategy provides a vision for the next five – ten years and that realising this vision will be incremental. All change proposals will be subject to a detailed suitability analysis to ensure resilience is acceptable and that both service performance and financial benefits are achievable. Each estates project will be guided by an implementation team made up of staff representatives who have power to influence decisions which affect staff. It is hoped also that patient representatives will be invited to join these project groups as well, so to maximise the impact on delivering excellent patient care.

6.2. Priority Actions

6.2.1. Dedicated Project Delivery Team

The changes proposed in the estate strategy are many and complex it will be necessary to establish an estate strategy project delivery team. The Project Delivery team remit will extend beyond property matters and will include the development of a communications strategy that will cover all internal and external communications requirements.

6.2.2. Communications Strategy

Produce a communications strategy that will inform all internal and external trust stakeholder engagement and consultation.

6.2.3. Key Priority Areas

Given the current internal and external influences, it is recommended that 3 initial stages to be pursued are:

- A review of the existing Emergency Operations Centres, incorporating the Out of Hours and Patient Transport Services, taking into consideration potential 111 business:
- A review of the headquarters facility, taking into consideration the existing sites in Bristol, Gloucester and Chippenham;
- In line with the new Hazardous Area Response Team (HART) facility a review should be undertaken of the wider A&E facilities in Bristol.

Detailed estate proposals will be developed into business cases and implementation plans for approval by the board on a project by project basis.



Great Western Ambulance Service application for Foundation trust status: An update for the Joint Health Overview and Scrutiny Committee 10 June 2011

Background

The Government now intends that every NHS trust becomes a foundation trust (FT). Great Western Ambulance Service (GWAS) recognises there is great benefit in achieving FT status. Members and elected governors provide a direct link between the trust and the population it serves. Members – made up of our staff and our public - will be able to influence the direction of the trust and FT status will boost accountability to patients and the public. Local accountability will mean that our staff, the public we serve and some of our key partners will have a real say in how we shape our future services.

The trust will be financially independent, able to raise capital, dispose of assets and invest funds back into the trust. The trust and its members will be able to set the future direction of the trust, win new business and explore new areas of service delivery.

FT status offers a significant opportunity to the trust, not least in communicating and engaging with staff and its public.

An NHS foundation trust has:

- A membership community made up of local people and our staff.
- A Council of Governors made up of public and staff governors elected by the members and appointed governors from local partner organisations.
- A Board of Directors made up of the chair, non-executive directors appointed by the governors.

Overview Timeframe

September

Consultation with public to start

Member recruitment starts

November 2011
Consultation closes

December 2011

Board considers consultation response

Jan 2012

Consultation outcome published

April 2012

Formal application made to the Secretary of State for Health

May 2012

Governor elections

October 2012

Subject to agreement, GWAS authorised to become FT

Consultation

The consultation will start in early September and run until late November.

A calendar is in development of non-GWAS public meetings and events that are taking place during our consultation period. It is proposed to have a presence at as many of these as possible.

Subject to feedback and board approval, it is proposed to host nine specific events three in each of our localities for key stakeholders and members of the public to hear about our work, and consider our proposals for becoming an NHS Foundation Trust to create opportunities for feedback and membership.

Questions for the JOSC

During the consultation period, the trust plans to communicate with liaison officers for individual HOSCs and the Joint HOSC to ensure GWAS FT presentations are scheduled into the existing HOSC/JOSC meetings schedules when possible.

Question: Do individual HOSCs want to get presentations during the consultation period or would they want this to happen through the JOSC?

Question: Would HOSCs/JOSCs prefer to attend the public consultation events instead of presentations to HOSCs/JOSC?

The trust aims to run nine public consultation events – three in each sector.

Question: Do JOSC members think three in each sector is enough?

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee 10th June 2011

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To agree the next stages of the work programme for the Great Western Ambulance Joint Health Scrutiny Committee for 2011/12.

Recommendation

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

- Agree the future items on the Work Programme and authorise the Chair and support officers to make arrangements for the delivery of the Work Programme
- Agree the proposed date and hosting arrangements for the forthcoming meeting in October

1.0 Reasons

1.1 In order to facilitate the preparation of meetings, the Great Western Ambulance Joint Health Scrutiny Committee has agreed to develop a work programme that outlines its priorities.

2.0 Detail

- 2.1 At the last meeting on 28th January 2011, Members agreed a work programme up to the 10th June 2011.
- 2.2 Members are requested to confirm the date of the next meeting. The proposed date is 14th October 2011 and the meeting will be hosted by Wiltshire.

- 2.3 Members are requested to confirm work programme priorities for the next meeting of the Committee.
- 2.4 A draft Work Programme is attached, which includes the standing items that are reported to every meeting of the Committee.

3.0 Background Papers and Appendices

Appendices

Appendix A - Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2011/12

Appendix A

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2011/12 (Updated 31stth January 2011)

Please note:

- Where possible, a 45 minute pre-meeting will be held before all formal Committee meetings. These
 will be held in private.
- Members are reminded that the Work Programme is a live document and will be reviewed at every Committee meeting to ensure that it remains relevant and to plan future meetings.

Friday 10th June 2011 at Bristol City Council

Agenda Item	Issues to be Considered	Witnesses Required	Evidence Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	 To consider the latest data regarding key performance information To raise any issues with officers from GWAS and Gloucestershire PCT To determine whether any further action is 	 Representative from GWAS Representative from Gloucestershire PCT 	 Commissioners Monthly Report, GWAS Board Performance Report, GWAS Handover times/delays by hospital

	required by the Joint Committee		 District Response Times
Report from Joint Working Group		 Local LINK rep and/or Chair of JWG 	•
Changes to GWAS performance standards (briefing paper)	•	Representative from GWAS	•
A&E Handover times – comments from acute trusts	•	 Representatives from UHB and NBT 	•
GWAS Quality Account	 To comment on the draft Quality Account 	•	•
Briefing on future commissioning arrangements for GWAS	•	 Linda Prosser, NHS Glos 	•
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	 To enable individual HOSCs to advise the Joint Committee of any work they are undertaking and the outcomes of such work 	• N/A	 Extracts of minutes from local authority HOSCs

GWAS Joint Health Scrutiny Committee Work	•	To review the Committee's work	•	Scrutiny Officer	,	•	
Programme		programme to ensure that					
		it remains relevant					

Friday 14th October 2011 at Wiltshire Council

Agenda Item	Issues to be Considered	Witnesses Required	Evidence Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	 To consider the latest data regarding key performance information To raise any issues with officers from GWAS and Gloucestershire PCT To determine whether any further action is required by the Joint Committee 	 Representative from GWAS Representative from Gloucestershire PCT 	 Commissioners Monthly Report, GWAS Board Performance Report, GWAS Handover times/delays by hospital District Response Times
Report from Joint Working Group		 Local LINK rep and/or Chair of JWG 	•
Update from local authority Health Overview	To enable individual HOSCs to advise the Joint	• N/A	Extracts of minutes from local authority

and Scrutiny Committees (HOSCs)	Committee of any work they are undertaking and the outcomes of such work		HOSCs
GWAS Joint Health Scrutiny Committee Work Programme	 To review the Committee's work programme to ensure that it remains relevant 	Scrutiny Officer	•