



Herefordshire

<u>KPI Area</u>	<u>Indicator</u>	<u>Apr-08</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Jul-08</u>	<u>Aug-08</u>	<u>Sep-08</u>	<u>Oct-08</u>	<u>Nov-08</u>	<u>Dec-08</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>YTD</u>
Category A	Respond to 75% of Category A calls within 8 minutes.	72.6%	72.7%	74.8%	75.1%	71.6%	82.9%	77.3%	76.7%	64.4%	74.1%	73.1%		
Category B	Respond to 95% of Category B Calls within 19 minutes	93.5%	90.2%	91.0%	88.6%	91.7%	88.9%	93.4%	90.6%	87.1%	88.4%	88.6%		
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	99.3%	97.3%	98.5%	97.6%	98.8%	98.2%	98.6%	97.5%	90.8%	92.7%	94.1%		

Hereford, Shropshire and Worcester Division

<u>KPI Area</u>	<u>Indicator</u>	<u>Apr-08</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Jul-08</u>	<u>Aug-08</u>	<u>Sep-08</u>	<u>Oct-08</u>	<u>Nov-08</u>	<u>Dec-08</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>YTD</u>
Category A	Respond to 75% of Category A calls within 8 minutes.	77.0%	76.4%	77.5%	74.7%	73.1%	75.5%	76.3%	74.3%	63.8%	72.1%	72.1%		
Category B	Respond to 95% of Category B Calls within 19 minutes	96.1%	95.2%	95.4%	95.5%	94.2%	94.5%	95.6%	94.2%	88.9%	93.8%	93.6%		
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	99.1%	98.0%	98.1%	98.2%	98.6%	98.2%	98.1%	96.9%	91.8%	94.2%	95.6%		

WMAS

<u>KPI Area</u>	<u>Indicator</u>	<u>Apr-08</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Jul-08</u>	<u>Aug-08</u>	<u>Sep-08</u>	<u>Oct-08</u>	<u>Nov-08</u>	<u>Dec-08</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>YTD</u>
Category A	Respond to 75% of Category A calls within 8 minutes.	78.9%	78.9%	77.5%	77.5%	77.3%	76.5%	75.1%	72.4%	65.9%	75.2%	75.9%		
Category B	Respond to 95% of Category B Calls within 19 minutes	96.9%	96.9%	96.3%	96.6%	96.0%	95.4%	95.1%	94.6%	90.7%	95.6%	95.9%		
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	97.9%	97.3%	96.5%	97.2%	97.4%	95.8%	95.0%	93.7%	92.2%	96.3%	96.4%		



April 2008

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR2	53	41	77.4%	53	52	98.1%	105	99	94.3%	68	68	100.0%
WR13	10	4	40.0%	10	10	100.0%	11	11	100.0%	11	11	100.0%
HR8	22	15	68.2%	22	21	95.5%	44	40	90.9%	43	42	97.7%
HR6	40	30	75.0%	40	38	95.0%	53	50	94.3%	44	44	100.0%
HR4	33	24	72.7%	33	33	100.0%	86	84	97.7%	65	65	100.0%
HR1	56	50	89.3%	56	55	98.2%	81	81	100.0%	71	71	100.0%
HR9	27	15	55.6%	27	26	96.3%	60	55	91.7%	53	52	98.1%
HR7	12	8	66.7%	12	11	91.7%	11	11	100.0%	22	22	100.0%
HR5	6	4	66.7%	6	6	100.0%	9	3	33.3%	22	22	100.0%
HR3	4	0	0.0%	4	3	75.0%	4	1	25.0%	5	5	100.0%
SY8	2	2	100.0%	2	2	100.0%	1	1	100.0%	1	0	0.0%
SY7	1	0	0.0%	1	1	100.0%	1	0	0.0%	1	1	100.0%
WR6							7	7	100.0%	1	1	100.0%
WR14							1	0	0.0%			
GL17							1	1	100.0%			
NP25										1	1	100.0%
TOTAL	266	193	72.6%	266	258	97.0%	475	444	93.5%	408	405	99.3%

May 2008

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR1	62	52	83.9%	62	62	100.0%	126	125	99.2%	73	73	100.0%
HR6	36	26	72.2%	36	35	97.2%	57	51	89.5%	37	35	94.6%
HR9	29	17	58.6%	29	26	89.7%	56	54	96.4%	58	55	94.8%
HR4	46	39	84.8%	46	45	97.8%	82	79	96.3%	64	64	100.0%
HR8	22	11	50.0%	22	21	95.5%	38	30	78.9%	31	31	100.0%
HR2	52	43	82.7%	52	51	98.1%	115	108	93.9%	95	94	98.9%
HR7	8	7	87.5%	8	8	100.0%	18	16	88.9%	16	15	93.8%
WR13	7	0	0.0%	7	7	100.0%	9	6	66.7%	11	10	90.9%
WR6	5	2	40.0%	5	5	100.0%	4	4	100.0%	3	3	100.0%
WR15	1	0	0.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
SY8	1	0	0.0%	1	1	100.0%	1	0	0.0%	2	2	100.0%
HR3	3	0	0.0%	3	1	33.3%	2	1	50.0%	3	3	100.0%
HR5	6	5	83.3%	6	6	100.0%	14	1	7.1%	10	9	90.0%
LD8							2	0	0.0%	2	1	50.0%
NP25							3	2	66.7%			
WR14							1	1	100.0%			
SY7							2	0	0.0%	5	4	80.0%
TOTAL	278	202	72.7%	278	269	96.8%	530	478	90.2%	410	399	97.3%

June 2008

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR1	51	44	86.3%	51	51	100.0%	116	112	96.6%	71	71	100.0%
SY7	1	0	0.0%	1	0	0.0%	3	2	66.7%	1	1	100.0%
HR4	44	37	84.1%	44	43	97.7%	99	96	97.0%	72	72	100.0%
HR2	46	35	76.1%	46	44	95.7%	124	119	96.0%	77	77	100.0%
HR8	21	12	57.1%	21	18	85.7%	41	32	78.0%	28	25	89.3%
HR6	32	22	68.8%	32	30	93.8%	62	54	87.1%	46	44	95.7%
HR9	26	19	73.1%	26	26	100.0%	65	55	84.6%	50	50	100.0%

WR13	6	2	33.3%	6	6	100.0%	14	13	92.9%	7	7	100.0%
HR7	11	10	90.9%	11	11	100.0%	19	19	100.0%	11	11	100.0%
HR5	11	7	63.6%	11	9	81.8%	10	2	20.0%	14	14	100.0%
WR6	2	2	100.0%	2	2	100.0%	1	1	100.0%	7	7	100.0%
SY8	1	0	0.0%	1	1	100.0%	4	4	100.0%	5	4	80.0%
HR3	1	0	0.0%	1	1	100.0%	5	3	60.0%	2	2	100.0%
GL17	1	0	0.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
NP25	0	0	0.0%	0	0	0.0%	2	2	100.0%	3	3	100.0%
LD8	0	0	0.0%	0	0	0.0%	0	0	0.0%	1	1	100.0%
TOTAL	254	190	74.8%	254	243	95.7%	565	514	91.0%	395	389	98.5%

July 2008

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR1	52	42	80.8%	52	52	100.0%	95	95	100.0%	72	72	100.0%
HR2	65	53	81.5%	65	64	98.5%	111	105	94.6%	83	82	98.8%
HR6	38	25	65.8%	38	35	92.1%	49	45	91.8%	50	48	96.0%
HR4	58	51	87.9%	58	58	100.0%	98	95	96.9%	88	86	97.7%
HR7	10	6	60.0%	10	10	100.0%	21	20	95.2%	19	19	100.0%
HR9	35	25	71.4%	35	33	94.3%	55	40	72.7%	63	61	96.8%
HR8	19	11	57.9%	19	18	94.7%	36	26	72.2%	29	29	100.0%
WR13	7	2	28.6%	7	6	85.7%	10	8	80.0%	14	12	85.7%
HR5	9	7	77.8%	9	9	100.0%	17	5	29.4%	15	13	86.7%
SY8	1	1	100.0%	1	1	100.0%	0	0	0.0%	9	9	100.0%
HR3	1	0	0.0%	1	0	0.0%	5	2	40.0%	3	3	100.0%
NP25	2	0	0.0%	2	2	100.0%	1	1	100.0%	3	3	100.0%
WR6	0	0	0.0%	0	0	0.0%	8	8	100.0%	6	6	100.0%
SY7	0	0	0.0%	0	0	0.0%	2	0	0.0%	3	3	100.0%
TOTAL	297	223	75.1%	297	288	97.0%	508	450	88.6%	457	446	97.6%

Aug-08

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR1	61	54	88.5%	61	61	100.0%	104	102	98.1%	79	79	100.0%
HR6	37	22	59.5%	37	36	97.3%	61	57	93.4%	49	49	100.0%
HR4	42	34	81.0%	42	42	100.0%	105	102	97.1%	70	69	98.6%
HR2	46	34	73.9%	46	44	95.7%	116	109	94.0%	51	51	100.0%
HR5	13	9	69.2%	13	11	84.6%	12	4	33.3%	18	18	100.0%
HR9	23	11	47.8%	23	22	95.7%	50	46	92.0%	53	51	96.2%
WR6	7	0	0.0%	7	6	85.7%	7	6	85.7%	6	6	100.0%
HR7	19	17	89.5%	19	19	100.0%	23	21	91.3%	28	27	96.4%
SY8	1	0	0.0%	1	1	100.0%	5	4	80.0%	4	4	100.0%
WR13	5	1	20.0%	5	5	100.0%	10	10	100.0%	12	12	100.0%
HR8	22	16	72.7%	22	22	100.0%	44	36	81.8%	24	23	95.8%
NP25	1	1	100.0%	1	1	100.0%	0	0	0.0%	2	2	100.0%
SY7	1	0	0.0%	1	0	0.0%	0	0	0.0%	2	2	100.0%
HR3	0	0	0.0%	0	0	0.0%	7	2	28.6%	4	4	100.0%
LD8	0	0	0.0%	0	0	0.0%	1	1	100.0%	0	0	0.0%
TOTAL	278	199	71.6%	278	270	97.1%	545	500	91.7%	402	397	98.8%

Sep-08

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR9	26	20	76.9%	26	26	100.0%	57	46	80.7%	61	58	95.1%
HR1	65	57	87.7%	65	65	100.0%	94	91	96.8%	70	69	98.6%
HR4	50	44	88.0%	50	49	98.0%	83	81	97.6%	61	60	98.4%

HR7	12	12	100.0%	12	12	100.0%	26	24	92.3%	23	23	100.0%
SY7	1	1	100.0%	1	1	100.0%	3	1	33.3%	1	1	100.0%
HR5	14	9	64.3%	14	11	78.6%	8	1	12.5%	25	24	96.0%
HR2	59	52	88.1%	59	58	98.3%	103	96	93.2%	86	86	100.0%
HR6	41	34	82.9%	41	40	97.6%	52	49	94.2%	48	48	100.0%
HR8	9	6	66.7%	9	8	88.9%	37	30	81.1%	32	30	93.8%
WR13	6	3	50.0%	6	5	83.3%	11	9	81.8%	11	11	100.0%
SY8	1	0	0.0%	1	1	100.0%	1	1	100.0%	8	8	100.0%
HR3	4	2	50.0%	4	4	100.0%	7	1	14.3%	3	3	100.0%
WR6	2	1	50.0%	2	2	100.0%	4	2	50.0%	4	4	100.0%
GL18	1	1	100.0%	1	1	100.0%	0	0	0.0%	1	1	100.0%
GL17	1	0	0.0%	1	0	0.0%	0	0	0.0%	0	0	0.0%
NP25	0	0	0.0%	0	0	0.0%	2	2	100.0%	2	2	100.0%
LD8	0	0	0.0%	0	0	0.0%	0	0	0.0%	1	1	100.0%
TOTAL	292	242	82.9%	292	283	96.9%	488	434	88.9%	437	429	98.2%

Oct-08

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR4	50	40	80.0%	50	49	98.0%	88	83	94.3%	63	63	100.0%
GL18	1	0	0.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
HR1	78	68	87.2%	78	78	100.0%	105	105	100.0%	74	72	97.3%
HR2	67	55	82.1%	67	66	98.5%	113	110	97.3%	78	77	98.7%
SY8	3	0	0.0%	3	3	100.0%	3	3	100.0%	2	2	100.0%
HR5	13	11	84.6%	13	12	92.3%	14	5	35.7%	17	17	100.0%
HR7	11	11	100.0%	11	11	100.0%	29	28	96.6%	29	29	100.0%
HR6	30	24	80.0%	30	29	96.7%	48	46	95.8%	52	51	98.1%
HR8	16	6	37.5%	16	13	81.3%	46	39	84.8%	29	29	100.0%
HR9	30	23	76.7%	30	29	96.7%	69	65	94.2%	43	43	100.0%
WR13	10	3	30.0%	10	10	100.0%	15	13	86.7%	23	21	91.3%
WR6	2	1	50.0%	2	2	100.0%	7	6	85.7%	8	8	100.0%
HR3	1	0	0.0%	1	1	100.0%	2	0	0.0%	10	10	100.0%
NP25	1	0	0.0%	1	0	0.0%	4	4	100.0%	1	1	100.0%
SY7	0	0	0.0%	0	0	0.0%	2	2	100.0%	3	3	100.0%
TOTAL	313	242	77.3%	313	304	97.1%	545	509	93.4%	432	426	98.6%

Nov-08

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR4	50	36	72.0%	50	50	100.0%	90	87	96.7%	72	70	97.2%
HR7	11	9	81.8%	11	9	81.8%	26	18	69.2%	22	20	90.9%
HR2	61	51	83.6%	61	61	100.0%	108	106	98.1%	80	78	97.5%
HR1	74	66	89.2%	74	74	100.0%	90	90	100.0%	85	85	100.0%
HR8	18	12	66.7%	18	16	88.9%	34	29	85.3%	36	35	97.2%
HR9	31	23	74.2%	31	30	96.8%	53	45	84.9%	35	35	100.0%
HR6	35	28	80.0%	35	35	100.0%	64	60	93.8%	53	53	100.0%
NP25	1	0	0.0%	1	1	100.0%	6	6	100.0%	5	4	80.0%
WR6	3	0	0.0%	3	2	66.7%	5	4	80.0%	3	2	66.7%
HR5	8	7	87.5%	8	2	25.0%	9	1	11.1%	21	21	100.0%
SY8	1	0	0.0%	1	1	100.0%	1	0	0.0%	2	2	100.0%
WR13	7	1	14.3%	7	3	42.9%	5	5	100.0%	12	12	100.0%
HR3	4	1	25.0%	4	1	25.0%	10	3	30.0%	3	2	66.7%
SY7	1	0	0.0%	1	0	0.0%	0	0	0.0%	2	2	100.0%
TOTAL	305	234	76.7%	305	285	93.4%	501	454	90.6%	431	421	97.7%

Dec-08

Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
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	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR2	118	88	74.6%	118	110	93.2%	134	121	90.3%	98	93	94.9%
HR4	92	69	75.0%	92	87	94.6%	103	93	90.3%	57	53	93.0%
HR9	50	34	68.0%	50	39	78.0%	60	49	81.7%	48	46	95.8%
HR8	30	16	53.3%	30	22	73.3%	57	42	73.7%	31	28	90.3%
HR6	59	31	52.5%	59	45	76.3%	76	64	84.2%	70	60	85.7%
WR13	9	2	22.2%	9	8	88.9%	12	11	91.7%	12	12	100.0%
HR1	108	77	71.3%	108	106	98.1%	137	134	97.8%	162	147	90.7%
SY7	3	0	0.0%	3	2	66.7%	1	0	0.0%	1	1	100.0%
WR6	3	0	0.0%	3	3	100.0%	6	5	83.3%	3	3	100.0%
HR7	17	11	64.7%	17	16	94.1%	21	11	52.4%	20	17	85.0%
SY8	7	0	0.0%	7	5	71.4%	7	5	71.4%	3	2	66.7%
HR3	6	1	16.7%	6	2	33.3%	9	1	11.1%	6	5	83.3%
HR5	15	5	33.3%	15	2	13.3%	12	2	16.7%	14	10	71.4%
NP25	2	0	0.0%	2	0	0.0%	3	3	100.0%	2	1	50.0%
WR15	0	0	0.0%	0	0	0.0%	1	0	0.0%	0	0	0.0%
TOTAL	519	334	64.4%	519	447	86.1%	639	541	84.7%	527	478	90.7%

Jan-09

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR1	86	73	84.9%	86	85	98.8%	107	102	95.3%	149	141	94.6%
HR6	64	46	71.9%	64	56	87.5%	63	59	93.7%	57	49	86.0%
HR8	31	16	51.6%	31	24	77.4%	24	20	83.3%	33	30	90.9%
HR7	21	15	71.4%	21	18	85.7%	16	12	75.0%	22	22	100.0%
WR13	3	1	33.3%	3	3	100.0%	8	6	75.0%	9	6	66.7%
HR2	85	67	78.8%	85	81	95.3%	113	106	93.8%	72	66	91.7%
HR3	5	0	0.0%	5	3	60.0%	5	1	20.0%	5	4	80.0%
HR4	66	59	89.4%	66	66	100.0%	86	84	97.7%	76	72	94.7%
SY8	2	0	0.0%	2	1	50.0%	6	3	50.0%	2	2	100.0%
HR9	39	28	71.8%	39	33	84.6%	69	59	85.5%	58	56	96.6%
WR6	6	2	33.3%	6	5	83.3%	6	5	83.3%	1	1	100.0%
HR5	11	5	45.5%	11	3	27.3%	21	7	33.3%	18	17	94.4%
SY7	1	0	0.0%	1	0	0.0%	1	0	0.0%	1	1	100.0%
NP25	1	0	0.0%	1	1	100.0%	2	2	100.0%	3	2	66.7%
TOTAL	421	312	74.1%	421	379	90.0%	527	466	88.4%	506	469	92.7%

Feb-09

	Cat A 8Min			Cat A 19Min			Cat B 19 Min			Cat C Combined		
	TOTAL	0-8 mins	%	TOTAL	0-19 mins	%	TOTAL	0-19 mins	%	TOTAL	In target	%
HR6	45	29	64.4%	45	43	95.6%	47	43	91.5%	48	44	91.7%
HR1	94	79	84.0%	94	90	95.7%	103	100	97.1%	103	98	95.1%
HR5	11	6	54.5%	11	2	18.2%	18	1	5.6%	16	14	87.5%
HR2	94	68	72.3%	94	89	94.7%	97	90	92.8%	68	64	94.1%
HR9	47	35	74.5%	47	43	91.5%	66	59	89.4%	48	47	97.9%
HR4	61	55	90.2%	61	61	100.0%	84	82	97.6%	64	62	96.9%
SY7	1	1	100.0%	1	1	100.0%	2	2	100.0%	3	3	100.0%
HR7	16	11	68.8%	16	14	87.5%	17	14	82.4%	13	12	92.3%
HR8	28	18	64.3%	28	25	89.3%	30	23	76.7%	26	22	84.6%
WR6	2	0	0.0%	2	1	50.0%	4	3	75.0%	2	2	100.0%
LD8	1	0	0.0%	1	0	0.0%	0	0	0.0%	1	1	100.0%
HR3	4	0	0.0%	4	2	50.0%	6	1	16.7%	2	2	100.0%
WR13	9	1	11.1%	9	9	100.0%	13	13	100.0%	8	7	87.5%
SY8	2	1	50.0%	2	2	100.0%	2	2	100.0%	1	1	100.0%
NP25	1	0	0.0%	1	1	100.0%	0	0	0.0%	2	2	100.0%
GL18	0	0	0.0%	0	0	0.0%	1	1	100.0%	1	1	100.0%
TOTAL	416	304	73.1%	416	383	92.1%	490	434	88.6%	406	382	94.1%