



Walsall

<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%	78.3%	76.6%	75.3%	75.6%	73.6%	70.6%	65.6%	59.2%				
Category B	Respond to 95% of Category B Calls within 19 minutes	97.6%	97.7%	97.3%	96.8%	96.5%	96.3%	95.5%	93.2%	86.9%				
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	97.6%	95.9%	97.1%	97.8%	96.4%	95.2%	94.0%	91.6%	87.8%				

C 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.	76.5%	74.6%	73.4%	74.5%	73.6%	74.2%	70.2%	66.4%	59.6%				
Category B	Respond to 95% of Category B Calls within 19 minutes	96.6%	96.8%	95.5%	96.5%	95.9%	94.6%	93.4%	91.9%	86.7%				
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	96.7%	94.8%	94.2%	95.4%	95.2%	92.5%	91.3%	88.0%	86.6%				

Birmingham and Black Country Locality

<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.	79.1%	78.2%	76.6%	77.9%	77.2%	75.2%	72.9%	68.8%	60.7%				
Category B	Respond to 95% of Category B Calls within 19 minutes	97.1%	97.5%	96.4%	96.9%	96.1%	95.0%	94.0%	93.0%	88.0%				
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	96.8%	96.0%	94.7%	95.8%	96.2%	92.6%	91.6%	88.9%	88.2%				

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.	79.0%	79.0%	77.5%	77.5%	77.3%	76.5%	75.1%	72.4%	65.9%				
Category B	Respond to 95% of Category B Calls within 19 minutes	97.0%	96.9%	96.3%	96.6%	96.0%	95.4%	95.1%	94.6%	90.7%				
Category C Combined	Respond to Cat C Calls within 30 minutes and to Referral calls within a specified time	98.0%	97.4%	96.5%	97.2%	97.5%	95.8%	95.0%	93.7%	92.2%				



Apr-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	%
WV14	2	2	100.0%	2	2	100.0%	6	6	100.0%	5	5	100.0%
WV13	36	28	77.8%	36	35	97.2%	47	47	100.0%	40	40	100.0%
WV12	73	65	89.0%	73	73	100.0%	73	72	98.6%	57	55	96.5%
WV11	2	1	50.0%	2	2	100.0%	2	2	100.0%	0	0	0.0%
WS9	81	59	72.8%	81	80	98.8%	77	77	100.0%	76	75	98.7%
WS8	48	29	60.4%	48	48	100.0%	70	68	97.1%	33	32	97.0%
WS5	33	22	66.7%	33	33	100.0%	32	31	96.9%	40	38	95.0%
WS4	40	35	87.5%	40	40	100.0%	59	57	96.6%	52	52	100.0%
WS3	181	145	80.1%	181	179	98.9%	204	200	98.0%	153	147	96.1%
WS2	178	153	86.0%	178	178	100.0%	205	202	98.5%	116	116	100.0%
WS10	71	59	83.1%	71	71	100.0%	105	103	98.1%	54	53	98.1%
WS1	163	126	77.3%	163	162	99.4%	169	162	95.9%	150	145	96.7%
B74	16	11	68.8%	16	16	100.0%	34	32	94.1%	21	20	95.2%
B69	1	1	100.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
B43	16	6	37.5%	16	16	100.0%	18	16	88.9%	11	11	100.0%
TOTAL	941	742	78.9%	941	936	99.5%	1101	1075	97.6%	808	789	97.6%

May-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	%
WV14	6	4	66.7%	6	6	100.0%	4	4	100.0%	1	1	100.0%
WV13	45	37	82.2%	45	45	100.0%	60	59	98.3%	41	40	97.6%
WV12	59	48	81.4%	59	59	100.0%	73	72	98.6%	45	44	97.8%
WV11	3	3	100.0%	3	3	100.0%	3	3	100.0%	1	1	100.0%
WS9	91	73	80.2%	91	91	100.0%	107	102	95.3%	66	62	93.9%
WS8	51	35	68.6%	51	51	100.0%	64	62	96.9%	39	36	92.3%
WS5	40	28	70.0%	40	40	100.0%	38	38	100.0%	26	26	100.0%
WS4	62	57	91.9%	62	62	100.0%	50	49	98.0%	44	43	97.7%
WS3	167	125	74.9%	167	167	100.0%	205	196	95.6%	128	126	98.4%
WS2	160	138	86.3%	160	160	100.0%	182	182	100.0%	111	106	95.5%
WS10	60	53	88.3%	60	60	100.0%	106	103	97.2%	61	60	98.4%
WS1	225	169	75.1%	225	223	99.1%	231	226	97.8%	163	154	94.5%
B74	28	16	57.1%	28	27	96.4%	32	32	100.0%	27	23	85.2%
B69	1	1	100.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
B43	27	16	59.3%	27	27	100.0%	14	14	100.0%	22	21	95.5%
TOTAL	1025	803	78.3%	1025	1022	99.7%	1169	1142	97.7%	775	743	95.9%

Jun-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	%
WV14	3	3	100.0%	3	3	100.0%	4	4	100.0%	4	4	100.0%
WV13	60	54	90.0%	60	60	100.0%	69	67	97.1%	44	43	97.7%
WV12	56	40	71.4%	56	55	98.2%	71	70	98.6%	52	52	100.0%
WV11	2	1	50.0%	2	2	100.0%	0	0	0.0%	1	1	100.0%
WS9	76	57	75.0%	76	75	98.7%	83	79	95.2%	84	80	95.2%
WS8	48	29	60.4%	48	47	97.9%	63	59	93.7%	39	37	94.9%
WS5	41	26	63.4%	41	41	100.0%	33	32	97.0%	25	25	100.0%
WS4	52	38	73.1%	52	52	100.0%	72	71	98.6%	48	46	95.8%
WS3	192	150	78.1%	192	192	100.0%	246	237	96.3%	165	161	97.6%
WS2	140	114	81.4%	140	140	100.0%	201	199	99.0%	96	92	95.8%

WS10	85	74	87.1%	85	85	100.0%	89	88	98.9%	41	40	97.6%
WS1	175	138	78.9%	175	174	99.4%	191	184	96.3%	125	125	100.0%
B74	20	11	55.0%	20	20	100.0%	31	31	100.0%	22	19	86.4%
B43	20	8	40.0%	20	19	95.0%	17	17	100.0%	16	15	93.8%
TOTAL	970	743	76.6%	970	965	99.5%	1170	1138	97.3%	762	740	97.1%

Jul-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	%
WV14	6	3	50.0%	6	6	100.0%	2	2	100.0%	1	1	100.0%
WV13	57	45	78.9%	57	57	100.0%	82	81	98.8%	34	33	97.1%
WV12	53	48	90.6%	53	53	100.0%	113	109	96.5%	55	55	100.0%
WV11	0	0	0.0%	0	0	0.0%	4	4	100.0%	2	2	100.0%
WS9	81	62	76.5%	81	81	100.0%	113	105	92.9%	63	60	95.2%
WS8	58	32	55.2%	58	58	100.0%	63	58	92.1%	44	44	100.0%
WS5	34	21	61.8%	34	34	100.0%	37	37	100.0%	35	35	100.0%
WS4	56	45	80.4%	56	56	100.0%	53	50	94.3%	47	47	100.0%
WS3	182	131	72.0%	182	181	99.5%	200	193	96.5%	143	140	97.9%
WS2	155	131	84.5%	155	155	100.0%	196	194	99.0%	104	102	98.1%
WS10	86	66	76.7%	86	86	100.0%	105	105	100.0%	54	54	100.0%
WS1	195	151	77.4%	195	189	96.9%	184	178	96.7%	150	142	94.7%
B74	27	17	63.0%	27	27	100.0%	19	18	94.7%	19	19	100.0%
B43	19	8	42.1%	19	19	100.0%	32	30	93.8%	14	14	100.0%
TOTAL	1009	760	75.3%	1009	1002	99.3%	1203	1164	96.8%	765	748	97.8%

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	%
WV14	2	2	100.0%	2	2	100.0%	5	5	100.0%	1	1	100.0%
WV13	53	46	86.8%	53	53	100.0%	71	67	94.4%	28	26	92.9%
WV12	50	41	82.0%	50	50	100.0%	92	89	96.7%	58	58	100.0%
WV11	1	1	100.0%	1	1	100.0%	2	2	100.0%	0	0	0.0%
WS9	55	39	70.9%	55	54	98.2%	92	87	94.6%	58	55	94.8%
WS8	48	32	66.7%	48	48	100.0%	56	52	92.9%	45	43	95.6%
WS5	25	16	64.0%	25	25	100.0%	32	31	96.9%	28	27	96.4%
WS4	63	45	71.4%	63	62	98.4%	75	72	96.0%	46	45	97.8%
WS3	160	109	68.1%	160	160	100.0%	205	196	95.6%	125	123	98.4%
WS2	150	126	84.0%	150	150	100.0%	190	184	96.8%	126	124	98.4%
WS10	74	61	82.4%	74	74	100.0%	84	82	97.6%	58	56	96.6%
WS1	156	120	76.9%	156	153	98.1%	190	187	98.4%	137	126	92.0%
B74	19	10	52.6%	19	19	100.0%	21	21	100.0%	13	13	100.0%
B69	0	0	0.0%	0	0	0.0%	1	1	100.0%	0	0	0.0%
B43	20	14	70.0%	20	19	95.0%	17	17	100.0%	20	19	95.0%
TOTAL	876	662	75.6%	876	870	99.3%	1133	1093	96.5%	743	716	96.4%

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	%
WV14	2	2	100.0%	2	2	100.0%	4	4	100.0%	3	3	100.0%
WV13	52	38	73.1%	52	52	100.0%	66	66	100.0%	34	34	100.0%
WV12	43	34	79.1%	43	43	100.0%	73	68	93.2%	53	51	96.2%
WV11	1	1	100.0%	1	1	100.0%	3	3	100.0%	1	0	0.0%
WS9	71	50	70.4%	71	71	100.0%	104	100	96.2%	53	52	98.1%
WS8	40	19	47.5%	40	40	100.0%	64	64	100.0%	35	34	97.1%
WS5	33	21	63.6%	33	33	100.0%	32	31	96.9%	15	12	80.0%
WS4	54	41	75.9%	54	54	100.0%	48	42	87.5%	45	40	88.9%
WS3	153	107	69.9%	153	151	98.7%	196	191	97.4%	124	120	96.8%
WS2	133	115	86.5%	133	133	100.0%	166	158	95.2%	106	102	96.2%
WS10	64	52	81.3%	64	64	100.0%	85	80	94.1%	56	55	98.2%

WS1	159	118	74.2%	159	154	96.9%	154	151	98.1%	140	130	92.9%
B74	11	5	45.5%	11	11	100.0%	24	22	91.7%	22	21	95.5%
B69	1	1	100.0%	1	1	100.0%	0	0	0.0%	0	0	0.0%
B43	13	7	53.8%	13	13	100.0%	22	22	100.0%	22	21	95.5%
TOTAL	830	611	73.6%	830	823	99.2%	1041	1002	96.3%	709	675	95.2%

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	%
WV14	1	1	100.0%	1	1	100.0%	6	6	100.0%	3	3	100.0%
WV13	50	39	78.0%	50	50	100.0%	63	63	100.0%	32	32	100.0%
WV12	48	39	81.3%	48	47	97.9%	79	73	92.4%	65	61	93.8%
WV11	0	0	0.0%	0	0	0.0%	1	1	100.0%	0	0	0.0%
WS9	75	52	69.3%	75	75	100.0%	96	91	94.8%	86	82	95.3%
WS8	36	17	47.2%	36	36	100.0%	56	51	91.1%	29	28	96.6%
WS5	25	14	56.0%	25	25	100.0%	50	48	96.0%	28	26	92.9%
WS4	53	42	79.2%	53	52	98.1%	70	64	91.4%	40	36	90.0%
WS3	201	134	66.7%	201	199	99.0%	205	199	97.1%	151	143	94.7%
WS2	166	120	72.3%	166	165	99.4%	182	174	95.6%	132	126	95.5%
WS10	71	56	78.9%	71	71	100.0%	105	102	97.1%	48	47	97.9%
WS1	183	136	74.3%	183	177	96.7%	172	163	94.8%	159	143	89.9%
B74	19	8	42.1%	19	19	100.0%	29	29	100.0%	25	23	92.0%
B43	19	11	57.9%	19	19	100.0%	26	25	96.2%	13	12	92.3%
TOTAL	947	669	70.6%	947	936	98.8%	1140	1089	95.5%	811	762	94.0%

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	%
WV14	3	2	66.7%	3	3	100.0%	5	5	100.0%	7	7	100.0%
WV13	48	33	68.8%	48	48	100.0%	68	63	92.6%	30	30	100.0%
WV12	49	37	75.5%	49	49	100.0%	86	82	95.3%	55	47	85.5%
WV11	4	3	75.0%	4	4	100.0%	0	0	0.0%	0	0	0.0%
WS9	85	50	58.8%	85	83	97.6%	130	123	94.6%	90	84	93.3%
WS8	55	29	52.7%	55	55	100.0%	67	56	83.6%	45	40	88.9%
WS5	31	16	51.6%	31	31	100.0%	32	30	93.8%	23	22	95.7%
WS4	59	40	67.8%	59	59	100.0%	53	51	96.2%	43	41	95.3%
WS3	183	115	62.8%	183	181	98.9%	206	192	93.2%	127	108	85.0%
WS2	143	101	70.6%	143	141	98.6%	188	171	91.0%	114	108	94.7%
WS10	82	59	72.0%	82	82	100.0%	92	88	95.7%	68	63	92.6%
WS1	176	119	67.6%	176	169	96.0%	165	157	95.2%	128	116	90.6%
B74	24	15	62.5%	24	24	100.0%	28	26	92.9%	23	22	95.7%
B43	14	8	57.1%	14	14	100.0%	25	23	92.0%	17	17	100.0%
TOTAL	956	627	65.6%	956	943	98.6%	1145	1067	93.2%	770	705	91.6%

Dec-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	%
WV14	2	1	50.0%	2	2	100.0%	1	1	100.0%	1	1	100.0%
WV13	60	37	61.7%	60	59	98.3%	79	74	93.7%	30	28	93.3%
WV12	96	61	63.5%	96	93	96.9%	100	90	90.0%	45	41	91.1%
WV11	5	1	20.0%	5	5	100.0%	0	0	0.0%	0	0	0.0%
WS9	100	54	54.0%	100	97	97.0%	110	95	86.4%	90	82	91.1%
WS8	61	30	49.2%	61	59	96.7%	93	81	87.1%	43	40	93.0%
WS5	48	26	54.2%	48	47	97.9%	51	45	88.2%	42	39	92.9%
WS4	64	43	67.2%	64	63	98.4%	76	65	85.5%	39	34	87.2%
WS3	242	138	57.0%	242	233	96.3%	221	189	85.5%	140	125	89.3%
WS2	185	123	66.5%	185	180	97.3%	224	194	86.6%	110	98	89.1%
WS10	92	56	60.9%	92	91	98.9%	108	98	90.7%	67	58	86.6%

WS1	212	124	58.5%	212	200	94.3%	213	183	85.9%	160	130	81.3%
B74	44	25	56.8%	44	42	95.5%	38	28	73.7%	30	24	80.0%
B43	18	8	44.4%	18	18	100.0%	32	27	84.4%	21	18	85.7%
TOTAL	1229	727	59.2%	1229	1189	96.7%	1346	1170	86.9%	818	718	87.8%