ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

National Ambulance Data

Demand, Response and Hospital Handover Data to the end of January 2025

Final Draft. Published – March 4th 2025

2. Key Statistics for January 2025

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

This page provides a simplified snapshot of key ambulance statistics for the most recent month. The next page gives the established summary of findings by section, as seen in previous reports.

Definitions: "Key Statistic" = main finding for most recent month. "Change" = the difference in the metric from the previous month.

999 Calls Answered

Key Statistic	Change
816 thousand	120 thousand fewer

Mean Call Answer Time

Key Statistic	Change
3 seconds	4 seconds faster

Category One Incident Volume

Key Statistic	Change
81 thousand	11 thousand fewer

Category One Mean Response Time

Key Statistic	Change
8 mins 16 seconds	24 seconds faster

Category Two Incident Volume)

Key Statistic	Change
401 thousand	21 thousand fewer

Category Two Mean Response Time

Key Statistic	Change
35 mins 40 seconds	12 minutes faster

Conveyance to ED (% of responses)

Key Statistic	Change
49 percent	1 percent point greater

Hear and Treat (% of responses)

Key Statistic	Change
16 percent	1 percent point fewer

Mean Handover Time

Key Statistic	Change
39 minutes	5 minutes faster

Volume of 15-min+ handover delays

Key Statistic	Change
270 thousand	7 thousand fewer

Handovers - % that are an hour plus

Key Statistic	Change
15 percent	2 percent points fewer

Resources Lost to Handover Delays

Key Statistic	Change
23 percent of F2F capacity	2.8 percent points fewer

Source of all data is AQI December 2024 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

3. Summary and Contents for January 2025

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

January saw NHS-England publish their priorities for 2025/26 including three key ambitions for the ambulance sector. Data from January demonstrate the challenges and opportunities involved in achieving these. Category-2 mean response time was faster in January, but continued to trend above the 30-minute recovery standard outlined. Hear-and-treat outcomes decreased, but continue to grow strongly over time. Handover delays continue to return some of the highest volumes on record, with a mean time of 39-minutes in January. This measure has not dipped below 15-minutes since recording began.

Section 1.
Contact Volume and Call Answer Time

- Monthly volume of calls decreased from December, but numbers remain well above the series average. The annualised (12-month) volume of calls has now increased for three consecutive periods.
- Despite the sustained demand, mean call-answer time dropped from seven-seconds to three-seconds, the fourth fastest month on record.

Section 2.
Incidents and Response Time, by Category

- A decrease of 29-thousand incidents took the total to 777-thousand in January (the highest for any January since 2023). Category 1-and-2 incidents decreased, but volumes remain well above series average for both.
- Response times were generally faster in January, but in almost all cases remain slower than national standards. Category-2 mean time was 12-minutes faster at 36-minutes: it has dipped below 30-minutes twice in the last two years.

Section 3.
Incidents by Response Outcome

- January saw a slight increase in the proportion of incidents conveyed by ambulance to Emergency Departments, a slight increase in the proportion of see-and-treat responses, and a slight decrease in the proportion of hear-and-treat outcomes.
- However, the long-term trend for hear-and-treat continues to see the outcome grow in volume, and in the proportion of outcomes they represent has more than doubled since 2020.

Section 4.
Turnaround Time and Handover Delays

- The mean handover time was just under 39-minutes in January, and has not dropped below 15-minutes since recording started. The volume of 15-minute delays decreased from December, but still required the second highest volume to-date.
- The equivalent of 23-percent of all face-to-face incidents, and 20-years' worth of resource time, were lost due to hospital handover delays in January.

Source of all data is AQI January 2024 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

Section 1

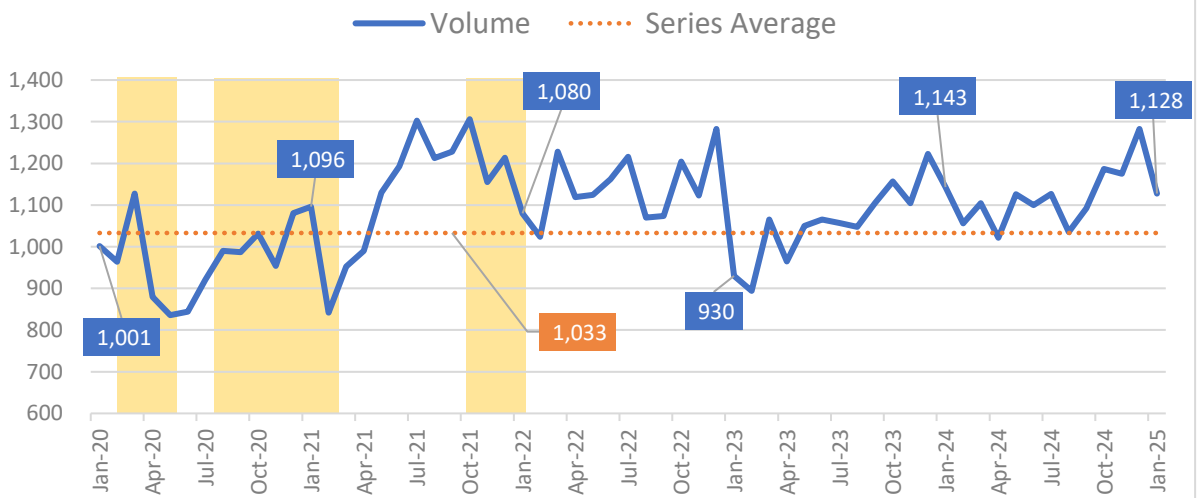
Contact Volume and Call Answer time

- Demand: Volume of Contacts
- Demand: Volume of 999 Calls Answered
- Demand: Call Answering Time
- Calls: Monthly Growth and Answer Time, Range

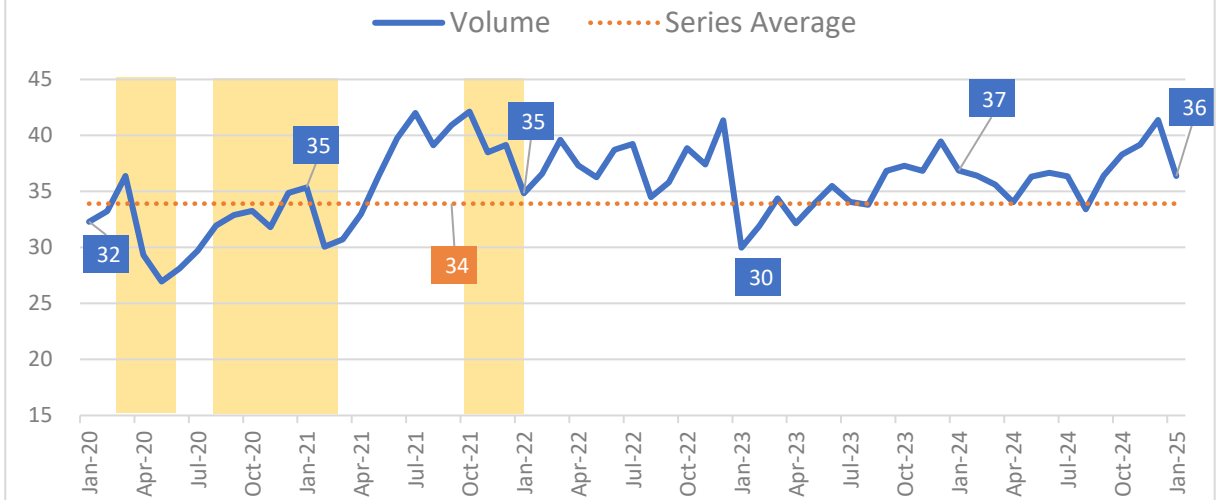
5. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

Contacts to ambulance control rooms dipped in January (as they have for the past four years). Demand was still well above the series average, however, and the 12-months to January saw the greatest volume of contacts to-date at 14.2-million, 130-thousand more that the previous period.

1. Monthly Volume of Contacts ('000, A0)



2. Average Daily Volume of Contacts ('000, A0)

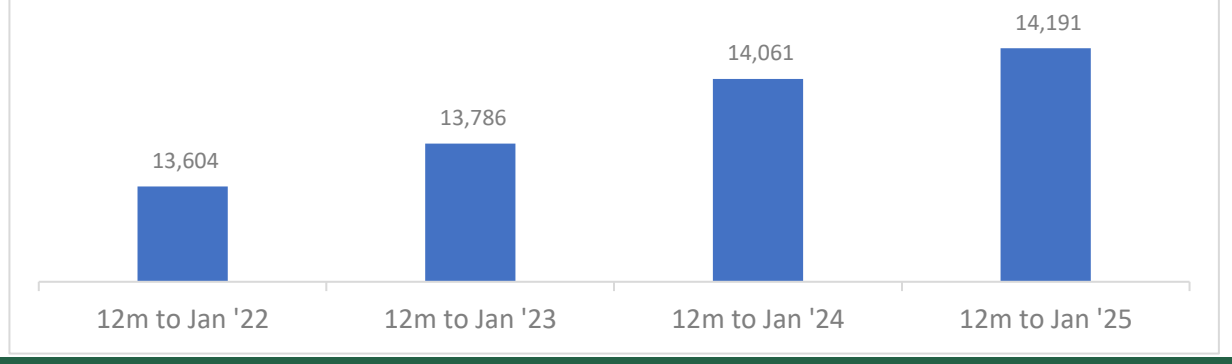


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
21st highest	-155 thousand	-15 thousand

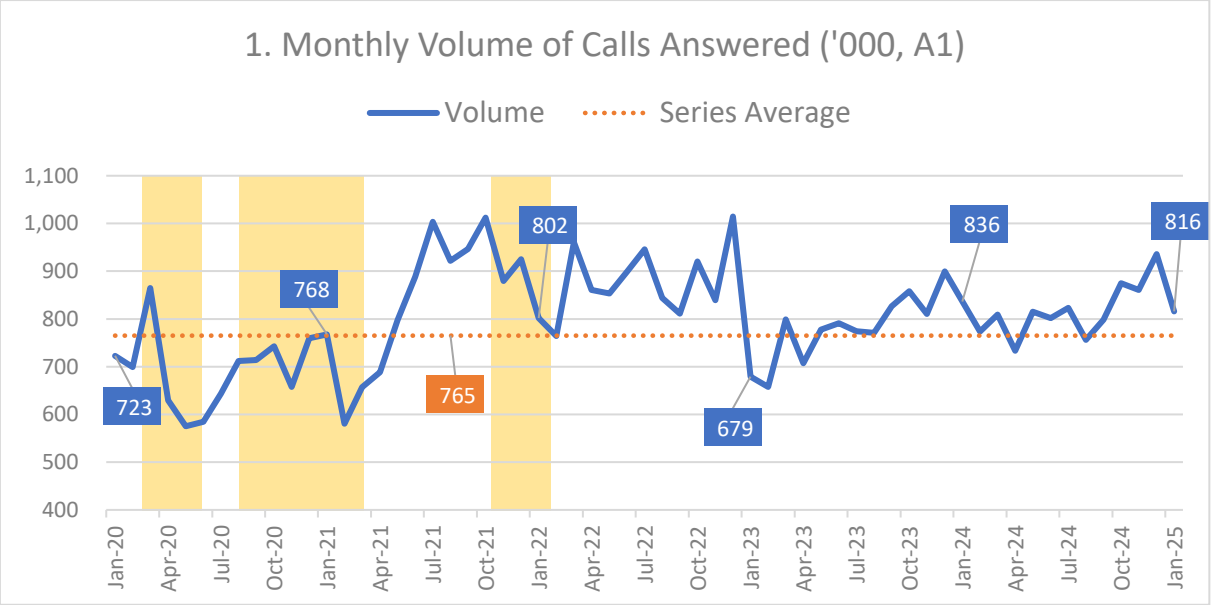
Yellow areas show COVID waves in the UK: source ONS.

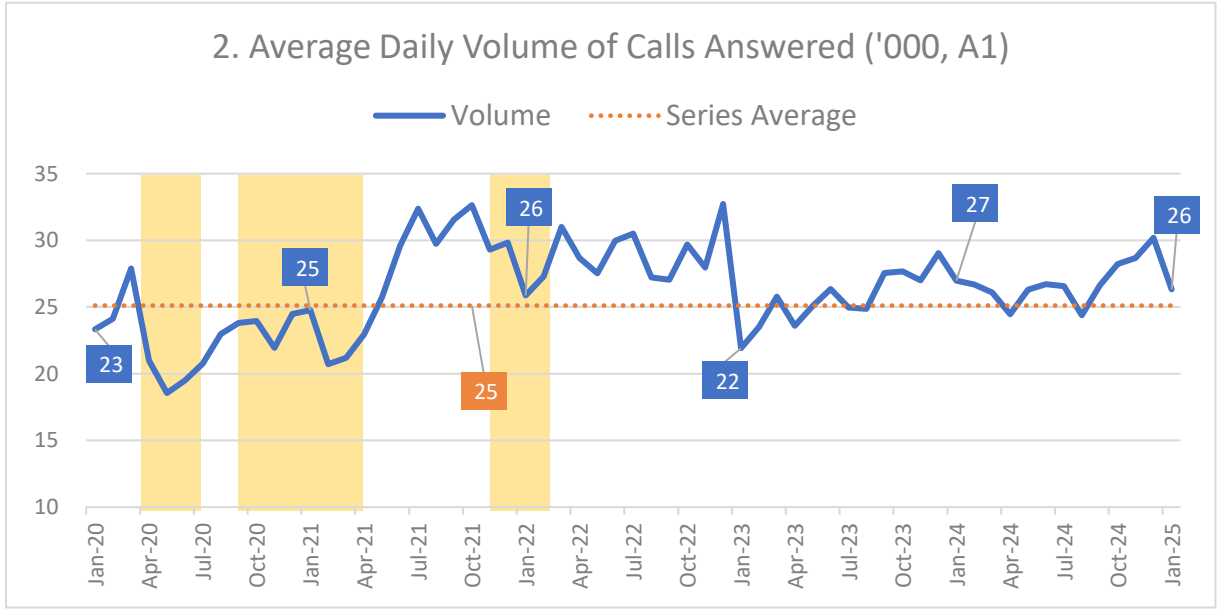
3. Volume of Contacts in the 12 months to Jan ('000, A0)



6. Demand: Volume of 999 Calls-Answered (Measure A1)

999 calls-answered decreased by 120-thousand between December and January, but still returned the second highest monthly volume for any January to-date. The annualised data stands at just under 11-million calls-answered in the 12 months to January, 172-thousand more than January 2024.

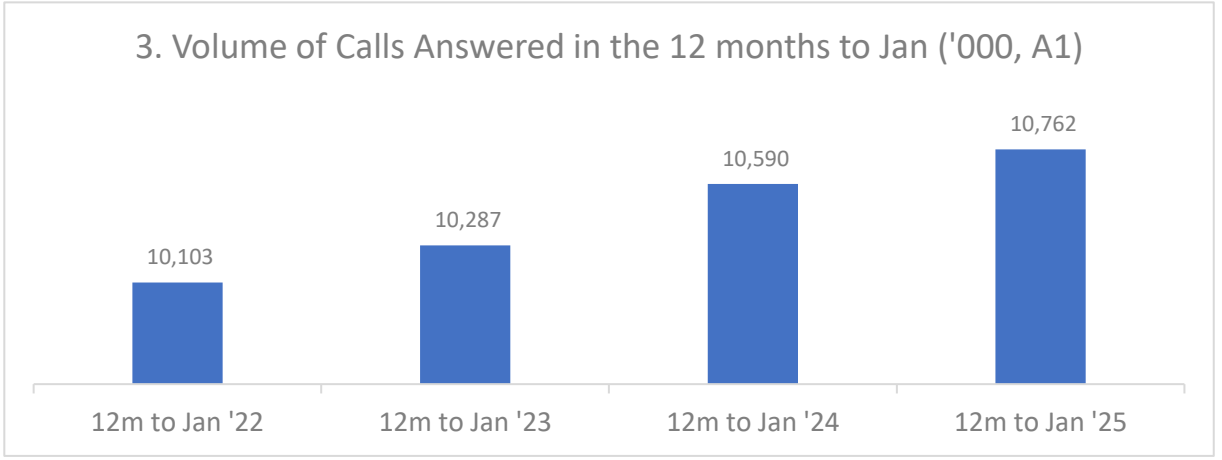




Monthly Volume for January 2024: Fast Facts

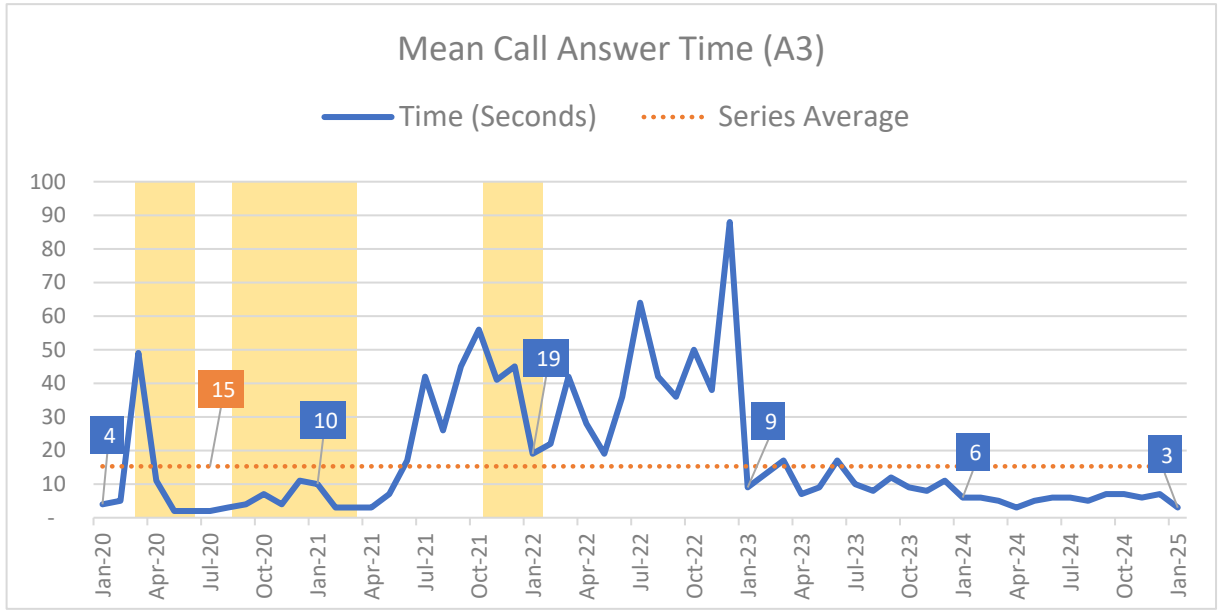
Rank in series to-date	Change from Dec 2024	Change from Jan 2024
27th highest	-120 thousand	-20 thousand

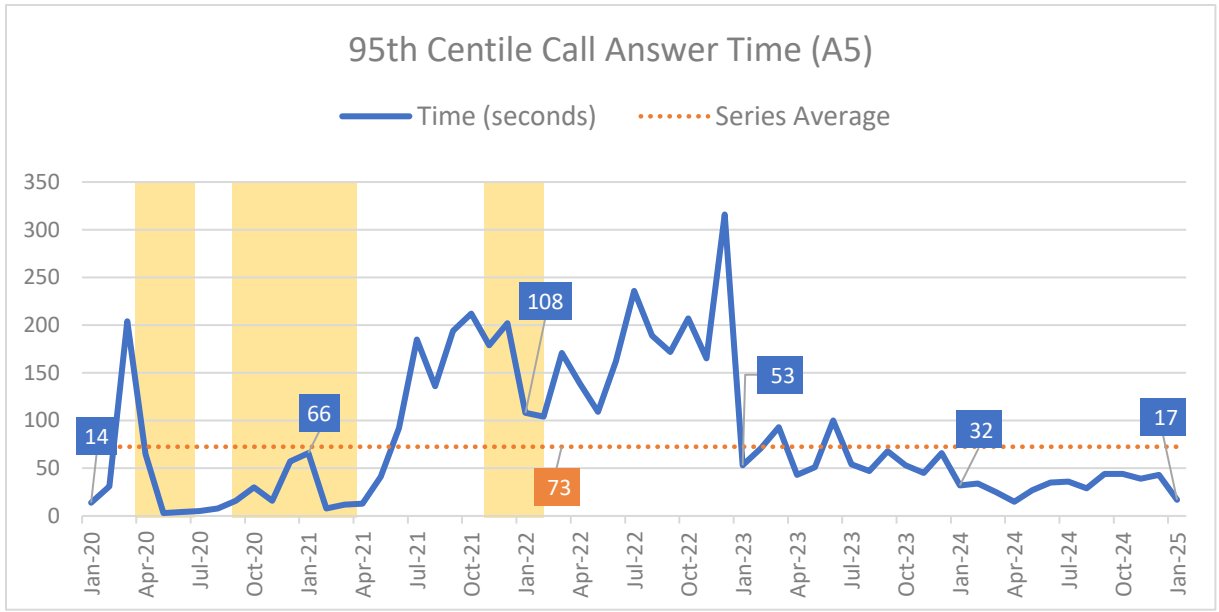
Yellow areas show COVID waves in the UK: source ONS.



7. Demand: Call Answer Time (999, Measures A3 and A5)

Mean call-answer time was three-seconds in January, four-seconds faster than December and the fourth fastest answer-time for any month on record. The 95th centile saw 26-seconds cut from the answer time to reach 17-seconds .





Mean Call Answer Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
4th fastest	4 sec faster	3 secs faster

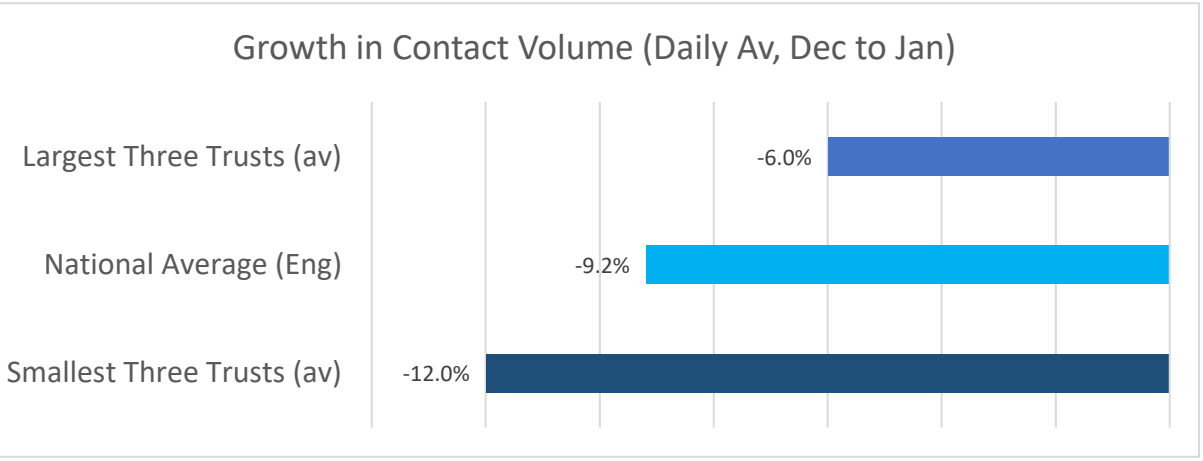
95th centile Answer Time for January 2024: Fast Facts

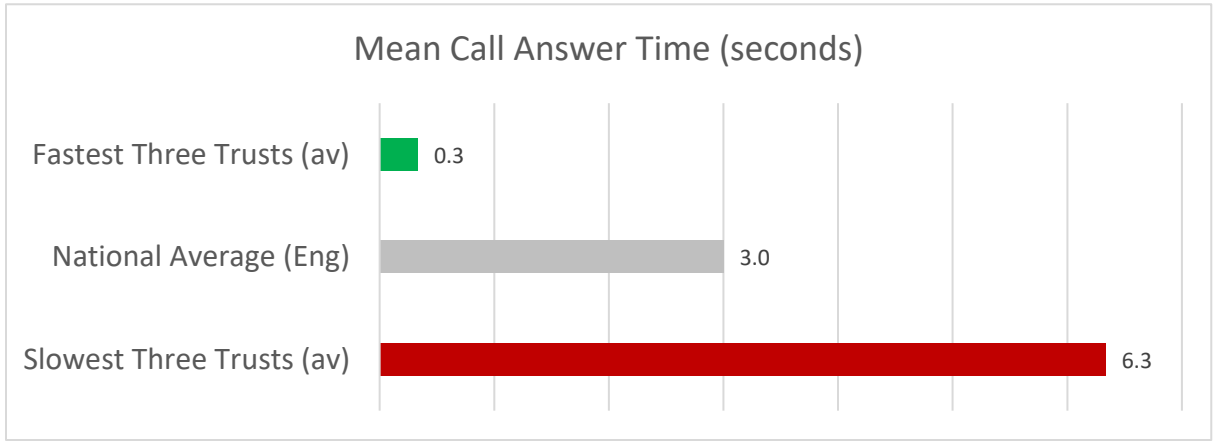
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
12th fastest	26 secs faster	15 secs faster

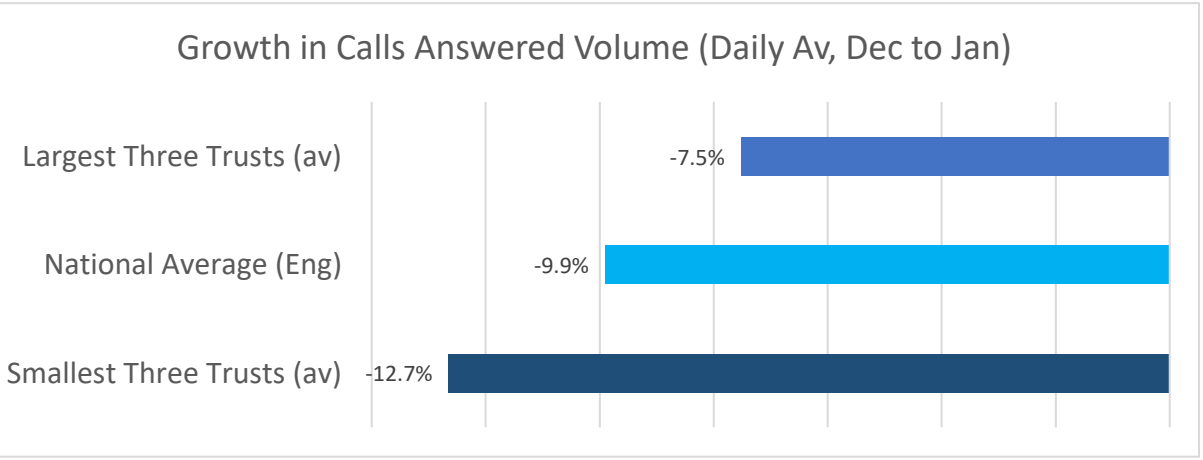
Yellow areas show COVID waves in the UK: source ONS.

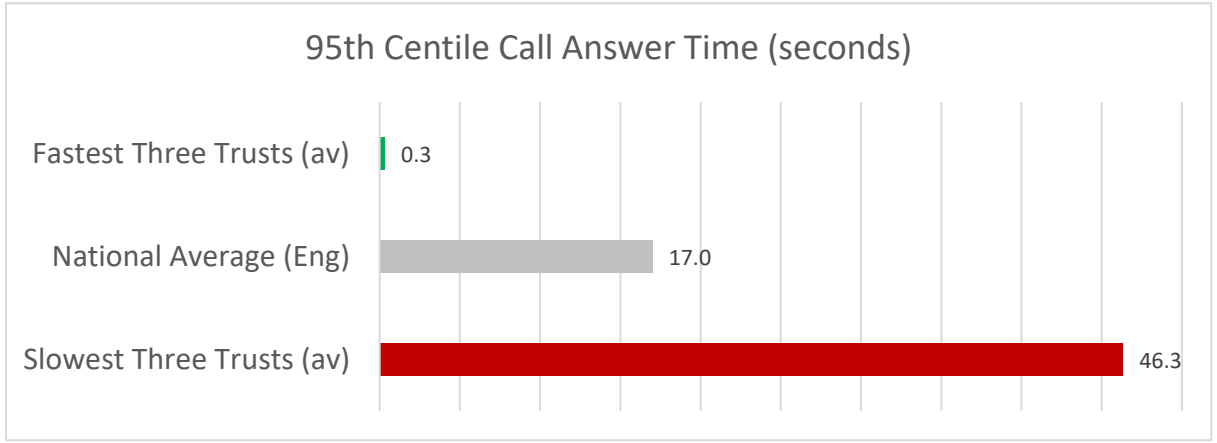
8. Calls: Average Daily Growth and Answer Time, Range - January 2025

The contraction in call-volume was consistent, but unevenly felt across trusts, with those at the higher end seeing almost double the contraction of those at the lower end. Call-answer time was also highly varied, ranging from less than one-second to over six for the mean, and up-to 46-seconds for the 95th centile.









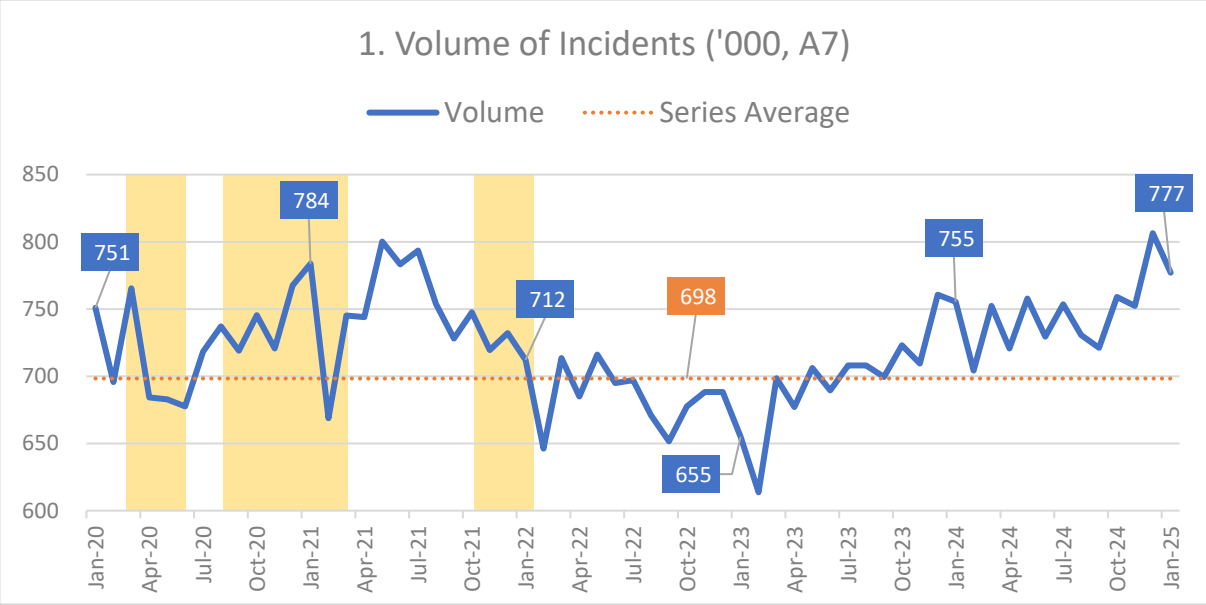
Notes: Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England. Calculation excludes Isle of Wight.

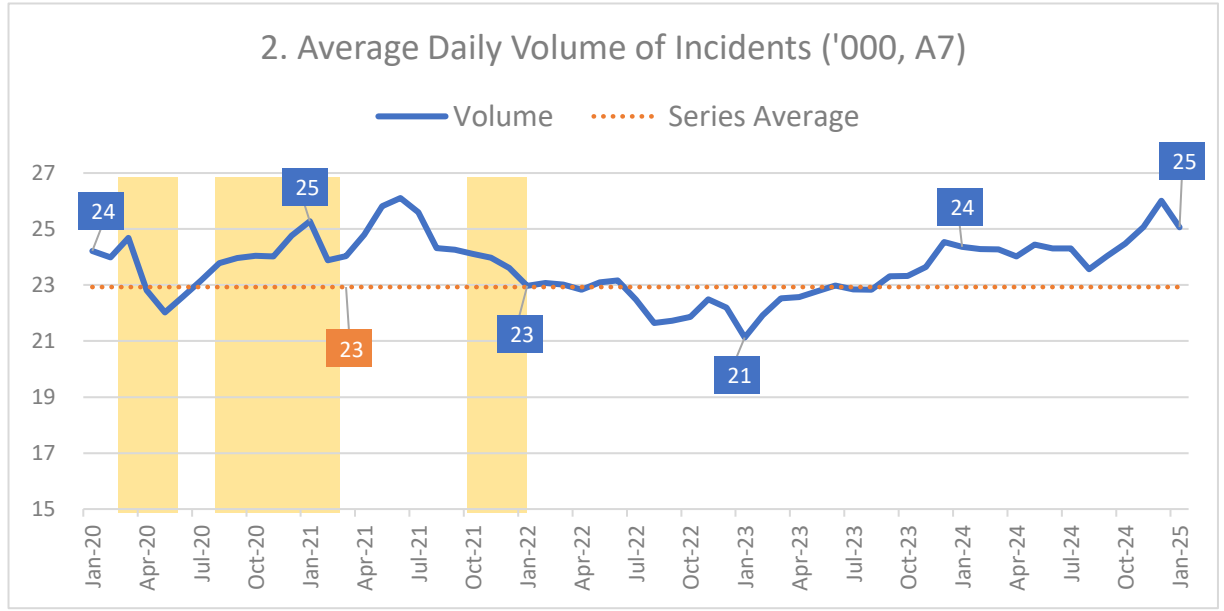
Section 2

Incidents and Response Time, by Category

10. Demand: All Incidents (A7)

Following December, which saw the highest volume of incidents to-date, a decrease of 29-thousand incidents took the total to 777-thousand in January. This is notably more the previous three Januarys. The annualised data show a relatively steady trend, with 8.8-million incidents in the most recent 12-months.

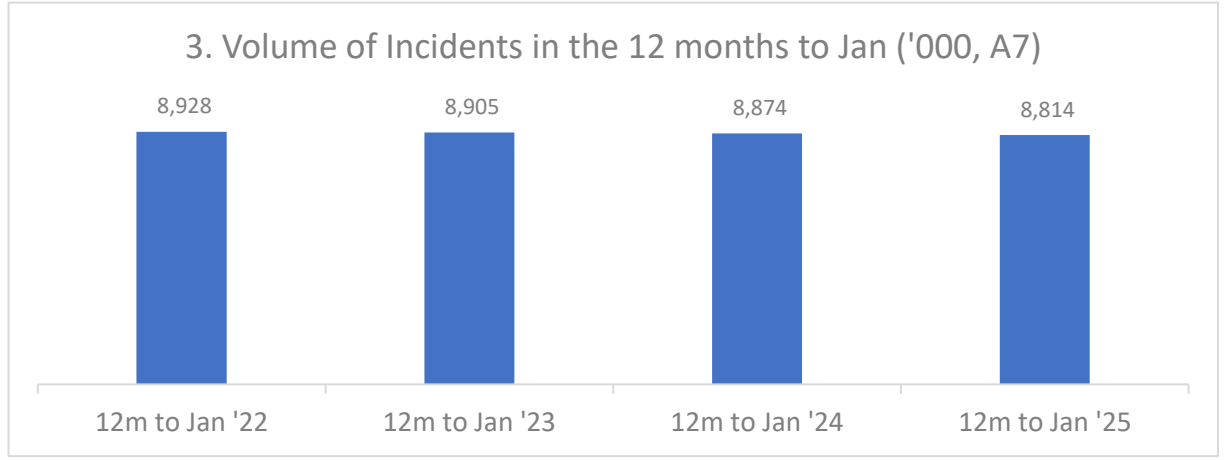




Monthly Volume for January 2024: Fast Facts

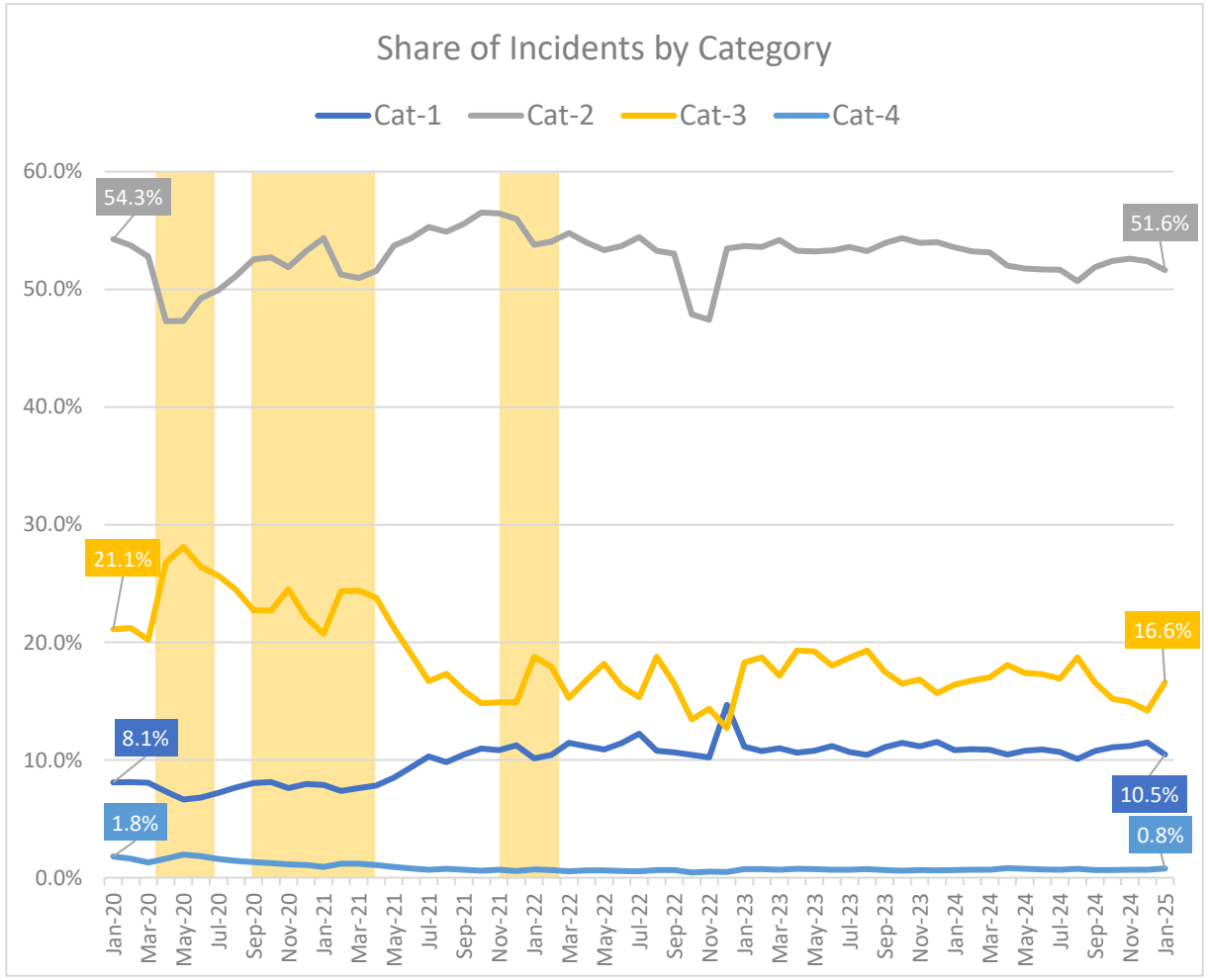
Rank in series to-date	Change from Dec 2024	Change from Jan 2024
7th highest	-29 thousand	+22 thousand

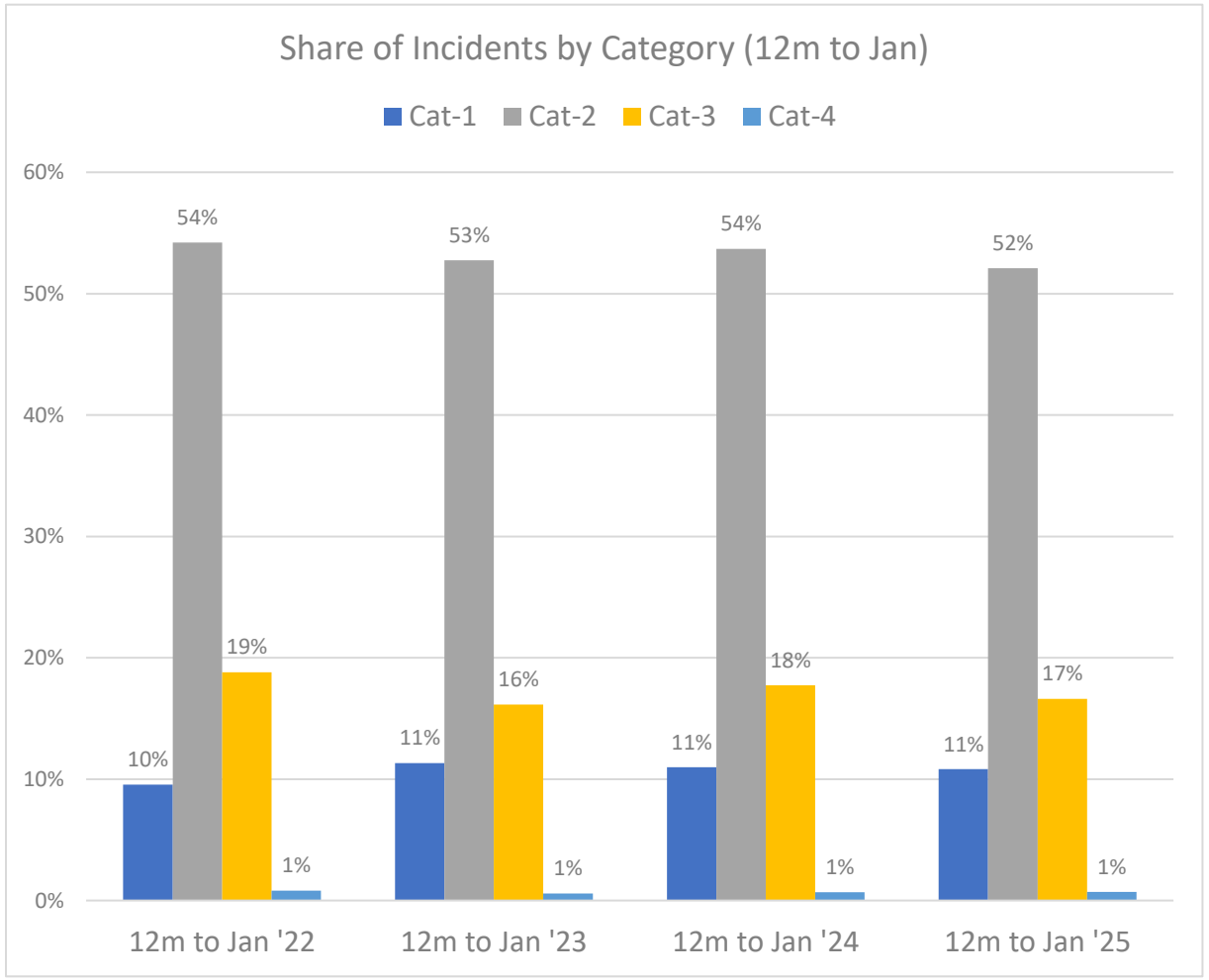
Yellow areas show COVID waves in the UK: source ONS.



11. Demand: Share of Incidents by Category

Between December and January there was a slight uplift in Category-3 incidents as a proportion of the whole, while Categories 1-and-2 both decreased slightly. The annualised data show little change over the past four periods.

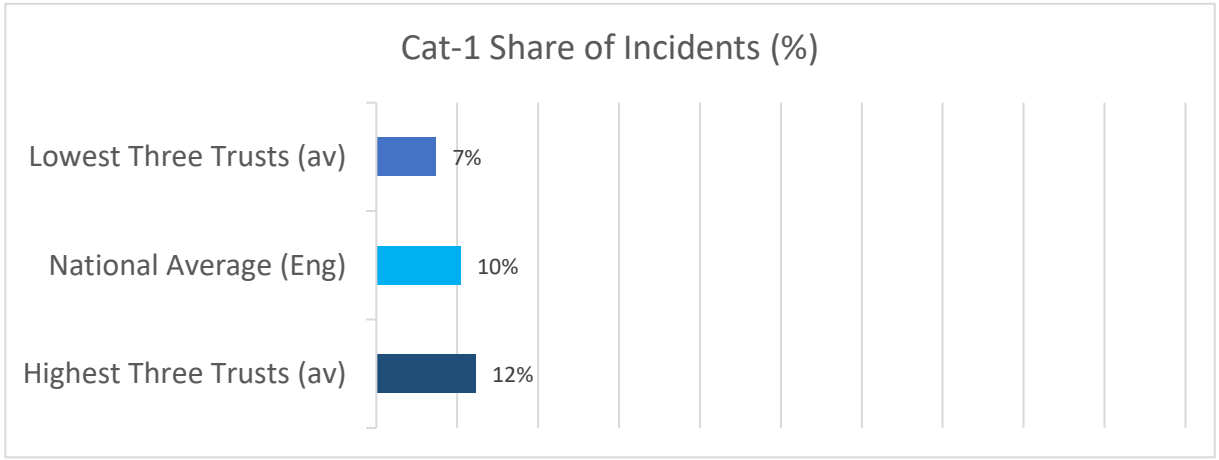


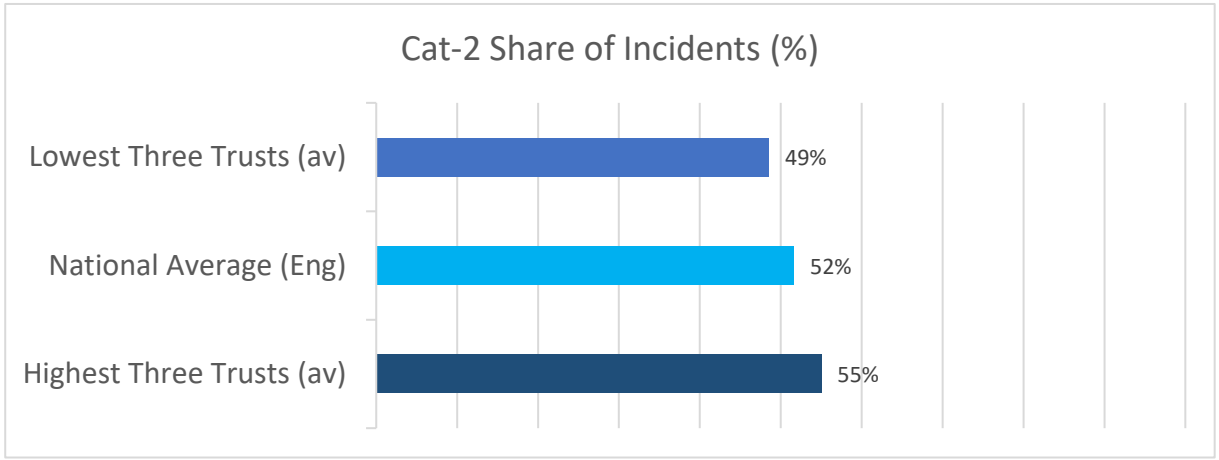


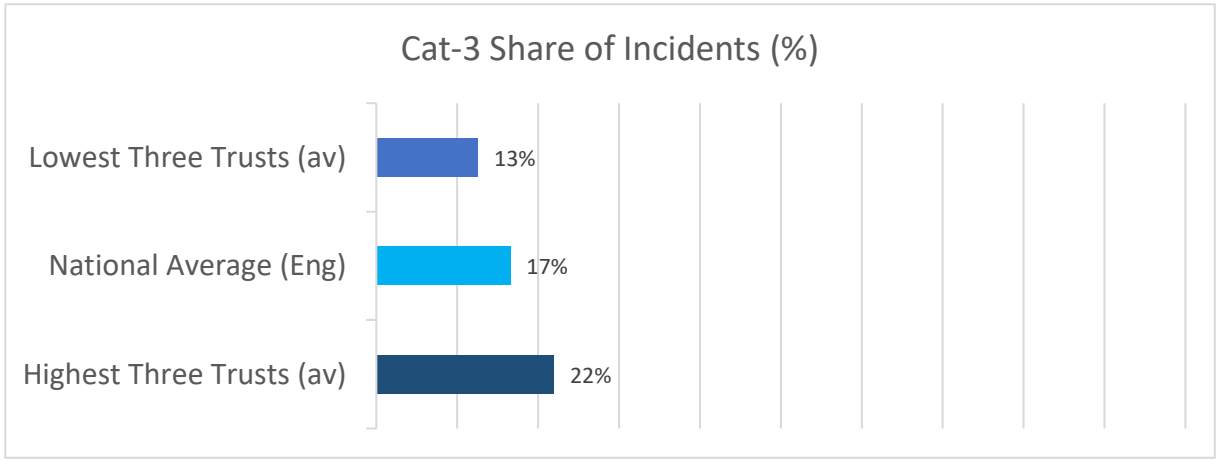
Yellow areas show COVID waves in the UK: source ONS.

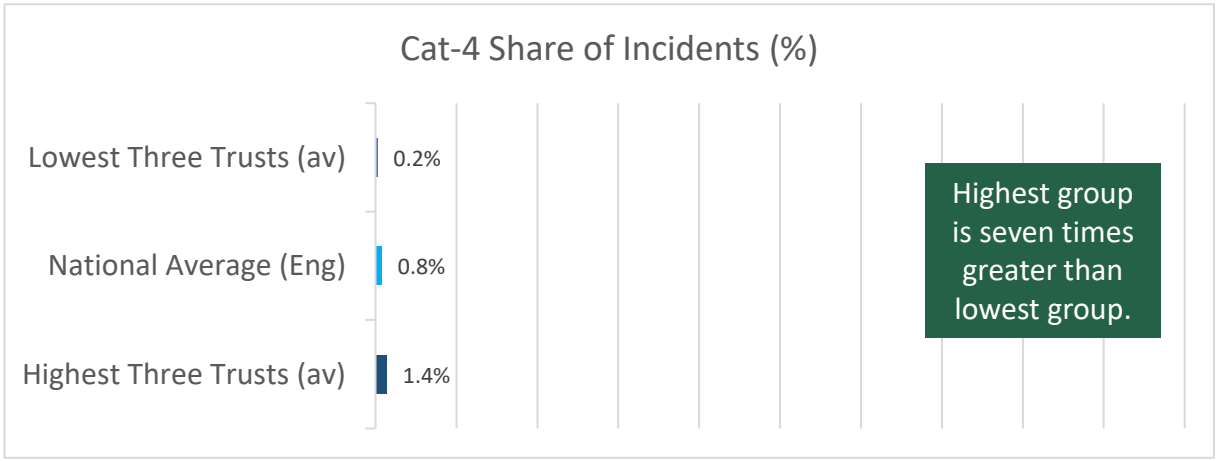
12. Share of Incidents, Range – January 2025

Share of incidents varies by trusts. Category-1 account for 12-percent for trusts at the higher-end of the range, Category-2 55-percent and Category-3 22-percent. Category-4 is the smallest category, but has the greatest difference between trusts at either end of the range.





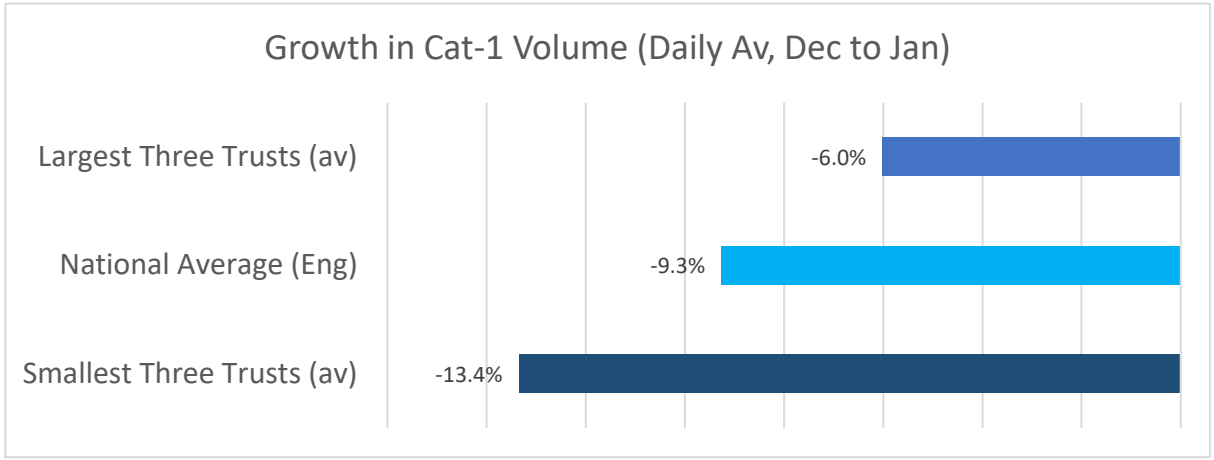


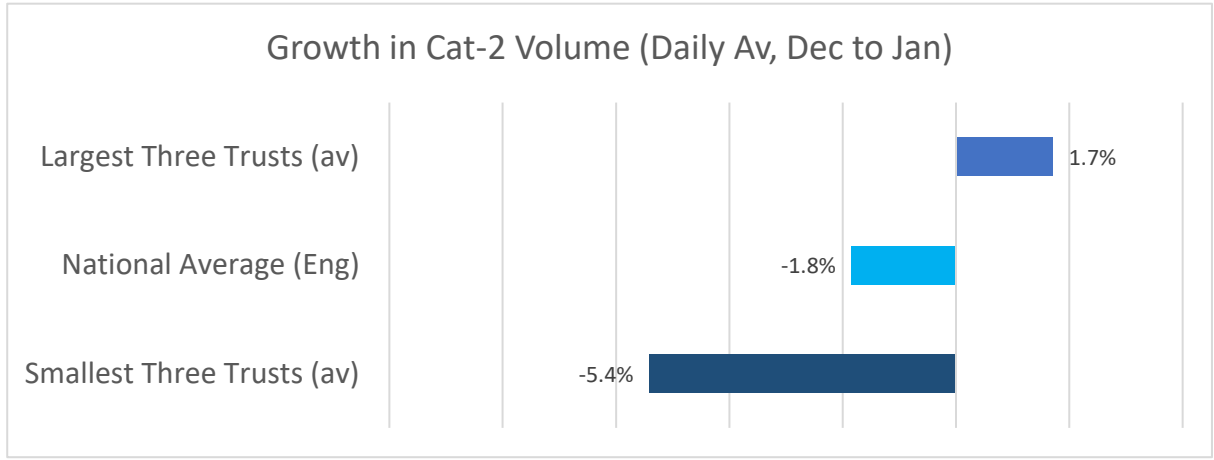


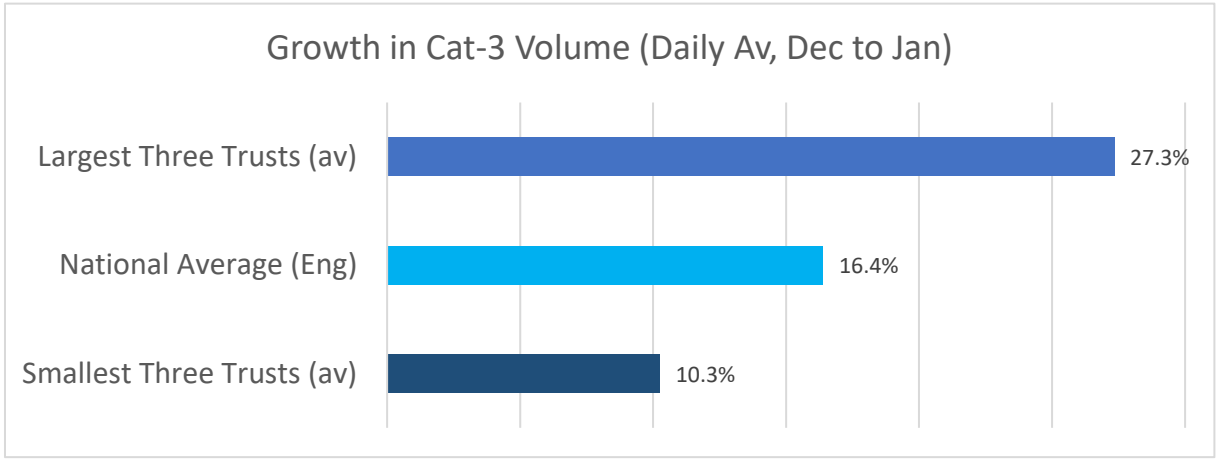
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

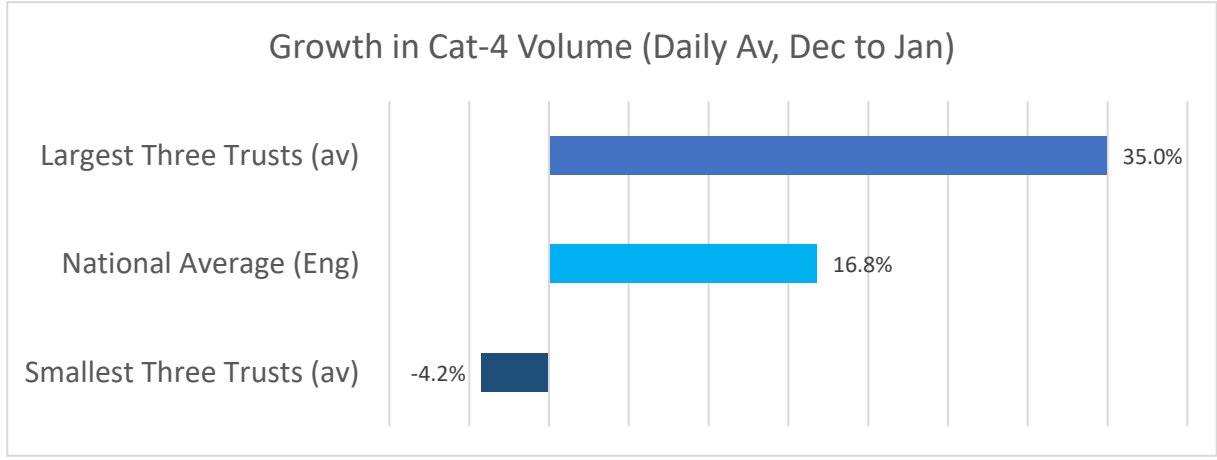
13. Growth in Average Daily Incident Volumes, Range - January 2025

As seen in previous months, growth in incident volume varied by trusts. Category-1 contracted for all, while there was a small amount of Category-2 growth for some trusts. There was strong double-digit growth seen for many trusts in for Categories 3-and-4.







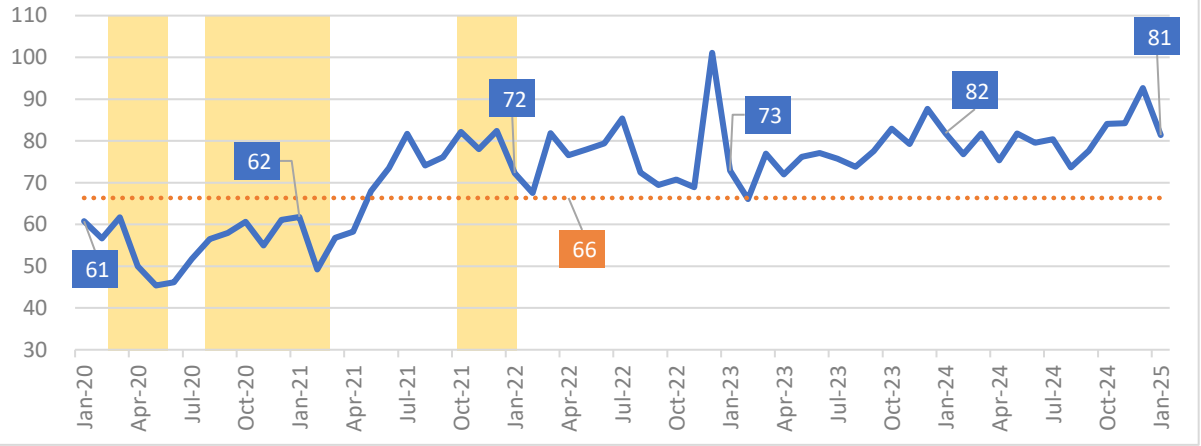


Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

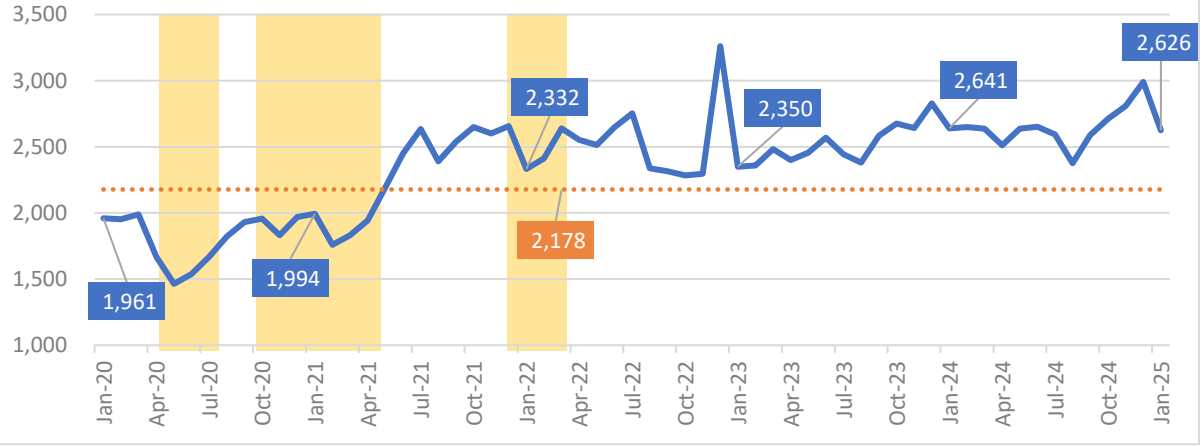
14. Demand: Category-1 Incidents (A8)

There were 11-thousand fewer Category-1 incidents in January, following the second-highest volume on record in December. Despite this, overall volume remains high, with the annualised total growing to over 900-thousand, the third consecutive increase since 2022.

1. Volume of Cat-1 Incidents ('000, A8)



2. Average Daily Volume of Cat-1 Incidents (A8)

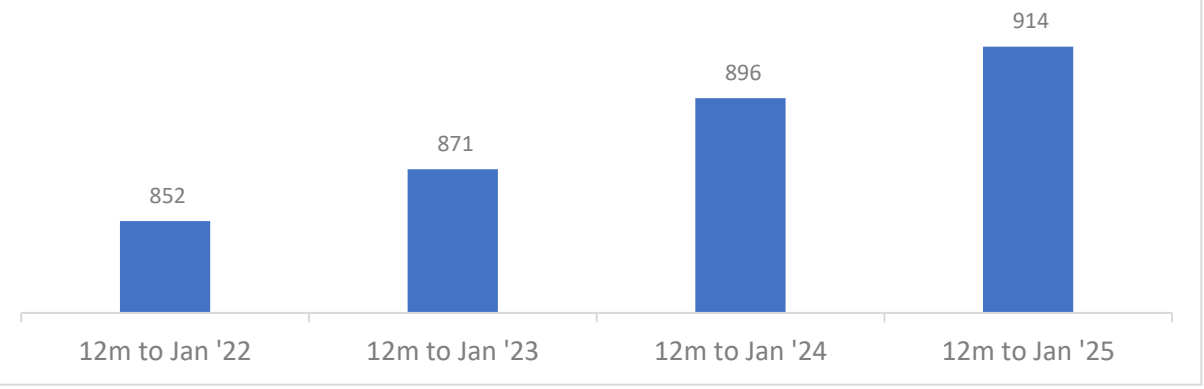


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
15th highest	-11 thousand	-1 thousand

Yellow areas show COVID waves in the UK: source ONS.

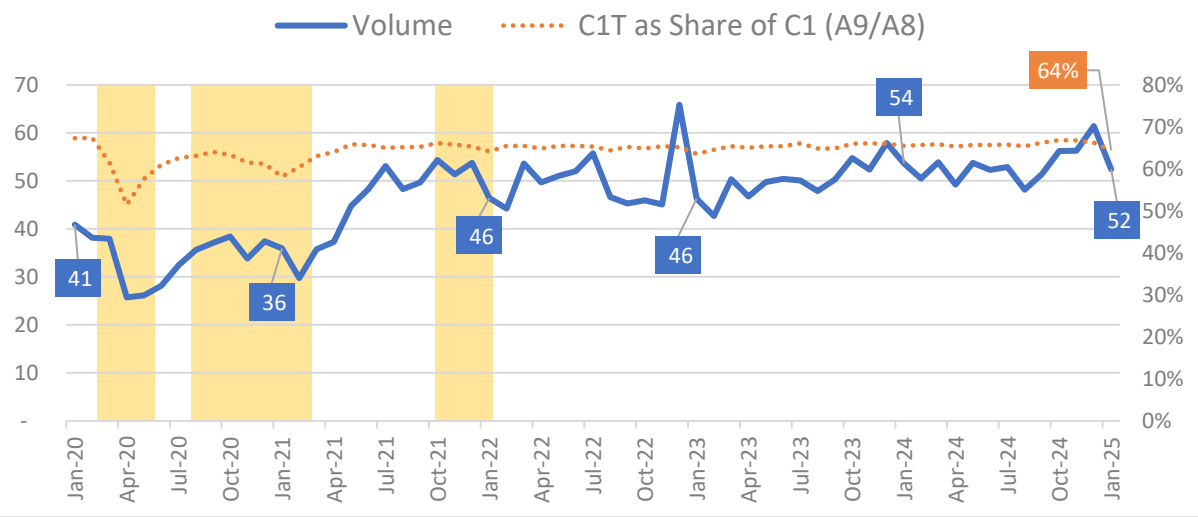
3. Volume of Cat-1 Incidents in the 12 months to Jan ('000, A8)



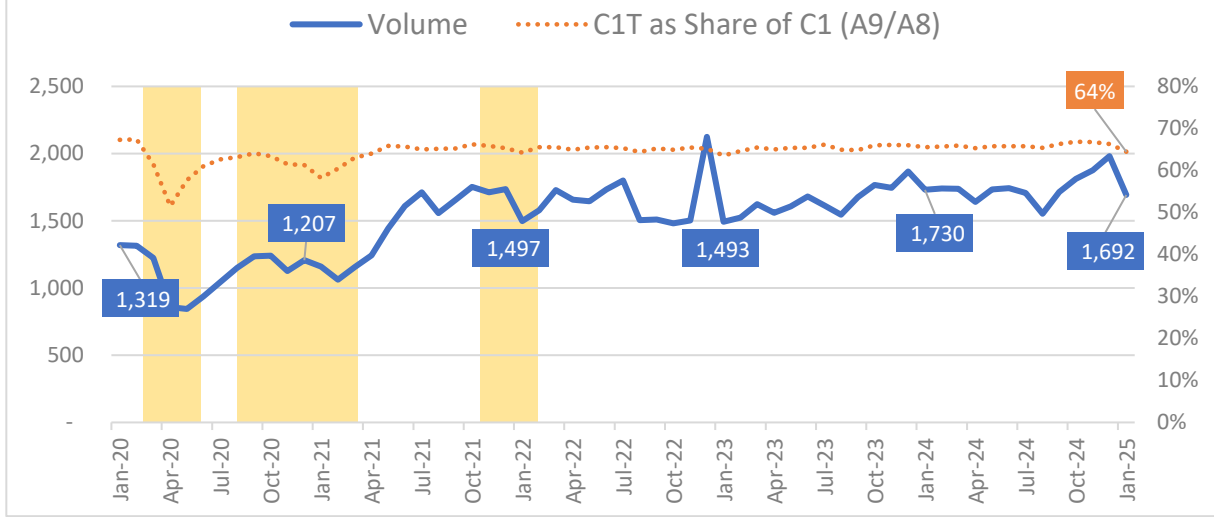
15. Demand: Category-1T Incidents (A9) (Cat-1 patients conveyed by an ambulance service emergency vehicle)

There were 52-thousand Category-1T incidents (Category-1 incidents where patients are conveyed) in January. This is the second greatest for any January to-date, and represents 64-percent of Category-1 incidents for the month.

1. Volume of Cat-1T Incidents ('000, A9)



2. Average Daily Volume of Cat-1T Incidents (A9)

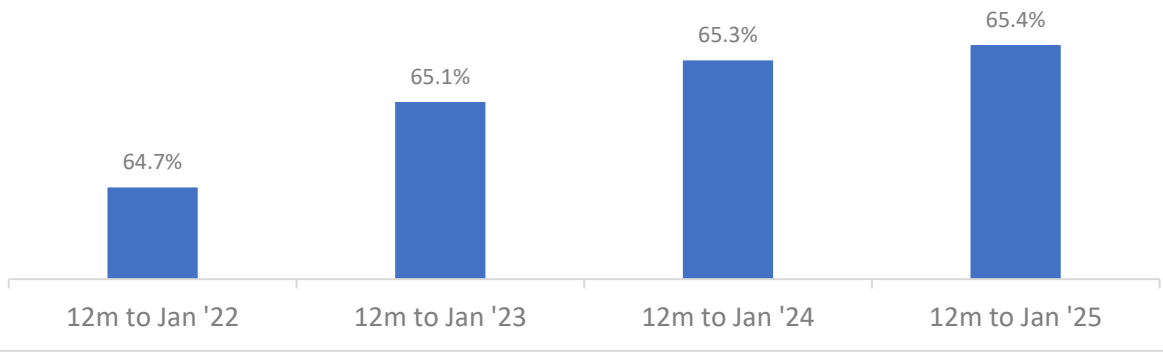


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
16th highest	-9 thousand	-2 thousand

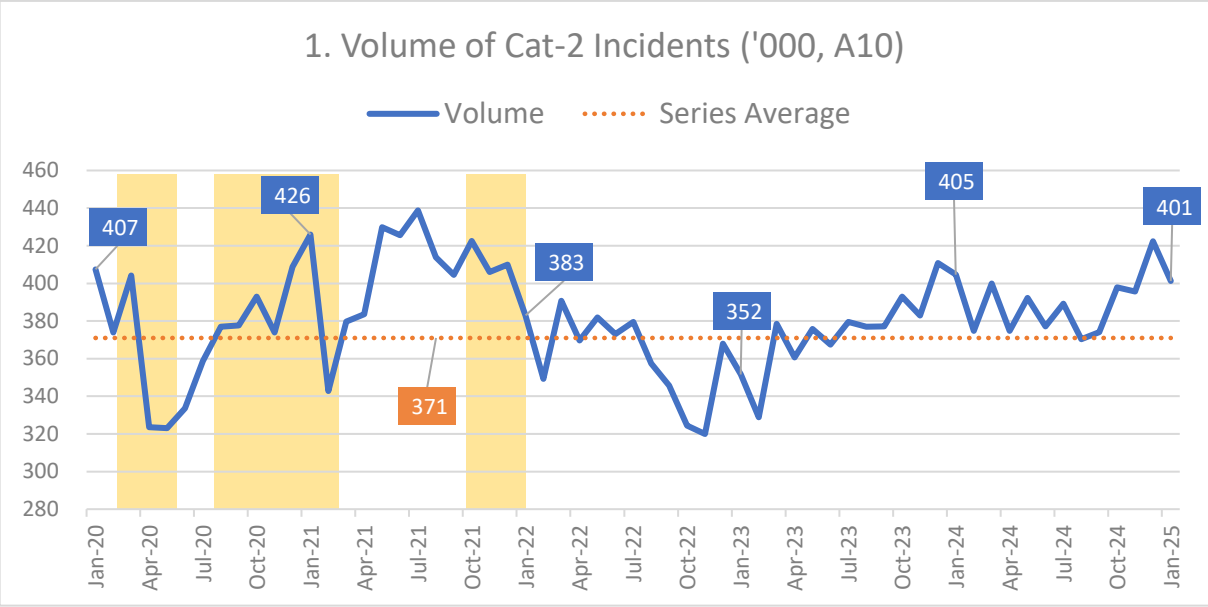
Yellow areas show COVID waves in the UK: source ONS.

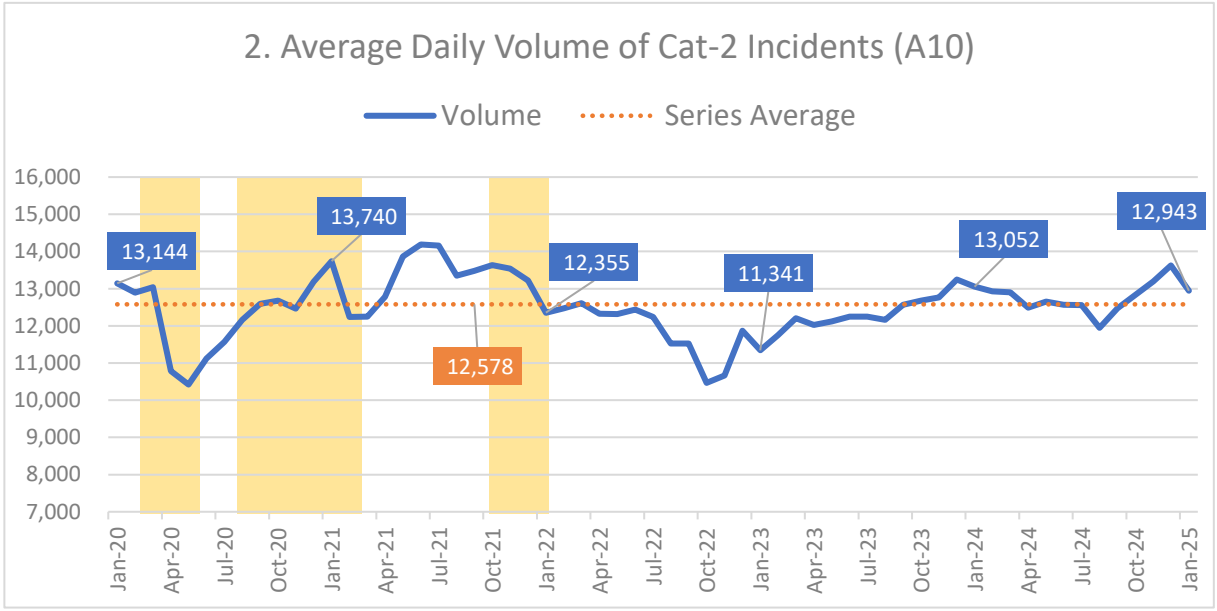
3. C1T as Share of C1 in the 12 months to Jan (%, A9/A8)



16. Demand: Category-2 Incidents (A10)

On average, there were just under 13-thousand Category-2 incidents each day in January, 682 fewer than in December. The annualised total stands at 4.8-million, a figure that has remained relatively steady since 2022.

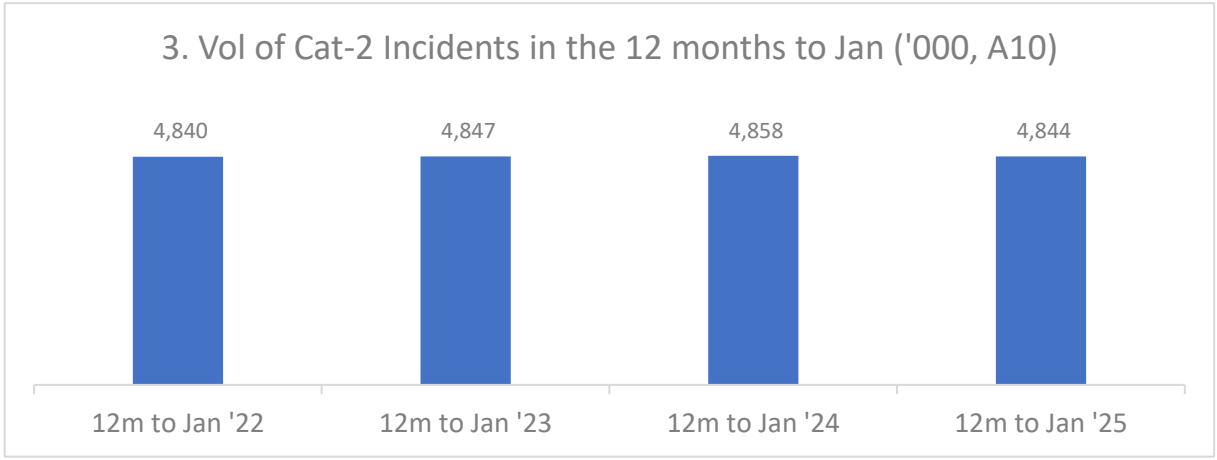




Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
21st highest	-21 thousand	-4 thousand

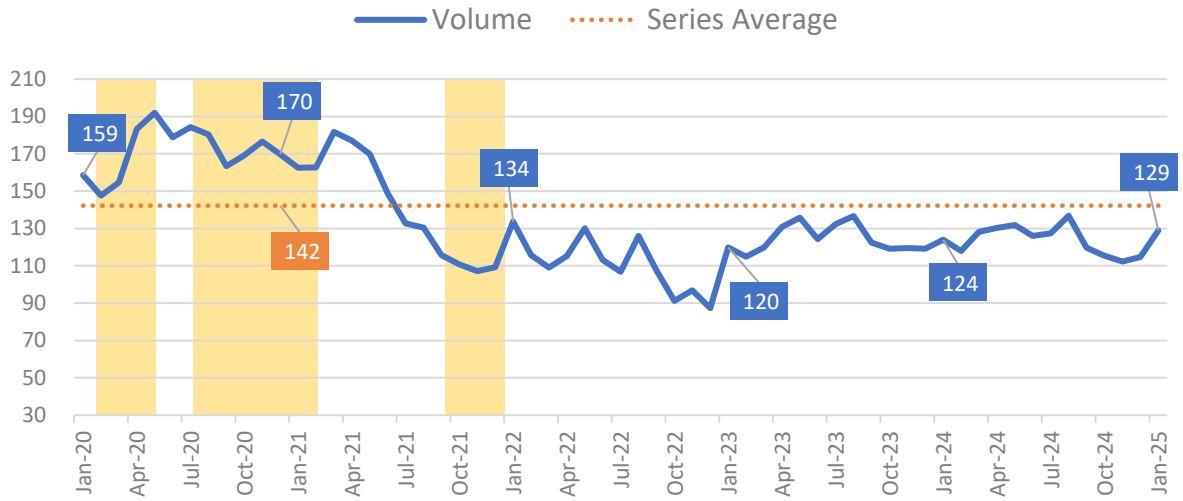
Yellow areas show COVID waves in the UK: source ONS.



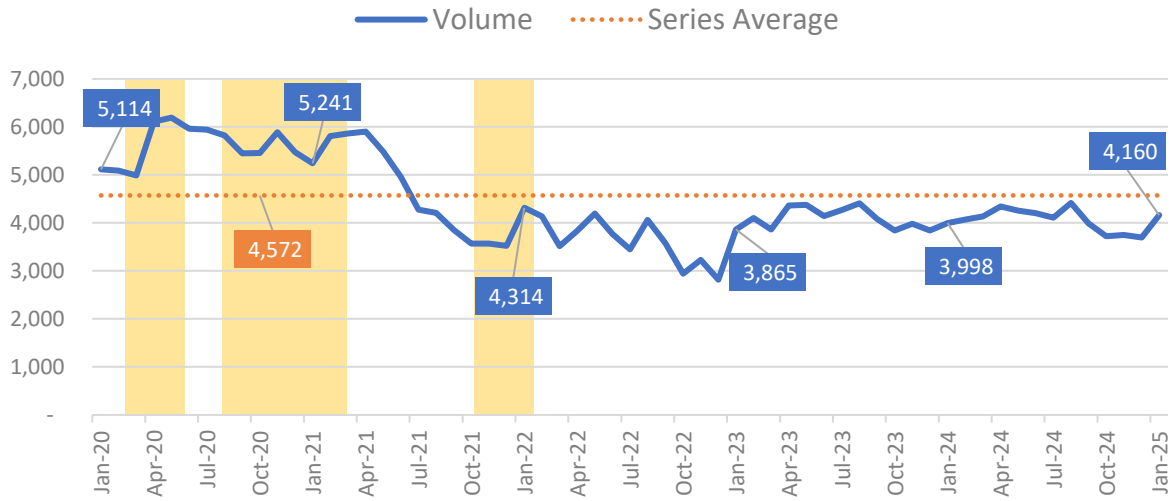
17. Demand: Category-3 Incidents (A11)

Category-3 incidents increased by 14-thousand, reaching 129-thousand in January. The long-term trend sees a slow but steady decrease in this category, dropping from 1.7-million in the 12-months to January 2022, to 1.5-million in the most recent period.

1. Volume of Cat-3 Incidents ('000, A11)



2. Average Daily Volume of Cat-3 Incidents (A11)

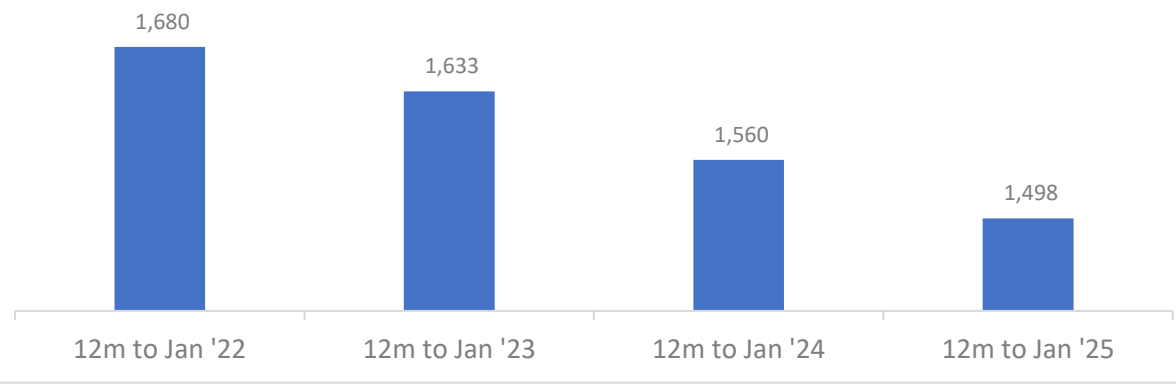


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
53rd highest	+14 thousand	+5 thousand

Yellow areas show COVID waves in the UK: source ONS.

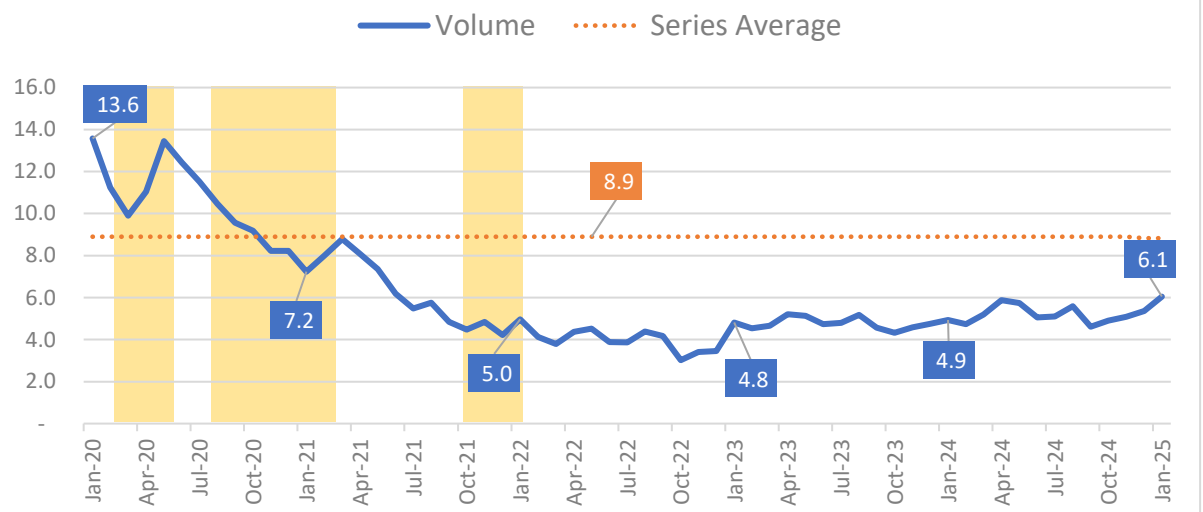
3. Vol of Cat-3 Incidents in the 12 months to Jan ('000, A11)



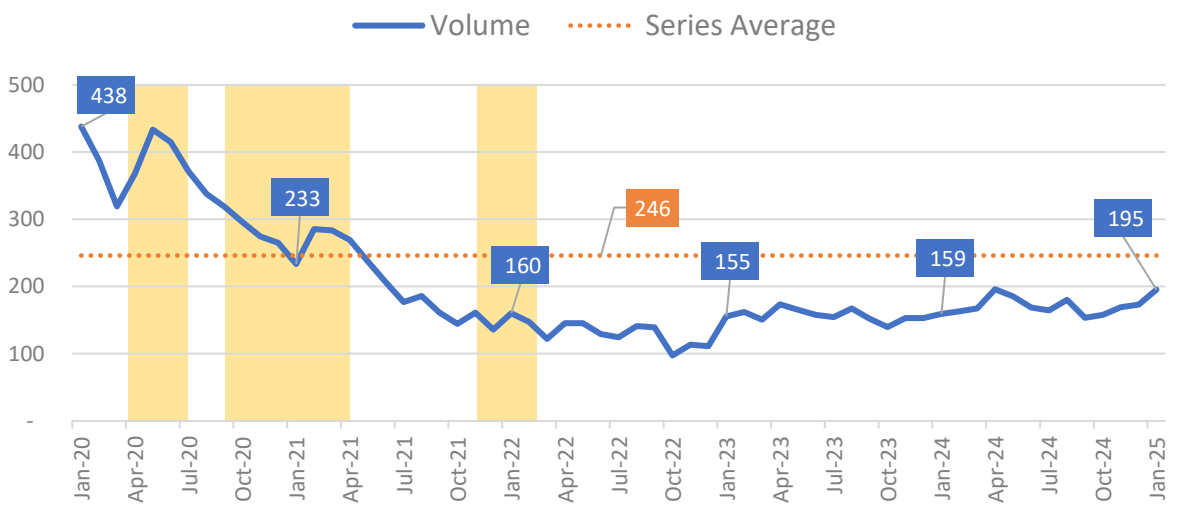
18. Demand: Category-4 Incidents (A12)

Category-4 saw increased from December total, with 690-more incidents across the month, and an average of 22 more incidents each day. This category has seen an increase in volume over the past few years, from 48-thousand in the 12-months to January 2023, to 63-thousand in the most recent period.

1. Volume of Cat-4 Incidents ('000, A12)



2. Average Daily Volume of Cat-4 Incidents (A12)

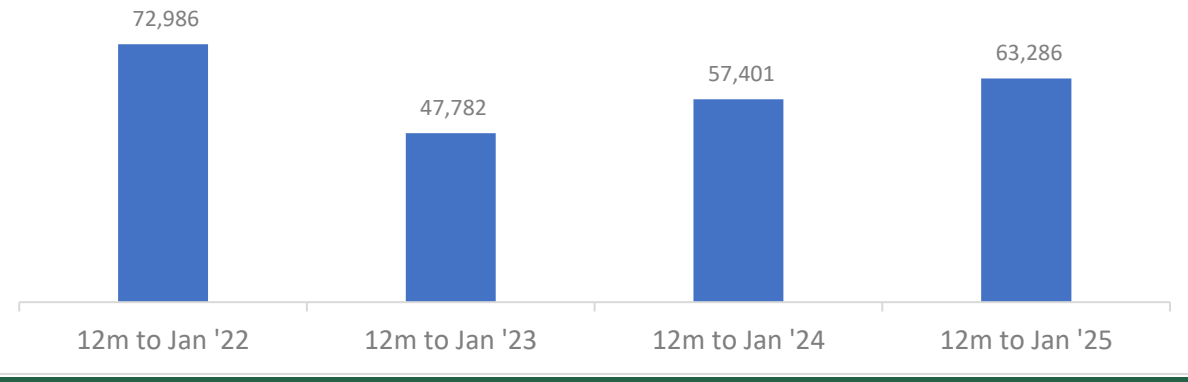


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
42nd highest	+690 incidents	+1.2 thousand

Yellow areas show COVID waves in the UK: source ONS.

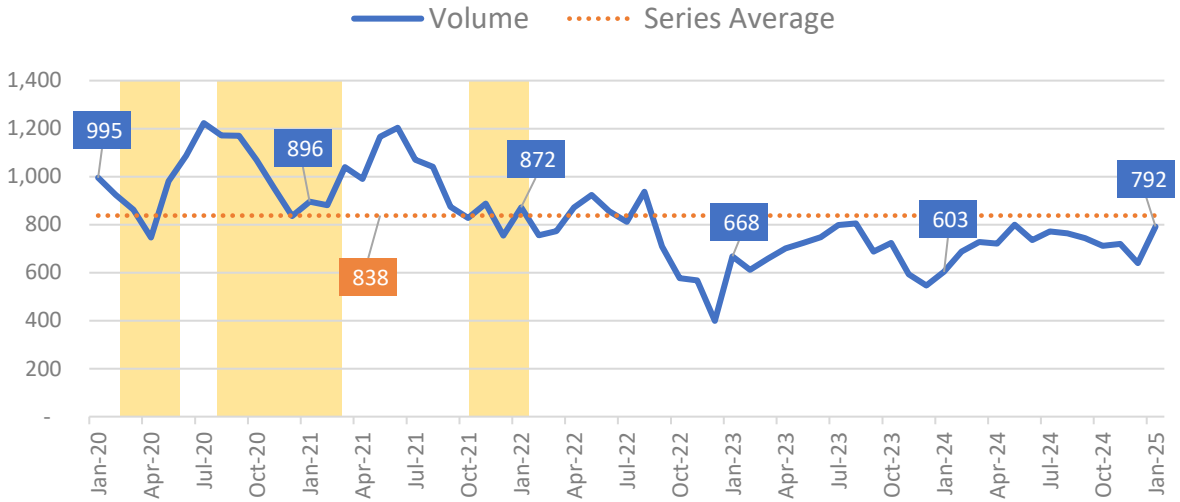
3. Volume of Cat-4 Incidents in the 12 months to Jan (A12)



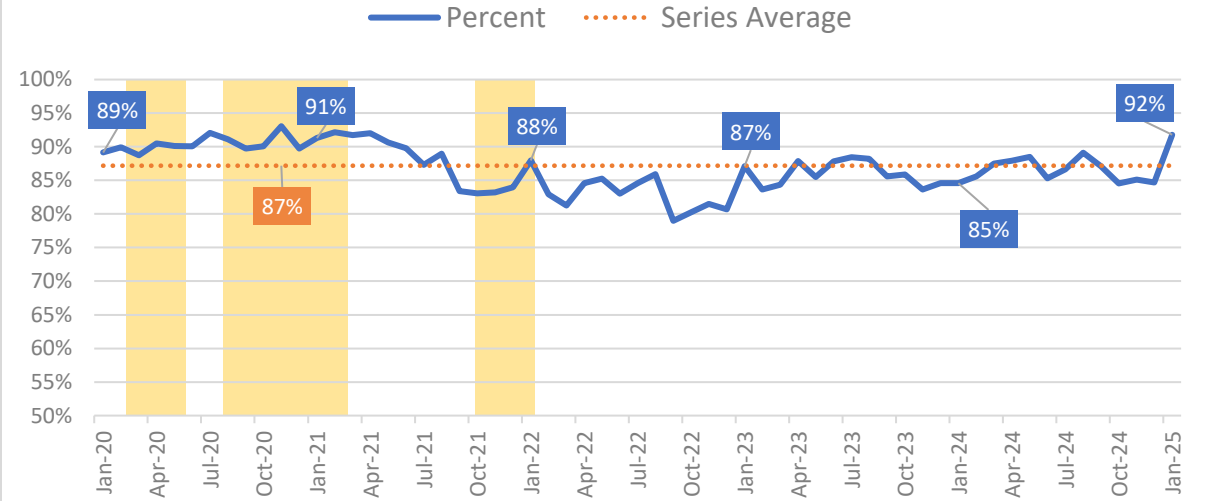
19. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

Section 136 incidents increased in January, as did the proportion of those incidents transported by ambulance. The latter reached 92-percent, the highest since April 2021, and reflects the growth seen in the annualised data over the past three periods.

1. Volume of A136 Incidents (A106)



2. Percentage of s136 Incidents Transported (A110)

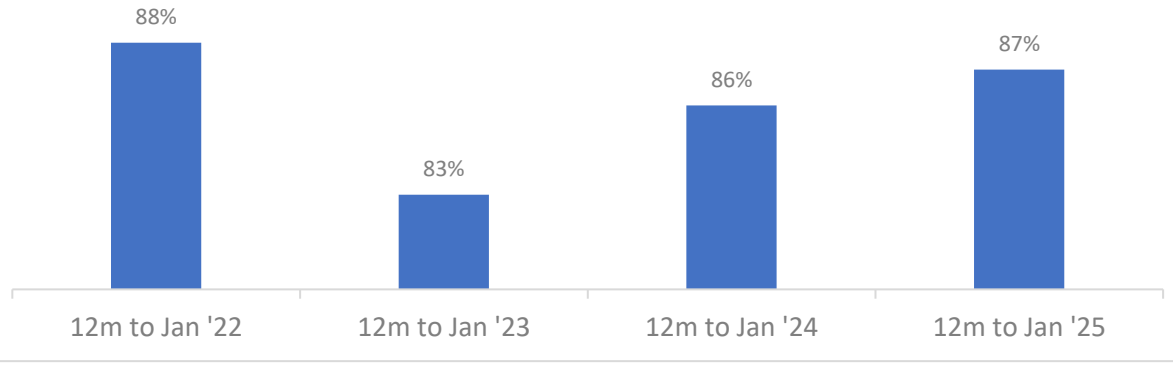


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
41st highest	+152 incidents	+189 incidents

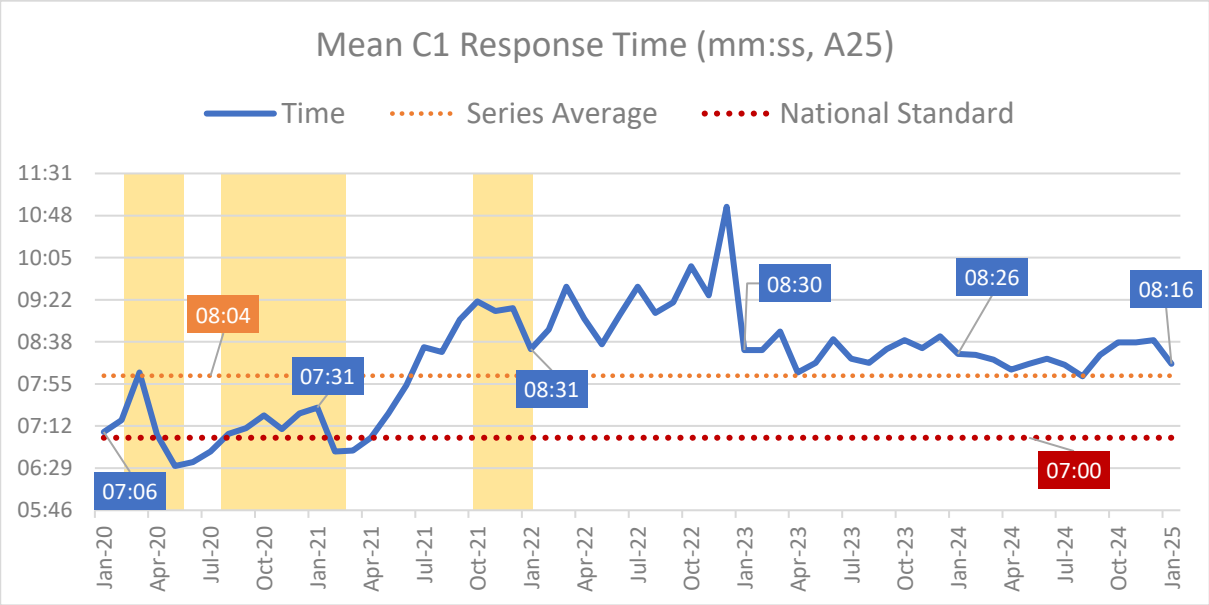
Yellow areas show COVID waves in the UK: source ONS.

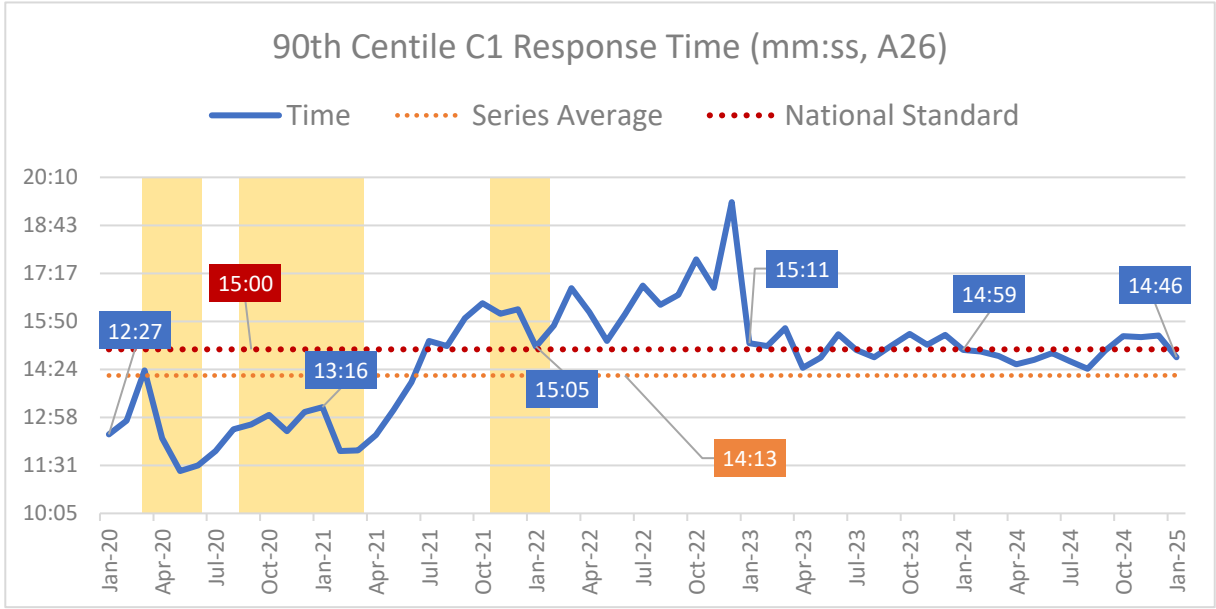
3. Percent of S136 Transported 12 months to Jan (av, A110)



20. Demand: Category-1 Response Times (Measures A25 and A26)

Category-1 mean response was 24-seconds faster in January, reaching just over eight-minutes, but still over a minute slower than the national standard. The 90th centile again dipped below the 15-minute standard for the measure, something it has achieved in nine of the last 12-months.





Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
42nd slowest	24 secs faster	10 secs faster

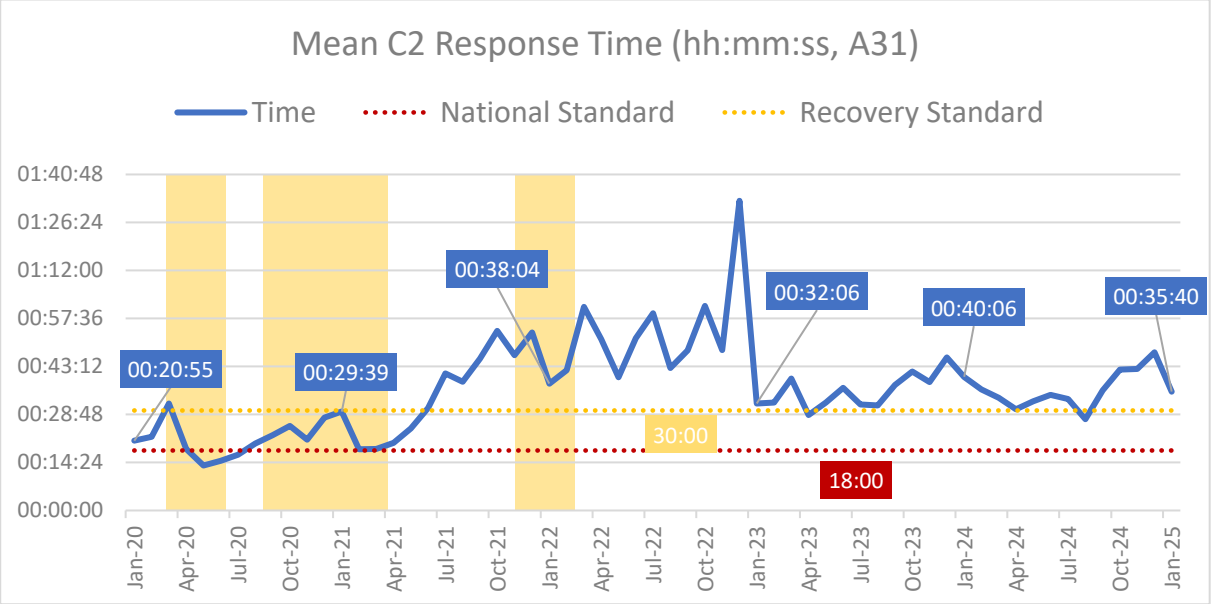
90th centile Response Time for January 2024: Fast Facts

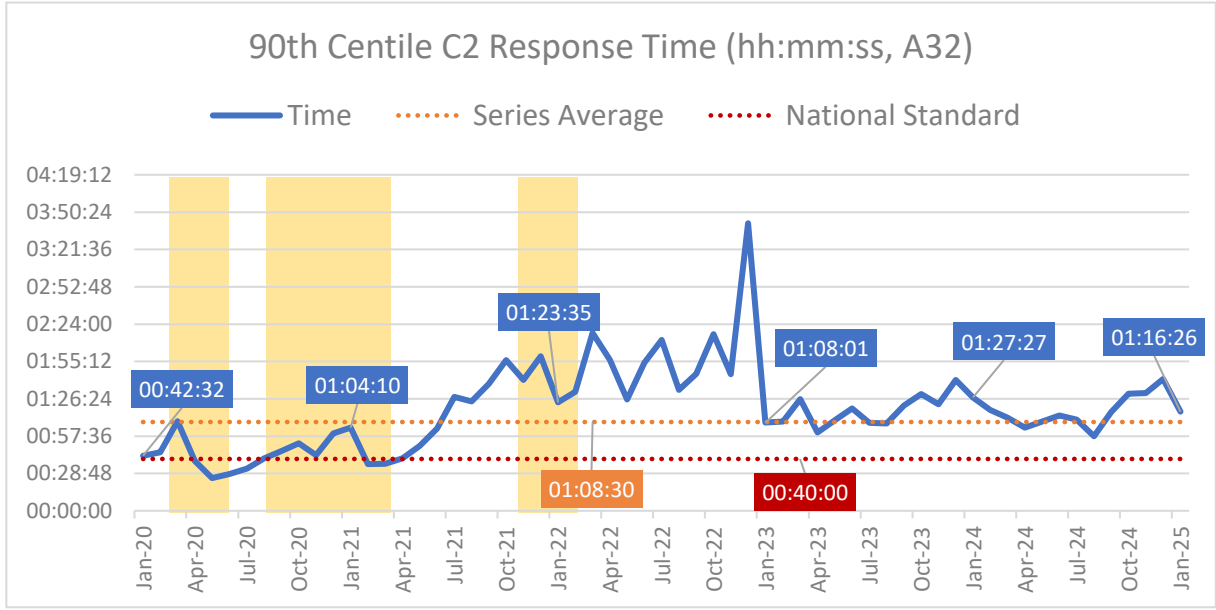
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
38th slowest	39 secs faster	13 secs faster

Yellow areas show COVID waves in the UK: source ONS.

21. Demand: Category-2 Response Times (Measures A31 and A32)

January saw NHS-England's publish national priorities for 2025/26, which included sustaining mean response times for Category-2 below 30-minutes. In January it was faster than December by 12-minutes, returning a time of 36-minutes. The measure has dipped below 30-minutes twice in the last two years.





Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
31st slowest	12 mins faster	4.5 mins faster

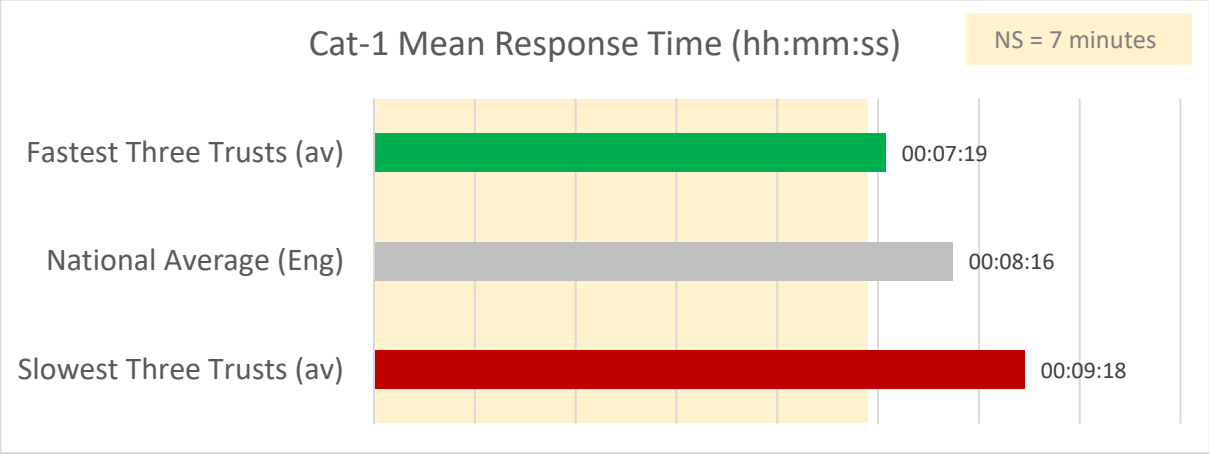
90th centile Response Time for January 2024: Fast Facts

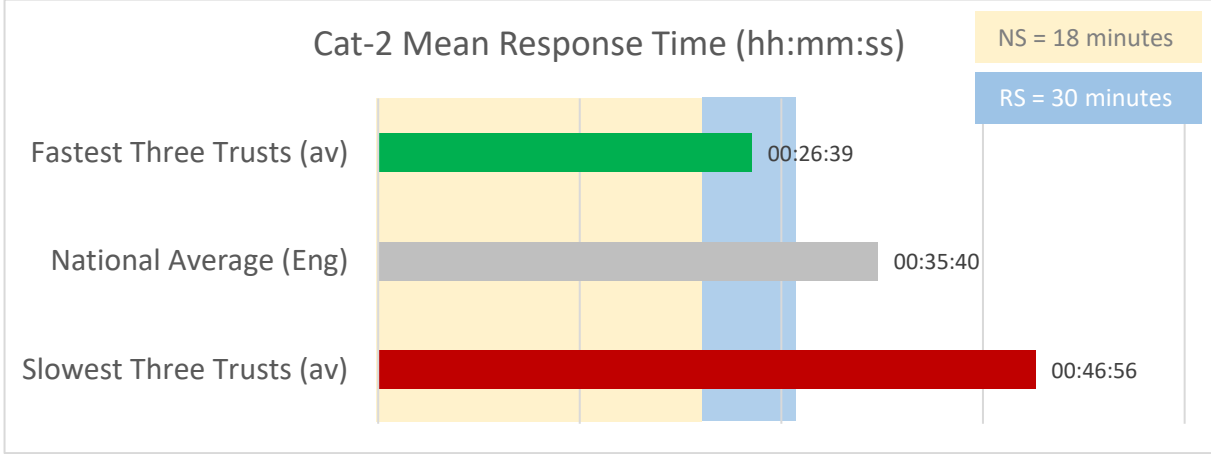
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
30th slowest	25 mins faster	11 mins faster

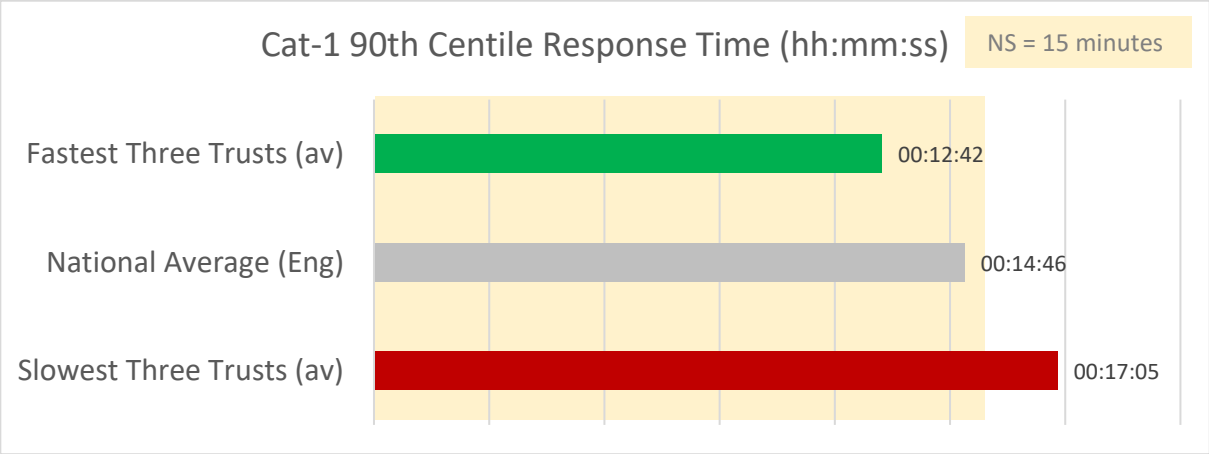
Yellow areas show COVID waves in the UK: source ONS.

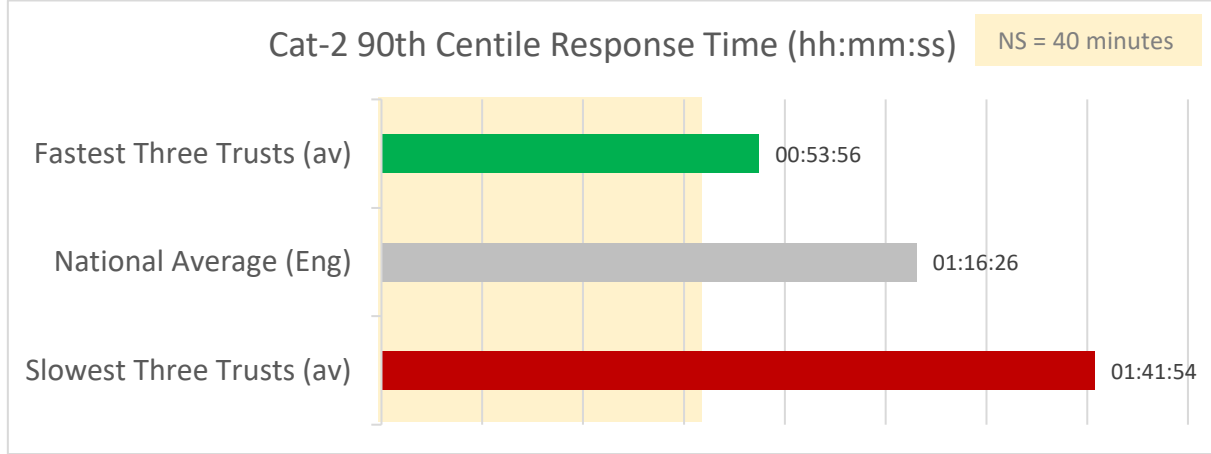
22. Category-1 and Category-2 Response Time, Range - January 2025

There continues to be considerable response time variation between trusts. For the Category-2 mean, the fastest three trusts are several minutes faster than NHS-England's 30-minute target (recovery standard/ RS) , while those at the slower-end are 15-minutes slower







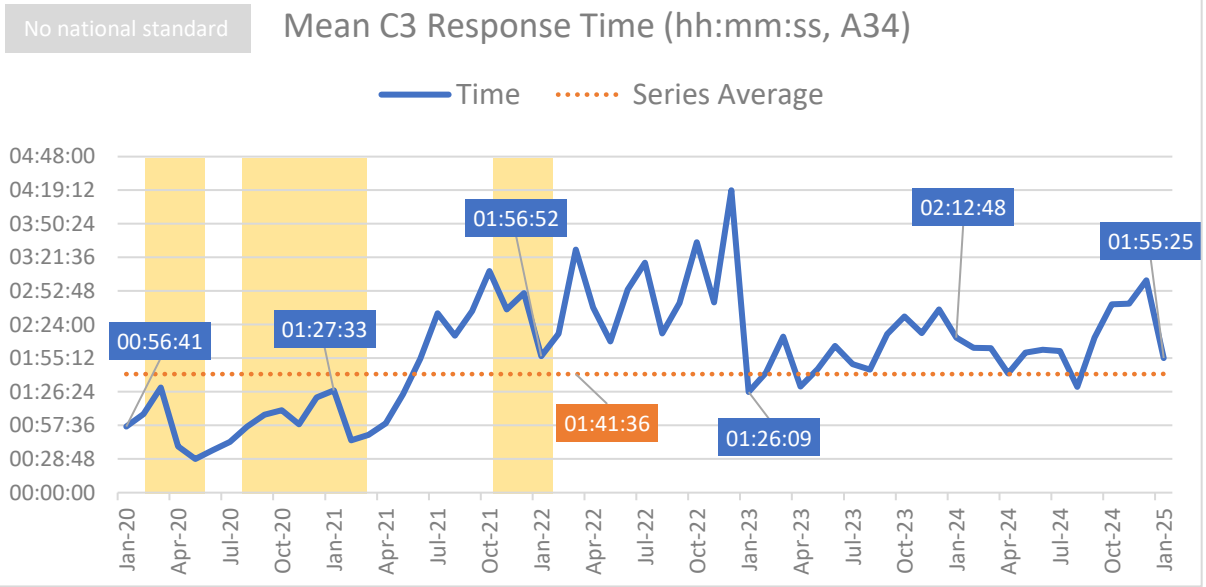


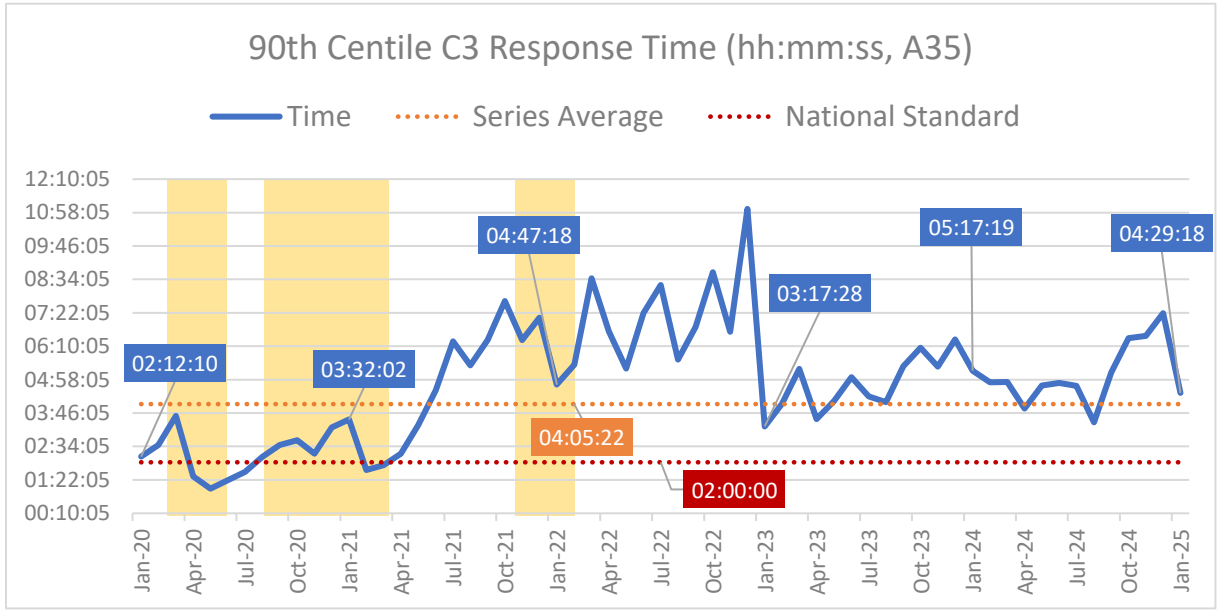
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

23. Demand: Category-3 Response Times (Measures A34 and A35)

For Category-3, the mean was an hour faster in January, and the 90th centile three-hours faster than in December (although the latter is over two hours slower than the national standard of two hours).

No national standard





Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
35th slowest	1 hour faster	17 mins faster

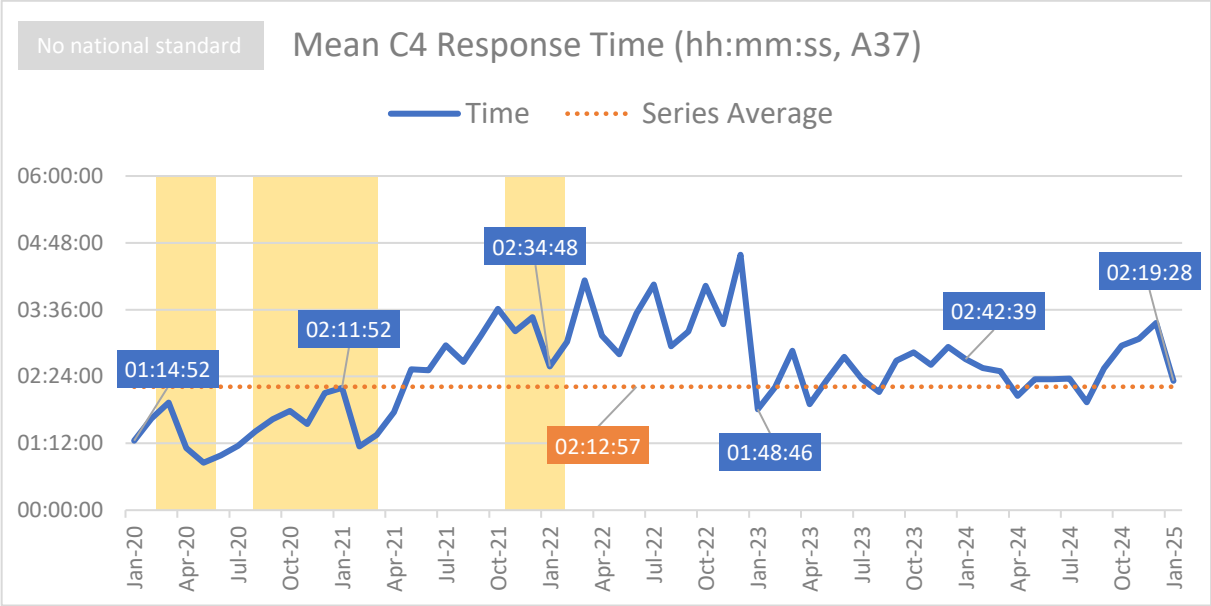
90th centile Response Time for January 2024: Fast Facts

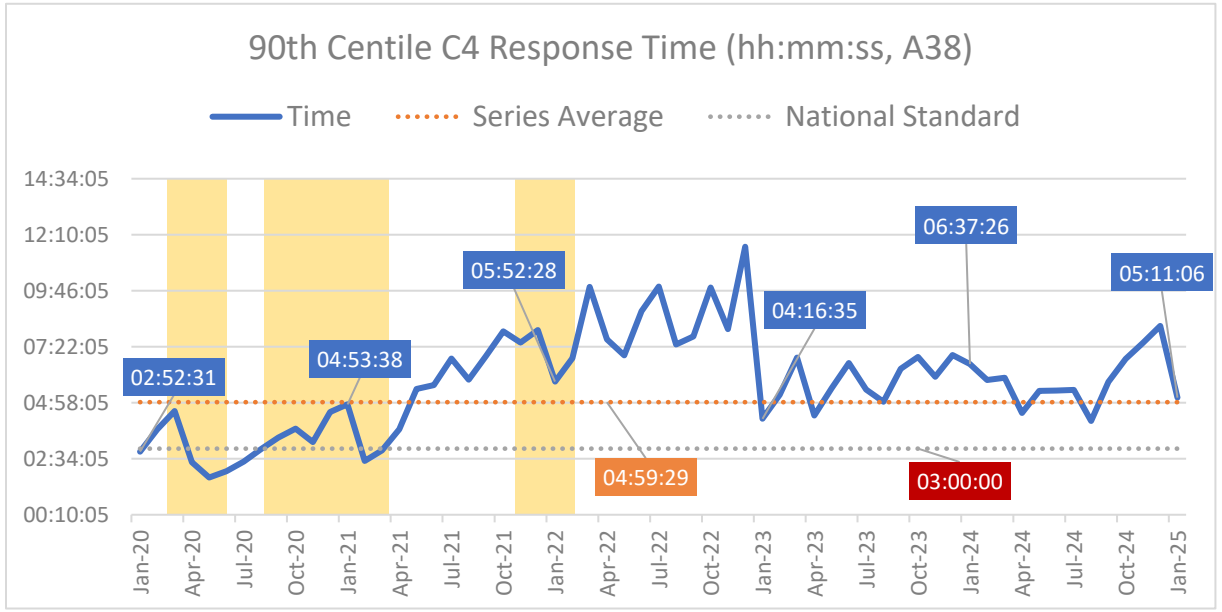
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
36th slowest	3 hours faster	48 mins faster

Yellow areas show COVID waves in the UK: source ONS.

24. Demand: Category-4 Response Times (Measures A37 and A38)

Category-4 also saw faster response times, again one-hour and three-hours for the mean and 90th centile respectively. Again, however, the latter is several hours slower than the national standard of three hours.





Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
39th slowest	1 hour faster	23 mins faster

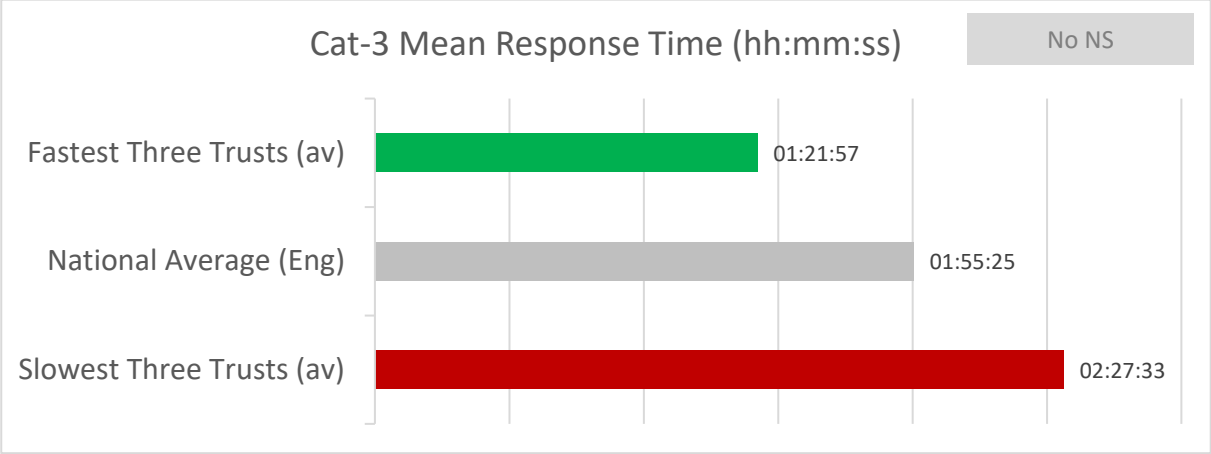
90th centile Response Time for January 2024: Fast Facts

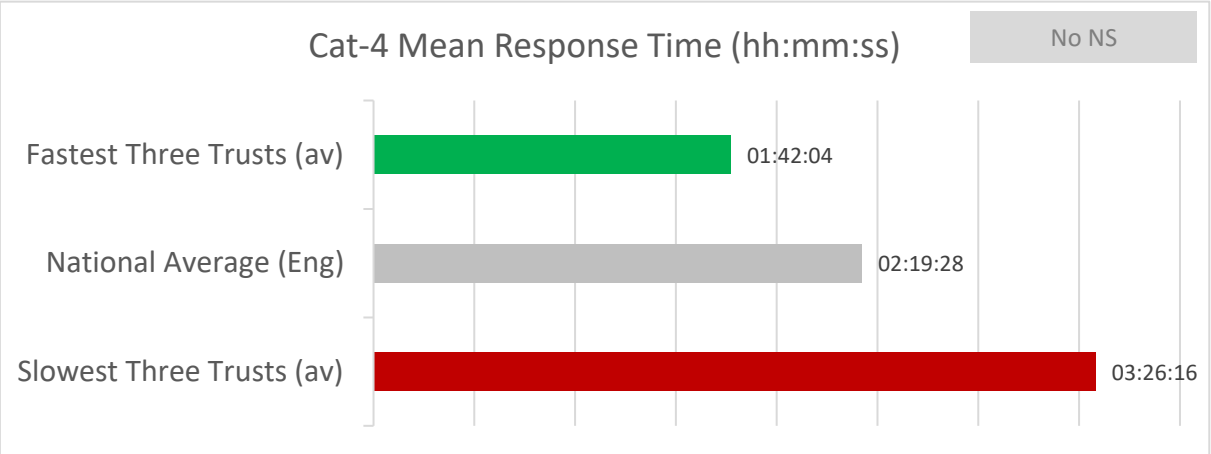
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
40th slowest	3 hours faster	90 mins faster

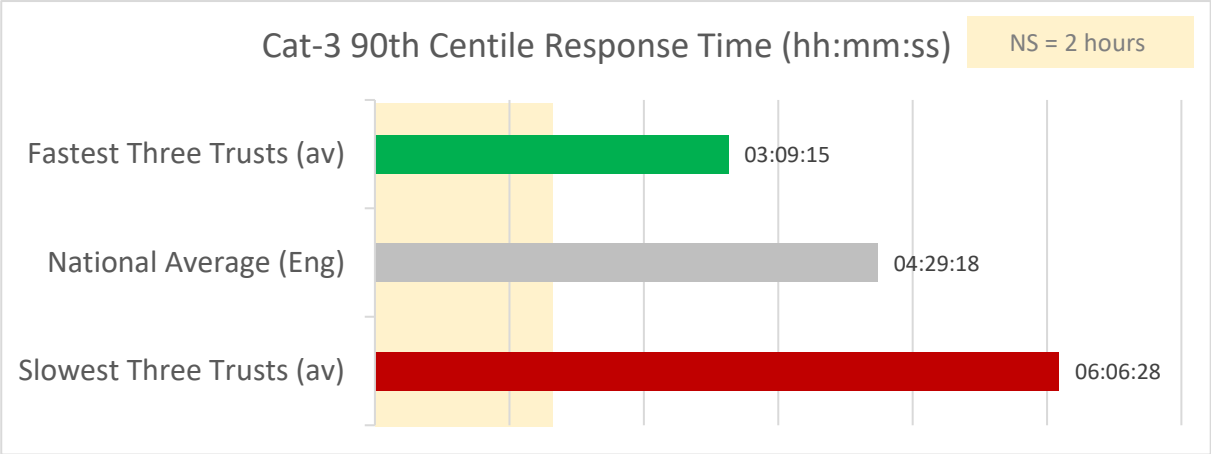
Yellow areas show COVID waves in the UK: source ONS.

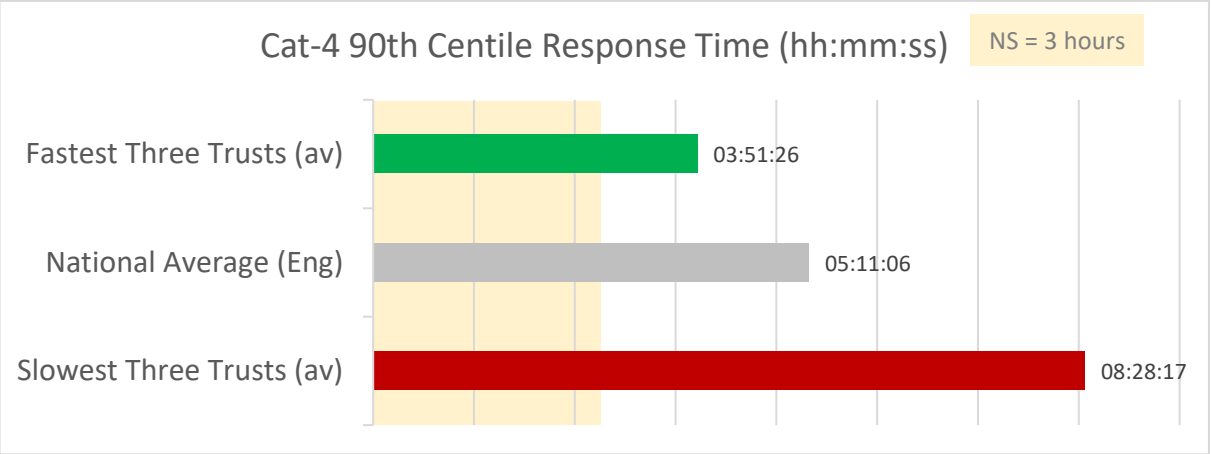
25. Category-3 and Category-4 Response Time, Range - January 2025

For Category-3 mean, the difference between the fastest and slowest trusts is over one-hour. For Category-4 the difference is well over 90-minutes. For the 90th centile times the differences are three-hours and four-and-a-half hours respectively.







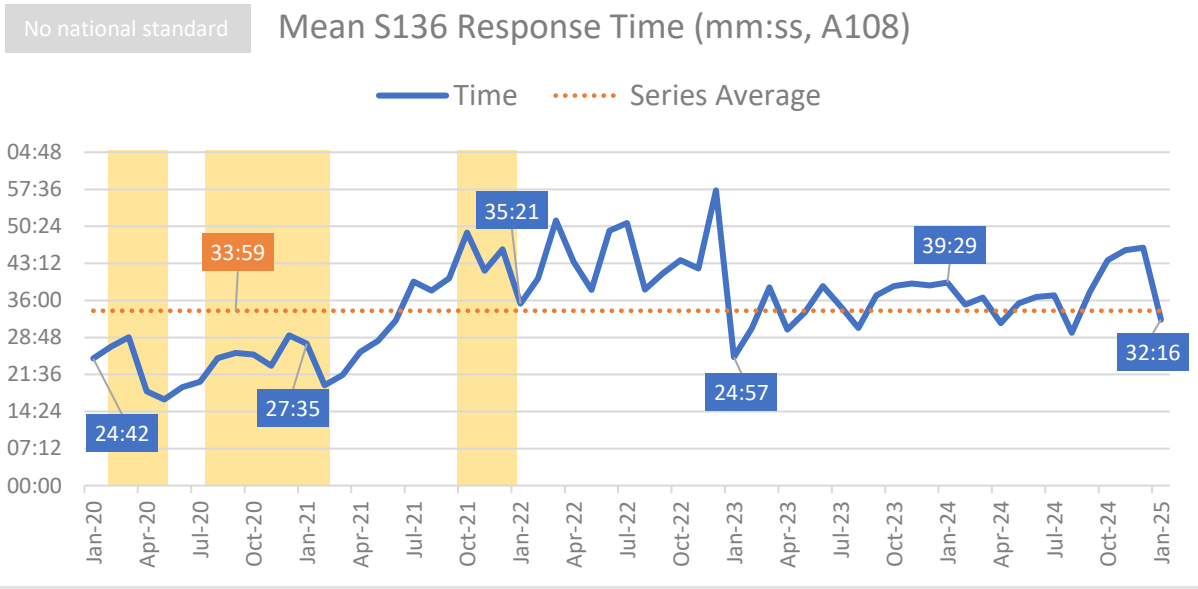


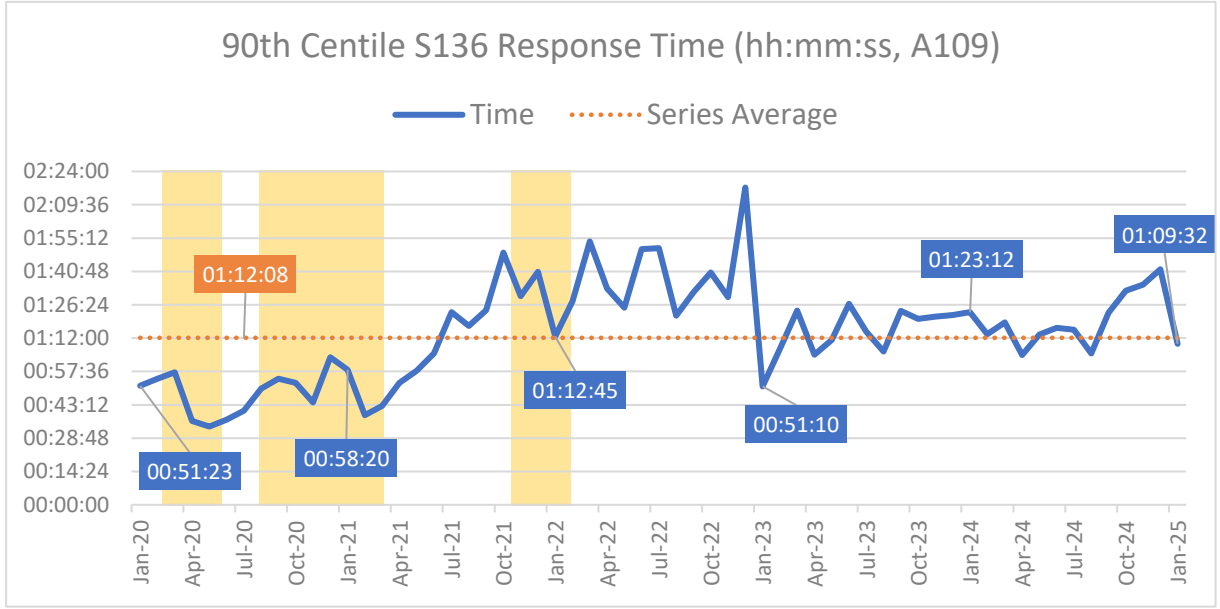
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

26. Demand: Section 136 Response Times (Measures A108 and A109)

Section 136 times followed the broad trend seen above for Category-2, with a faster response time by over ten-minutes taking the mean to just over 30-minutes.

No national standard





Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
37th slowest	14 mins faster	7 mins faster

90th centile Response Time for January 2024: Fast Facts

Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
37th slowest	32 mins faster	14 min faster

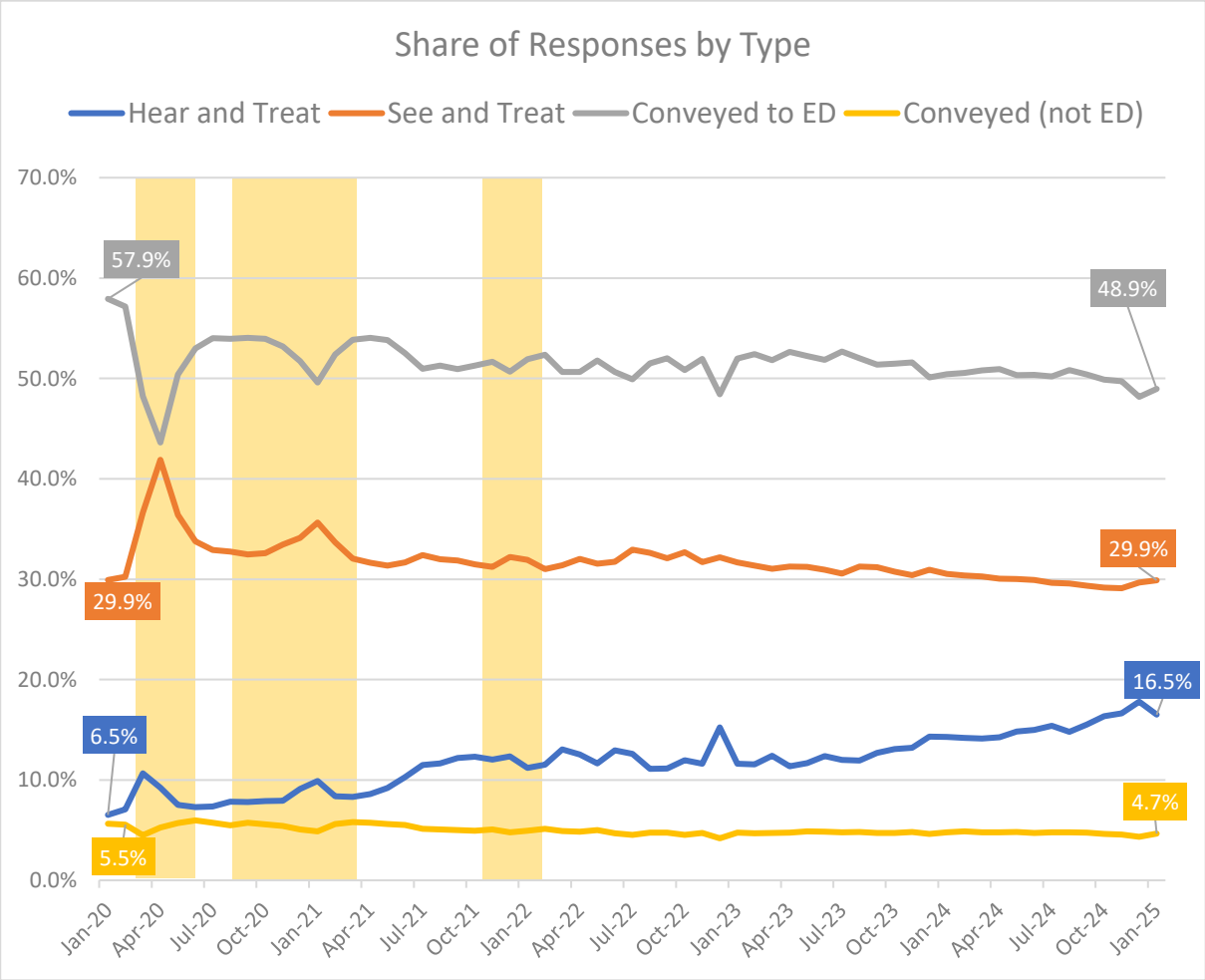
Yellow areas show COVID waves in the UK: source ONS.

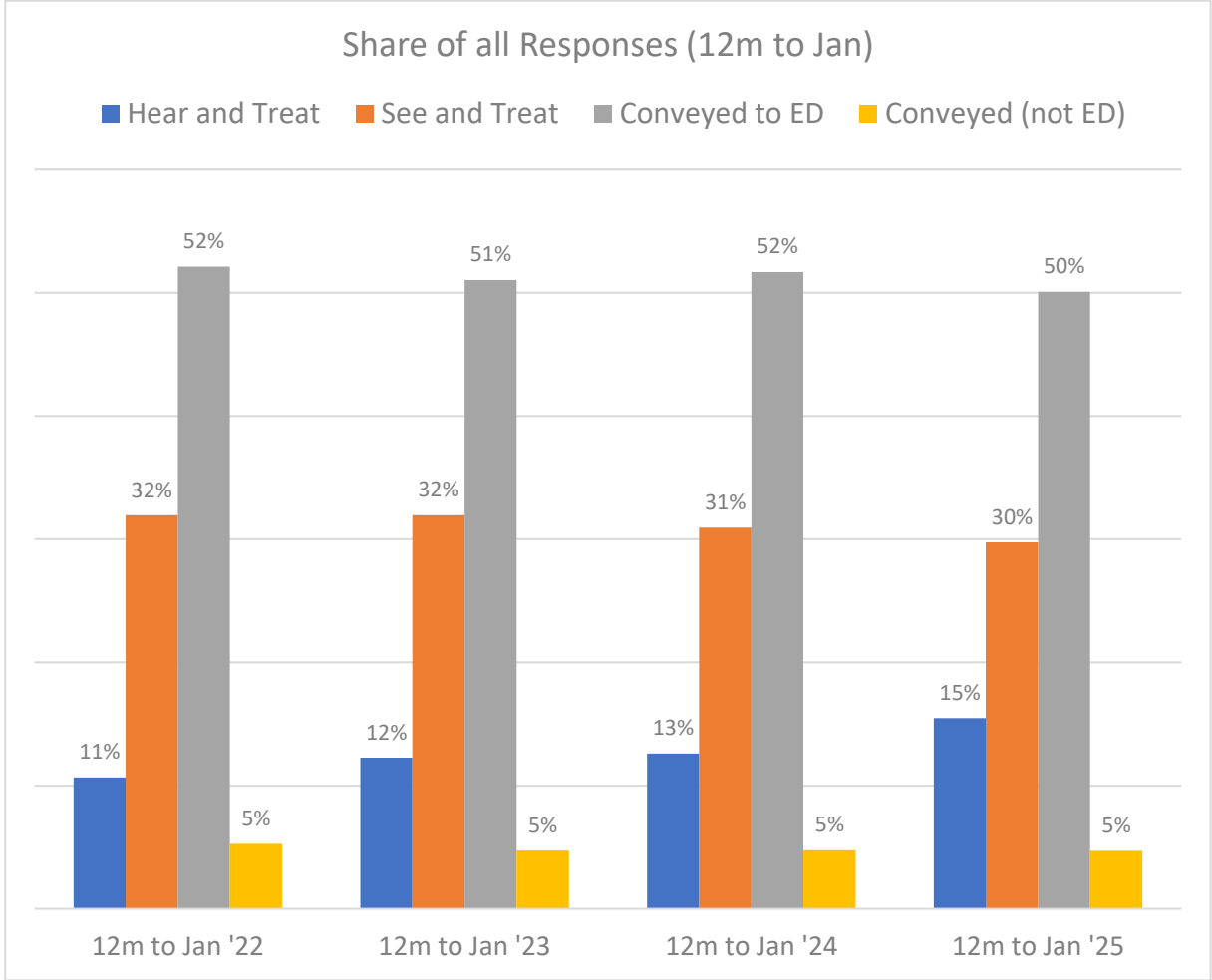
Section 3

Incidents by Response Outcome

28. Share of Response Outcomes

January saw a slight increase in the proportion of incidents conveyed by ambulance to Emergency Departments, a similarly slight increase in the proportion of see-and-treat responses, and a slight decrease in the proportion of hear-and-treat outcomes.

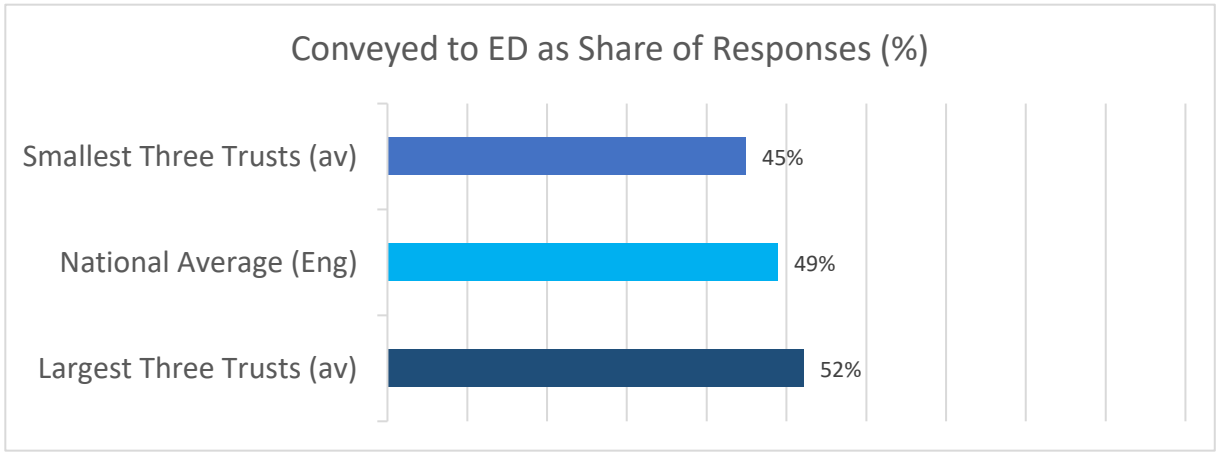


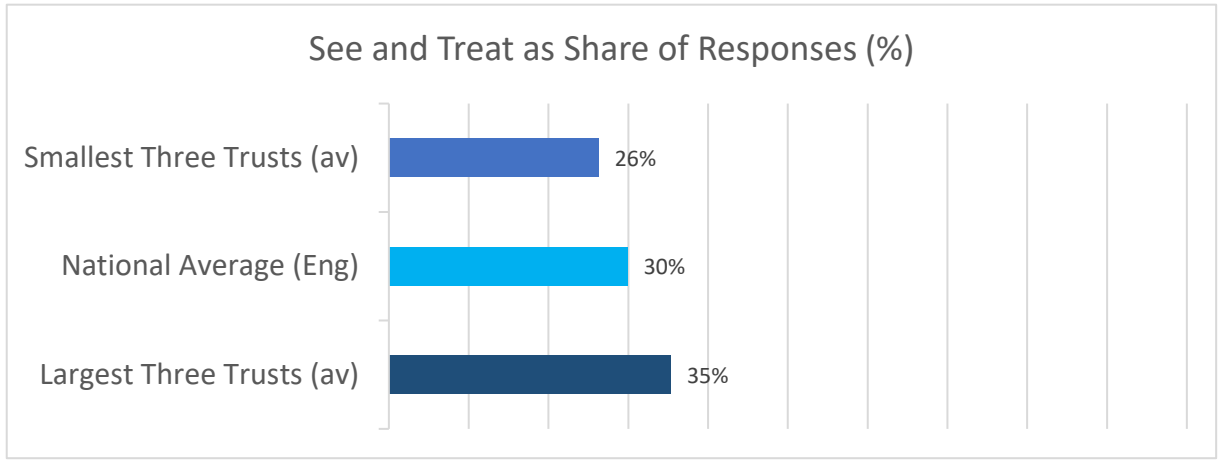


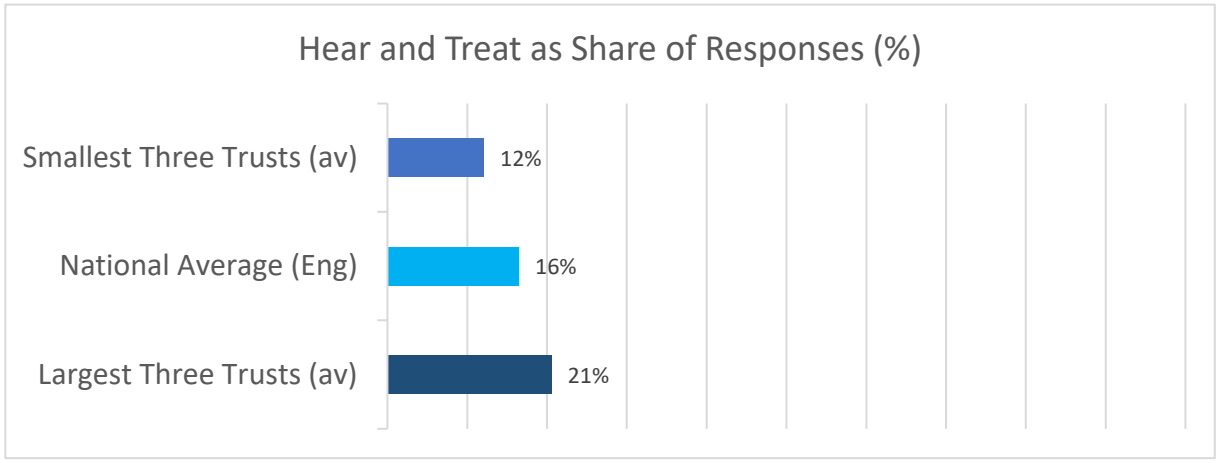
Yellow areas show COVID waves in the UK: source ONS.

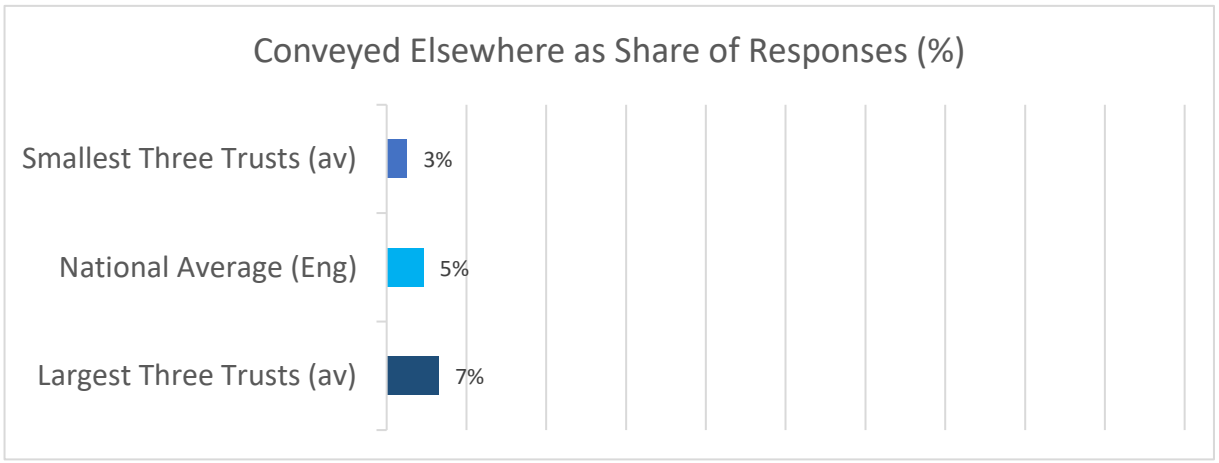
29. Share of Response Outcomes, Range - January 2025

Share of outcomes continues to vary across trusts. The greatest difference was see-and-treat and hear-and-treat, both with a difference of nine-percentage points, with conveyance to ED seeing a difference of seven percentage points.







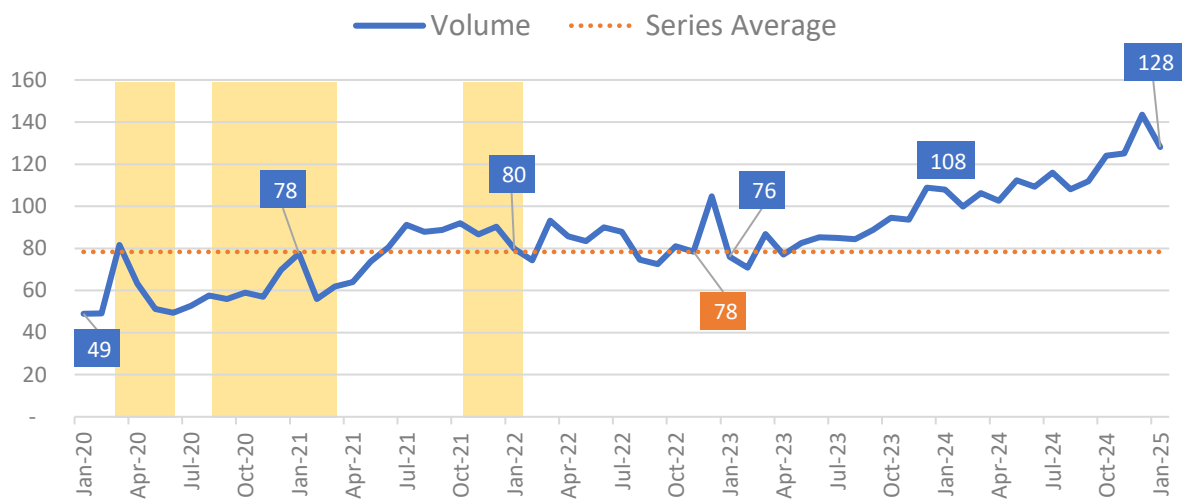


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

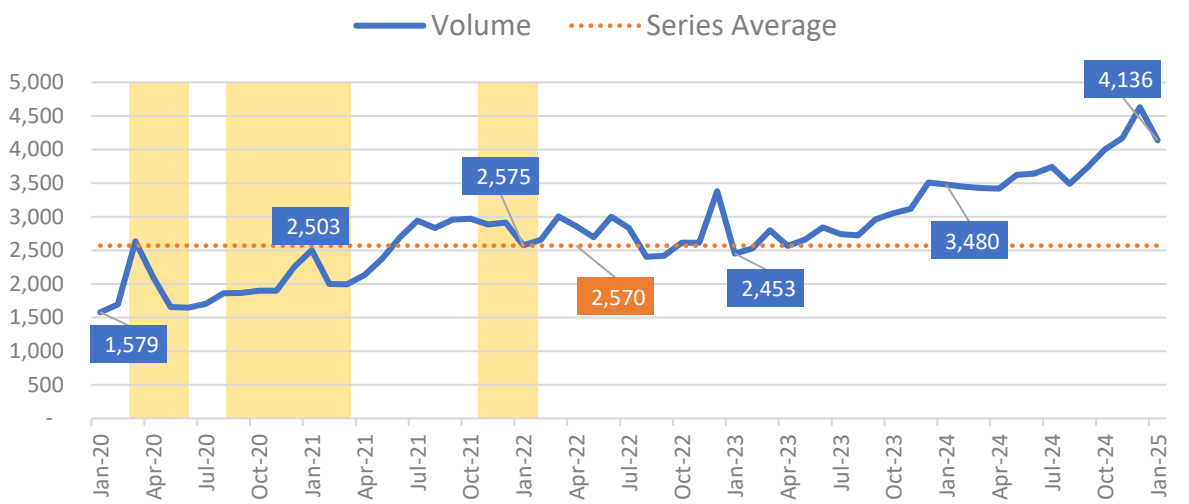
30. Hear and Treat (measure A17)

Improving hear-and-treat rates is another key NHS-England priority for the next 12-months. As proportion of outcomes, this has more than doubled over the past five years, while volumes have increased steadily. Despite the decrease in January, the monthly volume was still the second highest figure on record.

1. Volume of H&T Responses ('000, A17)



2. Average Daily Volume of H&T Responses (A17)

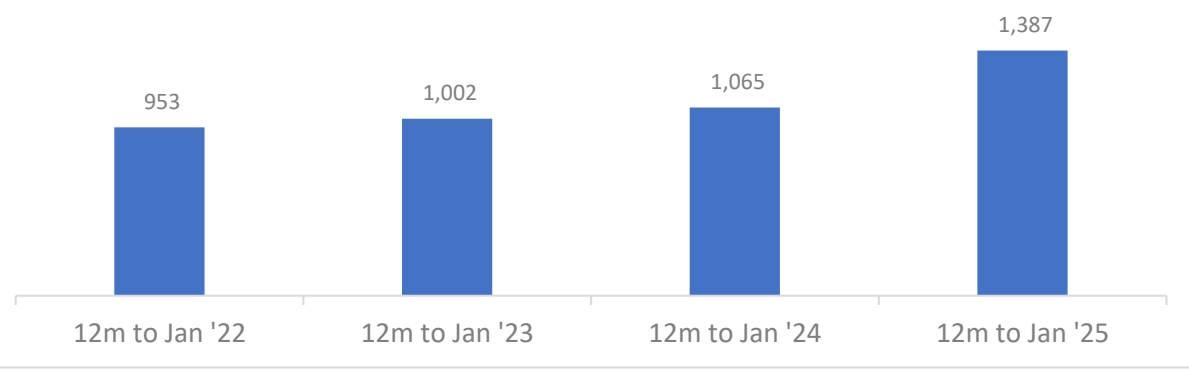


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
2nd highest	-15 thousand	+20 thousand

Yellow areas show COVID waves in the UK: source ONS.

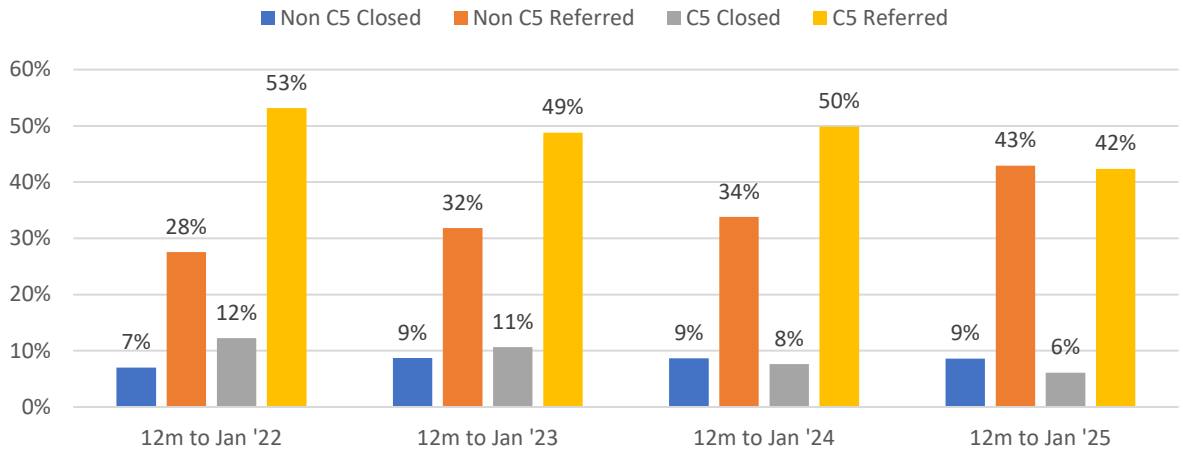
3. Vol of H&T Responses in the 12 months to Jan ('000, A17)



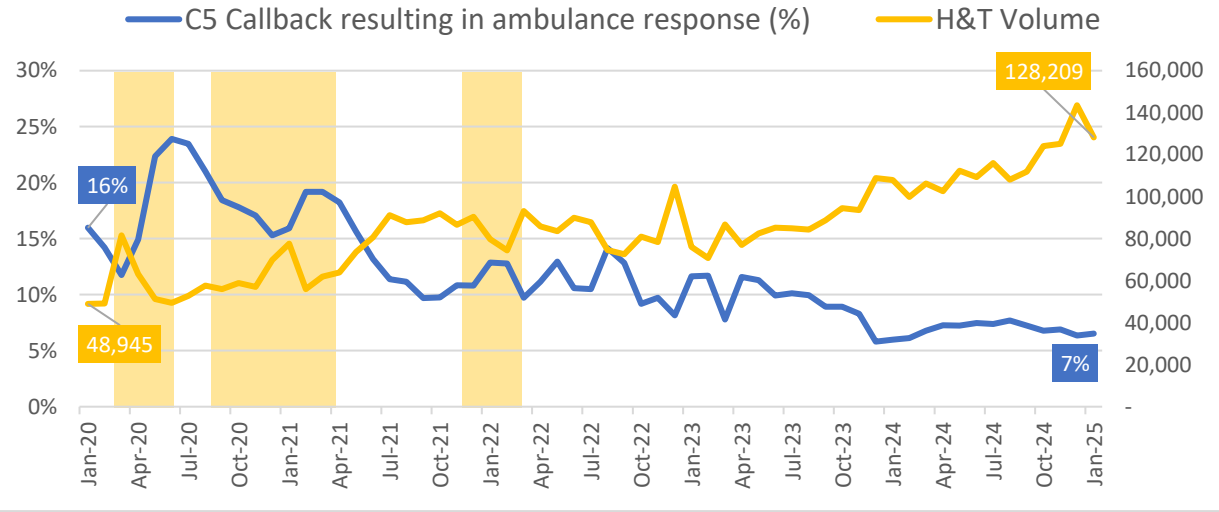
31. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

The 12-months to January 2025 saw 42% of H&T responses accounted for by Category-5 patients referred to another service. Seven-percent of all H&T responses were recoded following clinical call-back and resulted in an ambulance response: this compares with 16-percent in January 2020.

1. Share of H&T Responses by Main Outcome, 12 months to Jan



2. C5 Referrals Resulting in Ambulance Response (A23/A17)



Average for the 12-months to…

January 2022		January 2025	
All Closed = 19%	All Referred = 81%	All Closed = 15%	All Referred = 85%

Yellow areas show COVID waves in the UK: source ONS.

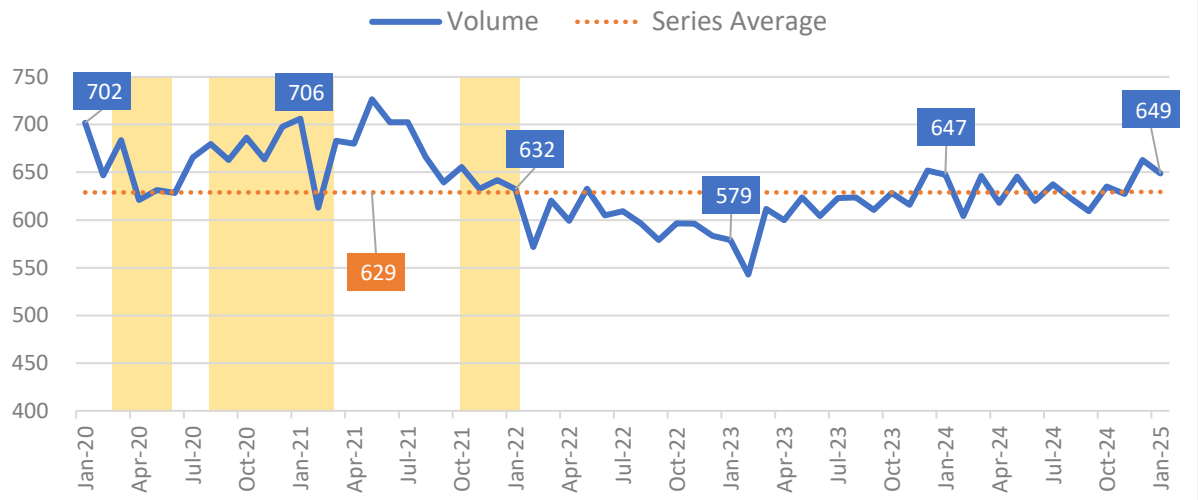
Definitions (colours relate to trend lines in above charts).

- **Non C5 Closed (A18)** = Initially coded as C1 to C4 (non C5), but closed following clinical assessment/ validation/ home management advice and not requiring onward referral.
- **Non C5 Referred (A19)** = Initially coded as C1 to C4 (non C5), and onward treatment path agreed with the patient referred to other service following clinical assessment/ validation.
- **C5 Closed (A21) =** C5 incidents where patients given specific home management advice regarding their condition, and did not requiring any onward referral.
- **C5 Referred (A22) =** C5 incidents were onward treatment path to other service agreed with patient.
- **C5 Callback… (A23) =** Originally coded C5, but call back from clinicians determines ambulance response needed, and recoded as C1 to C4.

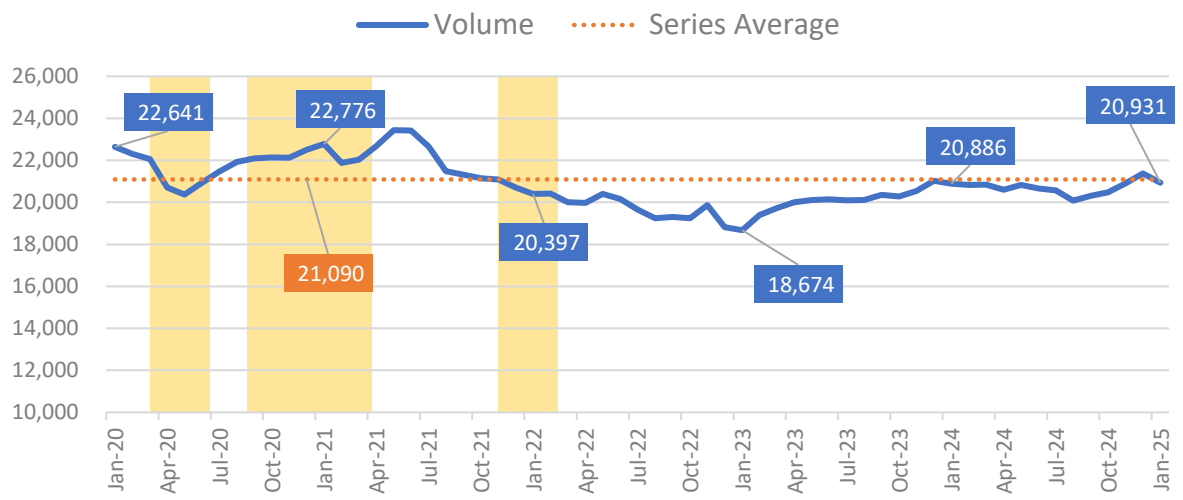
32. Face to Face (F2F, measure A56)

Face-to-face outcomes decreased in January, but returned the highest number for any January since 2021. The annualised volume for these responses has increased by 400-thousand, to reach 7.6-million in the 12-months to January 2025.

1. Volume of F2F Responses ('000, A56)



2. Average Daily Volume of F2F Responses (A56)

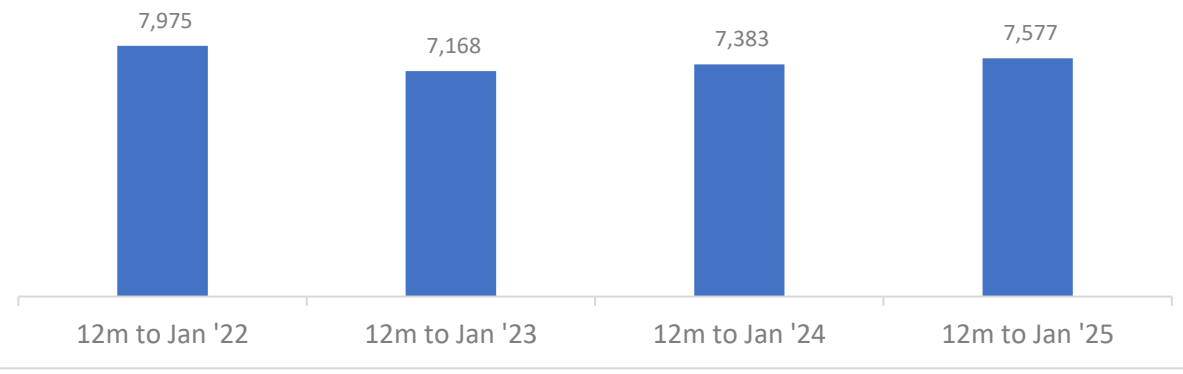


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
36th highest	-14 thousand	+1.3 thousand

Yellow areas show COVID waves in the UK: source ONS.

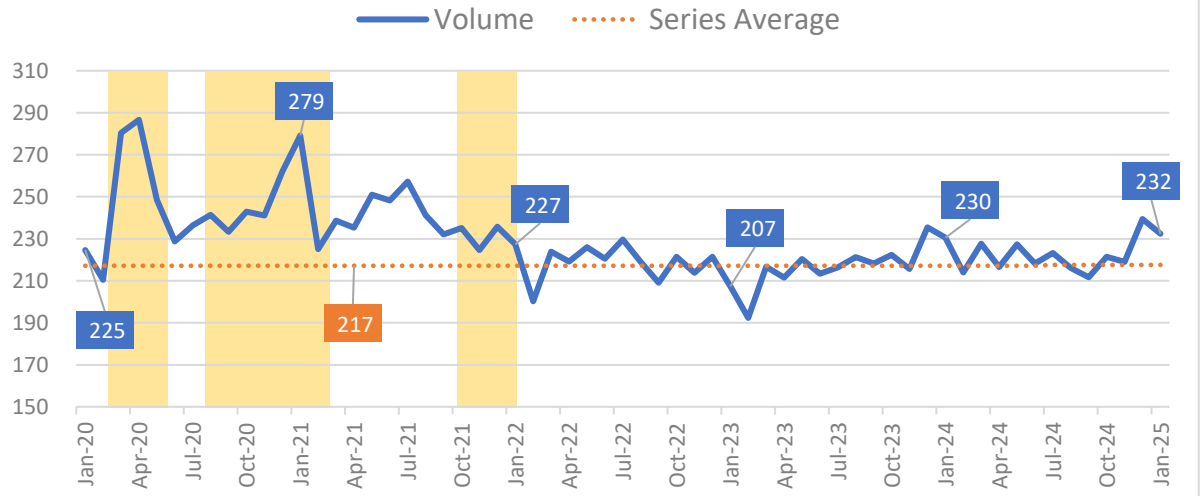
3. Vol of F2F Responses in the 12 months to Jan ('000, A56)



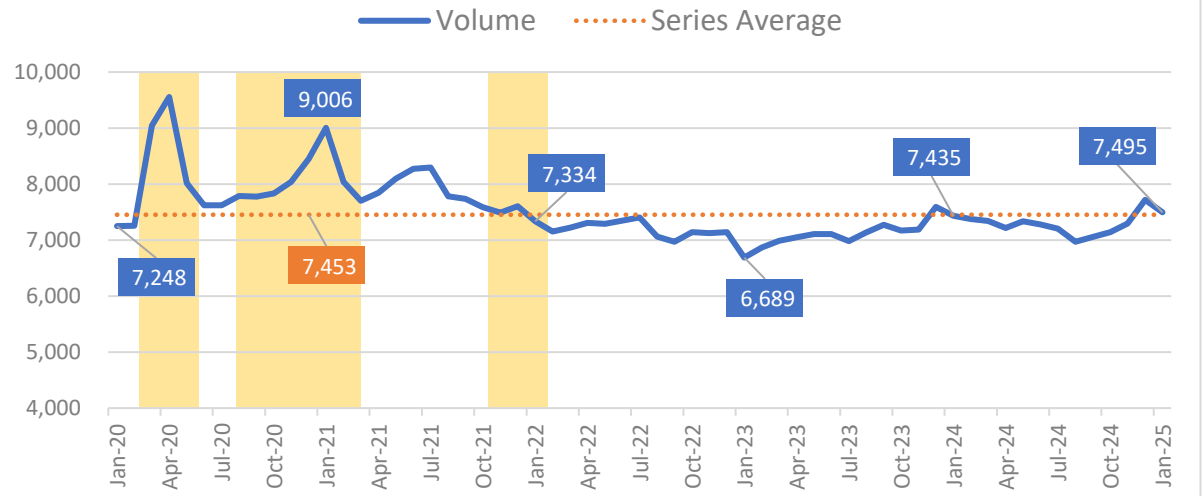
33. See and Treat (measure A55)

See-and-treat outcomes saw a month-on-month decrease of seven-thousand, reaching 232-thousand (again, the highest for any January since 2021). The annualised figures show 55-thousand more see-and-treat responses in the 12-months to January 2025 compared with 2023 period.

1. Volume of S&T Responses ('000, A55)



2. Average Daily Volume of S&T Responses (A55)

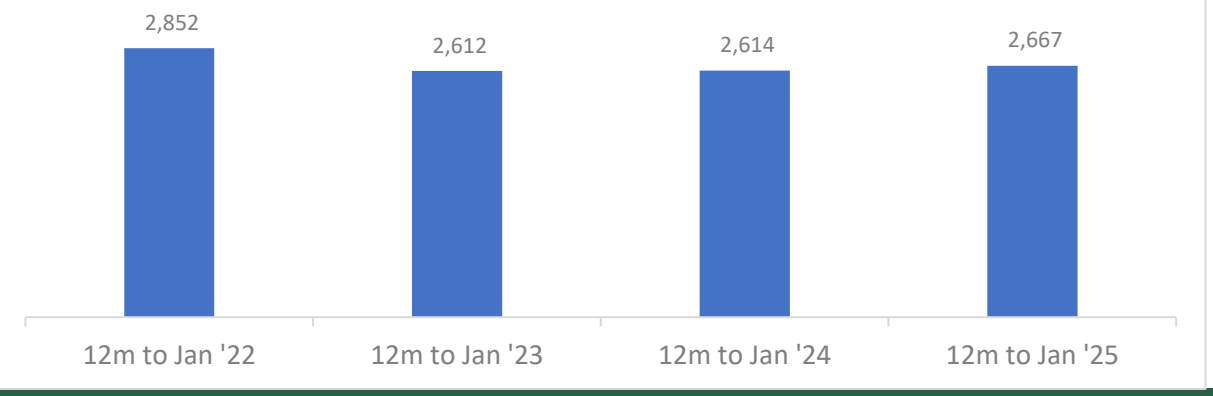


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
22nd highest	-7 thousand	+1.8 thousand

Yellow areas show COVID waves in the UK: source ONS.

3. Vol of S&T Responses in the 12 months to Jan ('000, A55)

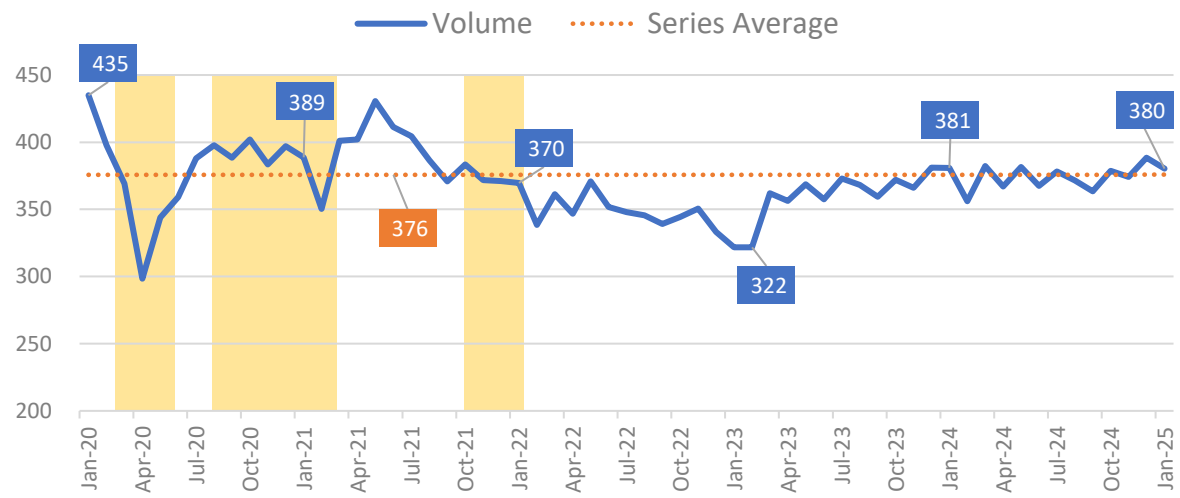


34. Conveyed/ Transported to Emergency Departments (T2ED) (measure A53)

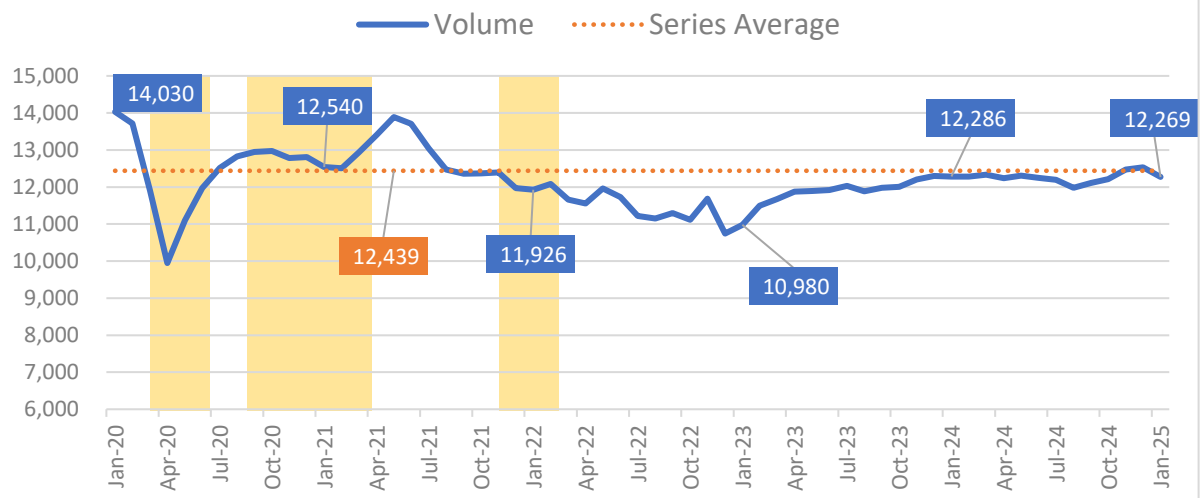
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

There were eight-thousand fewer A53 responses in January 2024 compared with December, with 380-thousand across the month. While the annualised data show an increase in volume over the past three periods, the proportion of responses those represent has decreased.

1. Volume of T2ED Responses ('000, A53)



2. Average Daily Volume of T2ED Responses (A53)

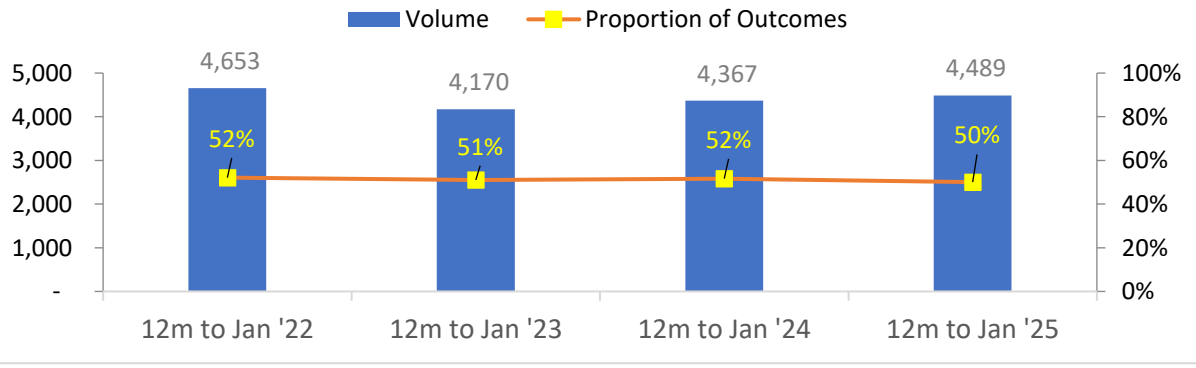


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
44th highest	-8 thousand	-1 thousand

Yellow areas show COVID waves in the UK: source ONS.

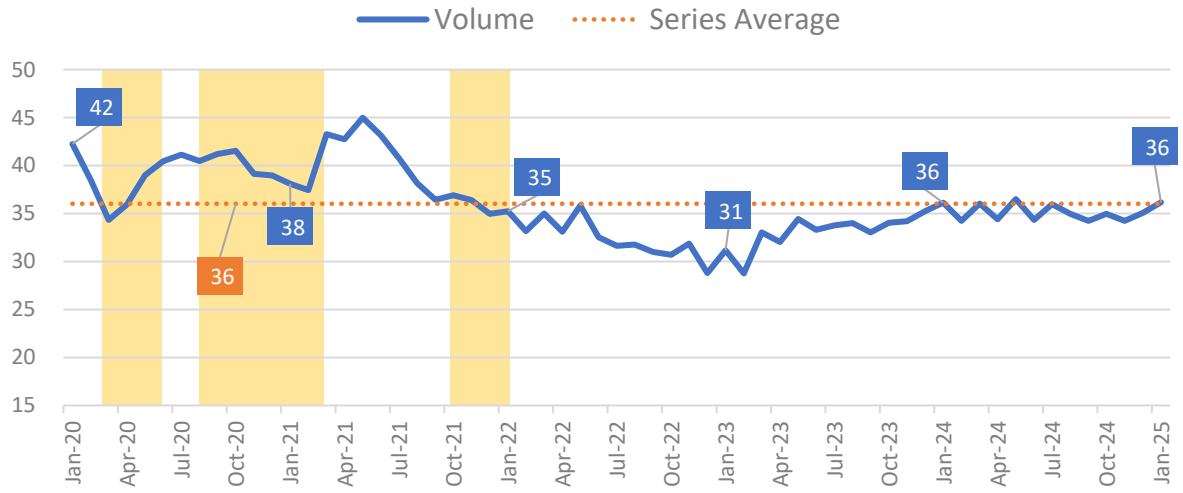
3. Vol of T2ED Responses in the 12 months to Jan ('000, A54)



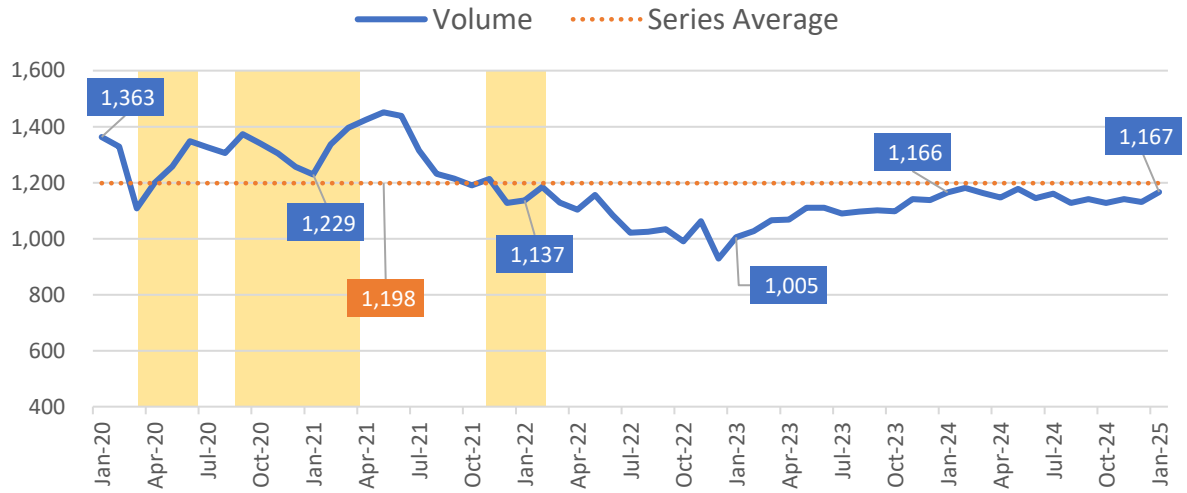
35. Conveyed/ Transported to Destination other than ED (T=Other) (measure A54)

Conveyance “Elsewhere” saw an increase in monthly volume of one-thousand outcomes and, again, has seen an increase in annualised volume since 2023.

1. Volume of T=Other Responses ('000, A54)



2. Average Daily Volume of T=Other Responses (A54)

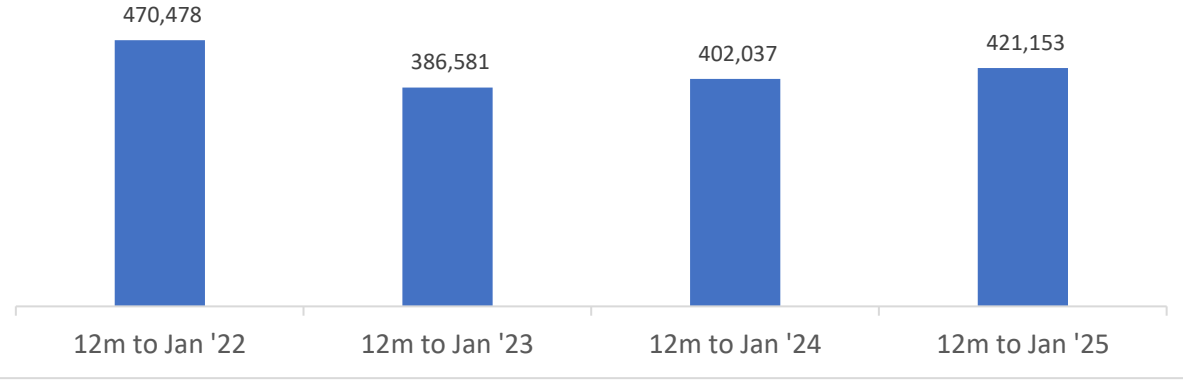


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
34th highest	+1 thousand	-34 responses

Yellow areas show COVID waves in the UK: source ONS.

3. Volume of T=Other Responses in the 12 months to Jan (A54)



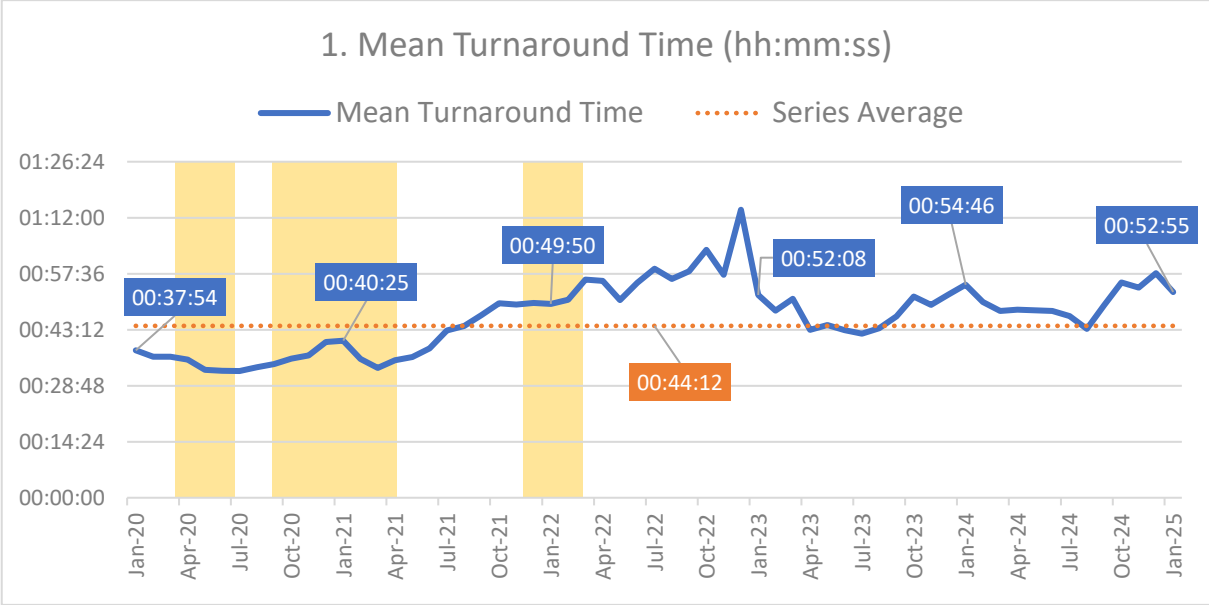
Section 4

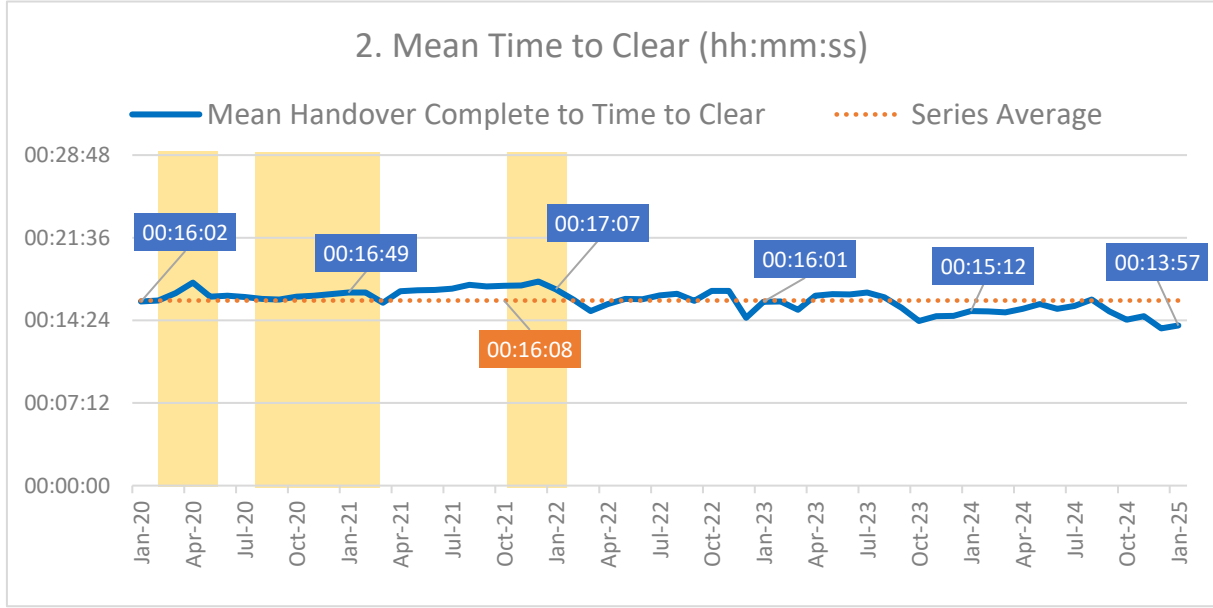
Turnaround Times and Patient Handover Delays

- Average Turnaround and Time to Clear
- Average Handover Times
- Handover Delays, Range
- Handover Delays Over 15 Minutes
- Handover Delays Over 30 Minutes
- Handover Delays Over 60 Minutes
- Handover Delays Over 120 Minutes
- Handovers Longer Than Three Hours
- Impact on Patients and Crew

37. Mean Turnaround and Time-to-Clear* (source, NAIG)

Mean turnaround time includes hospital handover time, plus the time taken from the handover being completed, to the crew being clear for the next job. In January, the mean turnaround time was just under 55-minutes, while time-to-clear was just under 14-minutes.





Mean Turnaround Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
14th highest	5 mins faster	2 mins faster

Mean "Time to Clear" for January 2024: Fast Facts

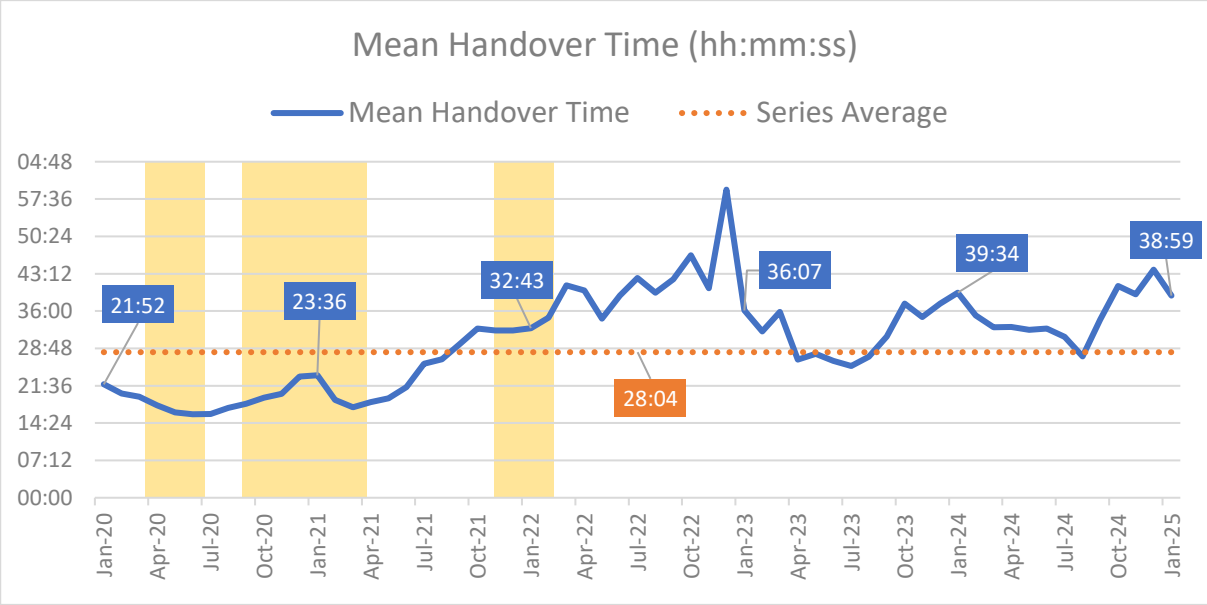
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
2nd (fastest)	15 secs slower	1 min slower

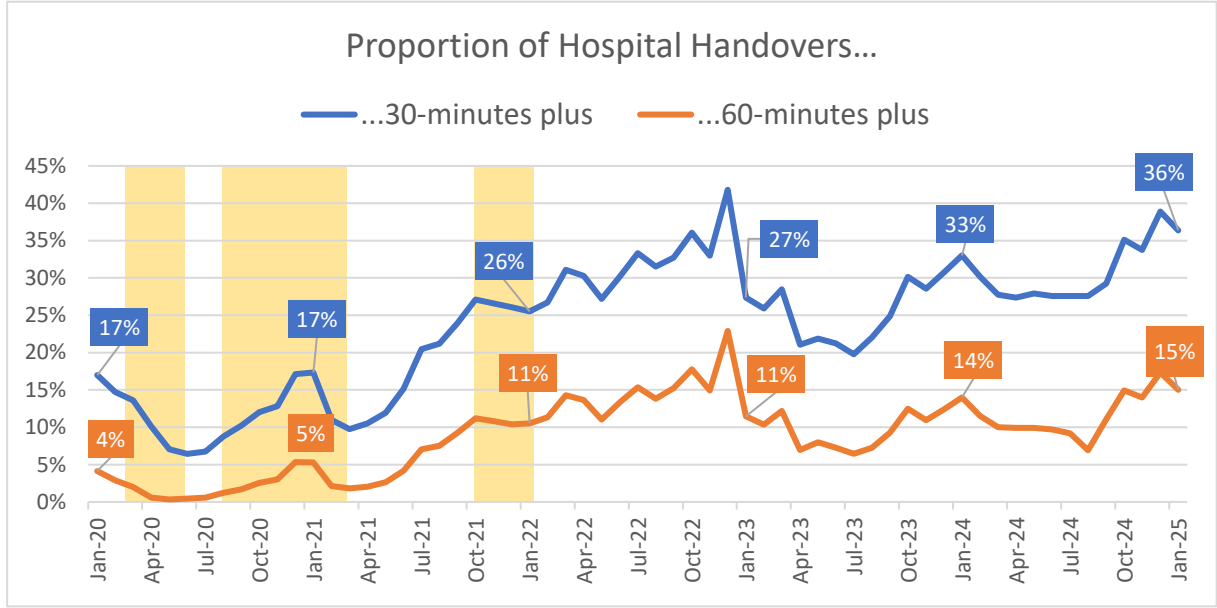
Yellow areas show COVID waves in the UK: source ONS.

* "Time-to-clear" = "Mean Turnaround Time" less "Mean Handover Time"

38. Average Handover Times and Delays as Proportion of All Handovers (source, NAIG)

NHS-England's priories outline "working towards delivering hospital handovers within 15 minutes, with …arrangements that ensure that no handover takes longer than 45 minutes". The mean handover time was just under 39-minutes in January, and has not been less than 15-minutes since recording started.





Mean Handover Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
14th slowest	5 mins faster	35 secs faster

60 minute-plus Handovers January 2024: Fast Facts

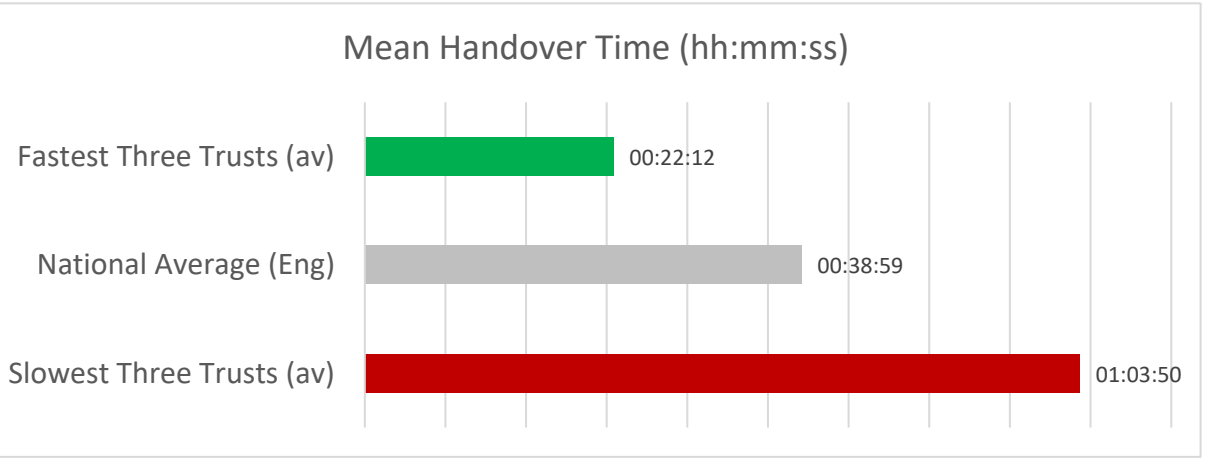
Rank in series to-date:	Change from Dec 2024	Change from Jan 2024
6th highest	-2 pp*	+1 pp

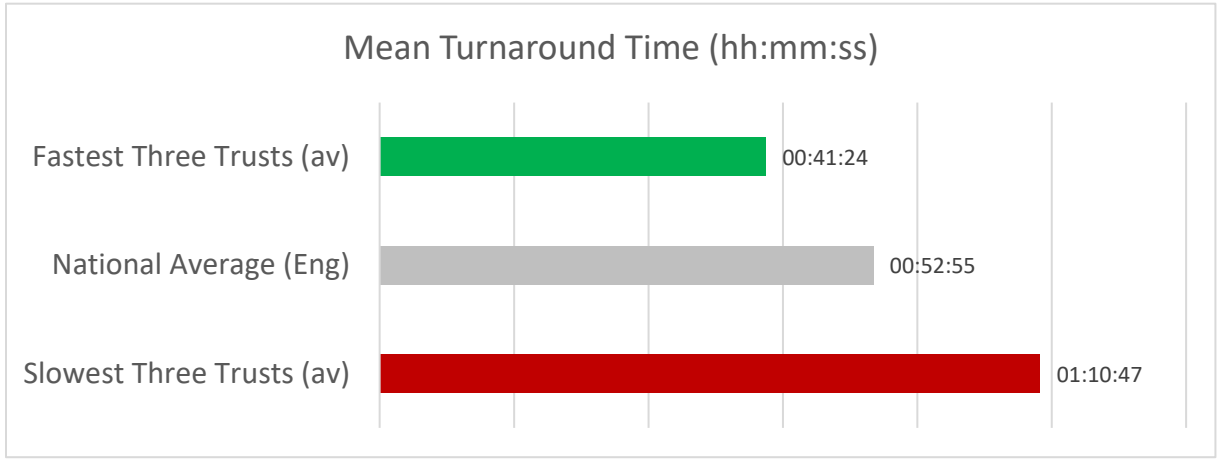
Yellow areas show COVID waves in the UK: source ONS.

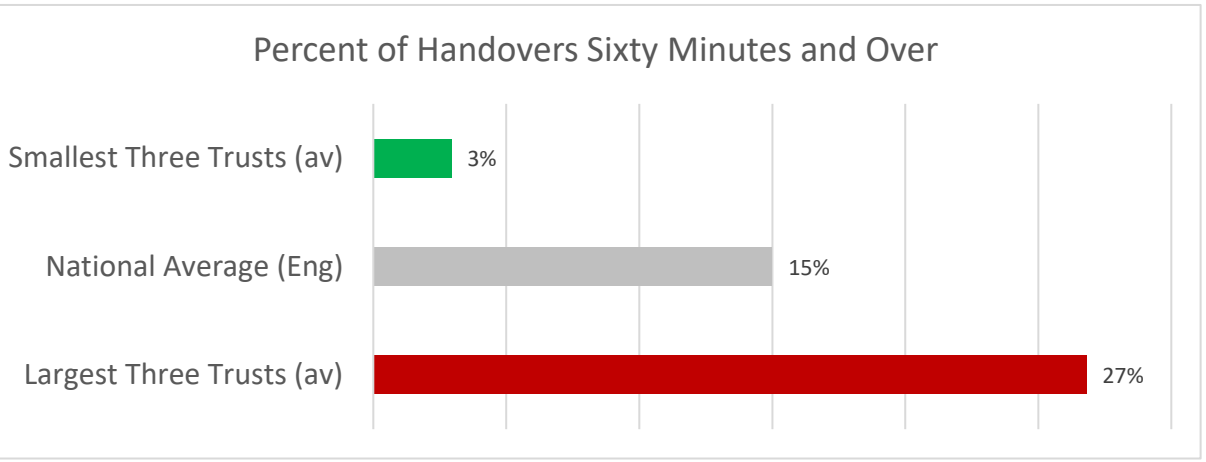
* "pp" = "percentage points"

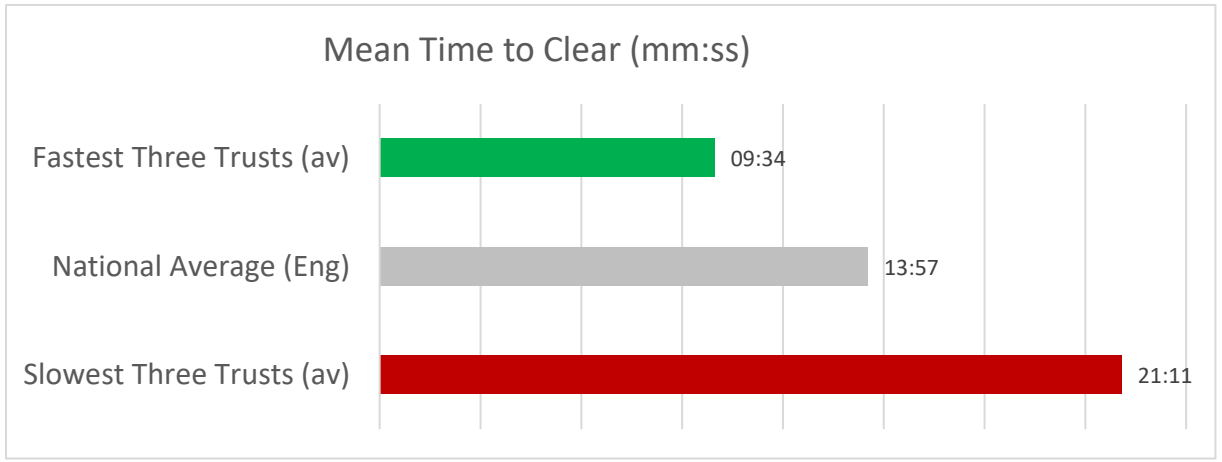
39. Handover and Turnaround Time, Range - January 2025

There is great variation the mean handover time, with the fastest trusts returning an average of 22-minutes, and the slowest trusts over and hour. Similarly, there is variation in the mean time-to-clear, from under 10-minutes to over 20-minutes.









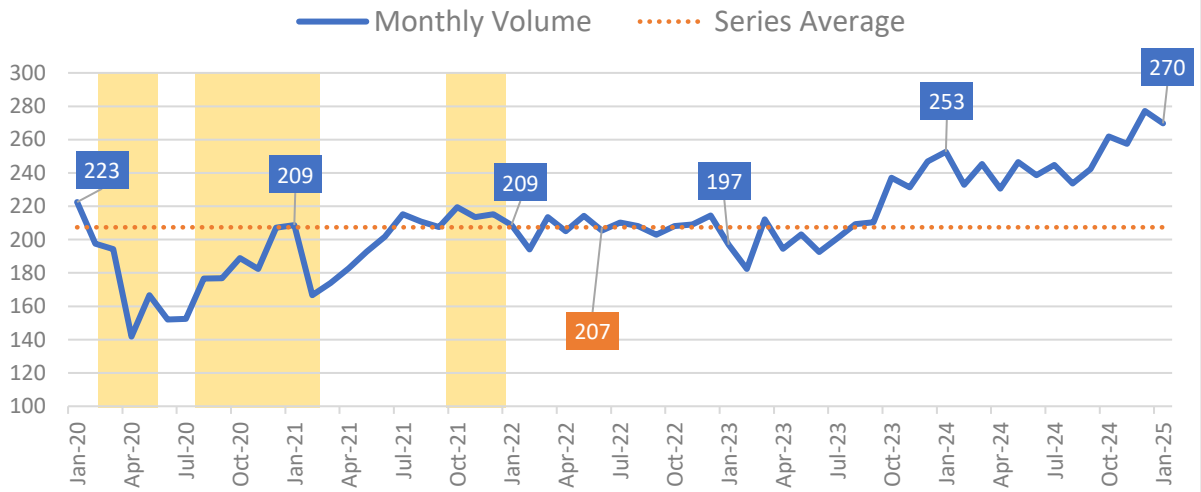
Notes: Largest/ smallest shows the average share of handover delays from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

40. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

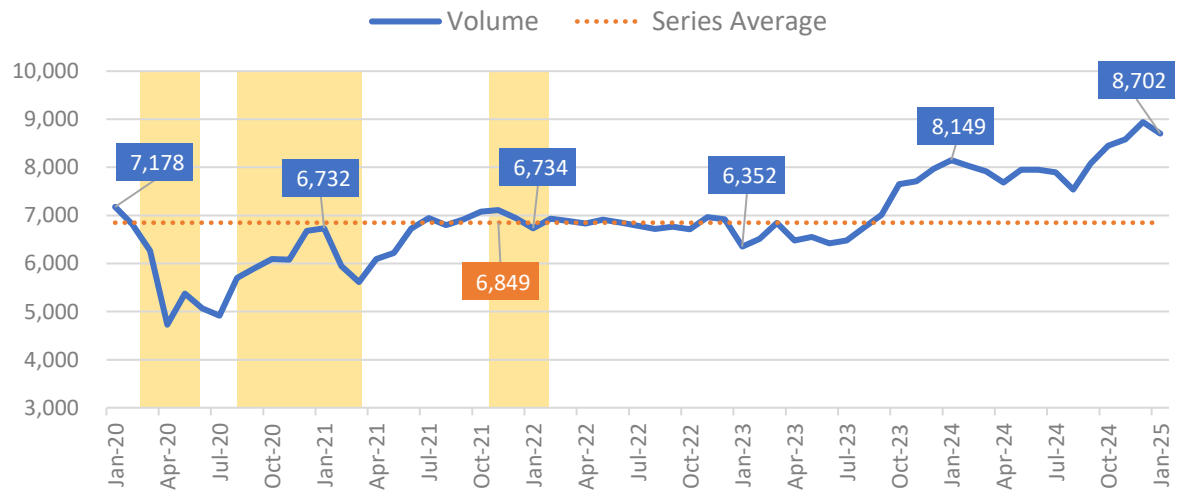
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

There were more handovers exceeding 15-minutes in December 2024 than for any other month on record, and although January saw a decrease of seven-thousand, the latest volume represented the second highest to-date.

1. Volume of Handovers at 15+ Minutes ('000)



2. Average Daily Volume of Handovers at 15+ Minutes

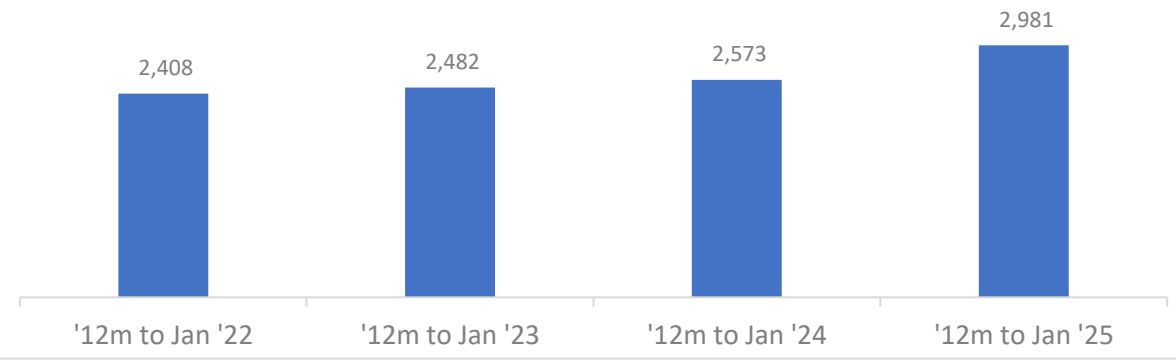


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
2nd highest	-7 thousand	+17 thousand

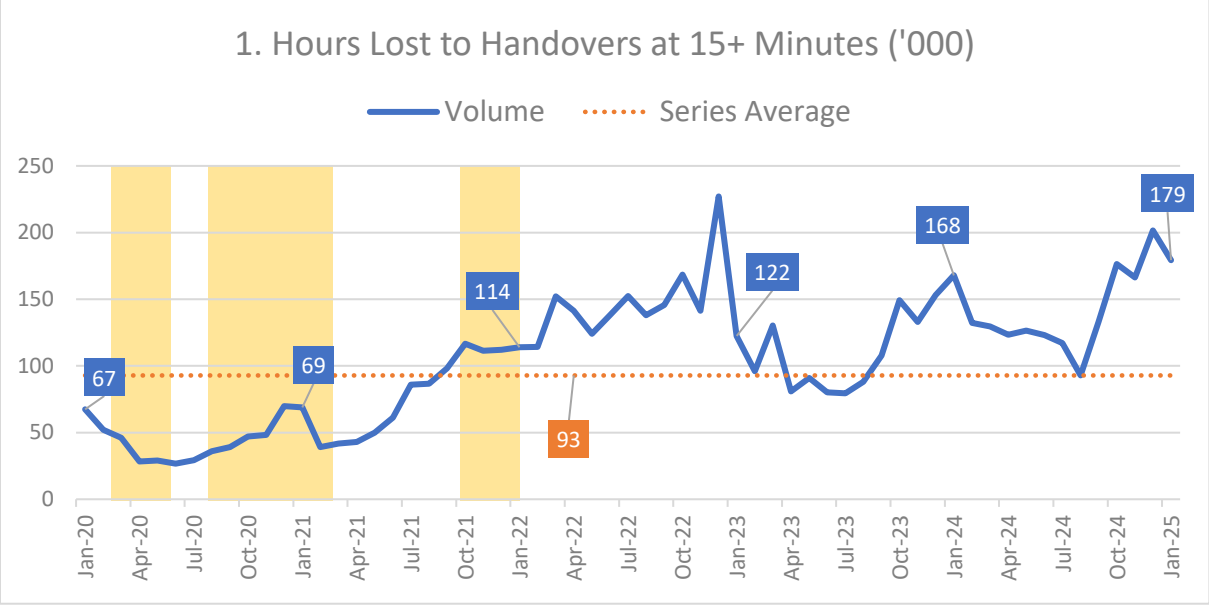
Yellow areas show COVID waves in the UK: source ONS.

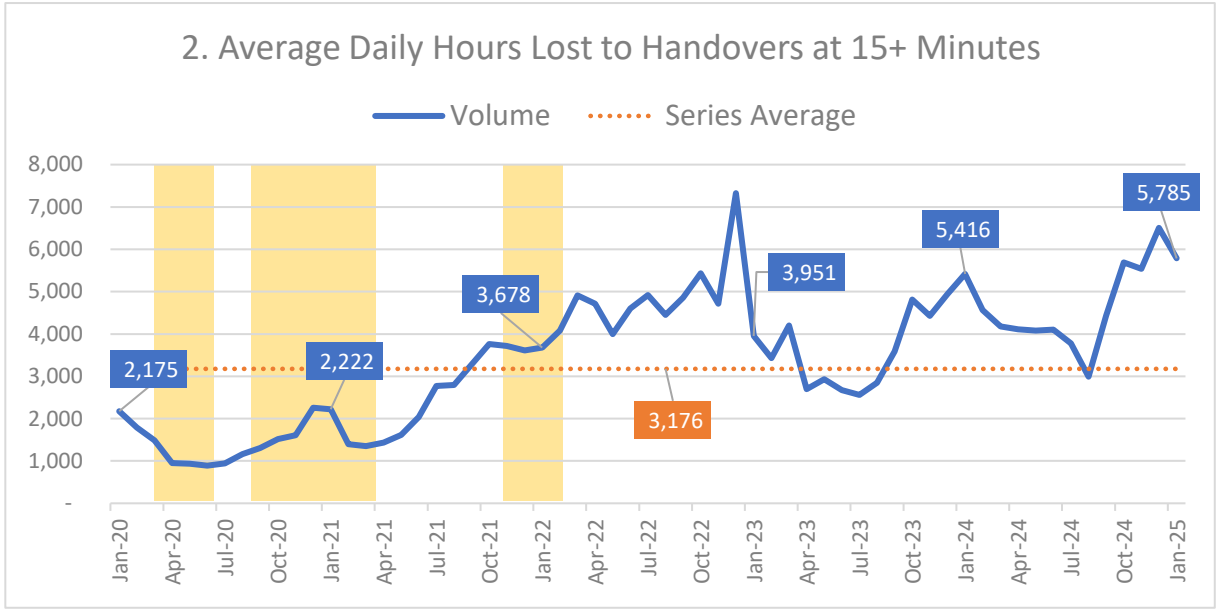
3. Vol of Handovers at 15+ Mins, 12 months to Jan ('000)



41. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours lost to handover delays exceeding 15-minutes reached the third highest volume to-date (the highest being December 2022). The 173-thousand hours lost across the month is the equivalent to 20-years' worth of resource time lost.

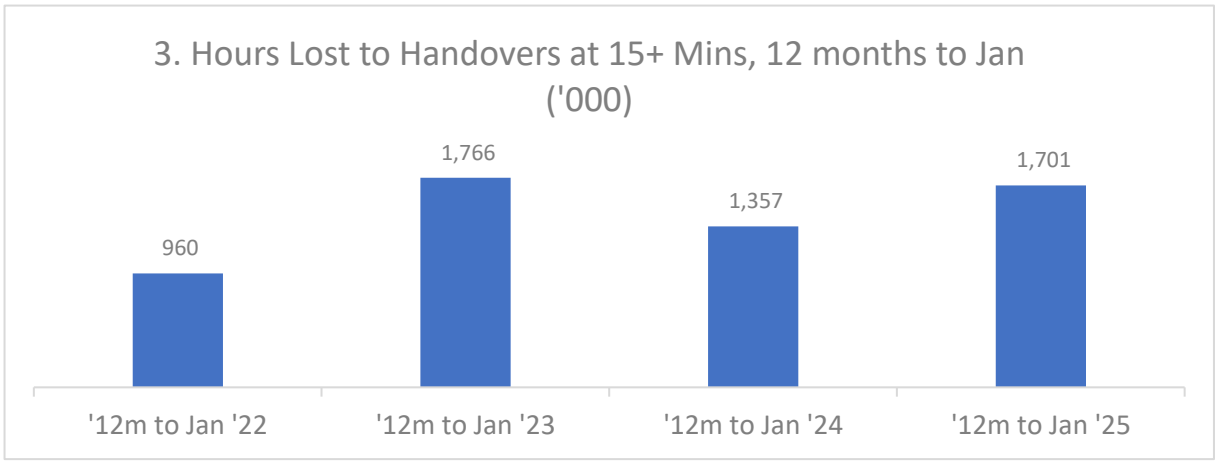




Monthly Hours Lost for January 2025: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
3rd highest	-22 thousand	+11 thousand

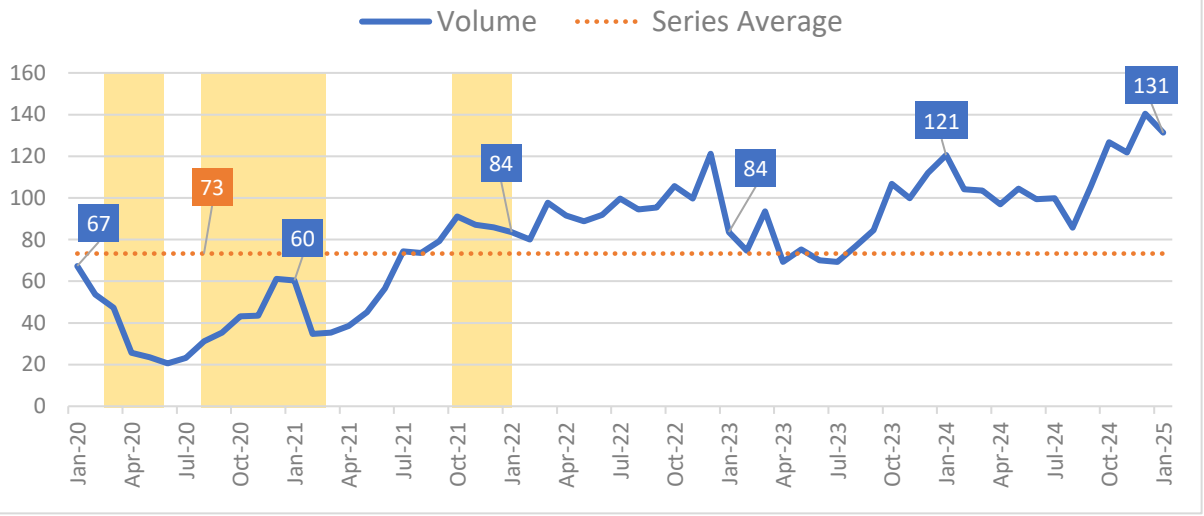
Yellow areas show COVID waves in the UK: source ONS.



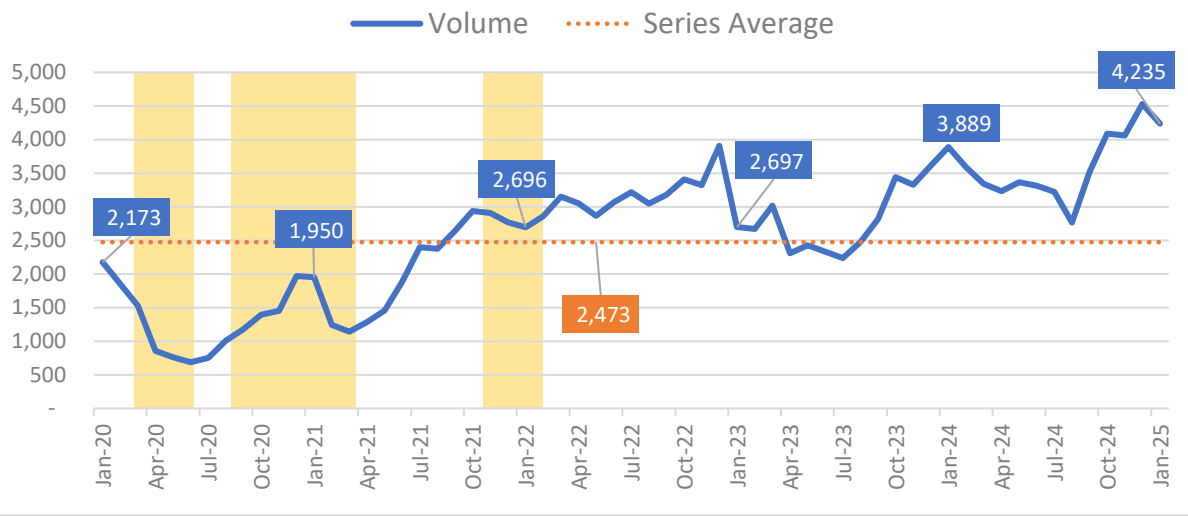
42. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays exceeding thirty minutes reached the second volume to-date. There were 267-thousand more of these delays in the most recent 12-month period compared with the previous, taking the total to 1.3-million.

1. Volume of Handovers at 30+ Minutes ('000)



2. Average Daily Volume of Handovers at 30+ Minutes

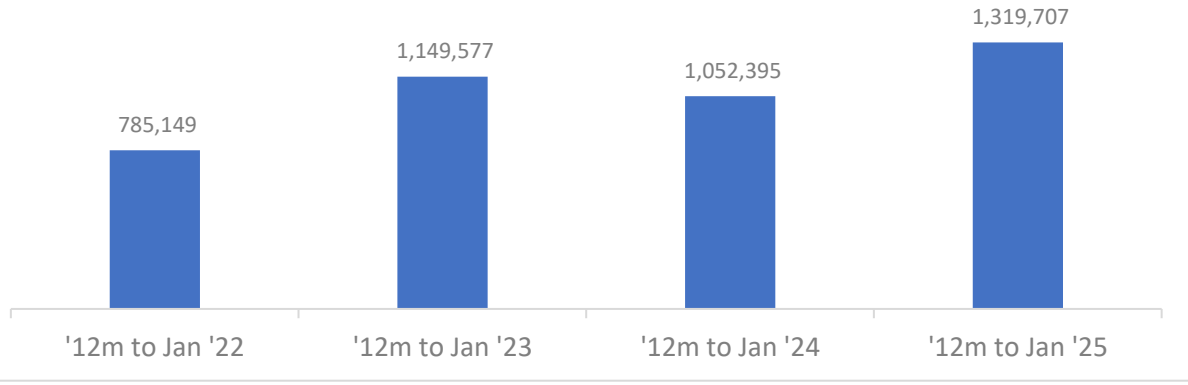


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
2nd highest	-9 thousand	+10 thousand

Yellow areas show COVID waves in the UK: source ONS.

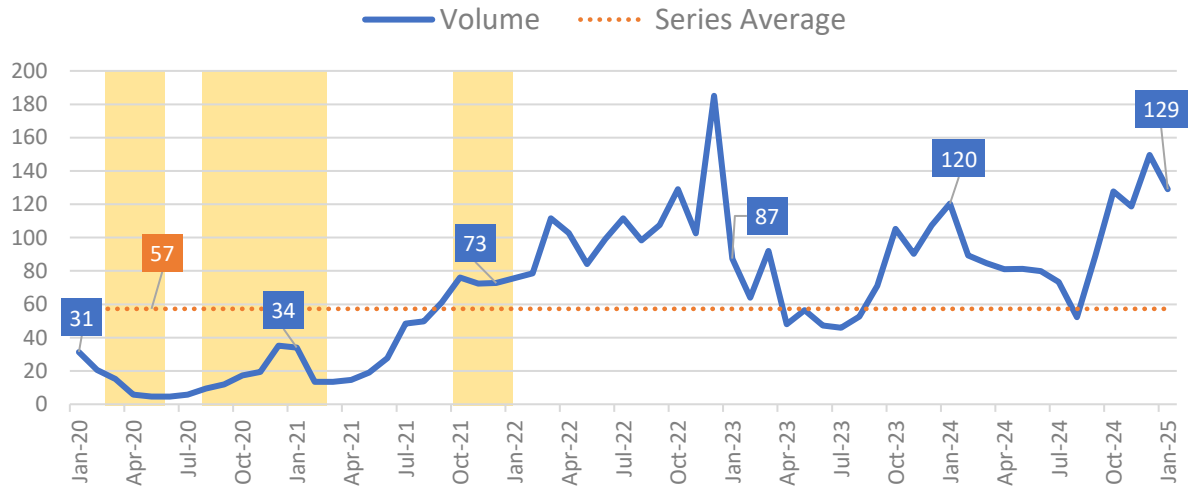
3. Volume of Handovers at 30+ Mins, 12 months to Jan



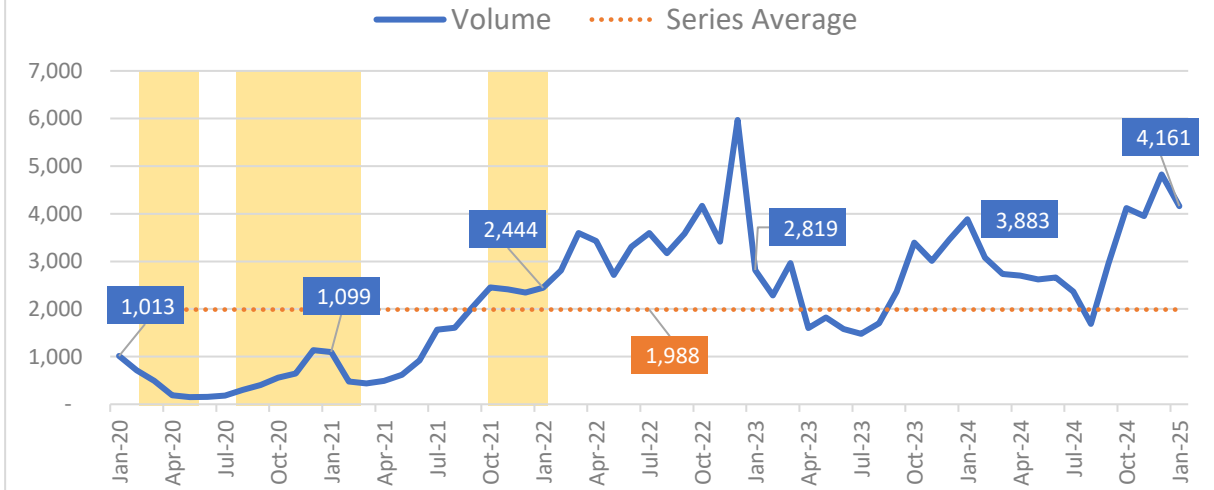
43. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Hours lost to 30-minute-plus delays reached 129-thousand across the month, the fourth highest to-date and the equivalent to over 15-years' worth of time.

1. Hours Lost to Handovers at 30+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 30+ Minutes

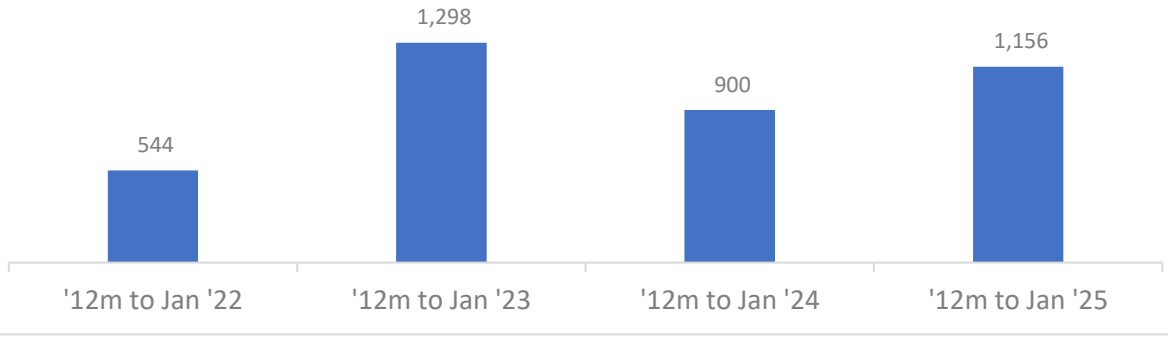


Monthly Hours Lost for January 2025: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
4th highest	-20 thousand	+9 thousand

Yellow areas show COVID waves in the UK: source ONS.

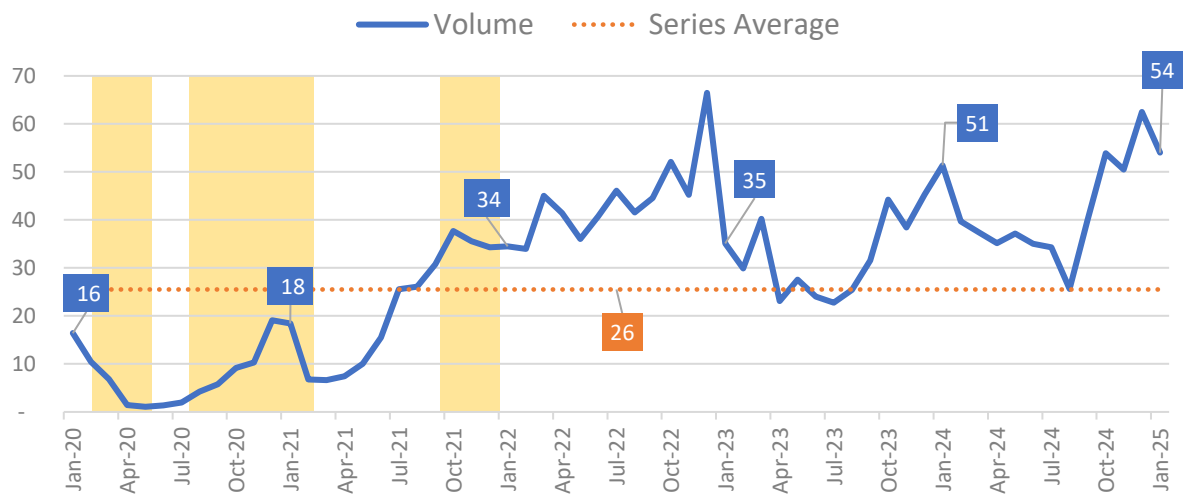
3. Hours Lost to Handovers at 30+ Mins, 12 months to Jan ('000)



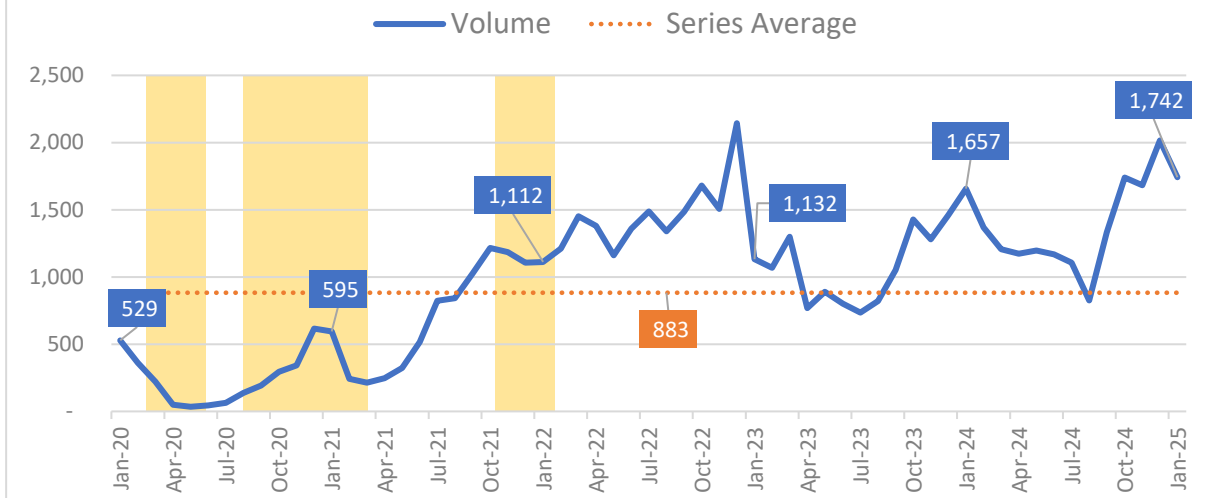
44. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus decreased in volume, but at 54-thousand across the month represented the third highest volume to-date, and the highest numbers seen in any January. The annualised volume was 100-thousand more than the previous period (at just over half a million).

1. Volume of Handovers at 60+ Minutes ('000)



2. Average Daily Volume of Handovers at 60+ Minutes

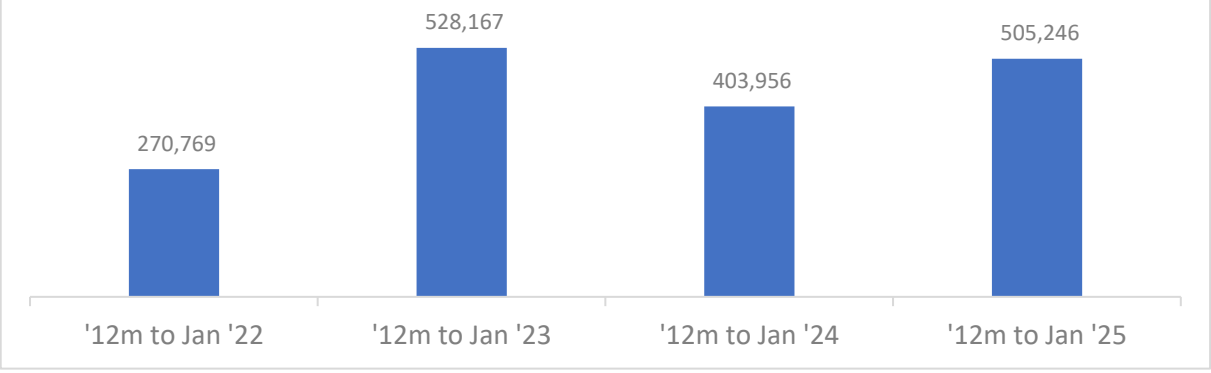


Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
3rd highest	-8 thousand	+3 thousand

Yellow areas show COVID waves in the UK: source ONS.

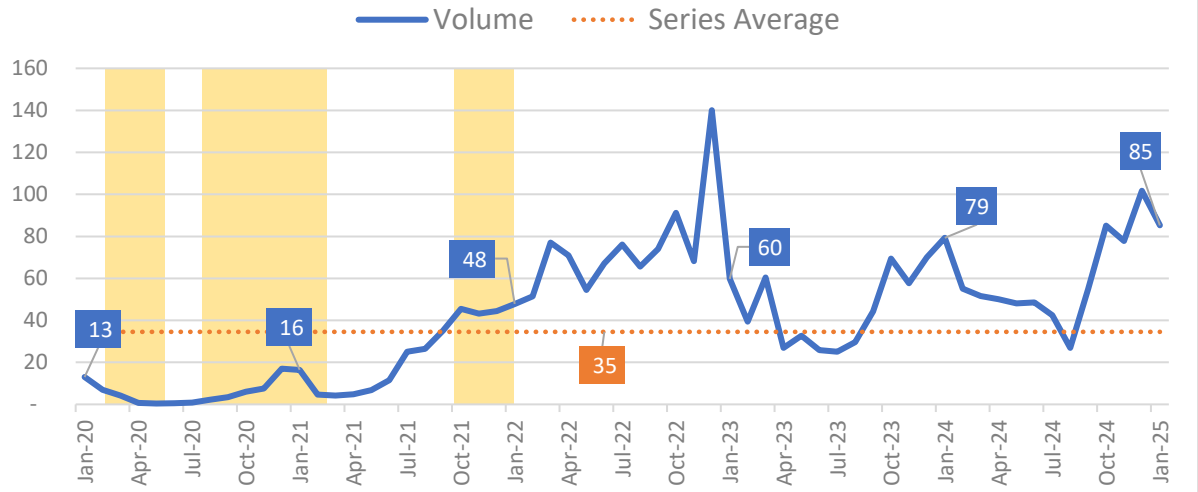
3. Volume of Handovers at 60+ Mins, 12 months to Jan



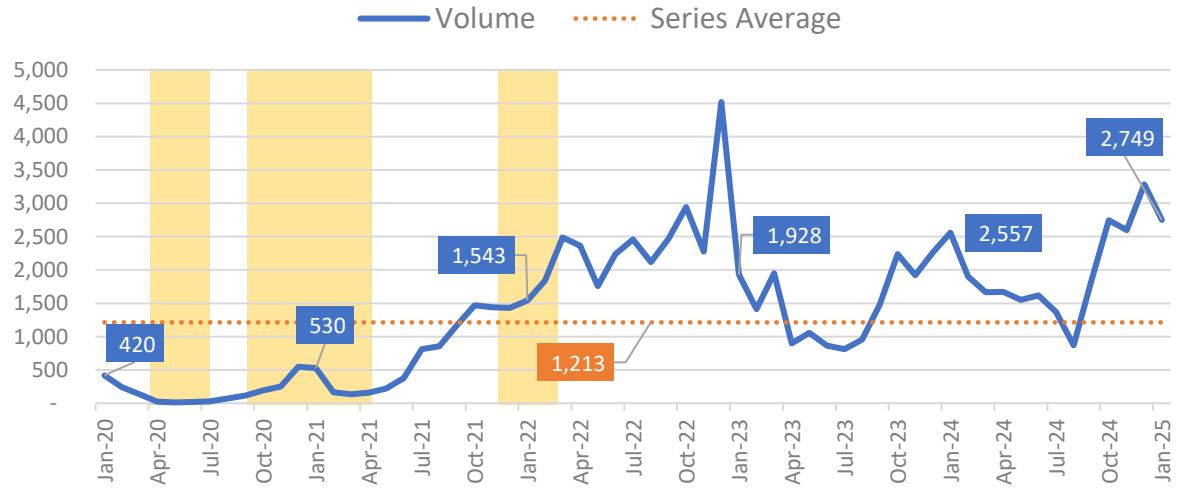
45. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

Hours lost to hour-plus delays also reached the fourth highest volume to-date, and the highest volume of any January to-date. There were 85-thousand hours lost in January 2025, the equivalent of nearly 10-years' worth of time.

1. Hours Lost to Handovers at 60+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 60+ Minutes

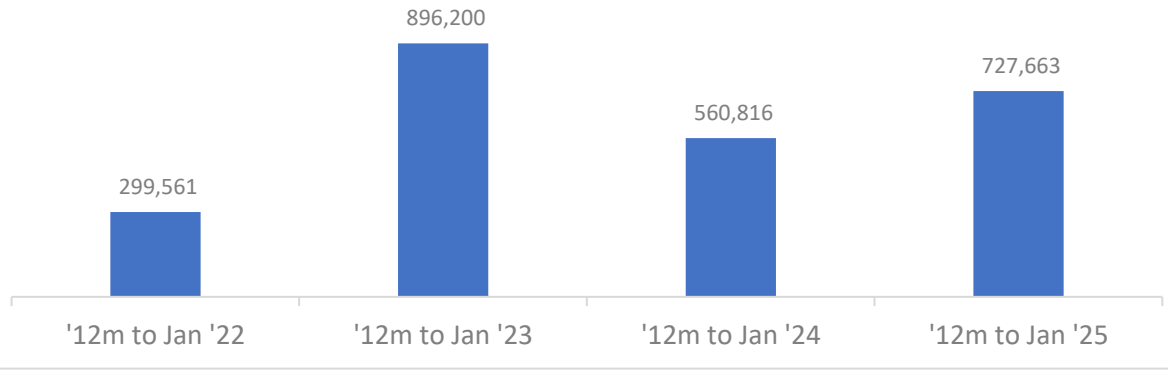


Monthly Hours Lost for January 2025: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
4th highest	-16 thousand	+6 thousand

Yellow areas show COVID waves in the UK: source ONS.

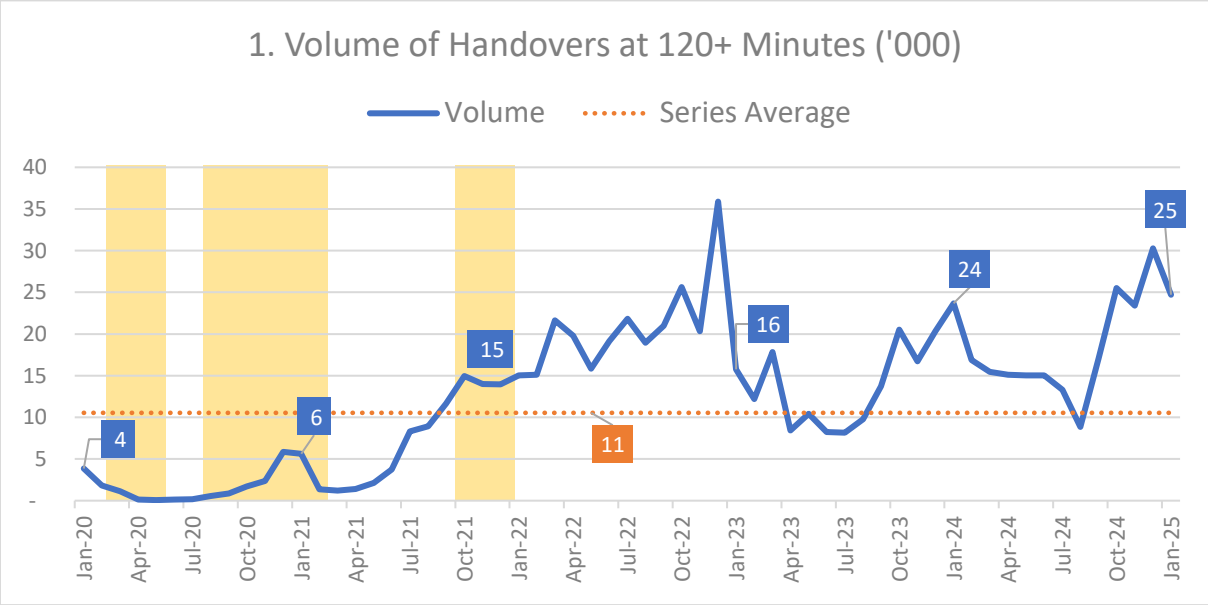
3. Hours Lost to Handovers at 60+ Mins, 12 months to Jan

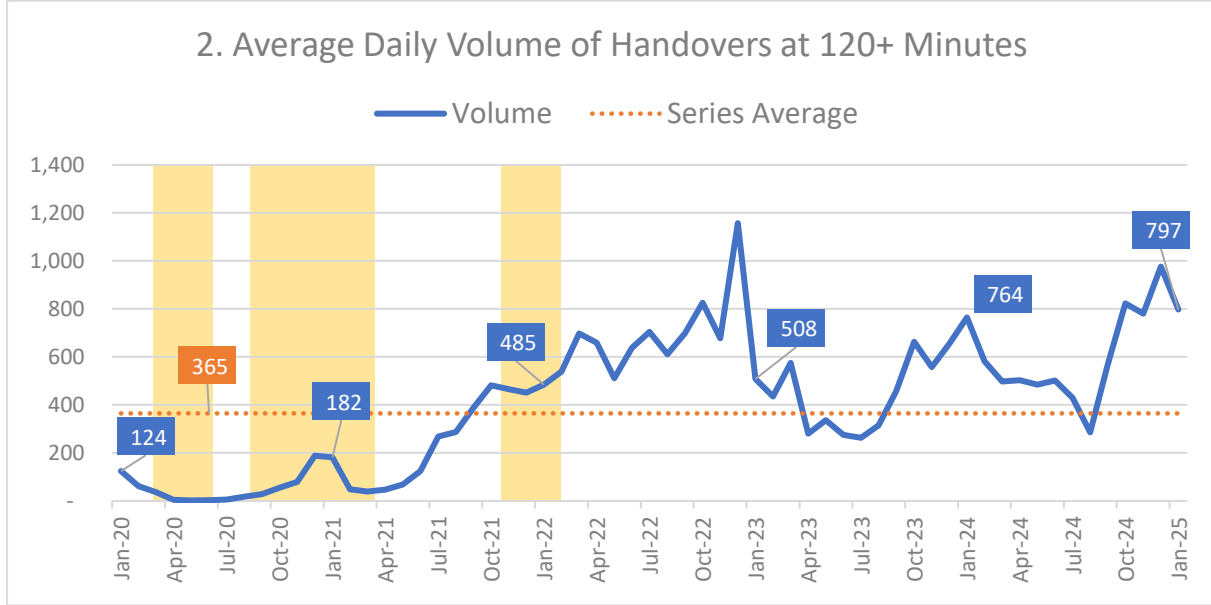


46. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

There were 25-thousand two-hour-plus delays in January, the equivalent of nearly 800 delays each day, and the fifth highest monthly volume to-date.

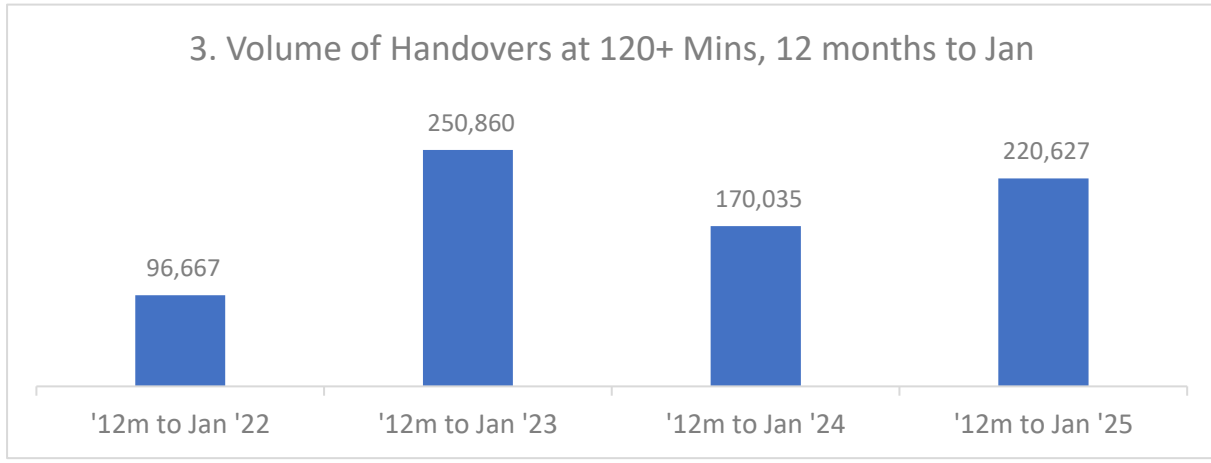




Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
5th highest	-6 thousand	+1 thousand

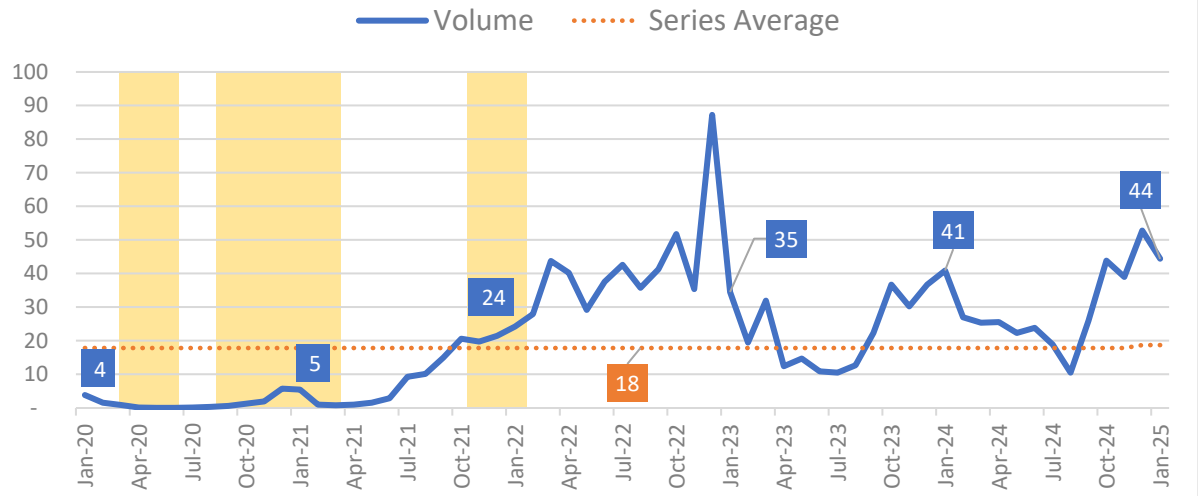
Yellow areas show COVID waves in the UK: source ONS.



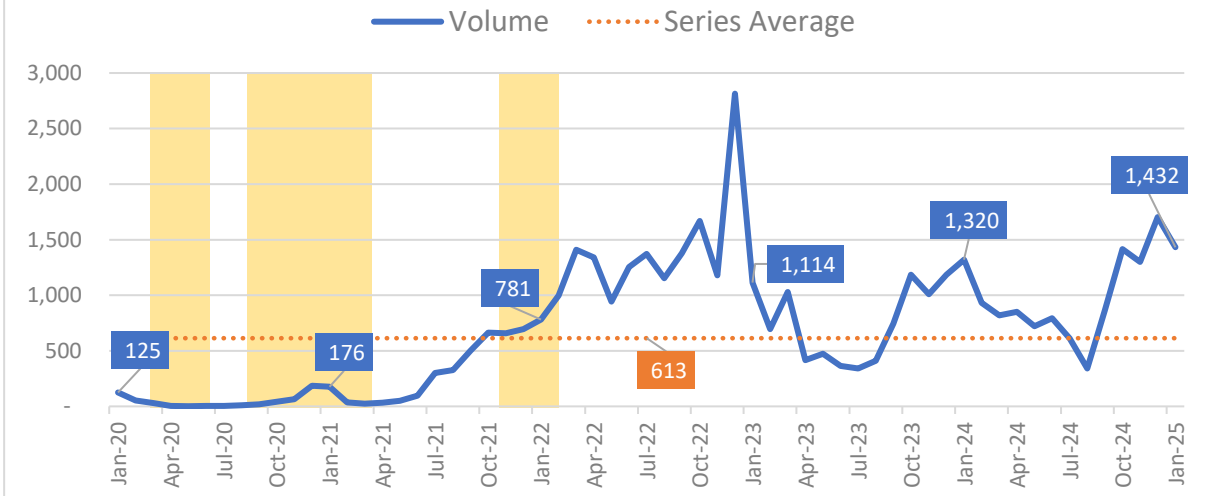
47. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

Hours lost to two-hour-plus delays reached 44-thousand across the month, the fourth highest to-date and the equivalent of over five-years' in time.

1. Hours Lost to Handovers at 120+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 120+ Minutes

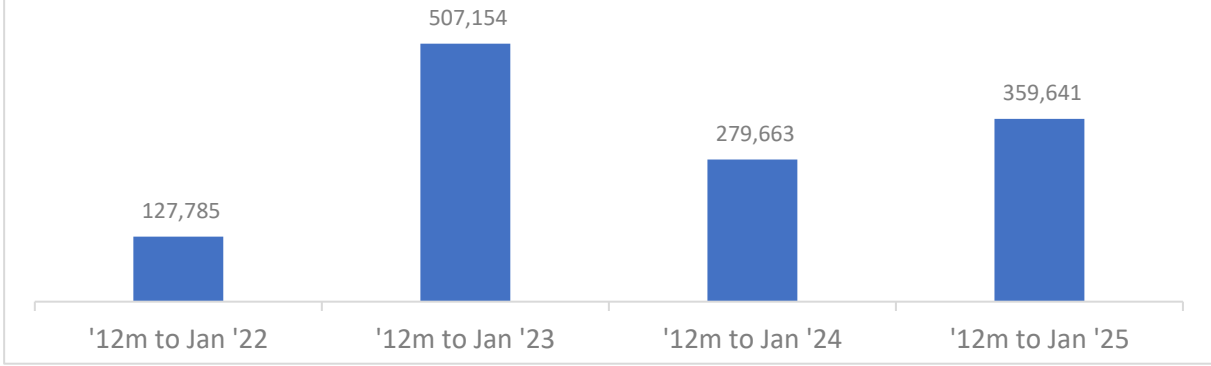


Monthly Hours Lost for January 2025: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
4th highest	-8 thousand	+3 thousand

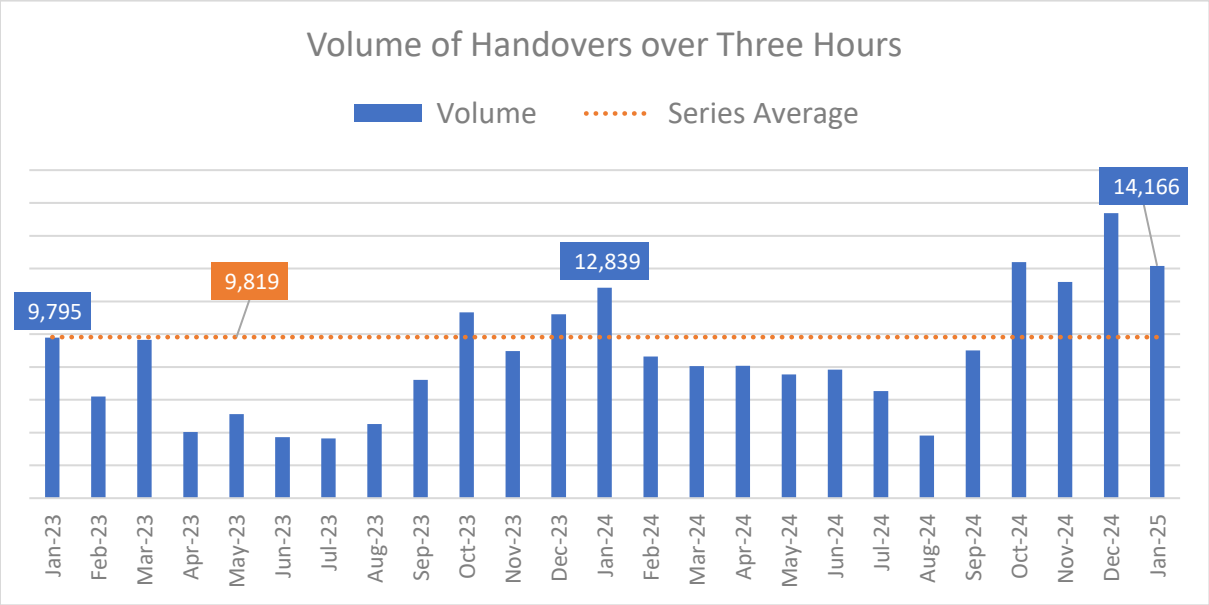
Yellow areas show COVID waves in the UK: source ONS.

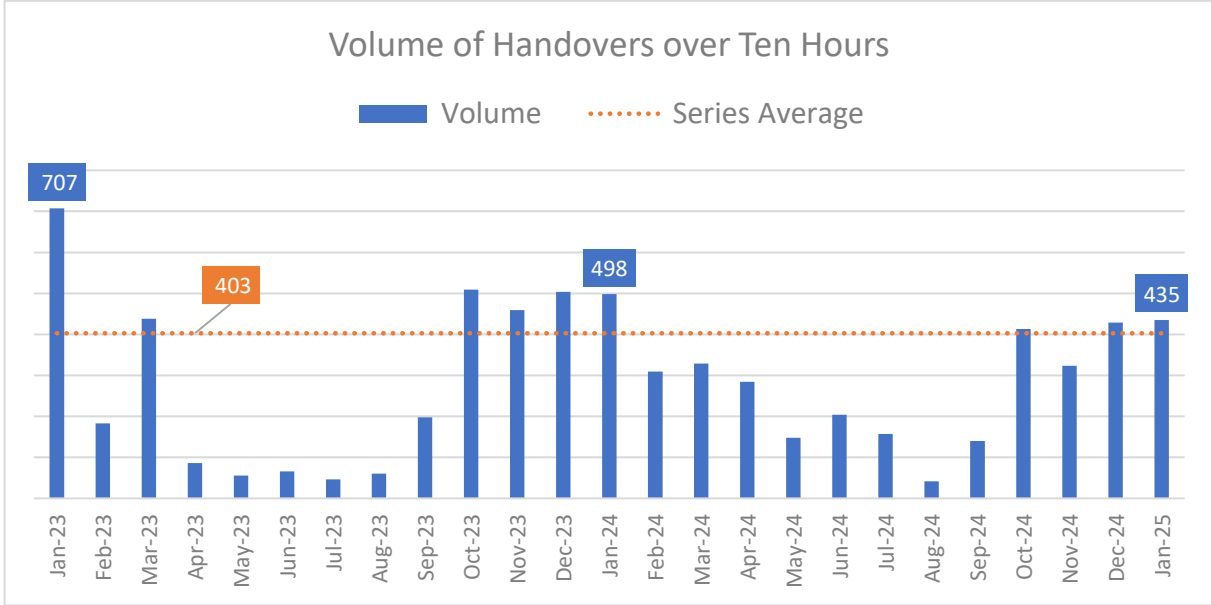
3. Hours Lost to Handovers at 120+ Mins, 12 months to Aug



48. Patient Handovers Longer than Three Hours (source, NAIG)

There were 14-thousand three-hour-plus delays, and 435 ten-hour-plus delays in January 2025. The latter figure increasing between September and October 2024, and remaining at over 300 since.





Three Hour Handover Delays in January 2025: Fast Facts

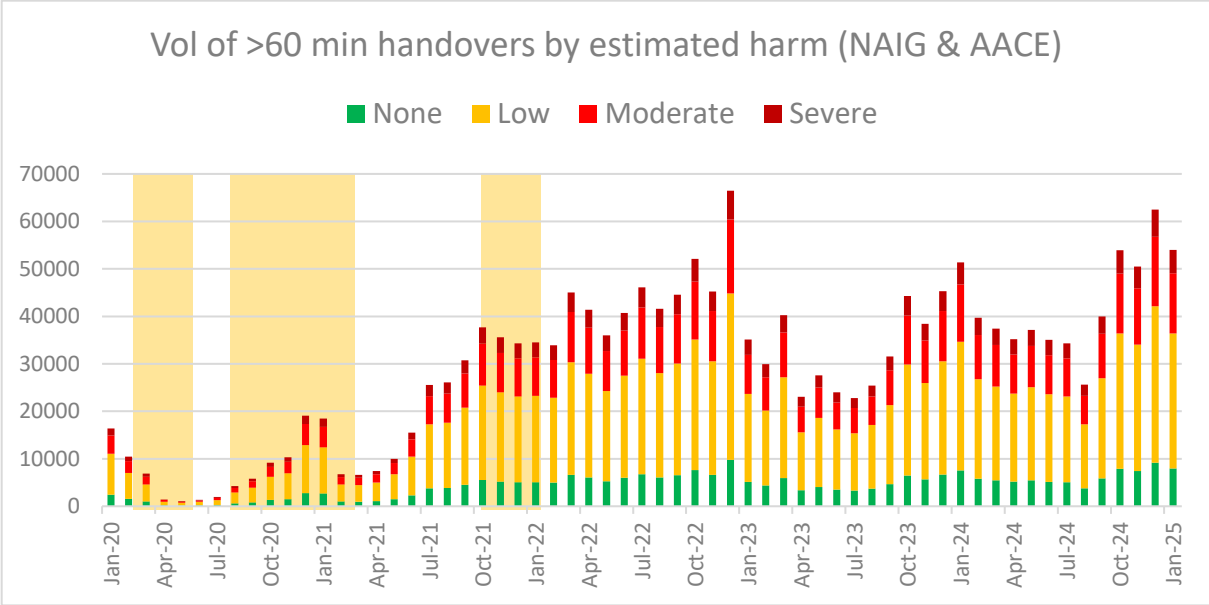
Rank in series to-date	Change from Dec 2024	Change from Jan 2024
5th highest	-3 thousand	+1.3 thousand

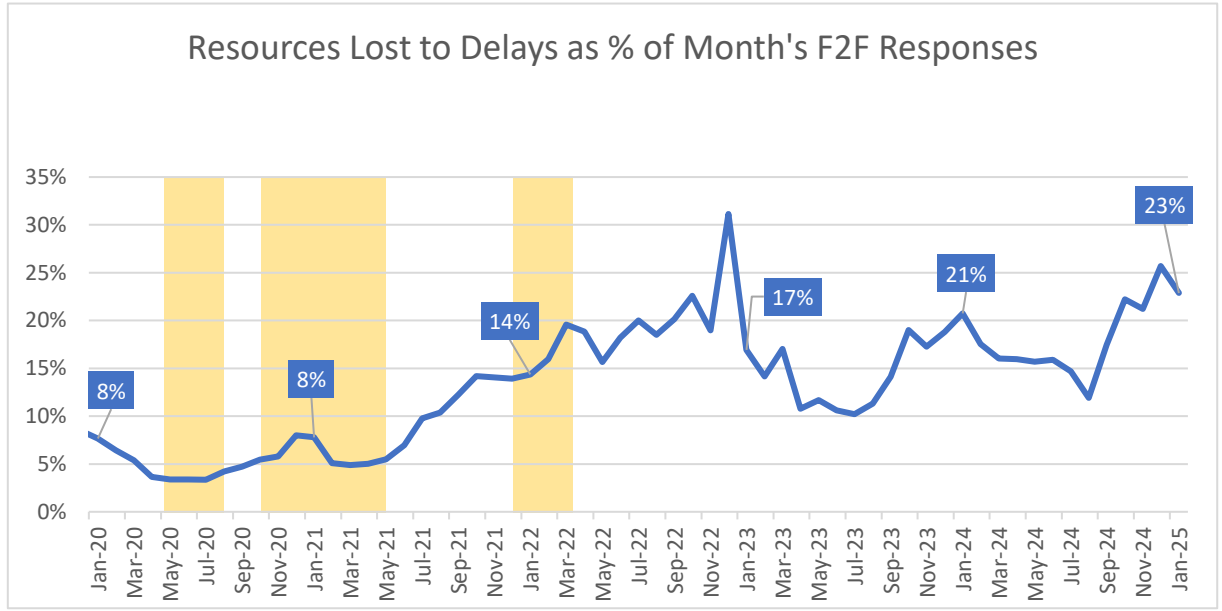
Ten Hour Handover Delays in January 2025: Fast Facts

Rank in series to-date	Change from Dec 2024	Change from Jan 2024
14th highest	-6 delays	-63 delays

49. Impact on Patients and Crew (source, NAIG, AQI Data and AACE)

Around 46-thousand patients experienced potential harm* as a result of hour-plus delays in January 2025. Over the same time, the sector lost the equivalent of 143-thousand ambulance job cycles (where patients could have been attended): this is the equivalent of 23% of all face-to-face responses that month.





Estimated Harm, January 2025: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
46 thousand	13 thousand	5 thousand

Yellow areas show COVID waves in the UK: source ONS.

Impact on Capacity, January 2025: Fast Facts

Estimated volume of lost job cycles	Est. lost job cycles as a % of F2F responses	Est. lost job cycles as a % of F2F responses
143 thousand	Jan '25 = 23%	Jan '21 = 8%

* For definitions of "harm", please refer to the original report, published by AACE in 2021

50. Appendix: How Most Data is Reported in this Document

Most sections in this report follow the same layout, with data presented identically on each page. The main exceptions to this are call-handling and response time data, which focus only on the monthly figure , and the "Range" charts. This page what the most common graphs show, and how they are calculated.

Monthly Data

- This box shows a line graph displaying the data at monthly level, month-by-month. These main data are displayed as a blue line.
- The value for the most recent month, and every previous instance of that month in the chart, the line graph includes a dotted orange line, which represents the series-average, with a linked data-label showing the value for this line.
- National standards, for response times, are included as a dotted red line, with the national standard displayed in yellow text in a red data label
- Call-handling and response time data is only displayed in this way

Fast Facts

This box generally shows how the latest month ranks against all months since January 2018

This box generally shows any change between the previous, and most recent month

This box generally shows any change between the most recent month, and the same month 12-months ago

Yellow areas always show COVID waves in the UK: source ONS.

Average Daily Data

- This box shows a line graph displaying the average daily volume: this is calculated by dividing the metric by the days in the month. This smooths out the steeper changes sometimes seen in monthly data due to the difference in month length (for example February to March).
- As with the monthly data, the average daily figures use blue lines to show the main trend, orange to show the series-average, and red to show any national standards
- Data labels again show relevant values, as highlighted in the "Monthly Data" section
- Call-handling and response time data is not displayed in this way

"Annualized Data" – 12 months to…

- This shows a bar chart with the total figure for 12-months, ending with the most recent month
- Four 12-month periods are included
- Two grey arrows show the percentage change between the last three periods (e.g. most previous-to-most recent, and, two-years previous-to-most-recent)
- Call-handling and response time data is not displayed in this way