Quarterly National Ambulance Data Report

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

Final Draft Published – 18 July 2025. Author, Steve Hearnshaw.

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

2. Summary and Contents for June 2025

June shows consistent demand in call and incident volumes. Response times slowed compared with May, but each category was faster than June 2024. Hear-and-Treat continues to grow, while Conveyance is shrinking as a percentage of outcomes - but not in actual numbers. Seasonal changes in handover delays show a fall in volume, but in context, delays remain high.

Section 1.
Contact Volume and Call Answer Time

GO

- Demand remains steady, with the long-term trend showing a gradual increase in 999-calls answered.
- Mean call answer time increased to four-seconds, but has not exceeded five seconds in 2025 to-date.

Section 2.
Incidents and Response Time, by Category

GO

- June saw the sixth highest volume of incidents to-date, with month-on-month growth in Categories-1-and-2, and (slight) month-on-month contraction for Categories-3-and-4.
- All mean-response times were slower compared with May, but faster compared with June 2024. Category-2 mean-response remains under thirty minutes.

Section 3.
Incidents by Response Outcome

GO

- Hear-and-Treat outcomes accounted for 17-percent of outcomes in June, the second highest proportion to-date.
- While share of Conveyance-to-Emergency-Departments decreased, volume increased: June 2025 had the highest average daily volume of any June since 2021.

Section 4.
Turnaround Time and Handover Delays

GO

- Delays, and the hours lost to those delays, have fallen since December – in some cases quite dramatically. However, this is a clear seasonal trend seen over the past three years, and volumes in June 2025 exceed those recorded in June 2023, and in most cases the 12-month totals show some of the highest numbers on record.

Source of all data is AQI June 2025 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

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

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Demand remains high in June 2025, which saw the highest volume of contacts for any month of June since 2022. The annualised total reached over 13-million, the highest in three years.

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

— Volume ..... Trend
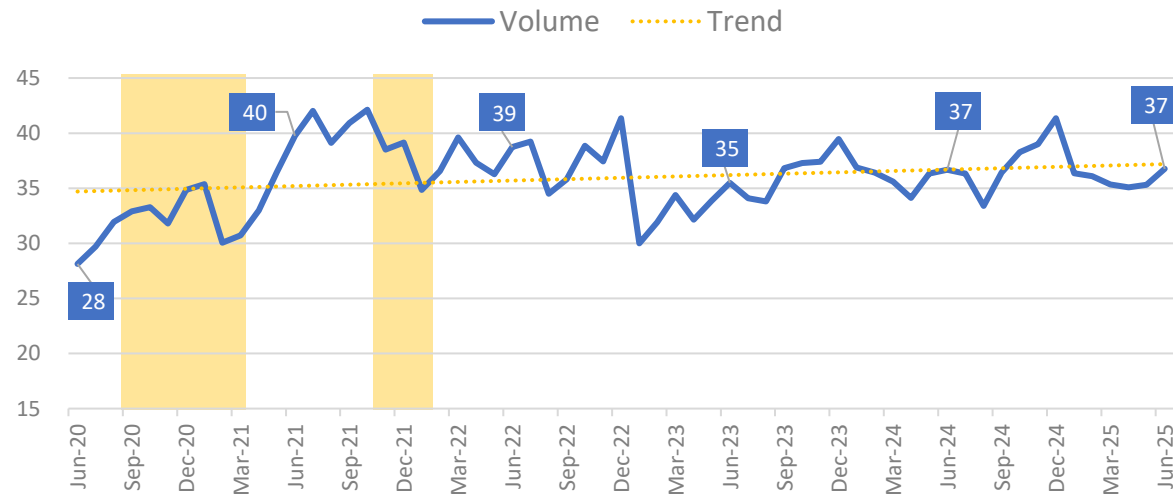
2. Monthly Volume of Contacts ('000, A0)
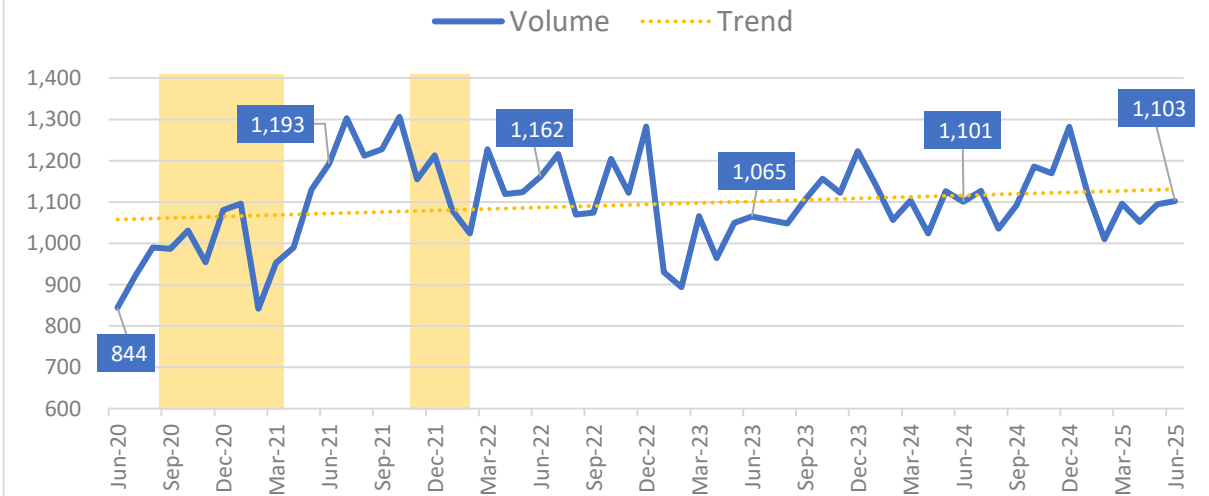
— Volume ..... Trend

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
24th highest	+1.4 thousand	+64 contacts

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
14,154	12,937	13,264	13,374
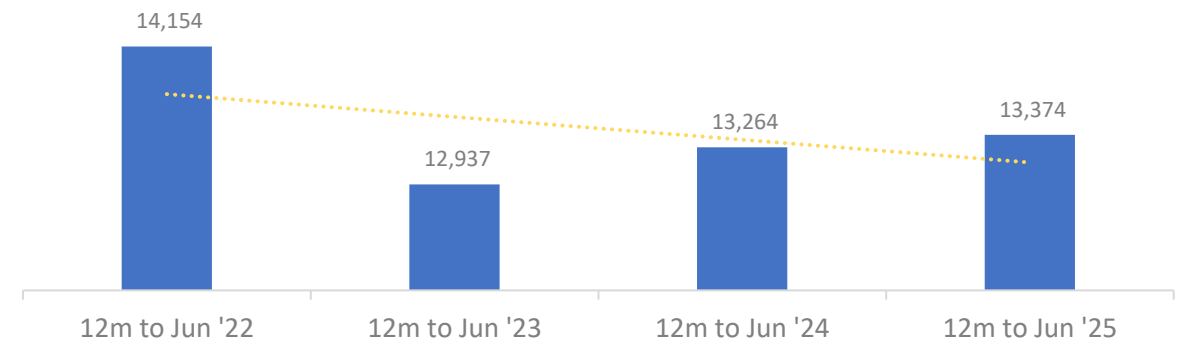
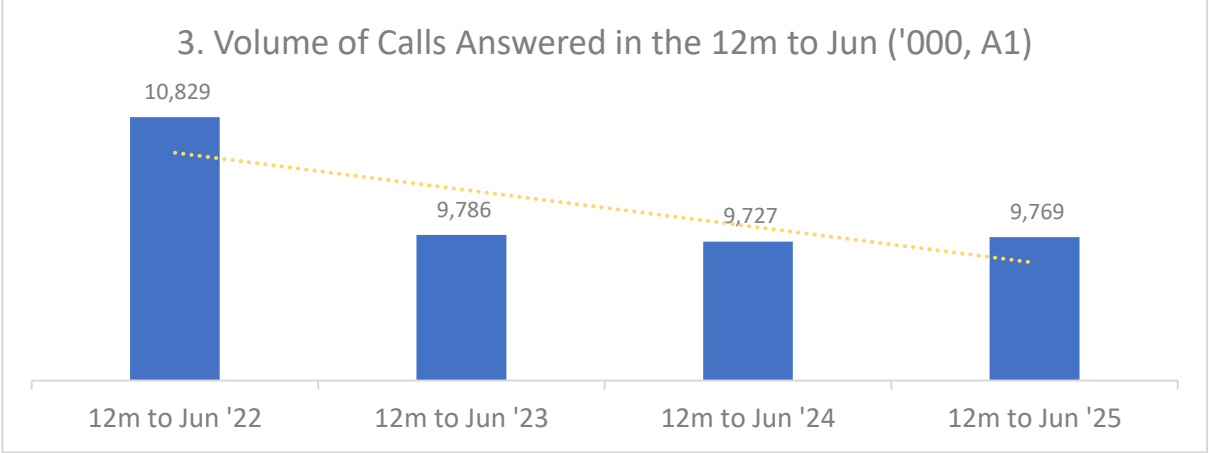# 5. Demand: Volume of 999 Calls-Answered (Measure A1)

As with contacts overall, the number of 999 calls-answered saw a month-on-month increase to return the highest volume of any June since 2022. The annualised volume has hovered around the 9.8-million mark for the past three years.
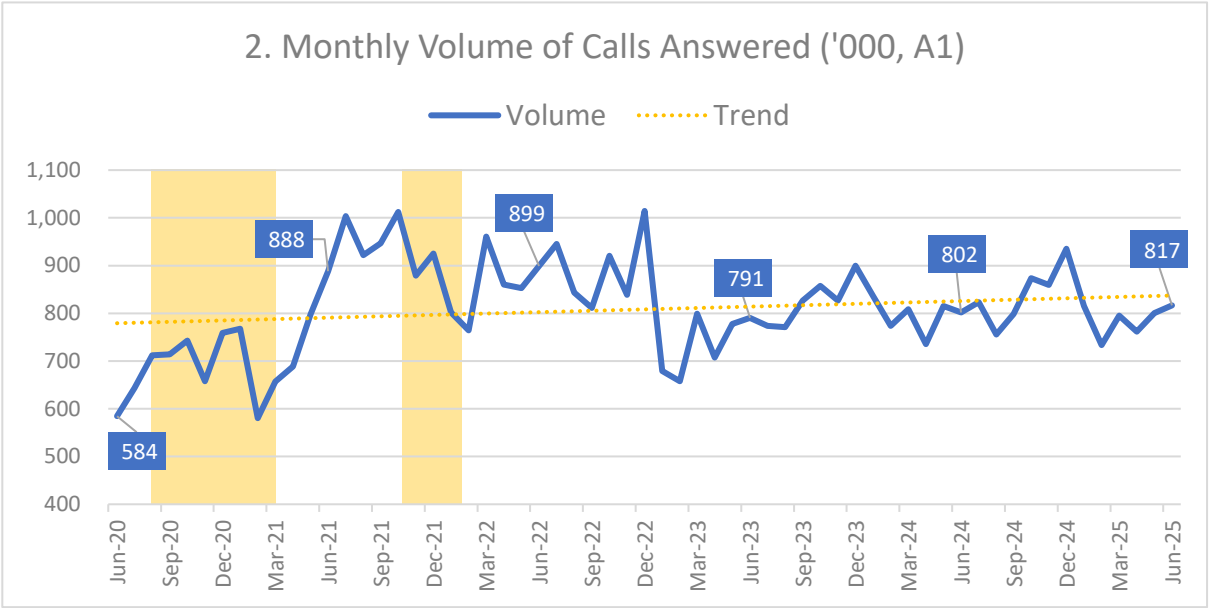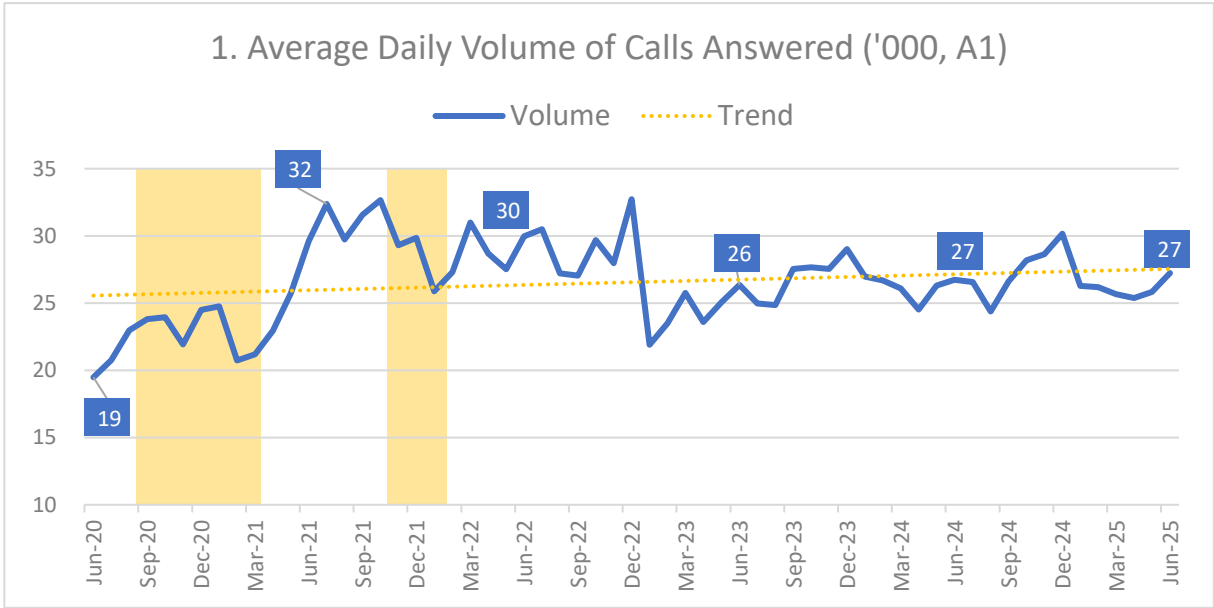
1. Average Daily Volume of Calls Answered ('000, A1)

2. Monthly Volume of Calls Answered ('000, A1)

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
26th highest	+1.4 thousand	+502 calls

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

3. Volume of Calls Answered in the 12m to Jun ('000, A1)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
10,829	9,786	9,727	9,769

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

Mean call answer-time has not exceeded five seconds in 2025 so far, but has increased from two-seconds in April to four-seconds in June. The 95th centile time is also faster than 12-months ago, but increased to 20-seconds in June, the slowest in 2025 to-date.

Mean Call Answer Time (A3)
— Time (Seconds) ······· Trend

95th Centile Call Answer Time (A5)
— Time (seconds) ······· Trend
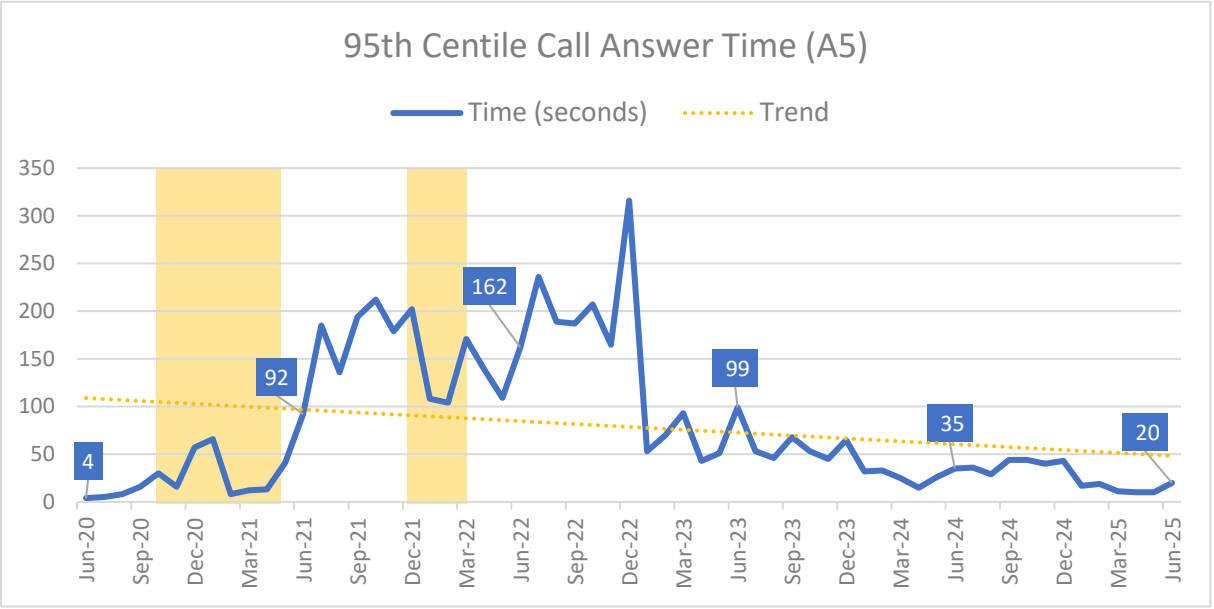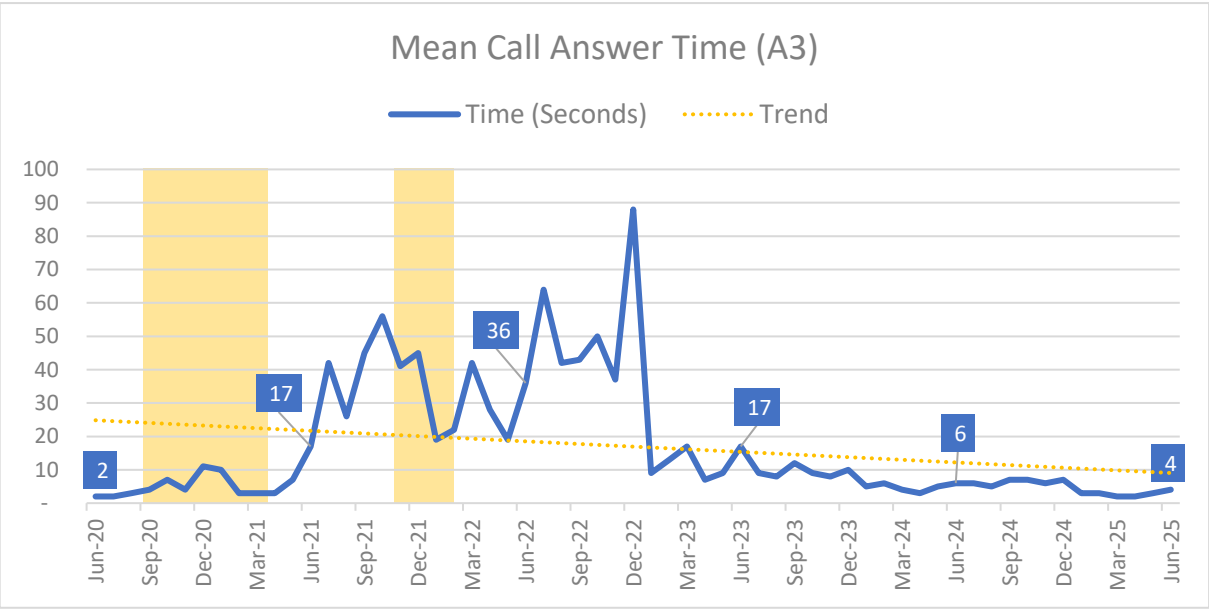
Mean Call Answer Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
14th fastest	1 sec slower	2 secs faster

95th centile Answer Time for June 2025: Fast Facts

| Rank in series to-date:	Change from May 2025	Change from June 2024
17th fastest	10 secs slower	15 secs faster

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

7. Calls: Range of Month-on-Month Growth and Call Answer Time, June 2025

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The month-on-month growth in calls-answered between May and June averaged around five-percent, but was nearly eight-percent for outlying trusts. Mean call answer time ranged from under one-second for the fastest three trusts to just under eight-seconds for the slowest three.
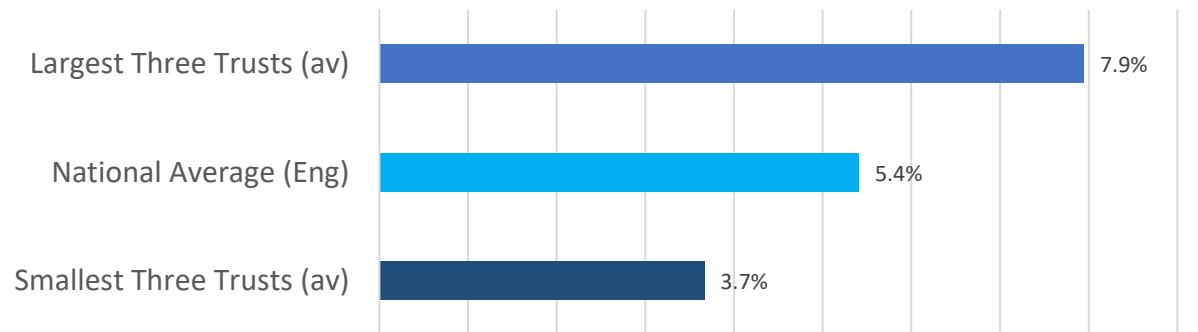
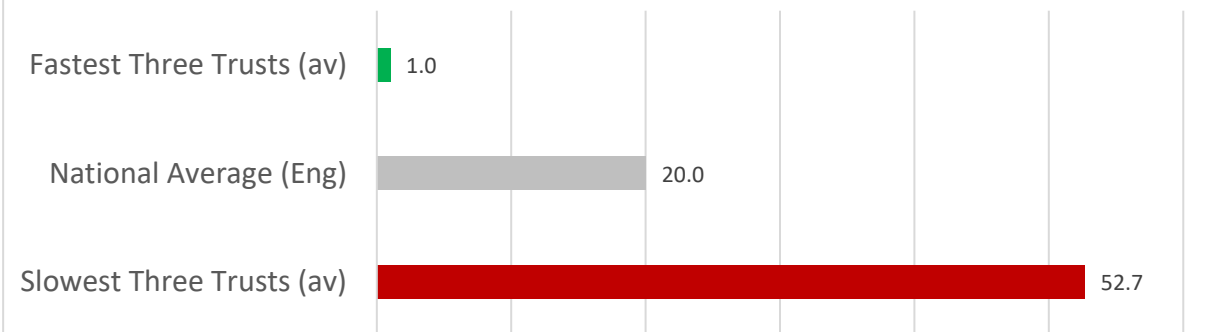### Growth in Contact Volume (Daily Av, May to Jun)

Largest Three Trusts (av)	5.7%
National Average (Eng)	4.1%
Smallest Three Trusts (av)	2.7%
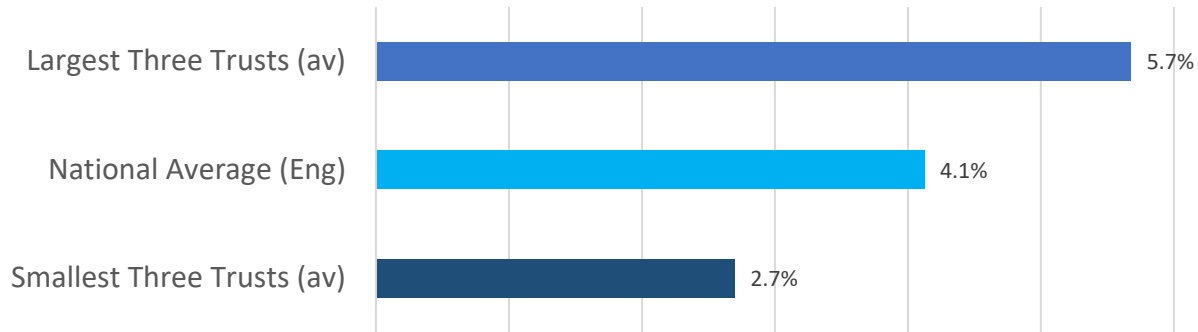
Mean Call Answer Time - Range (seconds)

Fastest Three Trusts (av)	0.7
National Average (Eng)	4.0
Slowest Three Trusts (av)	7.7
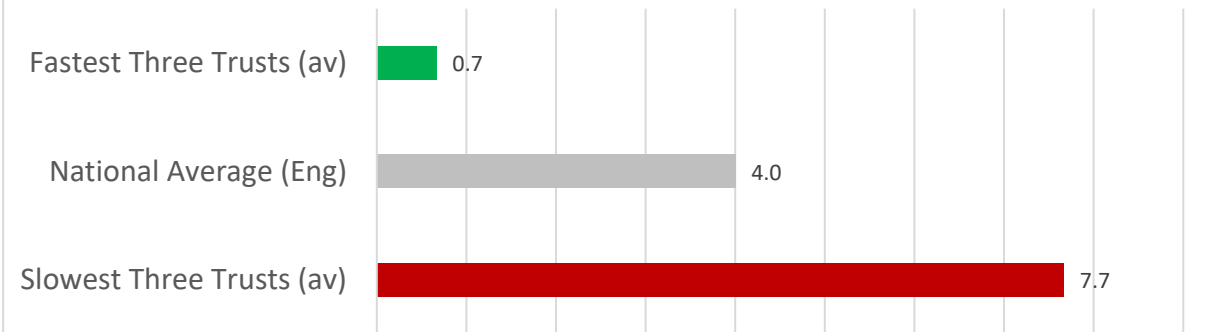
Growth in Calls Answered Volume (Daily Av, May to Jun)

Largest Three Trusts (av)	7.9%
National Average (Eng)	5.4%
Smallest Three Trusts (av)	3.7%

95th Centile Call Answer Time (seconds)

Fastest Three Trusts (av)	1.0
National Average (Eng)	20.0
Slowest Three Trusts (av)	52.7

Notes: Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England. Calculation excludes Isle of Wight.
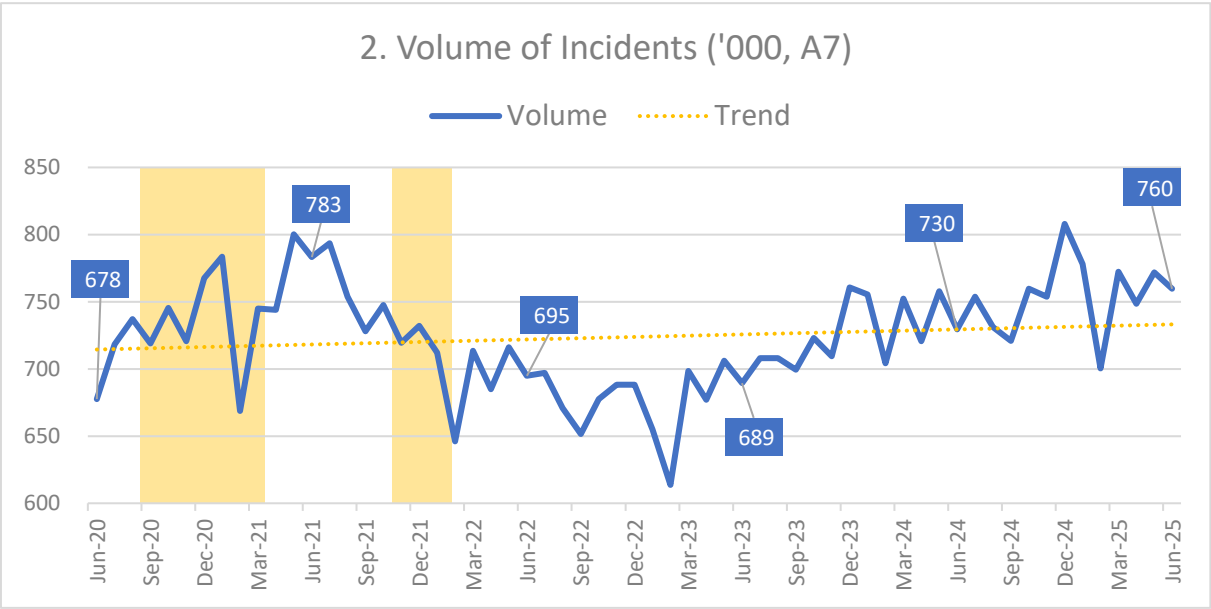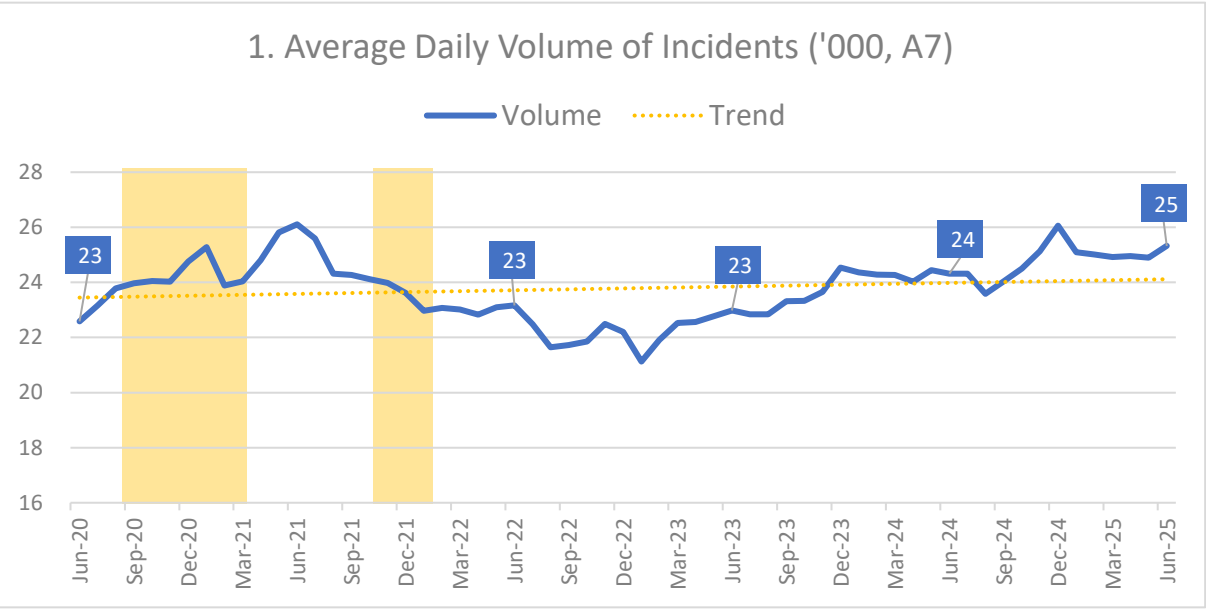
Section 2

Incidents and Response Time, by Category

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June 2025 recorded the sixth highest average daily figure to-date. Both the average daily, and monthly data show a steady increase in demand from late 2022 to-date, a trend clear in the annualised data which saw the 12-month total exceed nine-million.

1. Average Daily Volume of Incidents ('000, A7)

2. Volume of Incidents ('000, A7)

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
6th highest	+424 incidents	+1 thousand

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

3. Volume of Incidents in the 12 months to Jun ('000, A7)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
8,642	8,100	8,729	9,058

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Category-2 incidents as a share of the total have decreased slightly since 2022, while Category-3 has seen a very slight increase. Broadly, however, the proportions for each category have remained largely unchanged over the past four years.
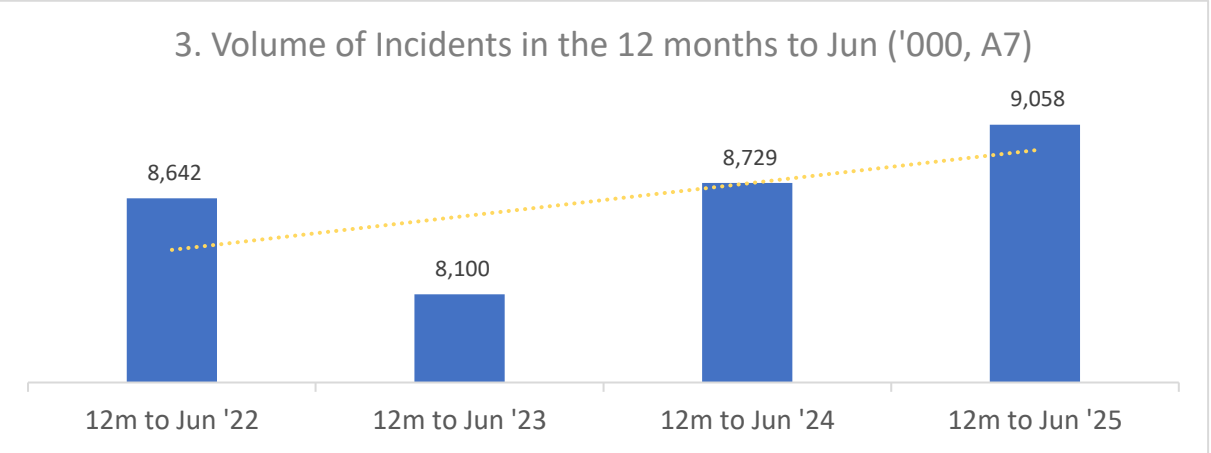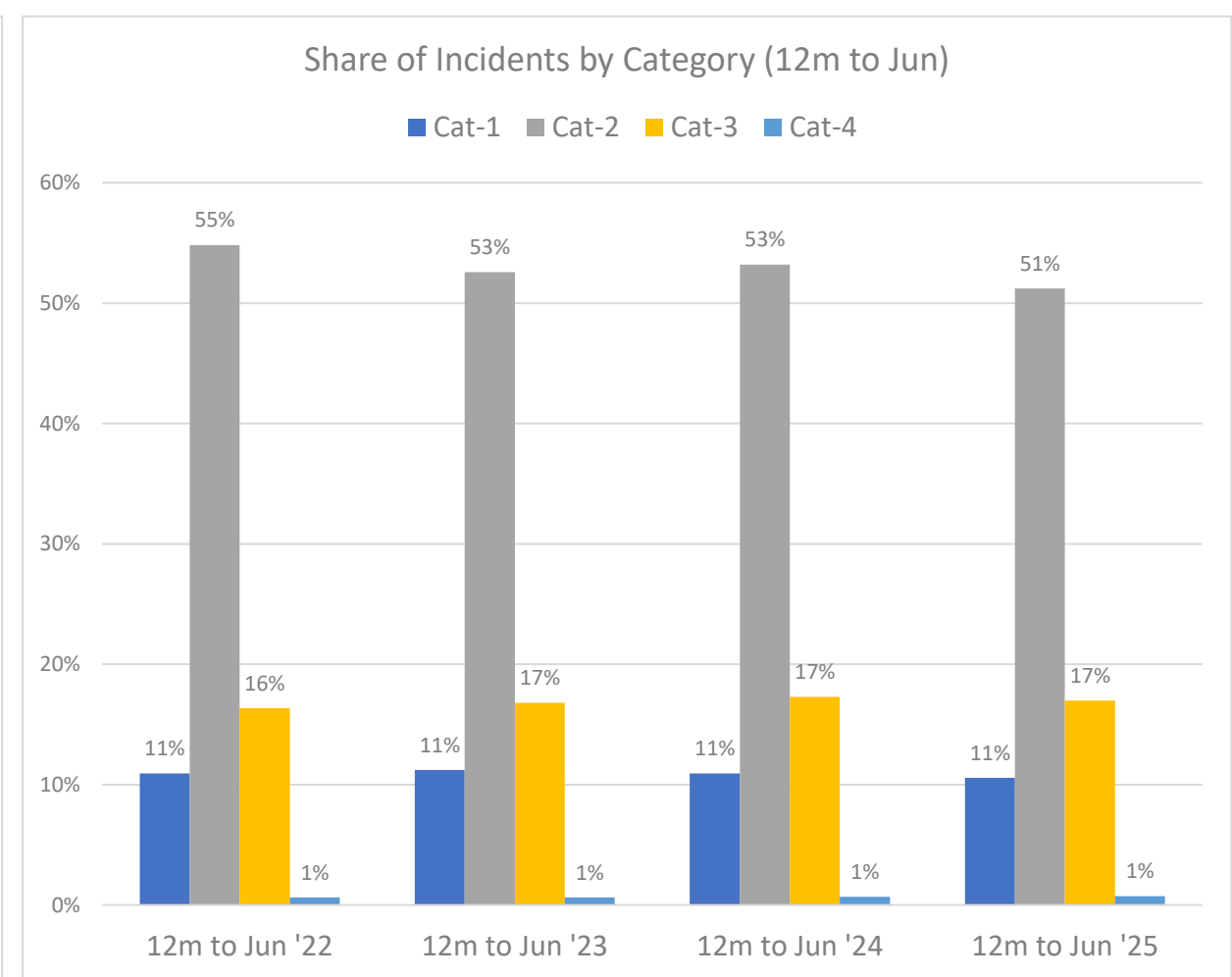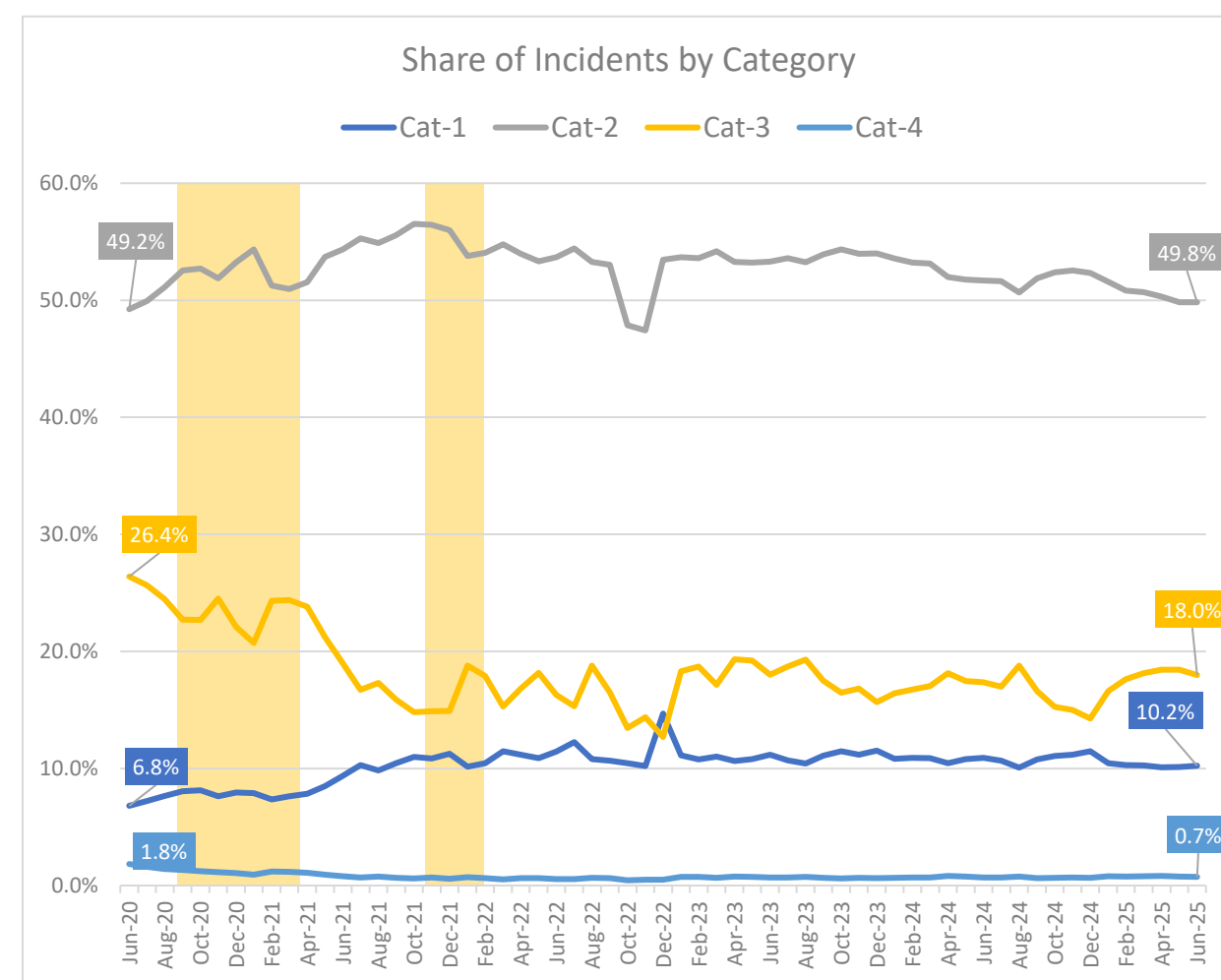
Share of Incidents by Category

Cat-1 — Cat-2 — Cat-3 — Cat-4

49.2% 49.8%
26.4% 18.0%
6.8% 10.2%
1.8% 0.7%

Share of Incidents by Category (12m to Jun)

Cat-1 ■ Cat-2 ■ Cat-3 ■ Cat-4

	12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
Cat-1	11%	11%	11%	11%
Cat-2	55%	53%	53%	51%
Cat-3	16%	17%	17%	17%
Cat-4	1%	1%	1%	1%

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

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Share of incidents vary by trust, with Category-3 having the greatest difference (eight percentage points), Categories-1-and-2 both three percentage points, and Category-4 one percentage point.
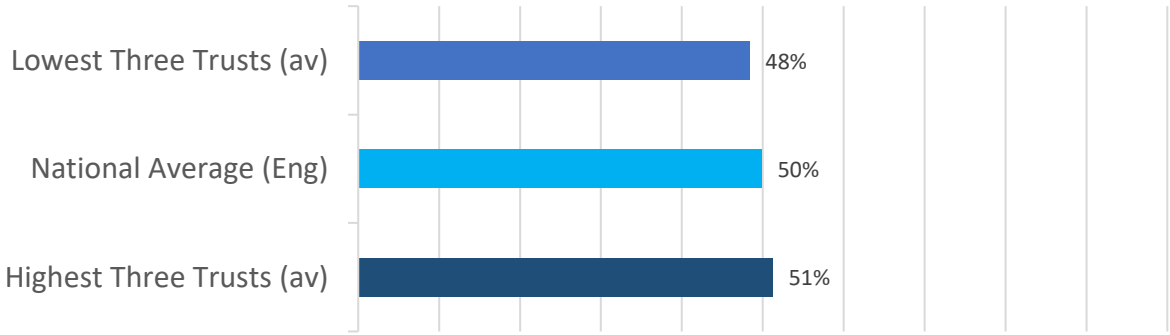
Cat-1 Share of Incidents (%)
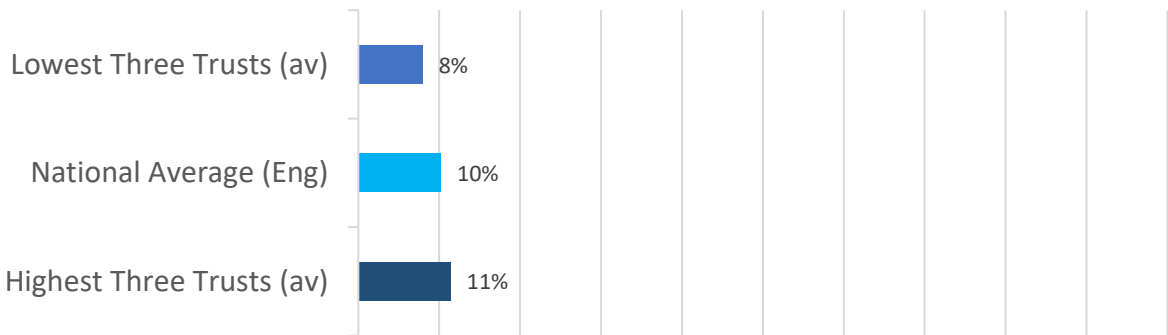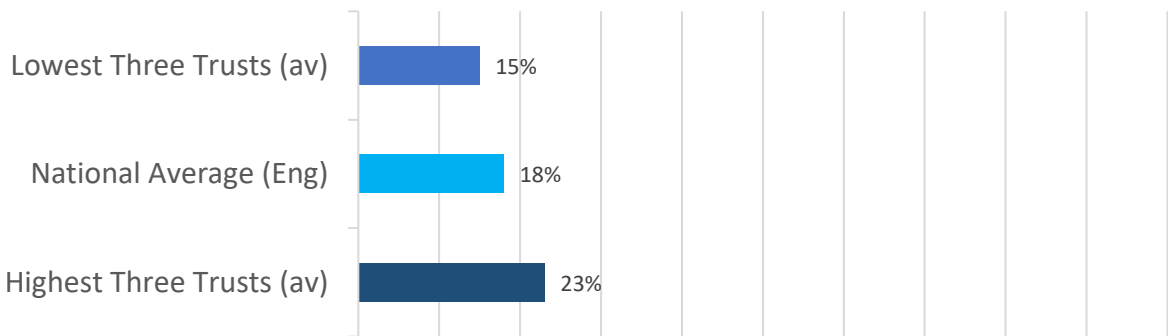
Lowest Three Trusts (av)	8%
National Average (Eng)	10%
Highest Three Trusts (av)	11%

Cat-2 Share of Incidents (%)

Lowest Three Trusts (av)	48%
National Average (Eng)	50%
Highest Three Trusts (av)	51%

Cat-3 Share of Incidents (%)

Lowest Three Trusts (av)	15%
National Average (Eng)	18%
Highest Three Trusts (av)	23%

Cat-4 Share of Incidents (%)

Lowest Three Trusts (av)	0.3%
National Average (Eng)	0.7%
Highest Three Trusts (av)	1.3%
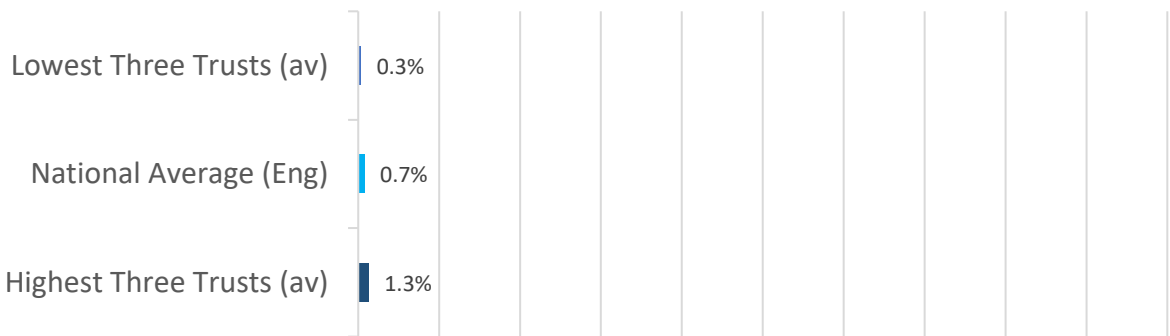
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

12. Range, Month-on-Month Growth in Average Daily Incident Volumes, June 2025

Growth in incident volumes varies notably by outlying trusts, ranging from strong contraction to – in the case of Category-4 incidents – double digit growth.

Growth in Cat-1 Volume (Daily Av, May to Jun)

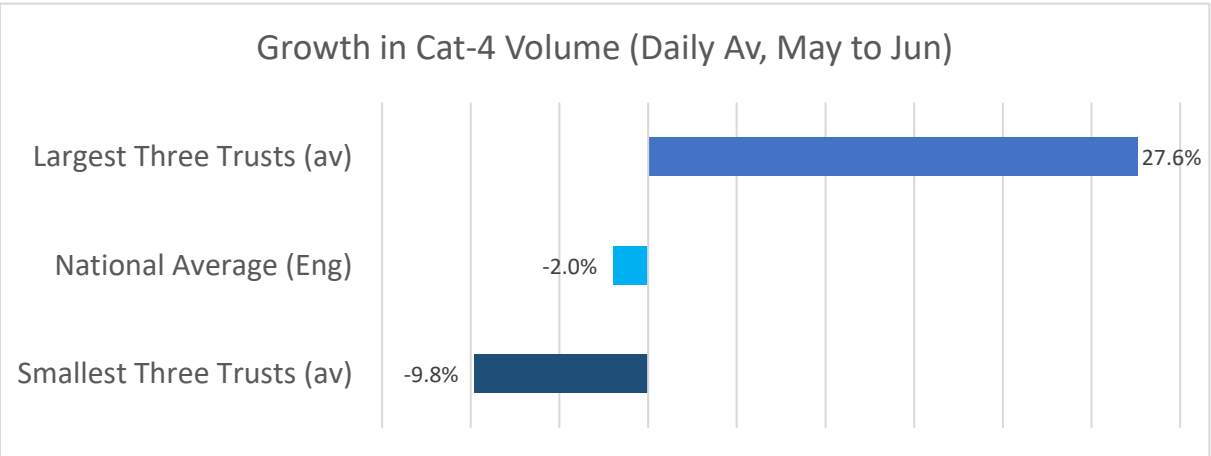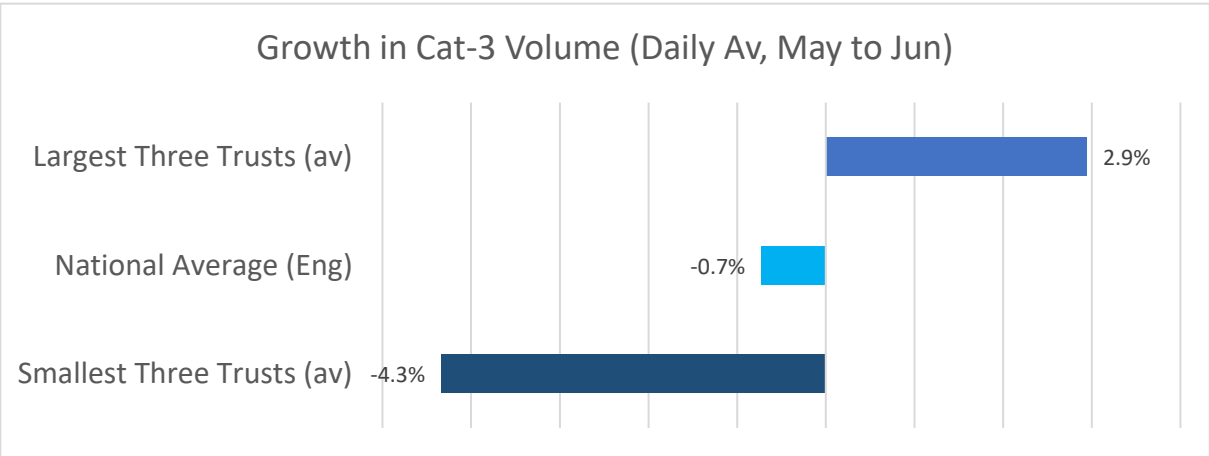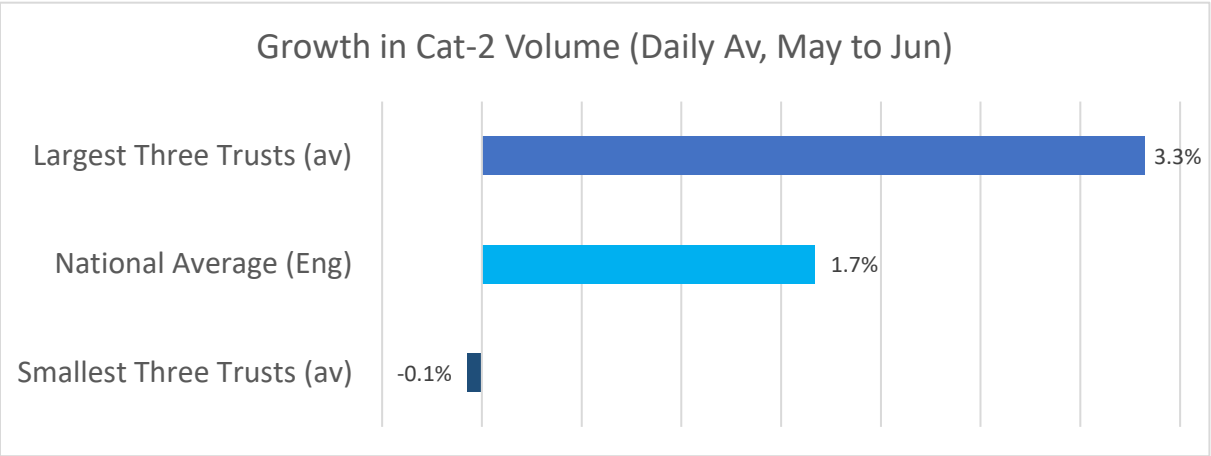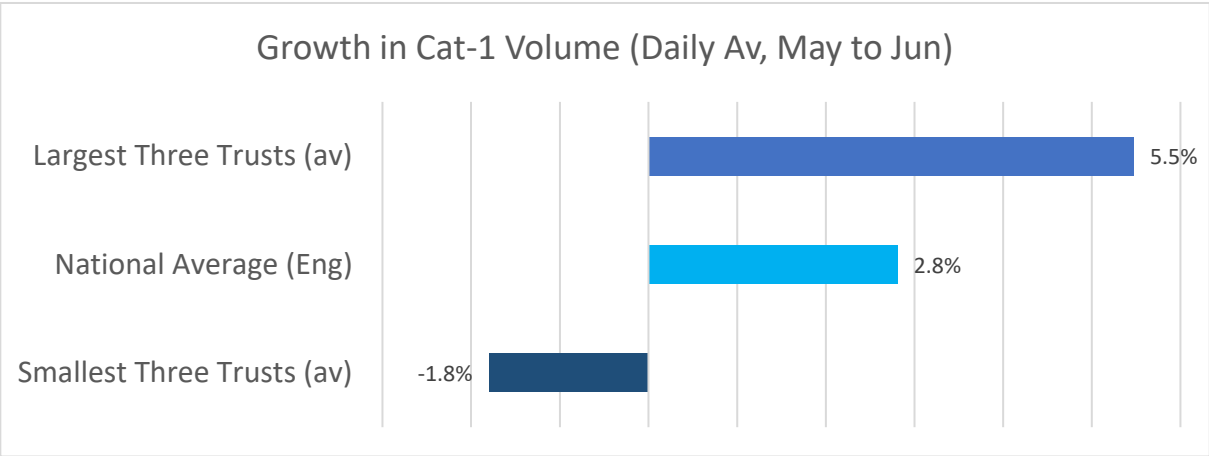|	
Largest Three Trusts (av)	5.5%
National Average (Eng)	2.8%
Smallest Three Trusts (av)	-1.8%

Growth in Cat-2 Volume (Daily Av, May to Jun)

Largest Three Trusts (av)	3.3%
National Average (Eng)	1.7%
Smallest Three Trusts (av)	-0.1%

Growth in Cat-3 Volume (Daily Av, May to Jun)

Largest Three Trusts (av)	2.9%
National Average (Eng)	-0.7%
Smallest Three Trusts (av)	-4.3%

Growth in Cat-4 Volume (Daily Av, May to Jun)

|	
Largest Three Trusts (av)	27.6%
National Average (Eng)	-2.0%
Smallest Three Trusts (av)	-9.8%

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.

13. Demand: Category-1 Incidents (A8)

Category-1 incidents have seen steady growth throughout the decade so far. The last 12-months saw the highest volume of Category-1 incidents in four years – although the average daily figure is slightly lower than June 2024.

1. Average Daily Volume of Cat-1 Incidents (A8)
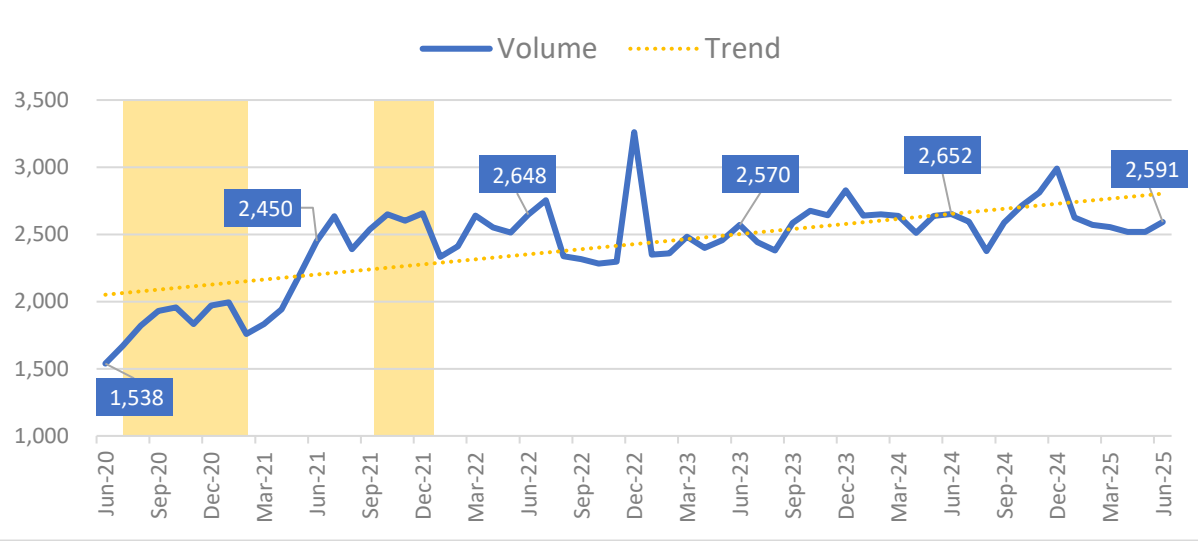
2. Volume of Cat-1 Incidents ('000, A8)
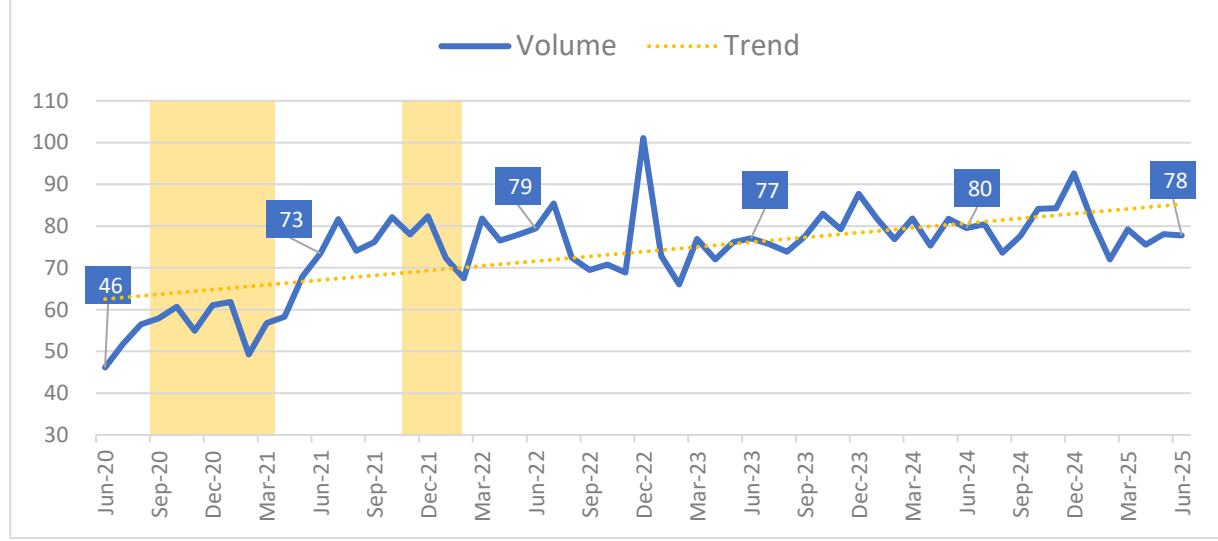
Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
22nd highest	+72 incidents	-61 incidents

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
930	909	954	957
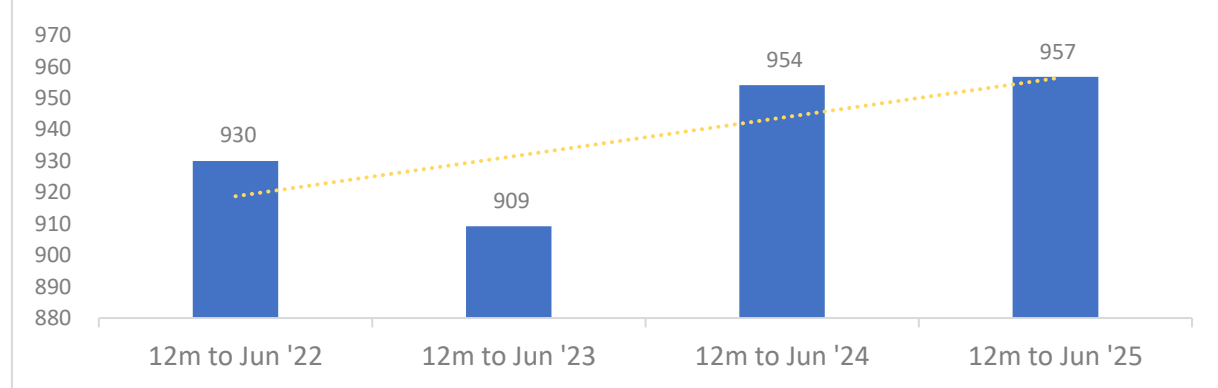
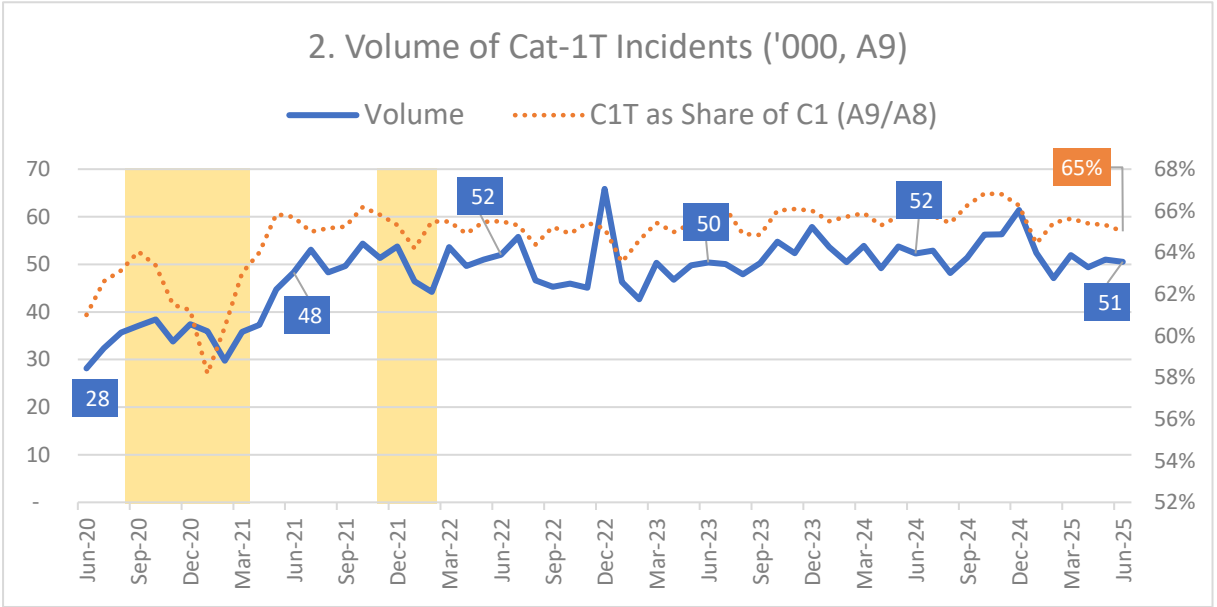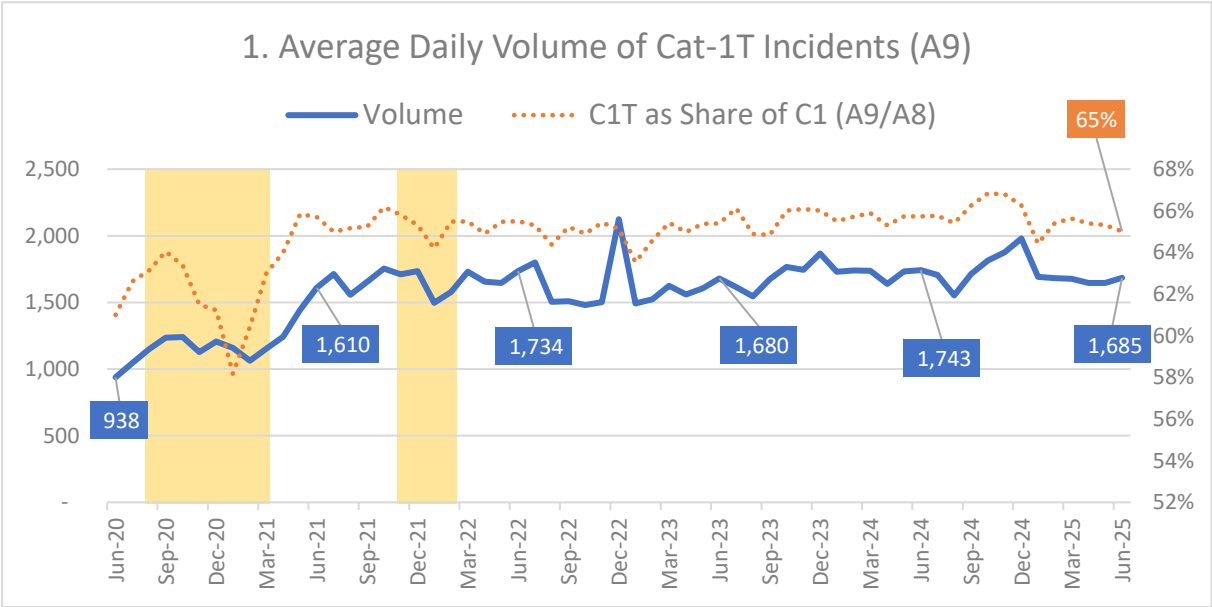# 14. Demand: Category-1T Incidents (A9) (Cat-1 patients conveyed by an ambulance service emergency vehicle)

On average, 1,685 Category-1 patients were transported by an emergency vehicle each day in June, a slight increase compared with May, but slightly fewer than June 2024. These account for around two thirds of all Category-1 incidents, a proportion that has been consistent since 2022.

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

Legend: Volume — C1T as Share of C1 (A9/A8)

Data point labels: 938, 1,610, 1,734, 1,680, 1,743, 1,685, 65%

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

Legend: Volume — C1T as Share of C1 (A9/A8)

Data point labels: 28, 48, 52, 50, 52, 51, 65%

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
23rd highest	+39 incidents	-59 incidents

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
65%	65%	66%	66%
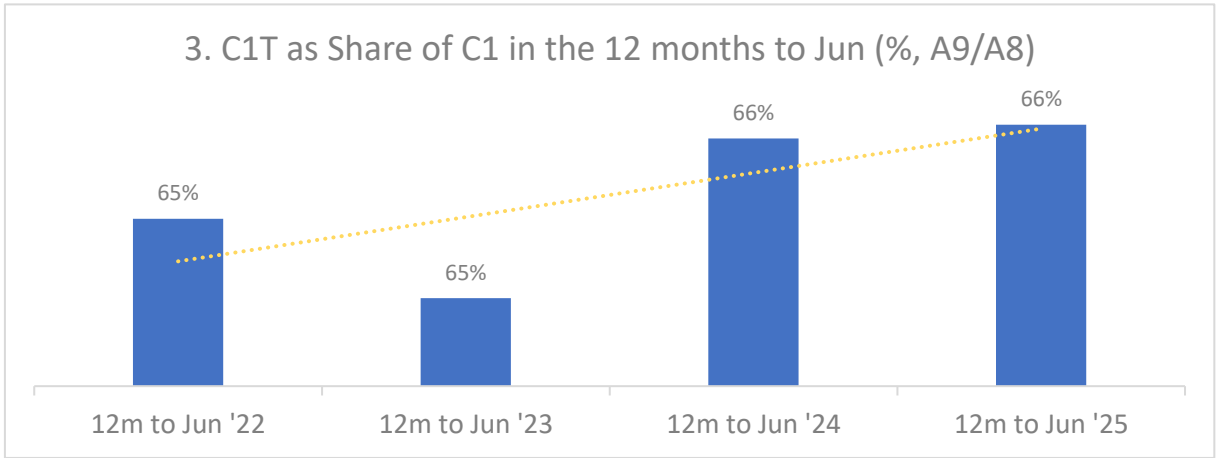
15. Demand: Category-2 Incidents (A10)

Category 2 incidents have seen a slight but steady increase since mid-2022, reaching 12,621 incidents per-day in June 2025. The annualised data for the past two years show a flatter trend, however, with around 4.6-million incidents each period.

1. Average Daily Volume of Cat-2 Incidents (A10)

— Volume ⋯ Trend

Key values: 11,121 · 14,188 · 12,434 · 12,249 · 12,569 · 12,621
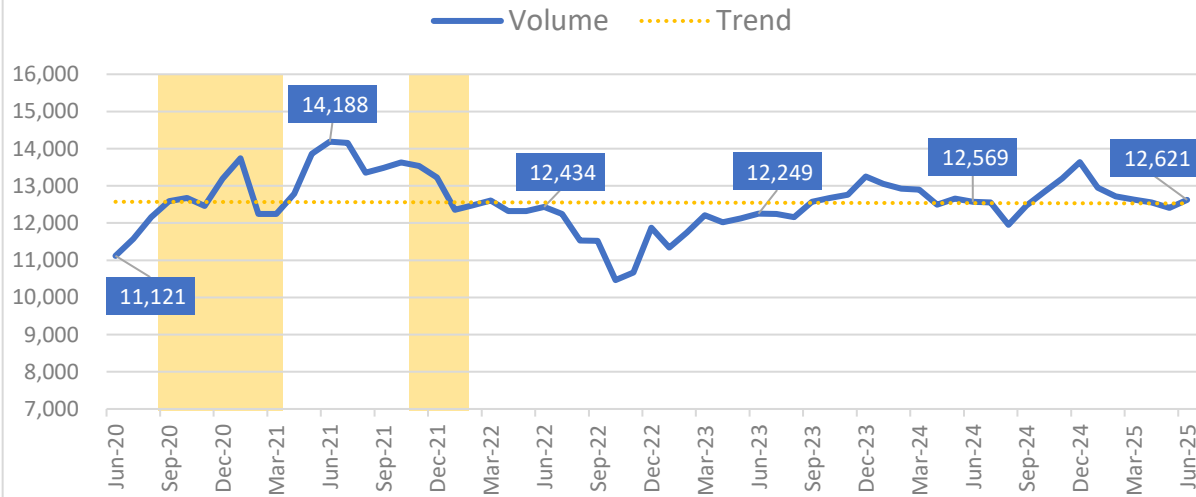
2. Volume of Cat-2 Incidents ('000, A10)
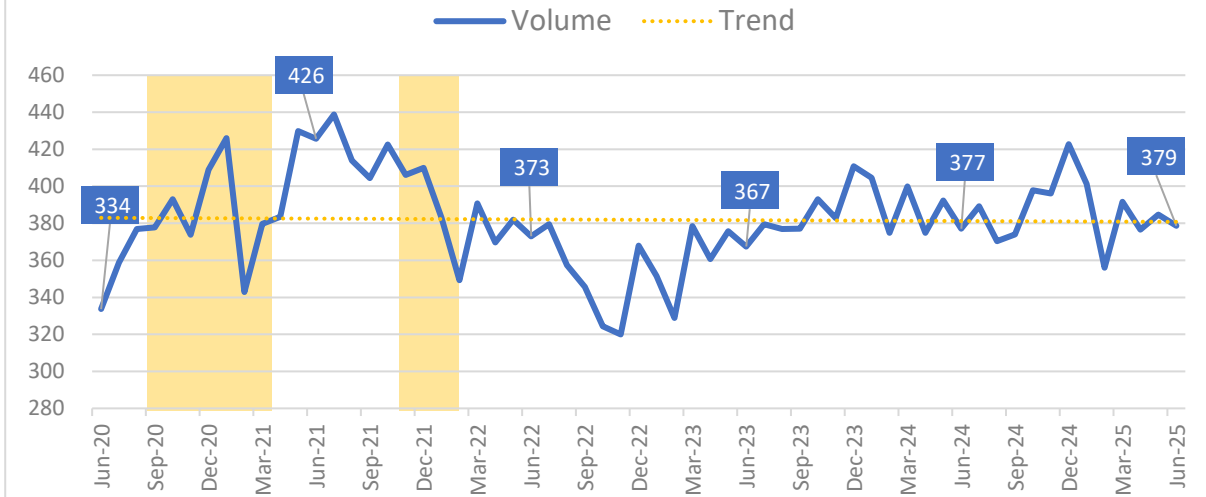
— Volume ⋯ Trend

Key values: 334 · 426 · 373 · 367 · 377 · 379

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
39th highest	+212 incidents	+52 incidents

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

3. Vol of Cat-2 Incidents in the 12 months to Jun ('000, A10)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
4,743	4,258	4,644	4,639

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Category-3 incidents have also seen volume increase over the past three years – a trend more notable in the annualised data, which reached over 1.5-million in the most recent period.

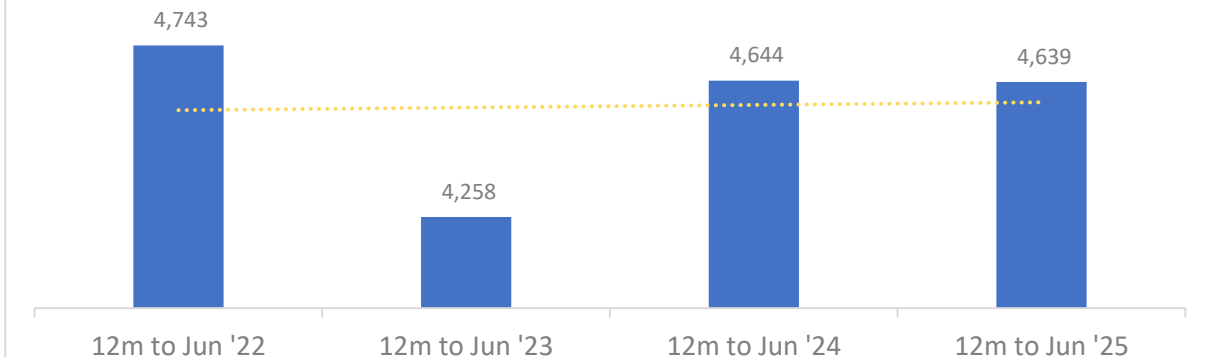### 1. Average Daily Volume of Cat-3 Incidents (A11)
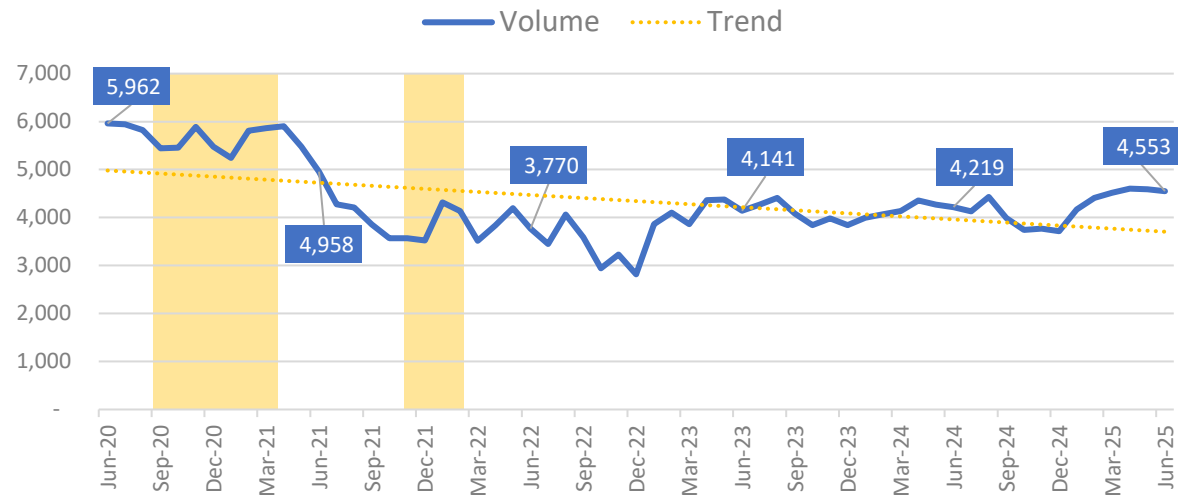
2. Volume of Cat-3 Incidents ('000, A11)
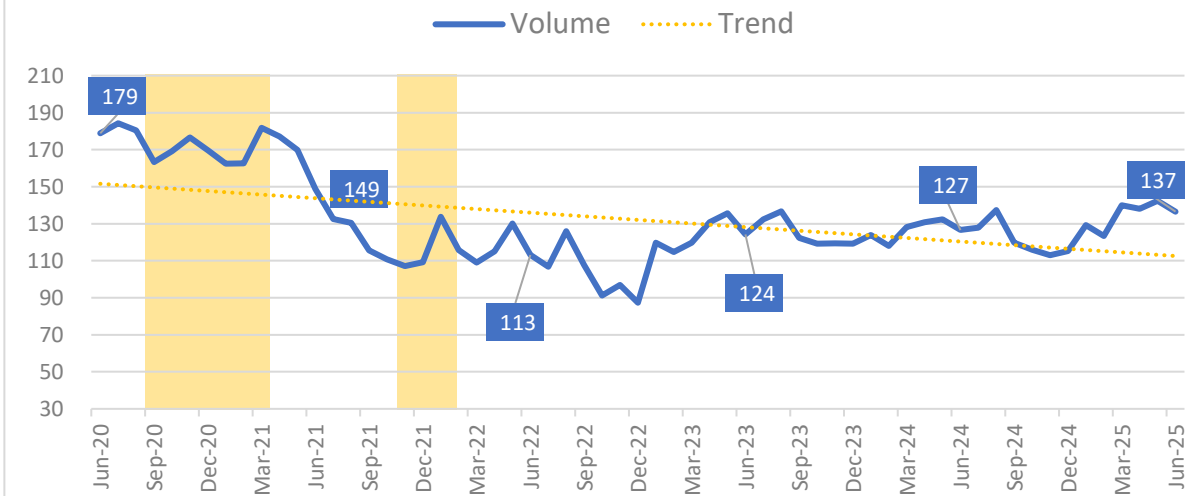
Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
44th highest	-40 incidents	+333 incidents

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
1,423	1,361	1,509	1,539

Category-4 follows the pattern seen above with Category-3 – a decrease in volume between 2020 and 2022, and then a slight but steady increase. June 2025 saw the highest average daily volume of any June since 2021.

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

Volume — Trend

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

Volume — Trend

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
48th highest	-4 incidents	+20 incidents

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

3. Volume of Cat-4 Incidents in the 12m to Jun ('000, A12)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
55	51	60	66

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Section 136 incidents have also increased slightly, but steadily since late 2022, with an average of 29 each day in June. The proportion of S136 patients transported has increased too, from under 80-percent in late 2022 to over 90-percent today.
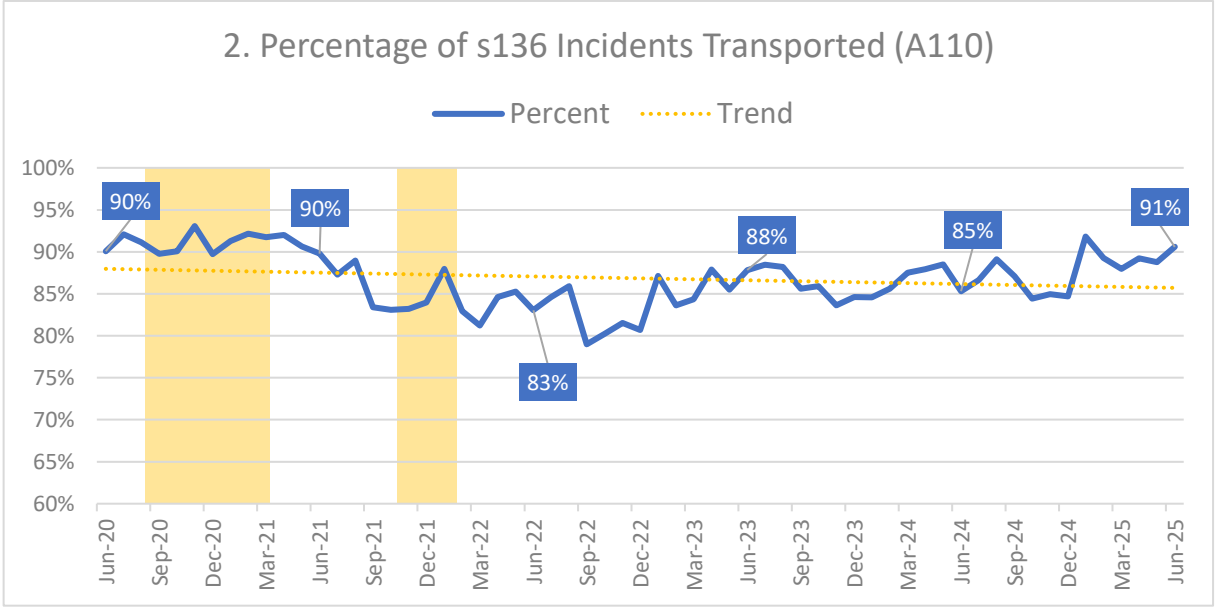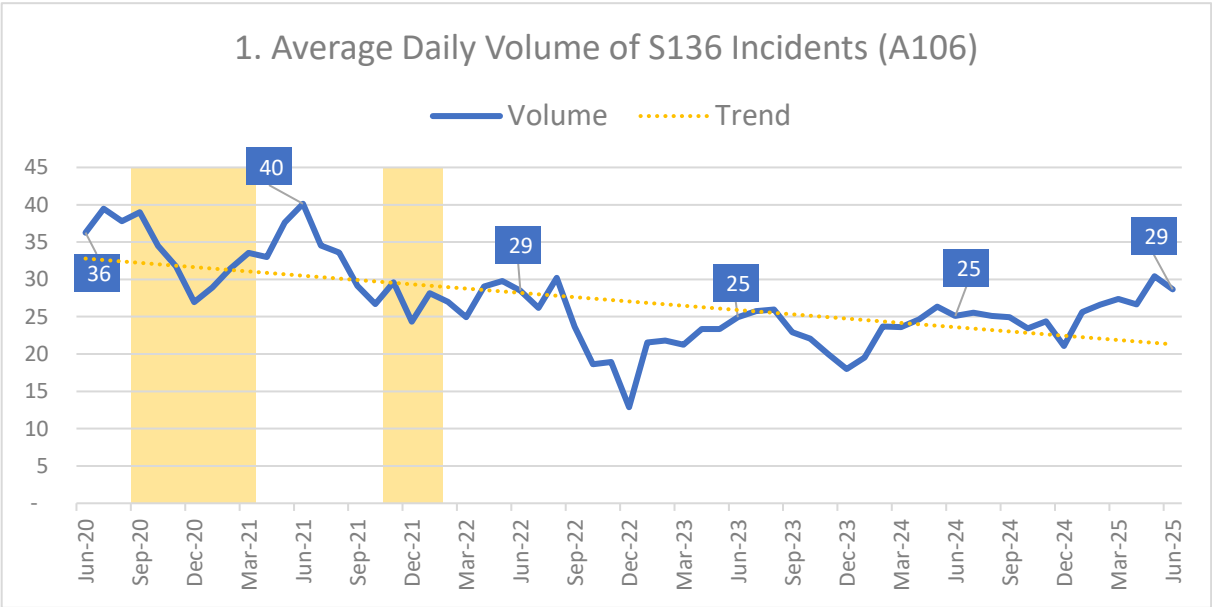
1. Average Daily Volume of S136 Incidents (A106)

— Volume · · · · Trend

(Values shown on chart: 36, 40, 29, 25, 25, 29)

2. Percentage of s136 Incidents Transported (A110)

— Percent · · · · Trend

(Values shown on chart: 90%, 90%, 83%, 88%, 85%, 91%)

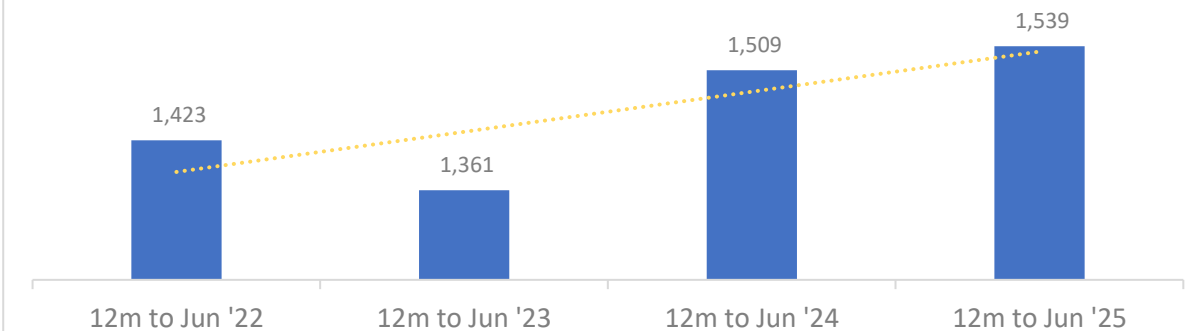## Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
30th highest	-2 incidents	+4 incidents

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

3. Volume of S136 Incidents in the 12 months to Jun (A106)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
10,505	8,112	8,466	9,417
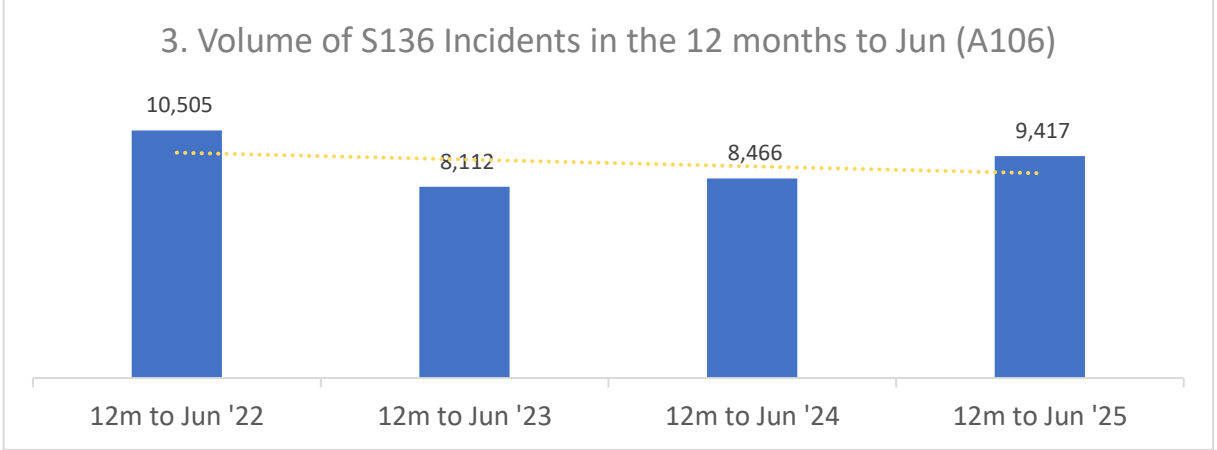
19. Demand: Category-1 Response Times (Measures A25 and A26)

Mean response-time for Category-1 continues to exceed the National Standard, but the trend shows a steady decrease since late 2022. There was an established seasonal increase between May and June this year, but the latest month was 26-seconds faster than June 2024.

1. Mean C1 Response Time (mm:ss, A25)

Legend: Time — National Standard — Trend

Annotated values: 06:35, 07:54, 09:06, 08:41, 08:21, 07:55, National Standard, 07:00
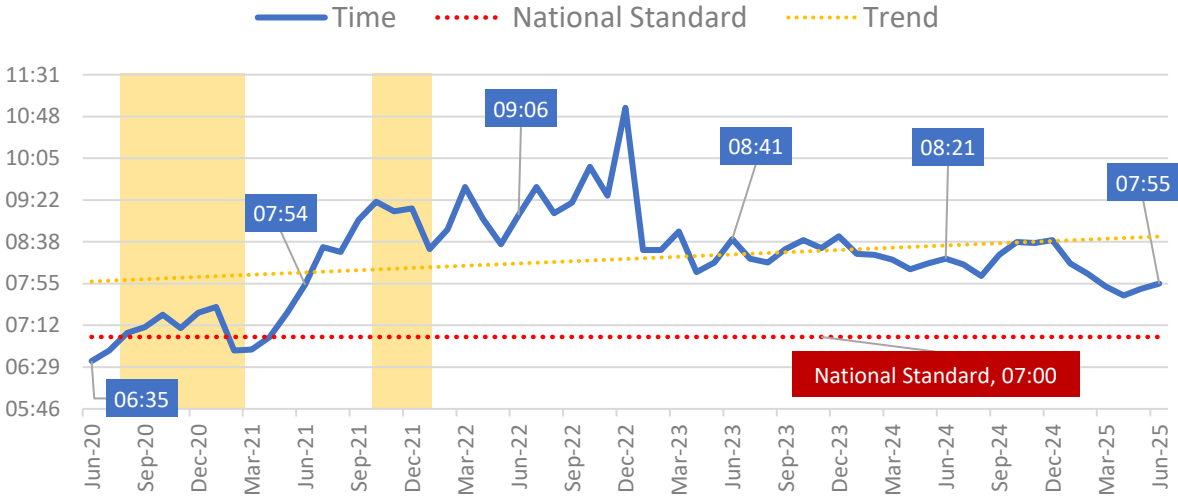
90th Centile C1 Response Time (mm:ss, A26)
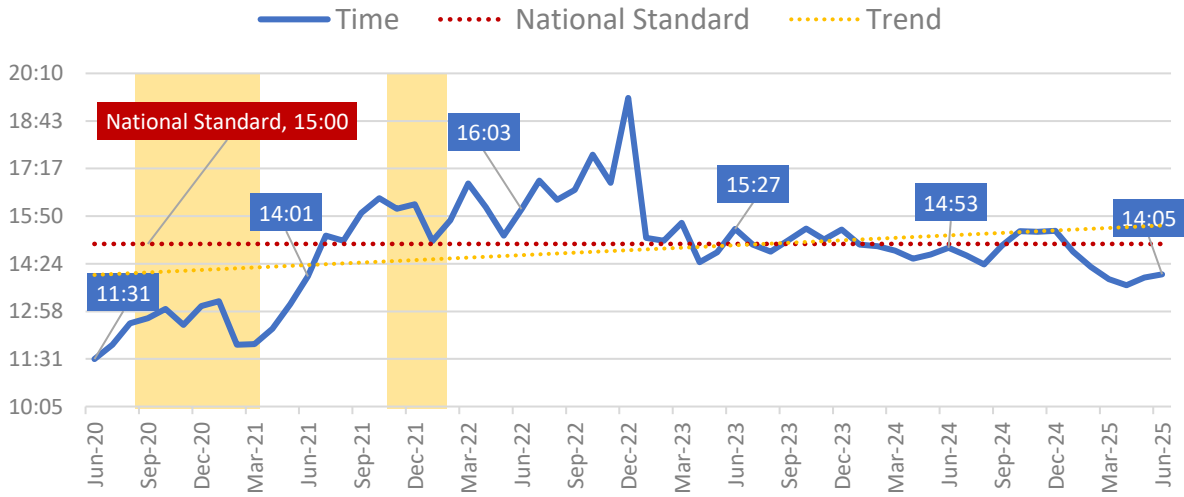
Legend: Time — National Standard — Trend

Annotated values: National Standard, 15:00, 11:31, 14:01, 16:03, 15:27, 14:53, 14:05

Mean Response Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
52nd slowest	5 secs slower	26 secs faster

90th centile Response Time for June 2025: Fast Facts

Rank in series to-date:	Change from May 2025	Change from June 2024
51st slowest	6 secs slower	48 secs faster

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Category-2 mean response has slowed between May and June each year since 2020. The trend since late 2022 then has seen a gradual, if unsteady, decrease – and while faster than the 30-minute NHS target for the fourth consecutive month, remains over ten-minutes slower than the National Standard of 18-minutes.
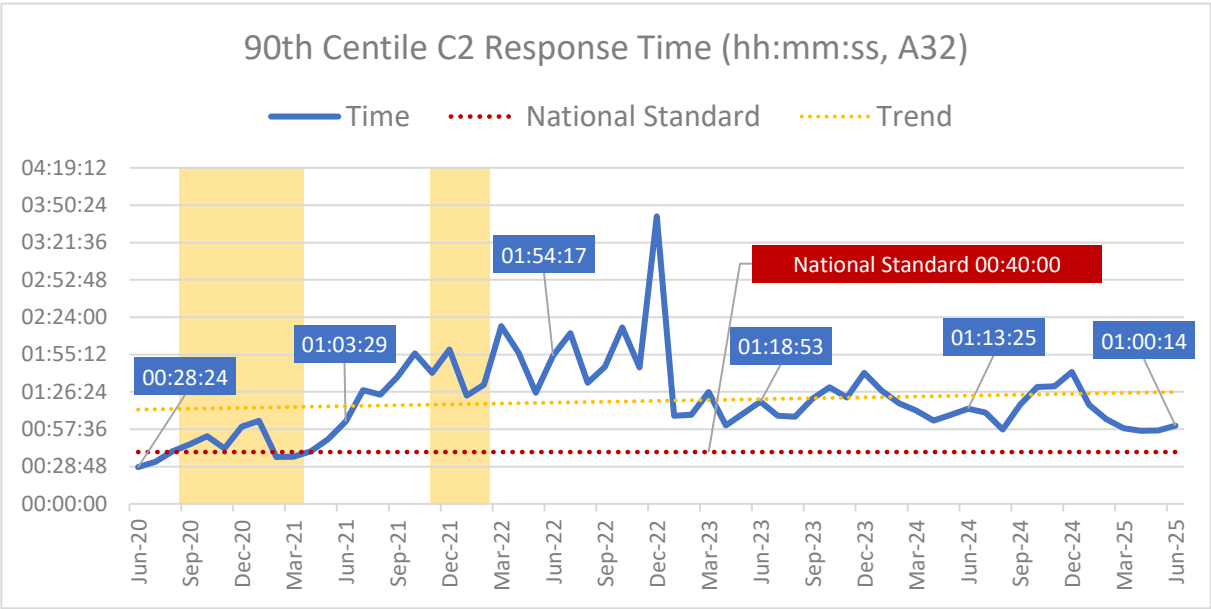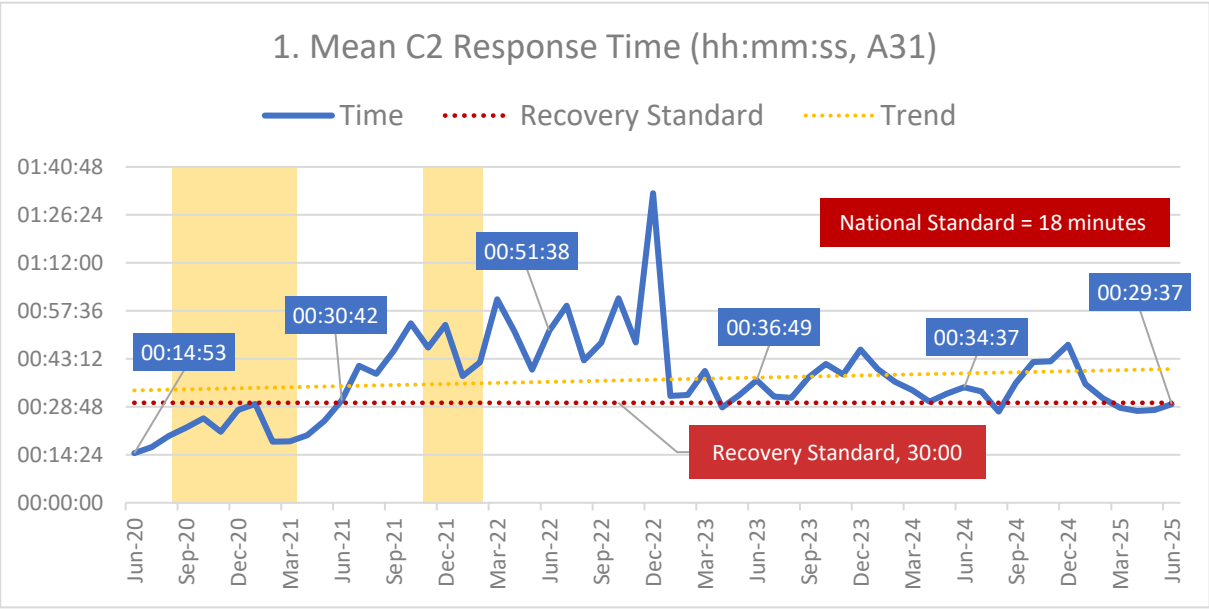
1. Mean C2 Response Time (hh:mm:ss, A31)

Legend: Time — Recovery Standard ····· Trend

National Standard = 18 minutes

Data labels: 00:14:53, 00:30:42, 00:51:38, 00:36:49, 00:34:37, 00:29:37

Recovery Standard, 30:00

90th Centile C2 Response Time (hh:mm:ss, A32)

Legend: Time — National Standard ····· Trend

National Standard 00:40:00

Data labels: 00:28:24, 01:03:29, 01:54:17, 01:18:53, 01:13:25, 01:00:14

Mean Response Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
46th slowest	2 mins slower	5 mins faster

90th centile Response Time for June 2025: Fast Facts

Rank in series to-date:	Change from May 2025	Change from June 2024
48th slowest	3 mins slower	13 mins faster

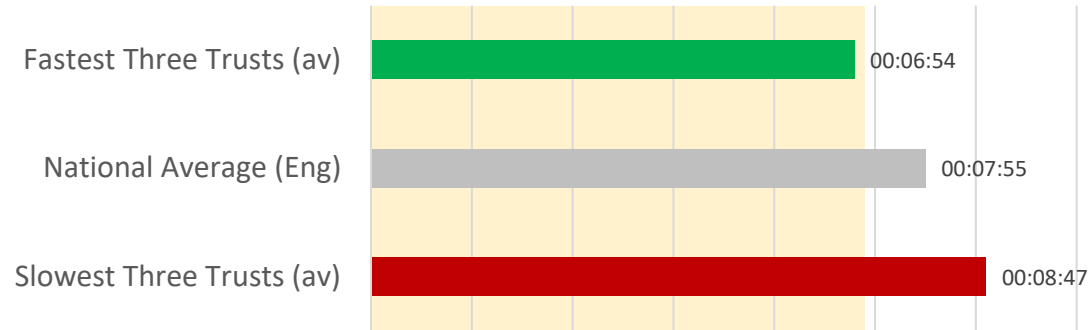Yellow areas show COVID waves in the UK: source ONS.

21. Range, Category-1 and Category-2 Response Time, June 2025

Highlighting outlying trusts shows ongoing variation in response times (influenced by a number of factors, including geography). For Category-1 the fastest group fall under the National Standard, the slowest are nearly two minutes slower. Category-2 sees a difference of over 11-minutes between fastest and slowest groups.

Cat-1 Mean Response Time (hh:mm:ss)

NS = 7 minutes

Fastest Three Trusts (av)	00:06:54
National Average (Eng)	00:07:55
Slowest Three Trusts (av)	00:08:47

Cat-2 Mean Response Time (hh:mm:ss)

NS = 18 minutes

RS = 30 minutes

Fastest Three Trusts (av)	00:23:16
National Average (Eng)	00:29:37
Slowest Three Trusts (av)	00:34:28
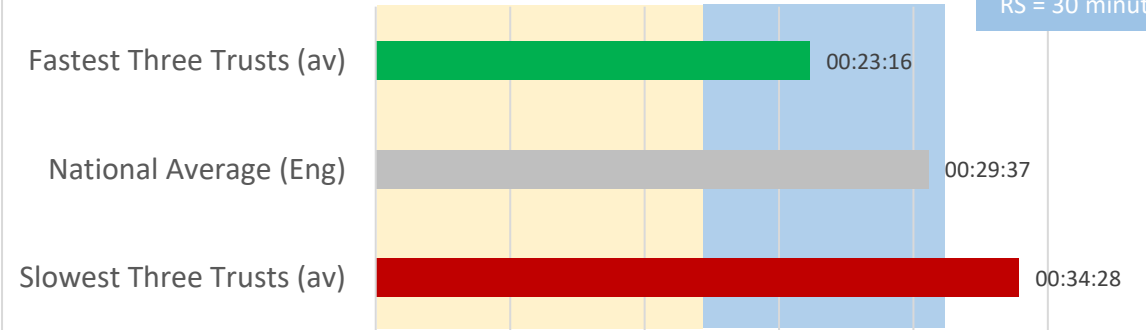
Cat-1 90th Centile Response Time (hh:mm:ss)

NS = 15 minutes

Fastest Three Trusts (av)	00:11:49
National Average (Eng)	00:14:05
Slowest Three Trusts (av)	00:16:06
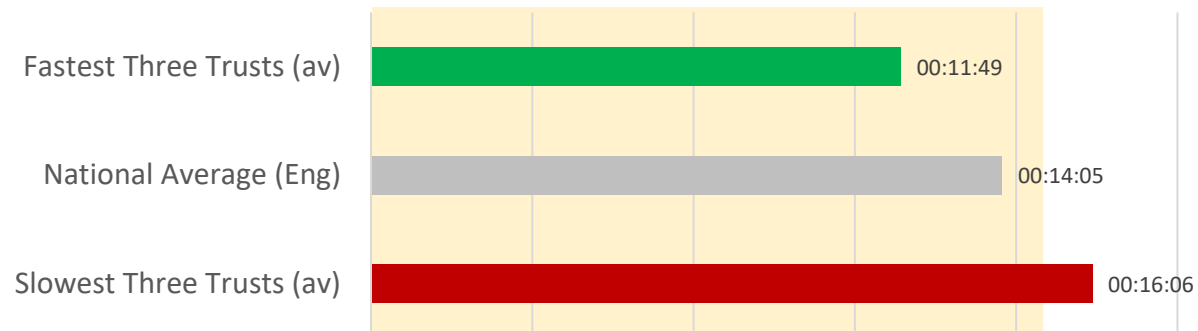
Cat-2 90th Centile Response Time (hh:mm:ss)

NS = 40 minutes
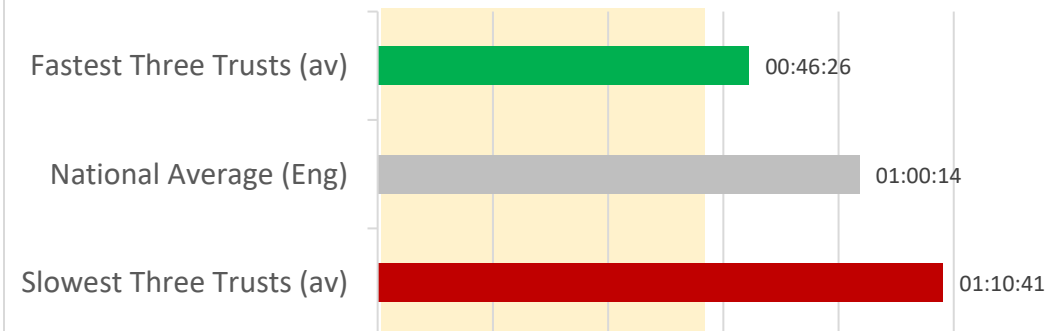
Fastest Three Trusts (av)	00:46:26
National Average (Eng)	01:00:14
Slowest Three Trusts (av)	01:10:41

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.

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Category-3 mean response reflects the trend described above: June slower than May each year, but a gradual decrease in response over the past few years, with the latest month recording the fastest response time for June since 2022.

Mean C3 Response Time (hh:mm:ss, A34)

No national standard

Legend: —— Time ····· Trend

Annotated values: 00:36:19, 02:33:43, 02:53:54, 02:05:40, 02:02:18, 01:44:56

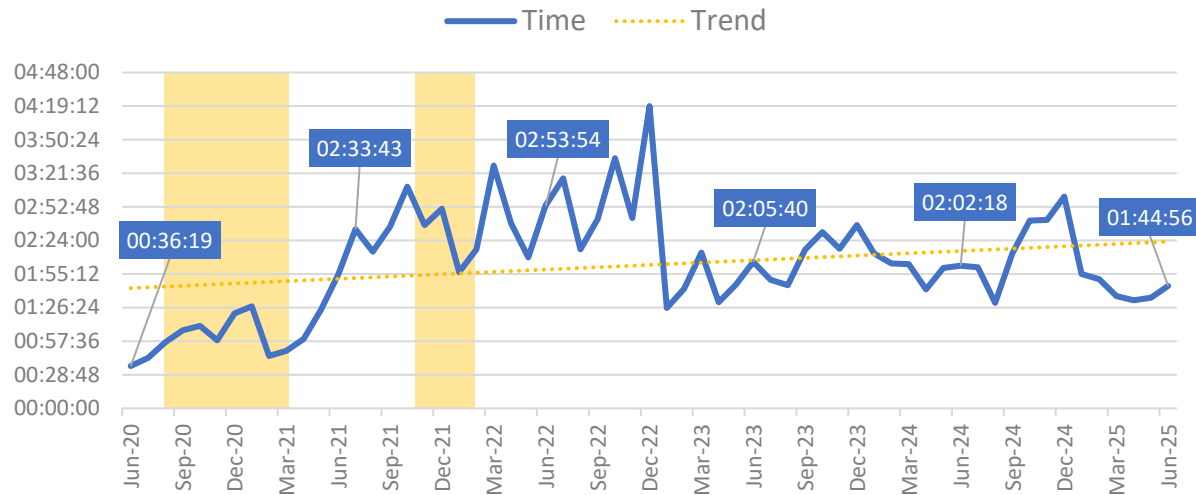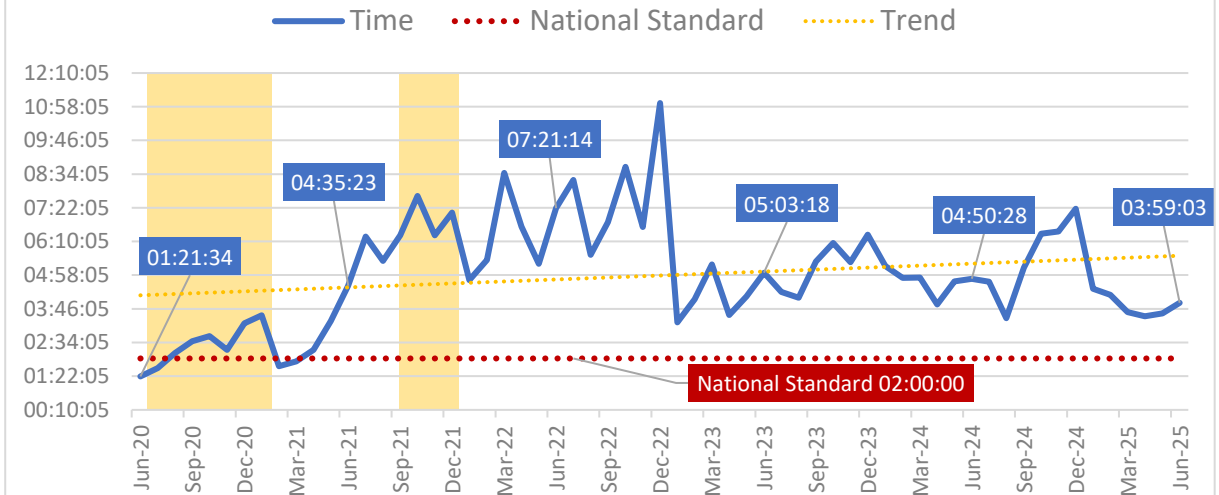Y-axis: 00:00:00, 00:28:48, 00:57:36, 01:26:24, 01:55:12, 02:24:00, 02:52:48, 03:21:36, 03:50:24, 04:19:12, 04:48:00

X-axis: Jun-20, Sep-20, Dec-20, Mar-21, Jun-21, Sep-21, Dec-21, Mar-22, Jun-22, Sep-22, Dec-22, Mar-23, Jun-23, Sep-23, Dec-23, Mar-24, Jun-24, Sep-24, Dec-24, Mar-25, Jun-25

90th Centile C3 Response Time (hh:mm:ss, A35)

Legend: —— Time ····· National Standard ····· Trend

Annotated values: 01:21:34, 04:35:23, 07:21:14, 05:03:18, 04:50:28, 03:59:03

National Standard 02:00:00

Y-axis: 00:10:05, 01:22:05, 02:34:05, 03:46:05, 04:58:05, 06:10:05, 07:22:05, 08:34:05, 09:46:05, 10:58:05, 12:10:05

X-axis: Jun-20, Sep-20, Dec-20, Mar-21, Jun-21, Sep-21, Dec-21, Mar-22, Jun-22, Sep-22, Dec-22, Mar-23, Jun-23, Sep-23, Dec-23, Mar-24, Jun-24, Sep-24, Dec-24, Mar-25, Jun-25

Mean Response Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
41st slowest	10 mins slower	17 mins faster

90th centile Response Time for June 2025: Fast Facts

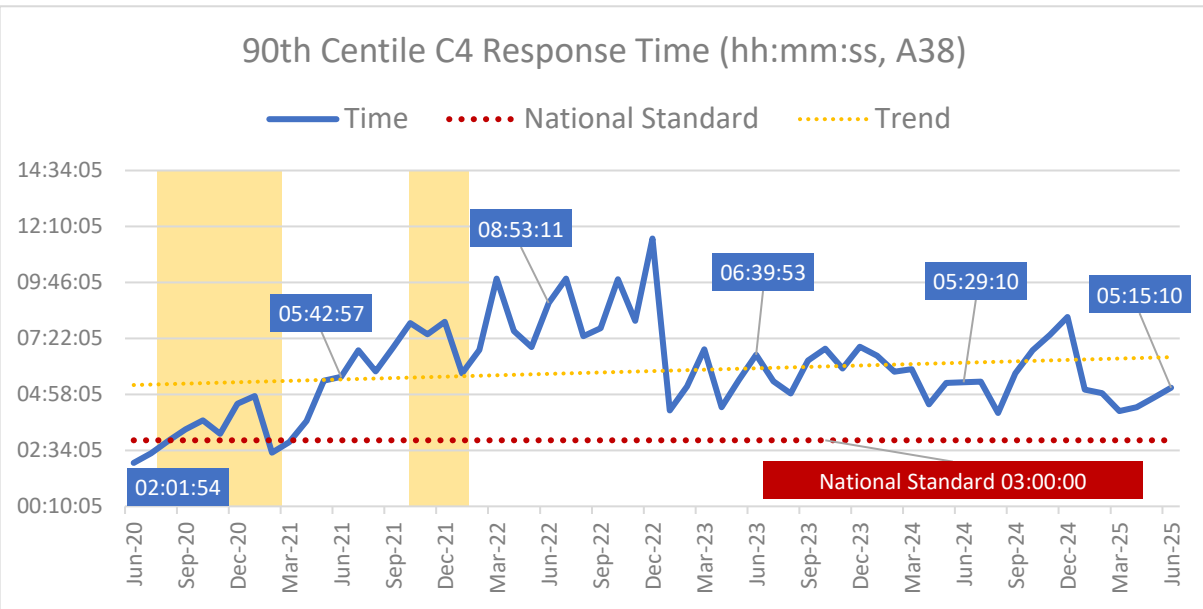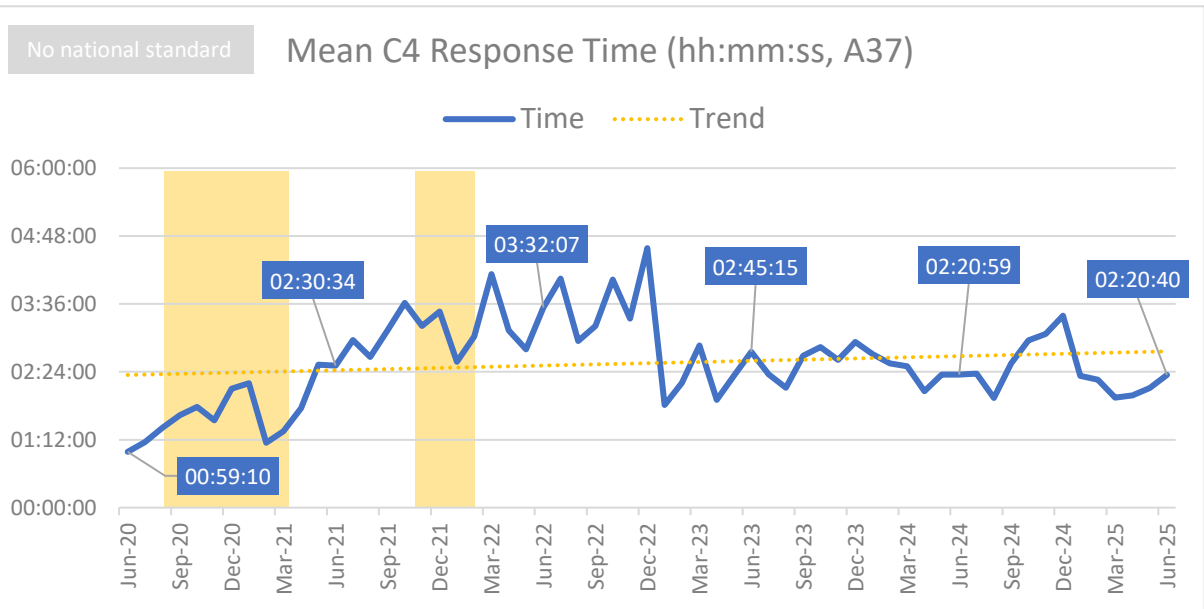| Rank in series to-date:	Change from May 2025	Change from June 2024
42nd slowest	22 mins slower	51 mins faster

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

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

Category-4 mean response broadly repeats the trend see for other categories, although the difference between June 2024 and June 2025 is flatter.

Mean C4 Response Time (hh:mm:ss, A37)

No national standard

Legend: Time — Trend ·····

Data point labels: 00:59:10, 02:30:34, 03:32:07, 02:45:15, 02:20:59, 02:20:40

90th Centile C4 Response Time (hh:mm:ss, A38)

Legend: Time — National Standard ····· Trend ·····

Data point labels: 02:01:54, 05:42:57, 08:53:11, 06:39:53, 05:29:10, 05:15:10

National Standard 03:00:00

Mean Response Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
38th slowest	14 mins slower	19 secs faster

90th centile Response Time for June 2025: Fast Facts

Rank in series to-date:	Change from May 2025	Change from June 2024
40th slowest	25 mins slower	14 mins faster

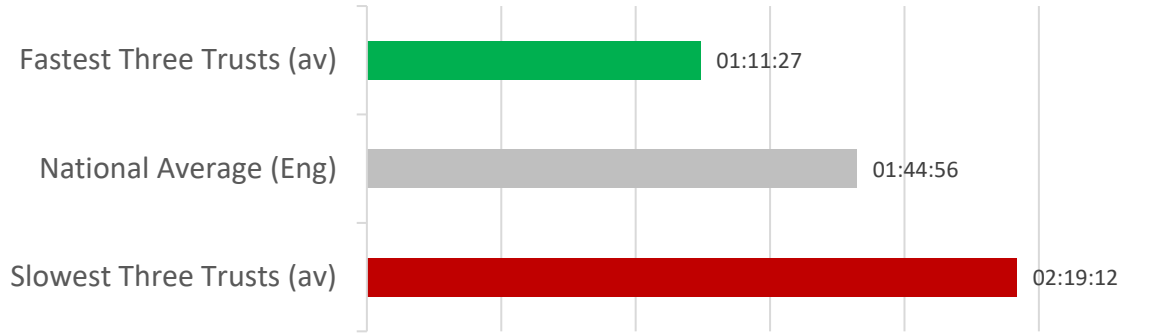Yellow areas show COVID waves in the UK: source ONS.

24. Range, Category-3 and Category-4 Response Time, June 2025

Differences in mean response times for outlying trusts are more pronounced for these categories. For Category-3 the difference between the fastest and slowest groups is over an hour, for Category-4 over 90-minutes. For the 90th Centile measure, the differences are over two-hours and well over-three hours respectively.
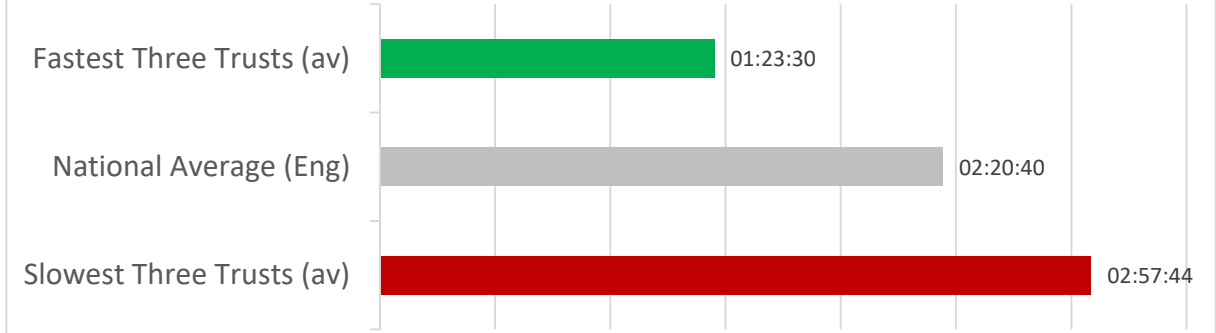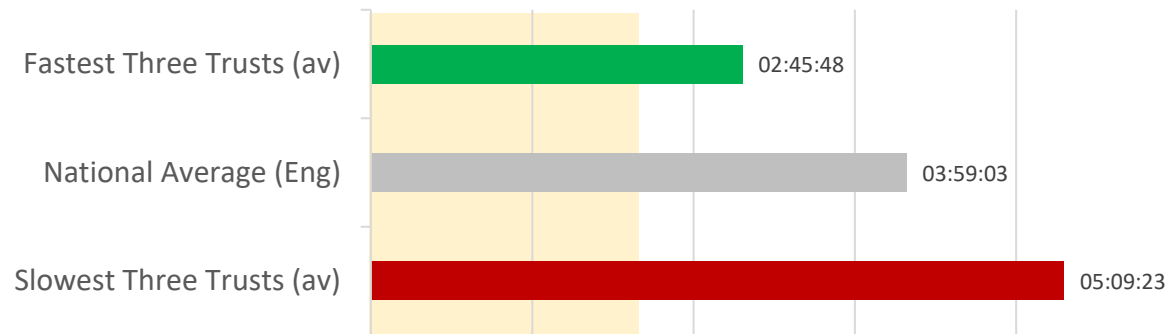
Cat-3 Mean Response Time (hh:mm:ss)   No NS

Fastest Three Trusts (av)	01:11:27
National Average (Eng)	01:44:56
Slowest Three Trusts (av)	02:19:12

Cat-4 Mean Response Time (hh:mm:ss)   No NS

Fastest Three Trusts (av)	01:23:30
National Average (Eng)	02:20:40
Slowest Three Trusts (av)	02:57:44

Cat-3 90th Centile Response Time (hh:mm:ss)   NS = 2 hours

Fastest Three Trusts (av)	02:45:48
National Average (Eng)	03:59:03
Slowest Three Trusts (av)	05:09:23

Cat-4 90th Centile Response Time (hh:mm:ss)   NS = 3 hours
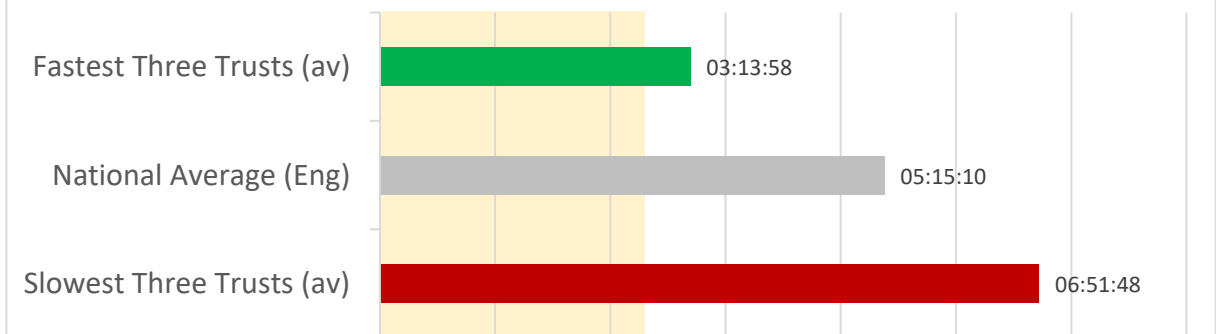
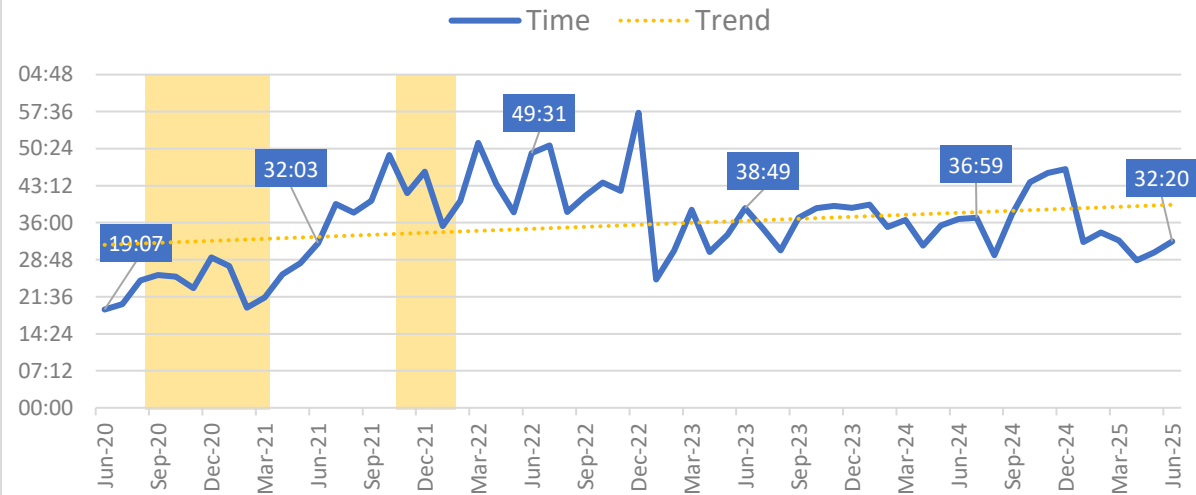|	
Fastest Three Trusts (av)	03:13:58
National Average (Eng)	05:15:10
Slowest Three Trusts (av)	06:51:48

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.
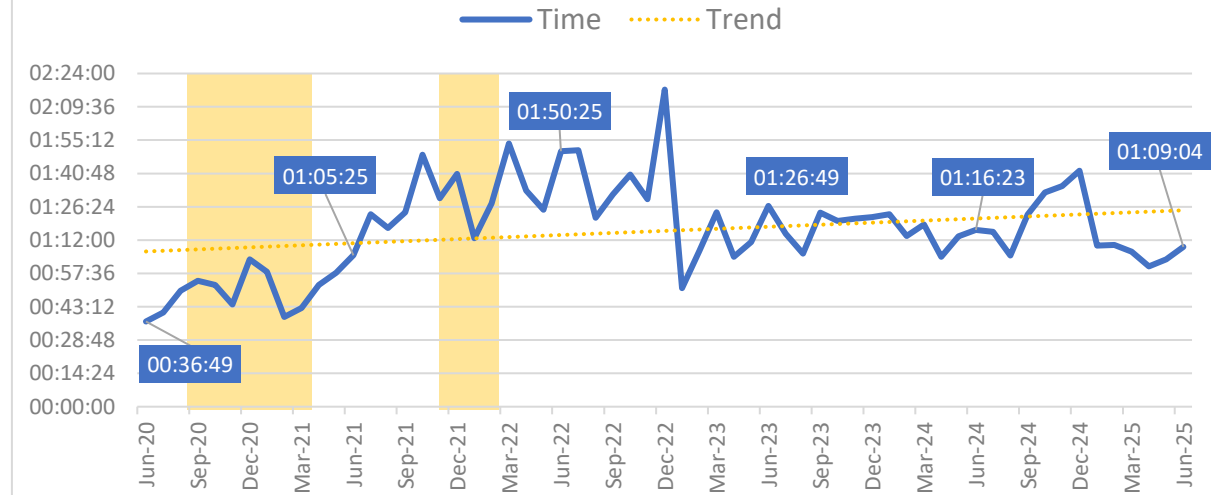
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Section 136 mean response-times again follow the pattern described above – a month-on-month increase but a year-on-year decrease since 2022. The latest month was the fastest time recorded for any June since 2022.

Mean S136 Response Time (mm:ss, A108)

Legend: —— Time ·········· Trend

Data labels: 19:07, 32:03, 49:31, 38:49, 36:59, 32:20

90th Centile S136 Response Time (hh:mm:ss, A109)

Legend: —— Time ·········· Trend

Data labels: 00:36:49, 01:05:25, 01:50:25, 01:26:49, 01:16:23, 01:09:04

Mean Response Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
39th slowest	2 mins slower	4 min faster

90th centile Response Time for June 2025: Fast Facts

Rank in series to-date:	Change from May 2025	Change from June 2024
39th slowest	5 mins slower	7 mins faster

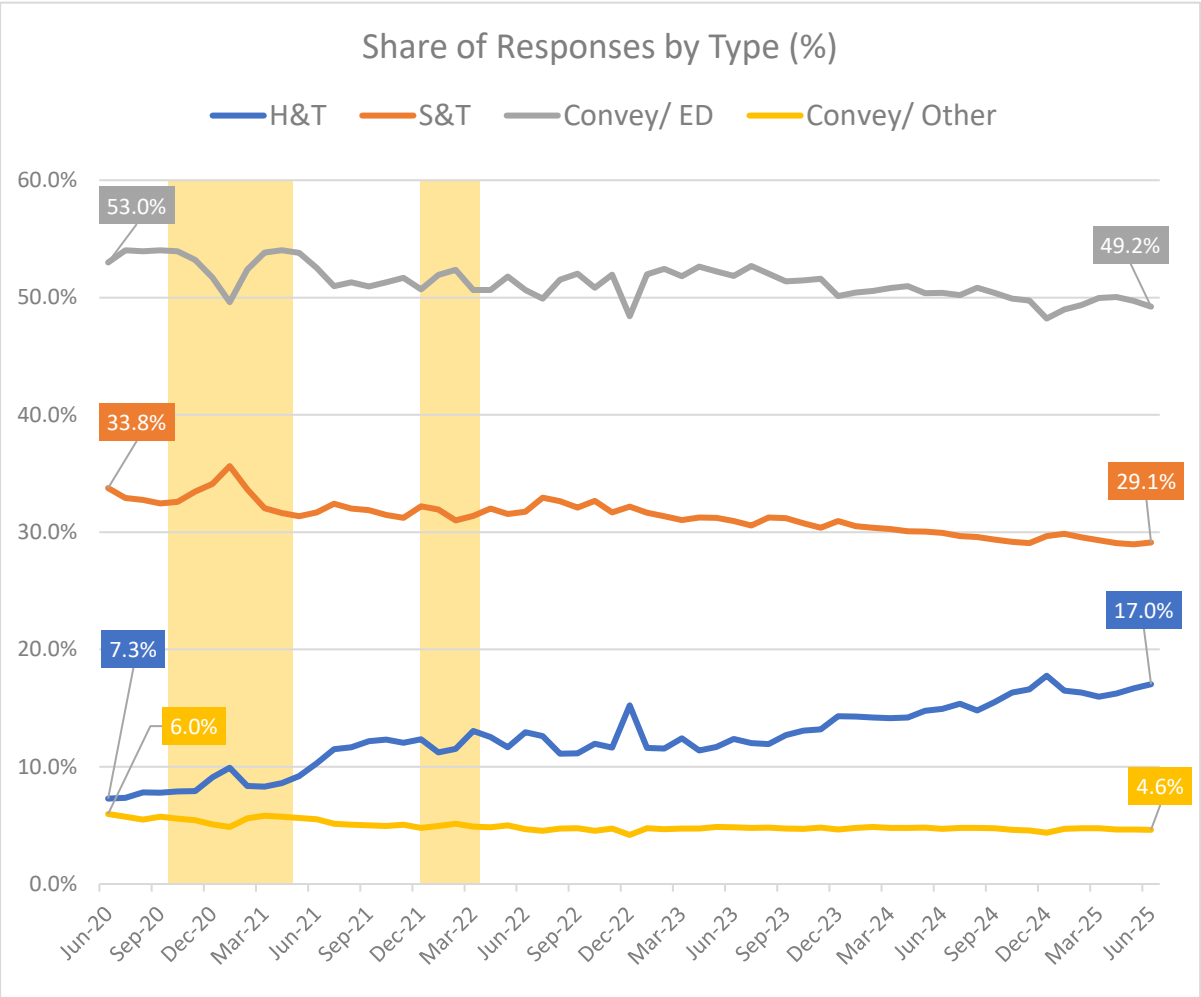Yellow areas show COVID waves in the UK: source ONS.

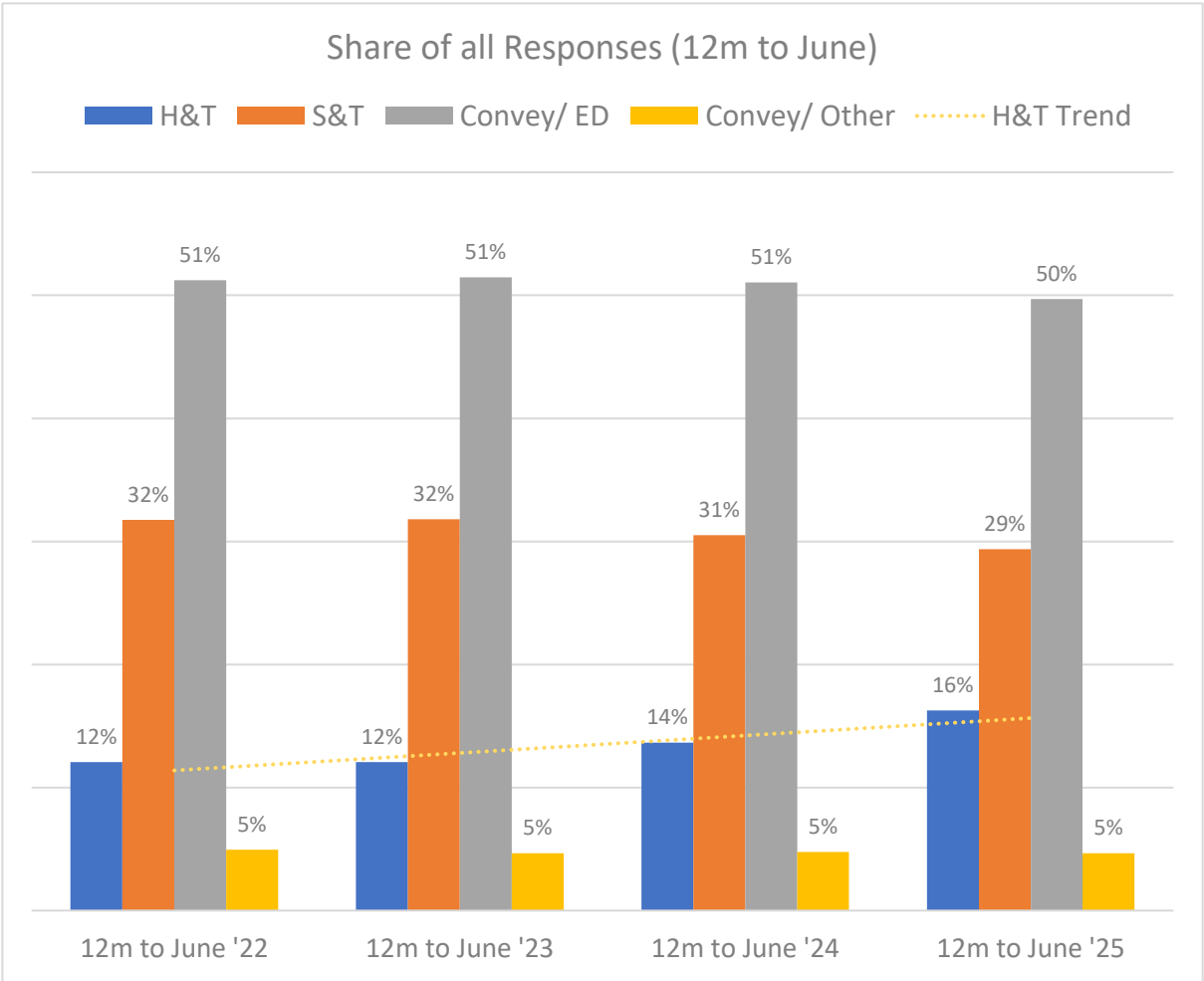# Section 3

Incidents by Response Outcome

- [Share of Response Outcomes](#)
- [Share of Responses, Range](#)
- [Hear and Treat](#)
- [Face to Face](#)
- [See and Treat](#)
- [Incidents with Transport to ED](#)
- [Incidents not with Transport to Destination other than ED](#)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hear-and-Treat responses accounted for 17-percent of outcomes in June, the second highest proportion on record (the highest being 17.8-percent in December 2024). Conveyance to Emergency Departments decreased to 49.2-percent, the fourth-lowest proportion since the start of 2022.

Share of Responses by Type (%)

Legend: H&T — S&T — Convey/ ED — Convey/ Other

Key data points: 53.0%, 33.8%, 7.3%, 6.0% (June '20); 49.2%, 29.1%, 17.0%, 4.6% (June '25)

Share of all Responses (12m to June)

Legend: H&T ■ S&T ■ Convey/ ED ■ Convey/ Other ■ H&T Trend ·····

	12m to June '22	12m to June '23	12m to June '24	12m to June '25
H&T	12%	12%	14%	16%
S&T	32%	32%	31%	29%
Convey/ ED	51%	51%	51%	50%
Convey/ Other	5%	5%	5%	5%

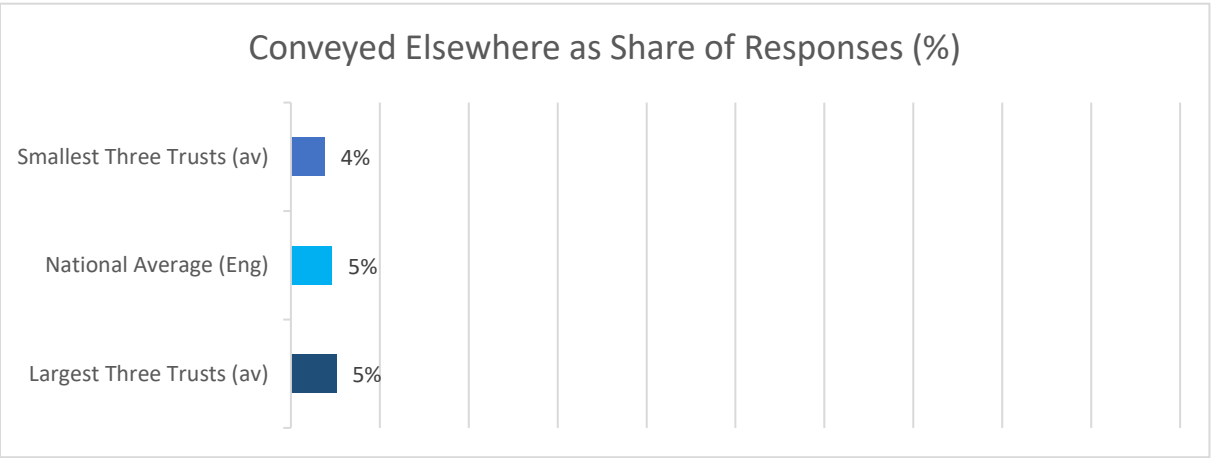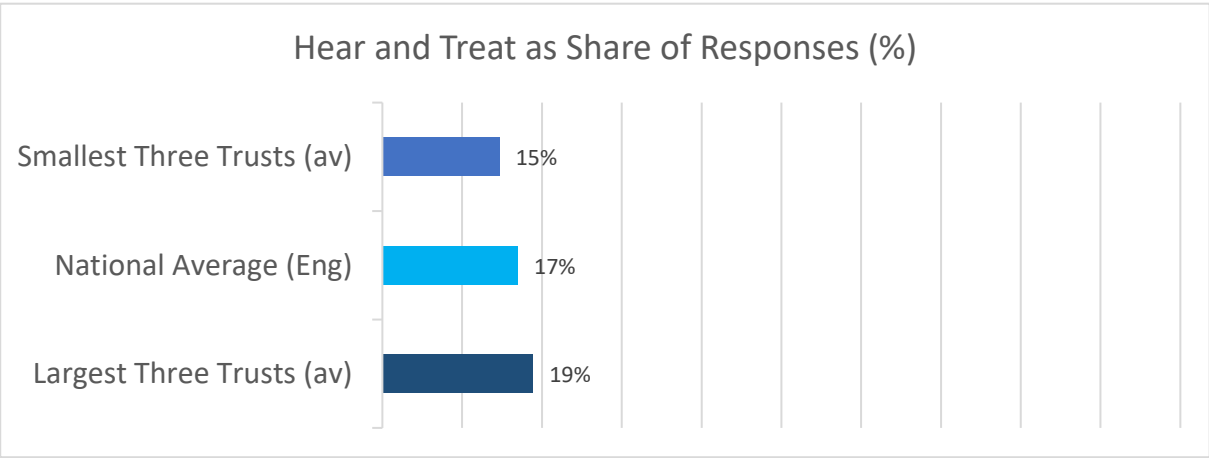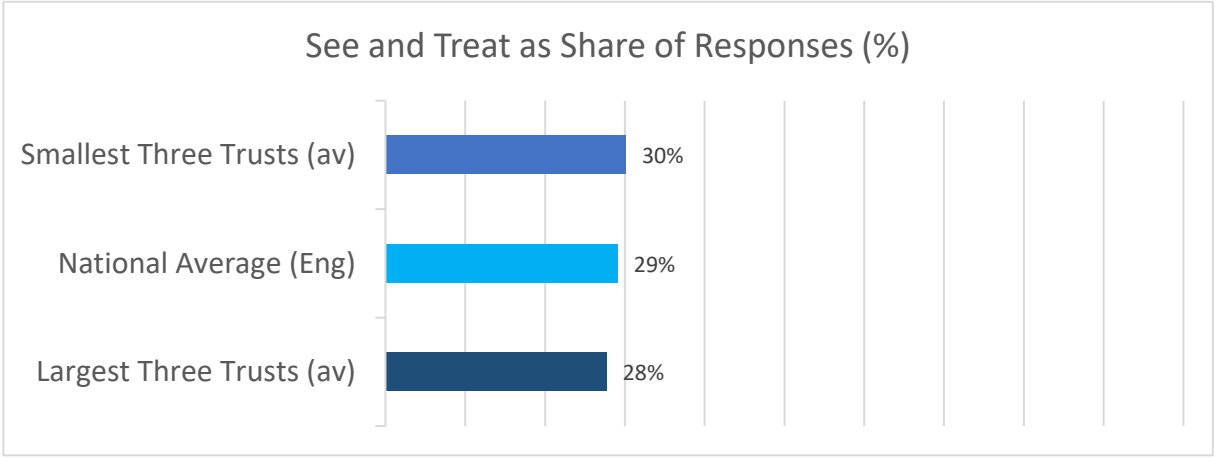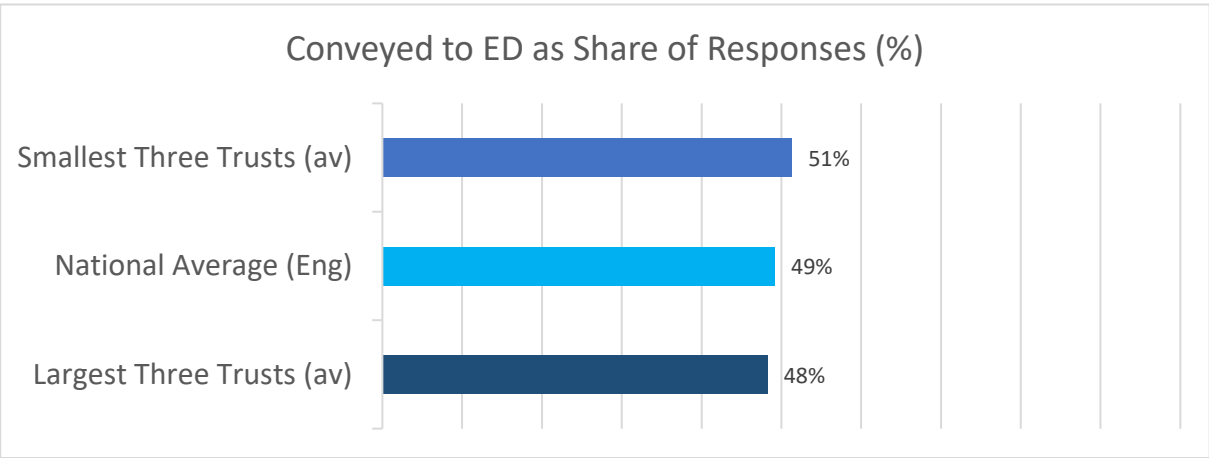Yellow areas show COVID waves in the UK: source ONS.

H&T = Hear and Treat, S&T = See and Treat

28. Range, Share of Response Outcomes, June 2025

Share of outcomes differ by trust, but to a lesser extent than some other measures reported here. Hear-and-Treat, for example, has a difference of four-percentage-points between the highest and lowest groups, Conveyance to Emergency Departments a difference of three-percentage-points.

Conveyed to ED as Share of Responses (%)

Smallest Three Trusts (av)	51%
National Average (Eng)	49%
Largest Three Trusts (av)	48%

See and Treat as Share of Responses (%)

Smallest Three Trusts (av)	30%
National Average (Eng)	29%
Largest Three Trusts (av)	28%

Hear and Treat as Share of Responses (%)

Smallest Three Trusts (av)	15%
National Average (Eng)	17%
Largest Three Trusts (av)	19%

Conveyed Elsewhere as Share of Responses (%)

|	
Smallest Three Trusts (av)	4%
National Average (Eng)	5%
Largest Three Trusts (av)	5%

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.

29. Hear and Treat (measure A17)

An average of 4,312 Hear-and-Treat outcomes were recorded each day in June, an increase from both the previous month and the previous June. The underlying trend is that of continued growth, the annualised data showing nearly half-a-million more H&T outcomes than in the same period in 2023.
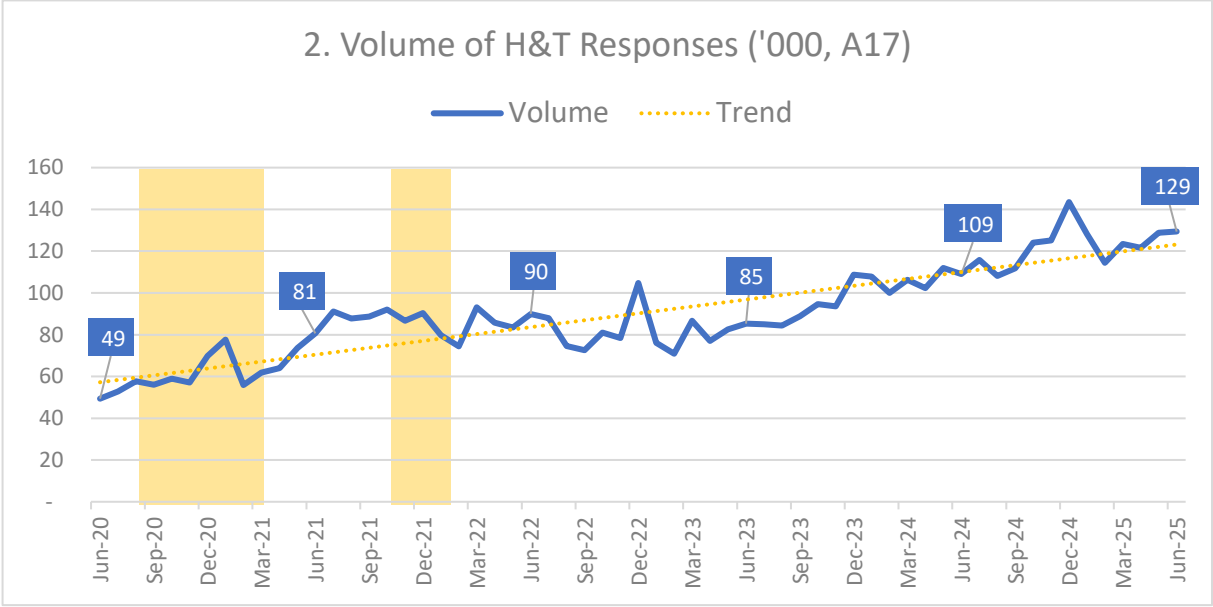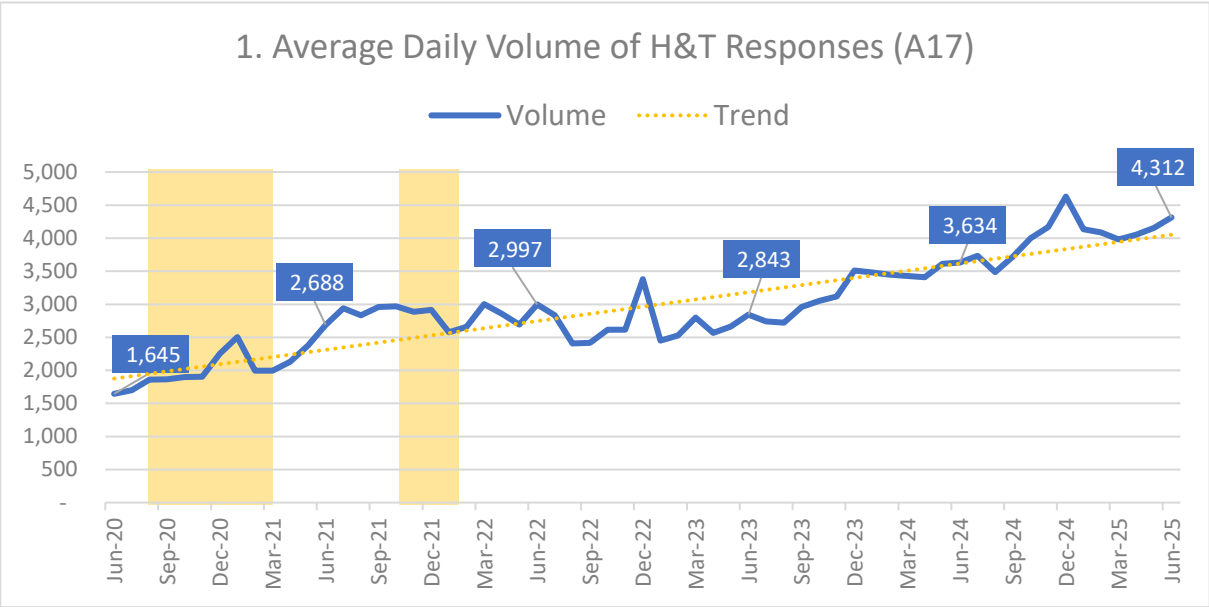
1. Average Daily Volume of H&T Responses (A17)

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

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
2nd highest	+159 outcomes	+678 outcomes

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

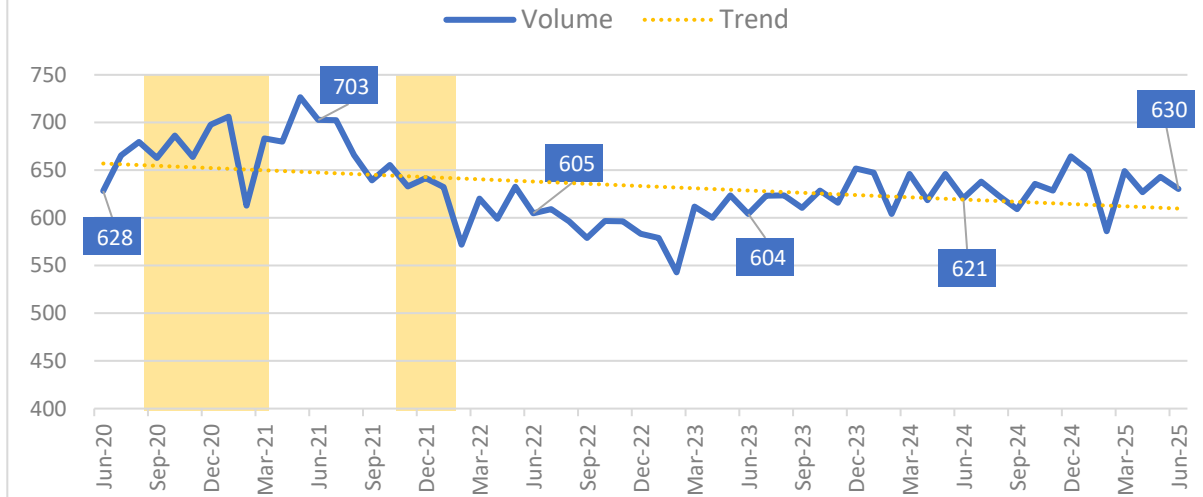## 3. Vol of H&T Responses in the 12 months to Jun ('000, A17)
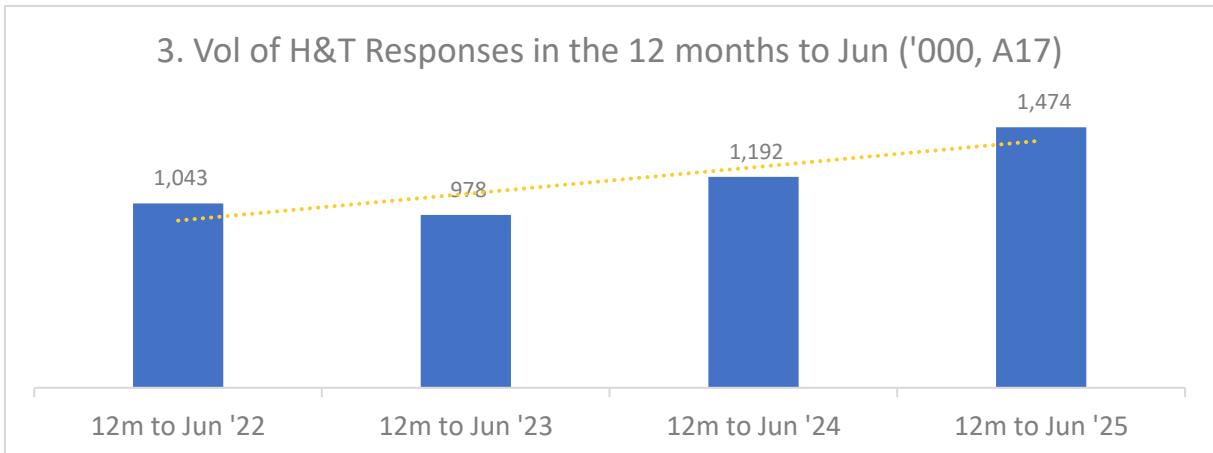
30. Face to Face (F2F, measure A56)

Face-to-Face outcomes increased in June, with an average of 21,009 each day. This is both an increase from May, and the highest average daily volume for any June since 2021. The trend over the last two years has been flatter, however, as can be seen in annualised data over this time.

1. Average Daily Volume of F2F Responses (A56)

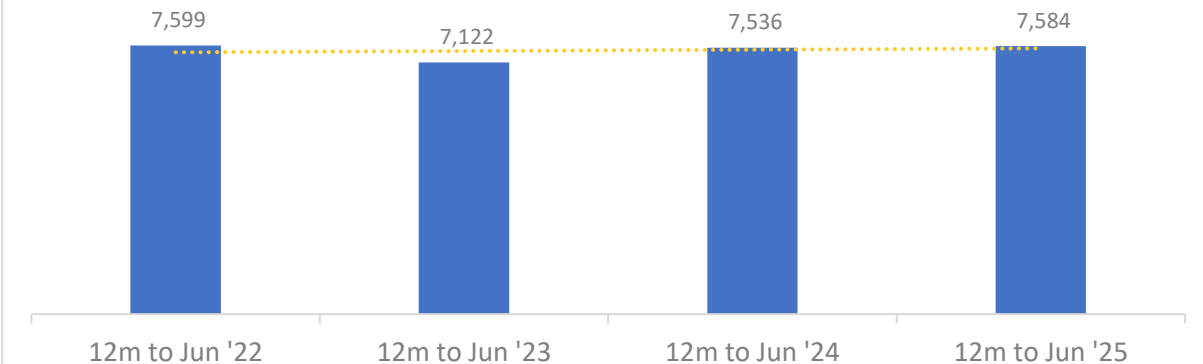Key values labelled: 20,940; 23,421; 20,163; 20,137; 20,684; 21,009
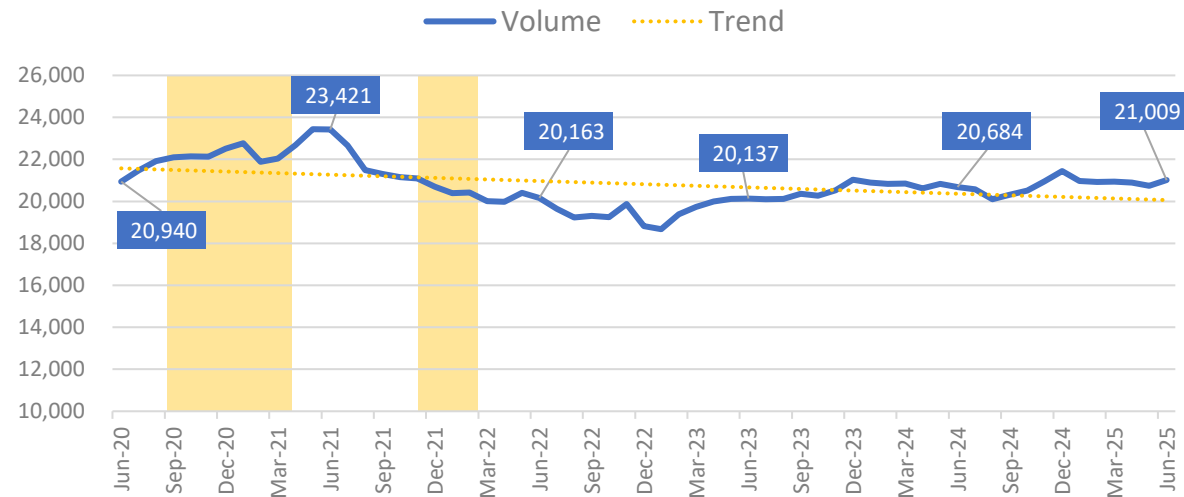
2. Volume of F2F Responses ('000, A56)

Key values labelled: 628; 703; 605; 604; 621; 630

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
43rd highest	+265 outcomes	+325 outcomes

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
7,599	7,122	7,536	7,584

31. See and Treat (measure A55)

See-and-Tree (S&T) outcomes also increased in June, with an average daily volume of 7,370 outcomes – again, the highest for any June since 2021. As with F2F incidents overall, the trend over the past two years has been flatter, dropping from 2,664-thousand to 2,660-thousand.
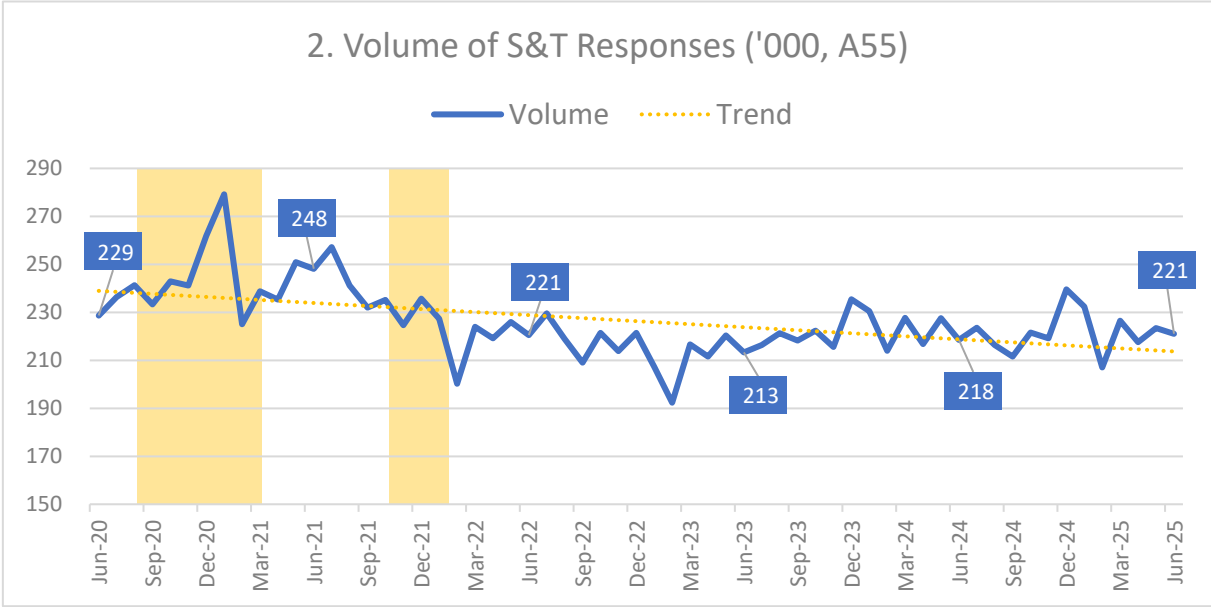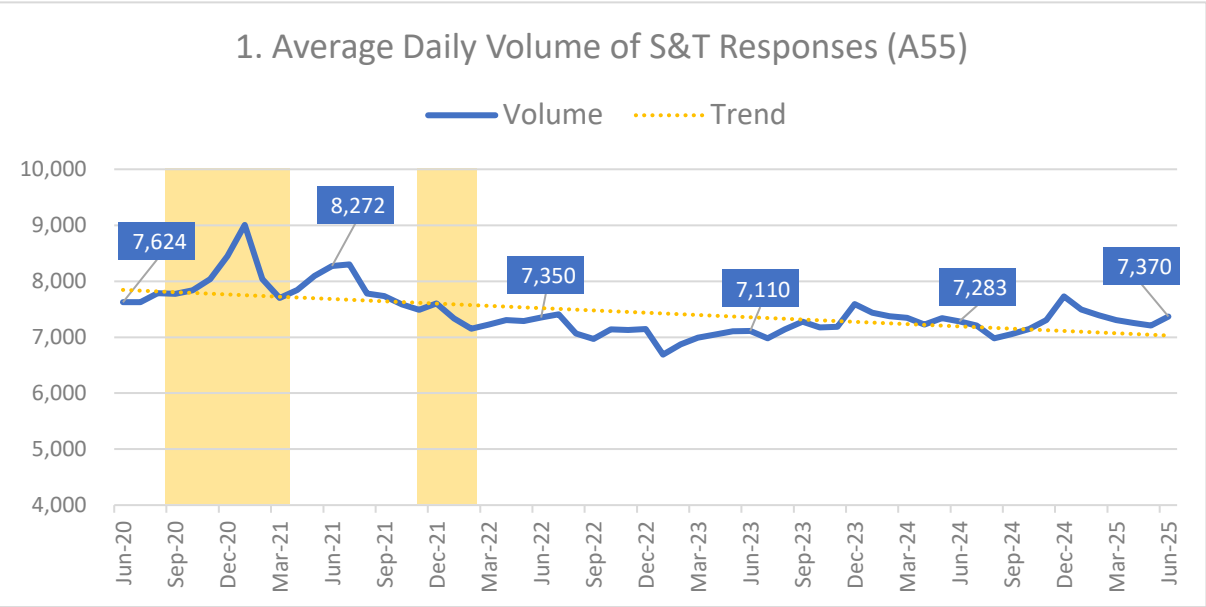
1. Average Daily Volume of S&T Responses (A55)

Volume — — — Trend

Data points: 7,624; 8,272; 7,350; 7,110; 7,283; 7,370

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

Volume — — — Trend

Data points: 229; 248; 221; 213; 218; 221

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
31st highest	+160 outcomes	+87 outcomes

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

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

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
2,743	2,576	2,664	2,660
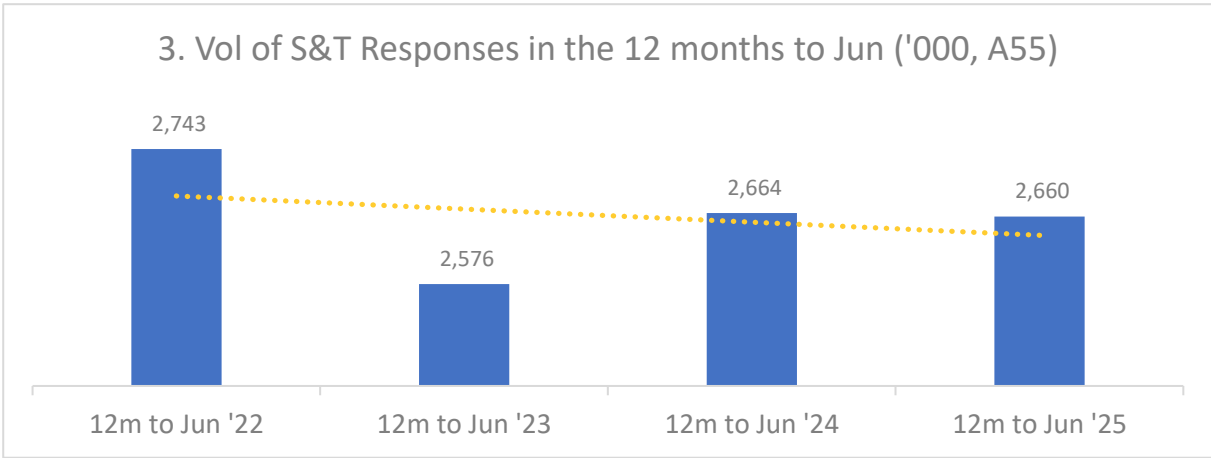
32. Conveyed/ Transported to Emergency Departments (measure A53)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

While the share of these outcomes has dropped in recent months (see page 28), the trend in average daily volume has seen an increase since December 2022. With 12,467 transports each day, the latest month has the highest volume for any June since 2021.

1. Average Daily Volume of Transport/ED Responses (A53)

— Volume ····· Trend

11,968 · 13,710 · 11,729 · 11,916 · 12,257 · 12,467

2. Volume of Transport/ED Responses ('000, A53)

— Volume ····· Trend

359 · 411 · 352 · 357 · 368 · 374

Average Daily Volume for June 2025: Fast Facts

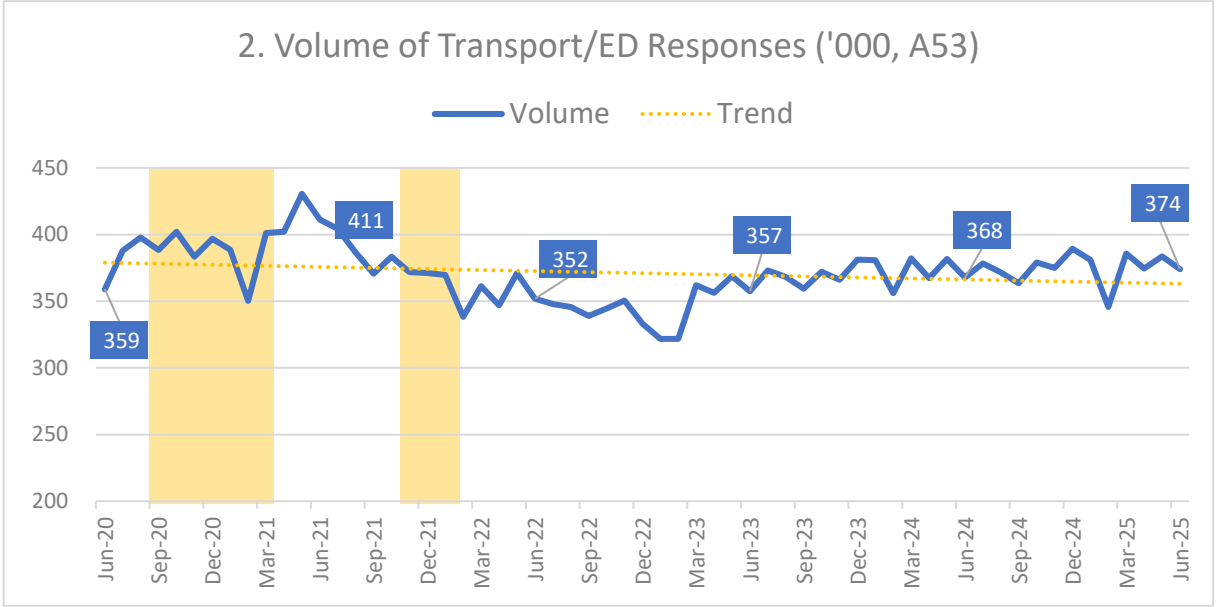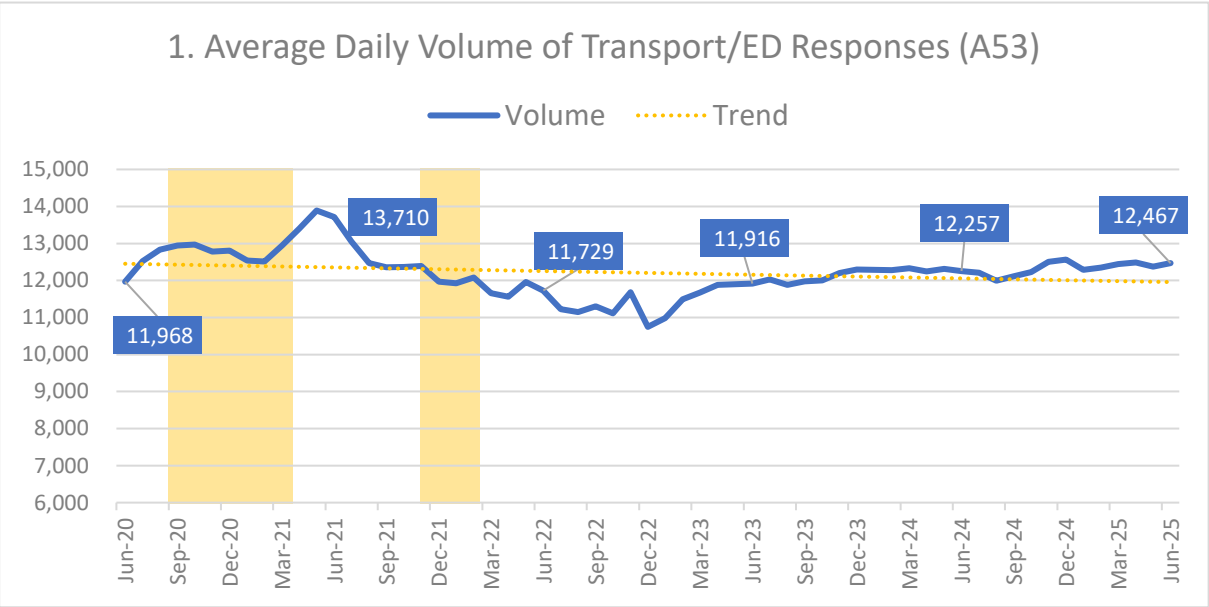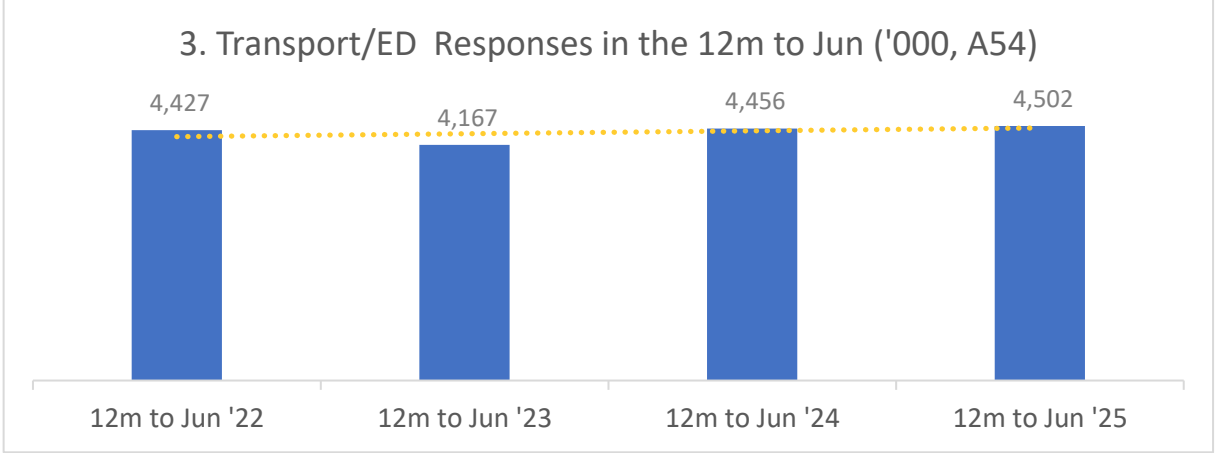| Rank in series to-date	Change from May 2025	Change from June 2024
43rd highest	+91 outcomes	+210 outcomes

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

3. Transport/ED Responses in the 12m to Jun ('000, A54)

4,427 · 4,167 · 4,456 · 4,502

| 12m to Jun '22 | 12m to Jun '23 | 12m to Jun '24 | 12m to Jun '25 |

33. Conveyed/ Transported to Destination other than ED (measure A54)

As with Transport-to-ED, outcomes where patients were transported elsewhere has seen a slow, but steady increase since late 2022, with the average daily figure returning the highest number for any June since 2021.
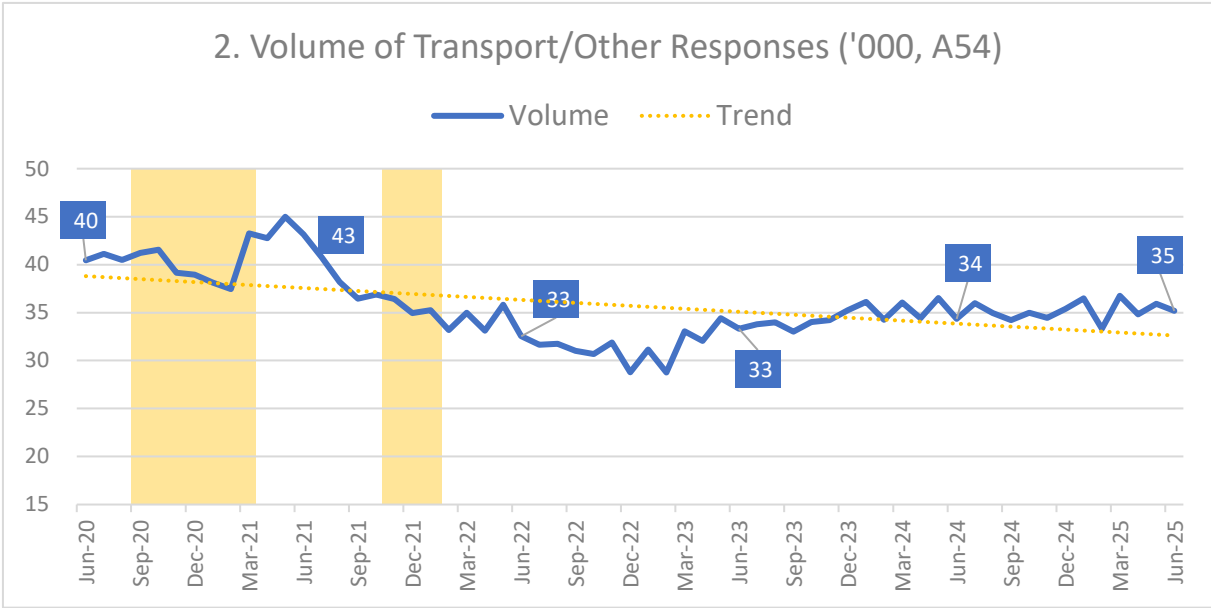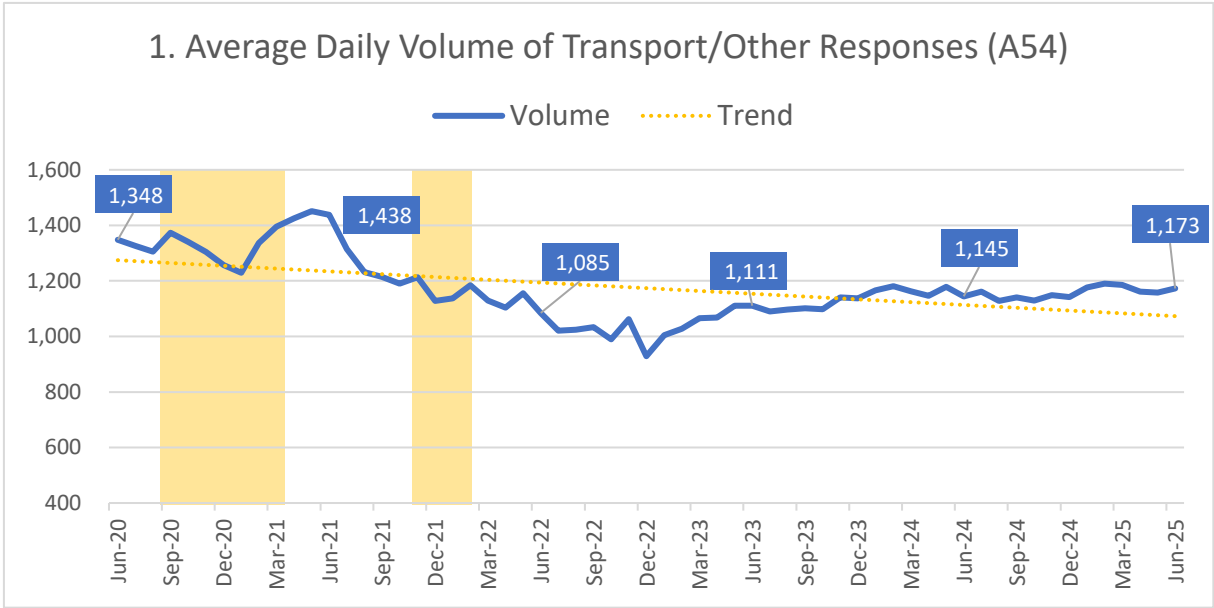
1. Average Daily Volume of Transport/Other Responses (A54)

Volume — — — Trend

Values labelled: 1,348; 1,438; 1,085; 1,111; 1,145; 1,173

2. Volume of Transport/Other Responses ('000, A54)

Volume — — — Trend

Values labelled: 40; 43; 33; 33; 34; 35

Average Daily Volume for June 2025: Fast Facts
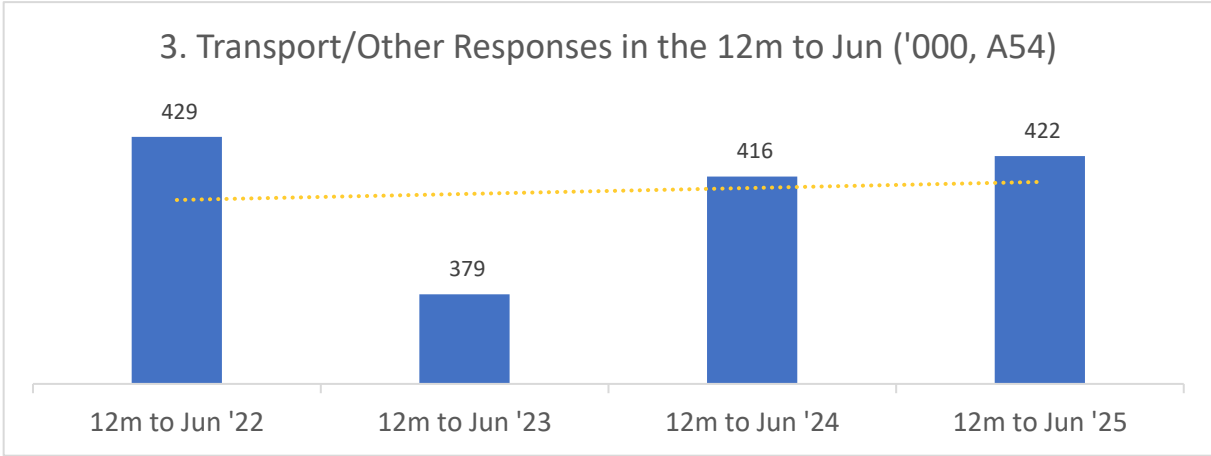
Rank in series to-date	Change from May 2025	Change from June 2024
52nd highest	+15 outcomes	+28 outcomes

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

3. Transport/Other Responses in the 12m to Jun ('000, A54)

12m to Jun '22	12m to Jun '23	12m to Jun '24	12m to Jun '25
429	379	416	422

Section 4

Turnaround Times and Patient Handover Delays

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

Mean turnaround time has been getting faster since December (a seasonal trend for the past three years), reaching the fastest time for any June since 2021. Conversely, Time-to-Clear has increased slightly from December 2024 but is remains below the 16-minute-plus seen for most other Junes to-date.

Mean Turnaround Time (hh:mm:ss)

Mean Turnaround Time — Trend

Values labelled: 00:32:39, 00:38:22, 00:55:14, 00:43:04, 00:48:03, 00:42:24, Dec-24, 00:57:42

Mean Time to Clear (hh:mm:ss)

Mean Handover Complete to Time to Clear — Trend

Values labelled: 00:16:33, 00:17:03, 00:16:15, 00:16:40, 00:15:24, 00:15:26, Dec-24, 00:13:42
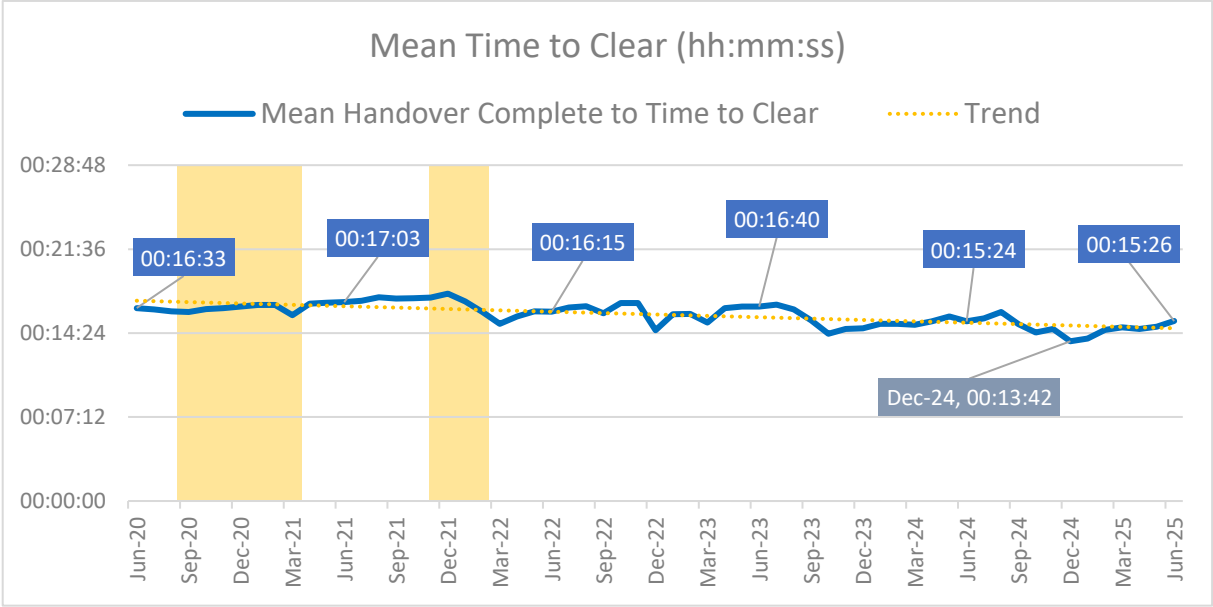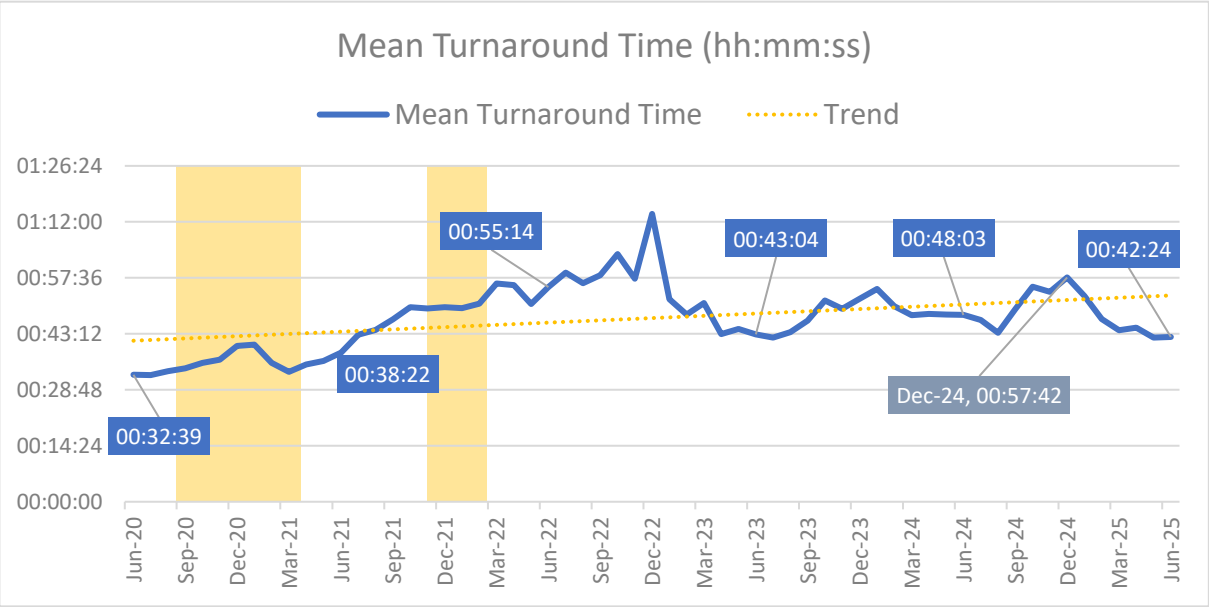
Mean Turnaround Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
37th fastest	12 secs slower	6 mins faster

Mean "Time to Clear" for June 2025: Fast Facts

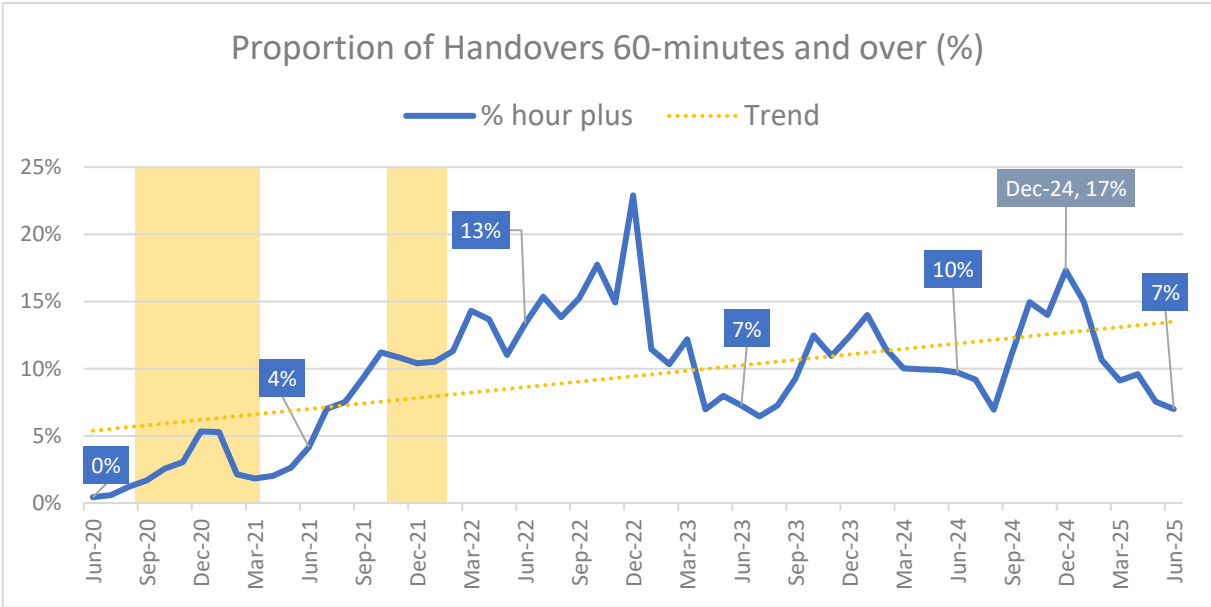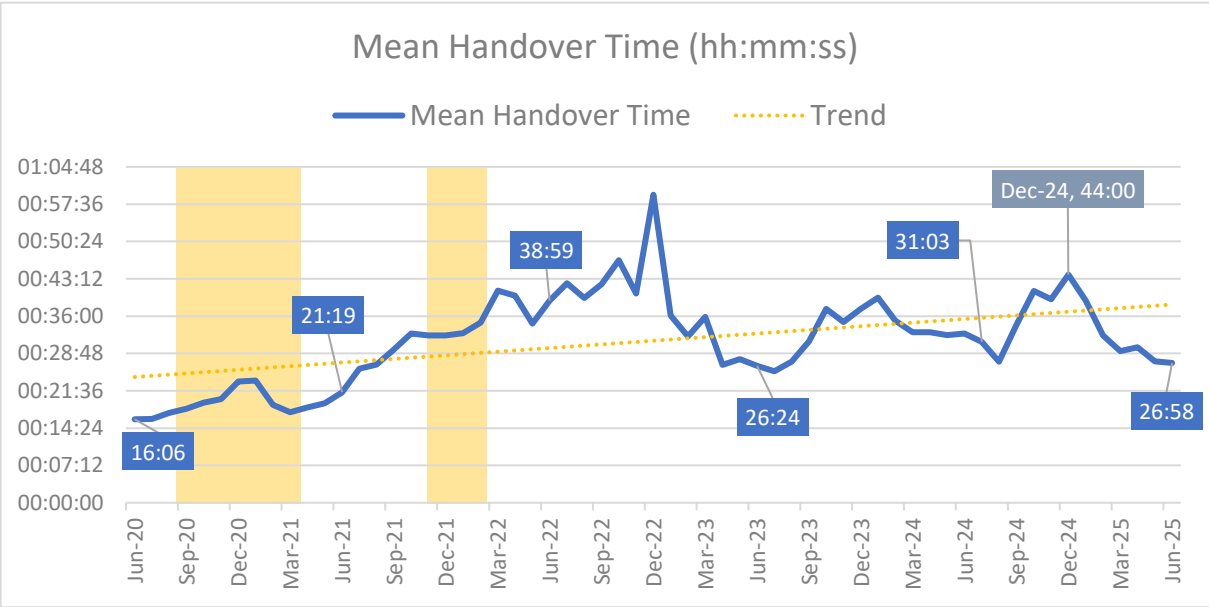| Rank in series to-date:	Change from May 2025	Change from June 2024
21st fastest	29 secs slower	2 secs slower

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

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Mean handover time has decreased since Dec, is six-minutes faster than June 2024 but 34-seconds slower than June 2023. Share of hour-plus handovers follow a similar pattern. The coming months will show whether these trends will continue to follow established seasonal patterns against the increasing adoption of W45.

Mean Handover Time (hh:mm:ss)
— Mean Handover Time ····· Trend
Labels: 16:06, 21:19, 38:59, 26:24, 31:03, Dec-24, 44:00, 26:58

Proportion of Handovers 60-minutes and over (%)
— % hour plus ····· Trend
Labels: 0%, 4%, 13%, 7%, 10%, Dec-24, 17%, 7%

Mean Handover Time for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
36th fastest	17 secs faster	6 mins faster

60 minute-plus Handovers June 2025: Fast Facts

Rank in series to-date:	Change from May 2025	Change from June 2024
34th highest	-0.6 pp	-2.7 pp

Yellow areas show COVID waves in the UK: source ONS.
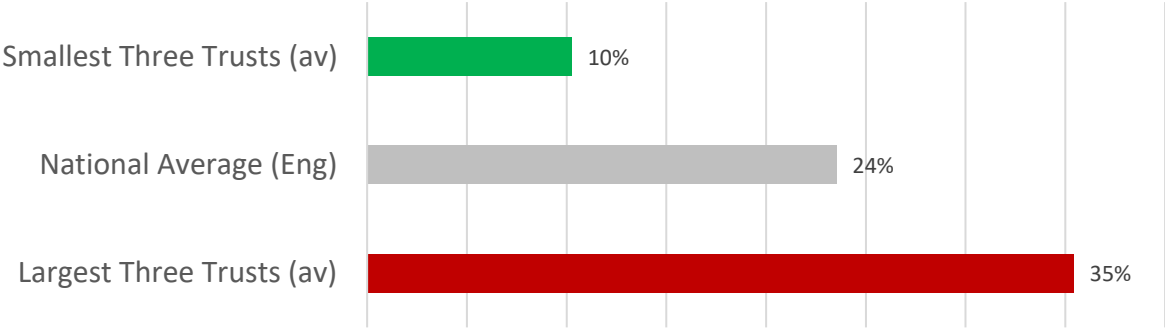
** "pp" = "percentage points"

37. Range, Turnarounds and Handover Time, June 2025

Variation in turnaround time is over 16-minutes between the slowest and fastest trusts, time to clear is 14-minutes. For the proportion handovers exceeding 30-minuntes the difference is 25-percentage-points, for hour-plus handovers 15-percentage points.
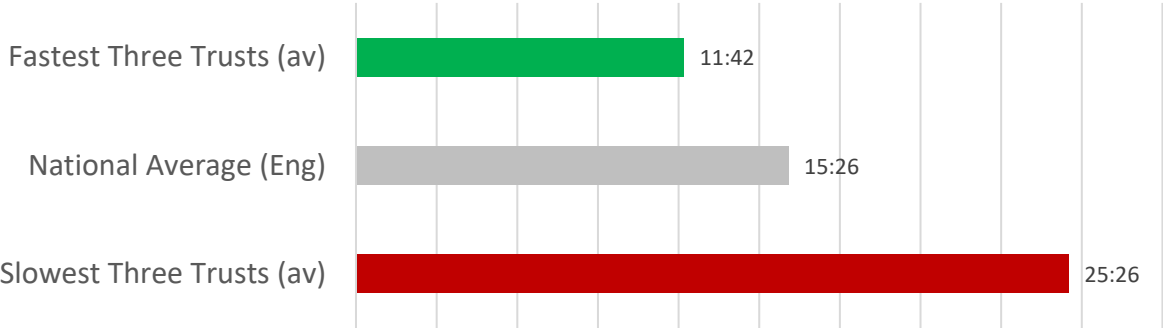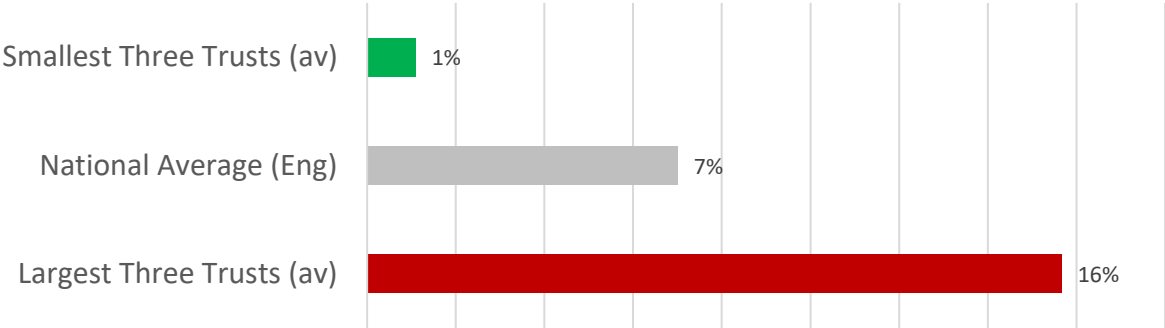
Mean Turnaround Time (hh:mm:ss)

Fastest Three Trusts (av)	00:37:55
National Average (Eng)	00:42:24
Slowest Three Trusts (av)	00:54:32

Percent of Handovers Thirty Minutes and Over

Smallest Three Trusts (av)	10%
National Average (Eng)	24%
Largest Three Trusts (av)	35%

Mean Time to Clear (mm:ss)

Fastest Three Trusts (av)	11:42
National Average (Eng)	15:26
Slowest Three Trusts (av)	25:26

Percent of Handovers Sixty Minutes and Over

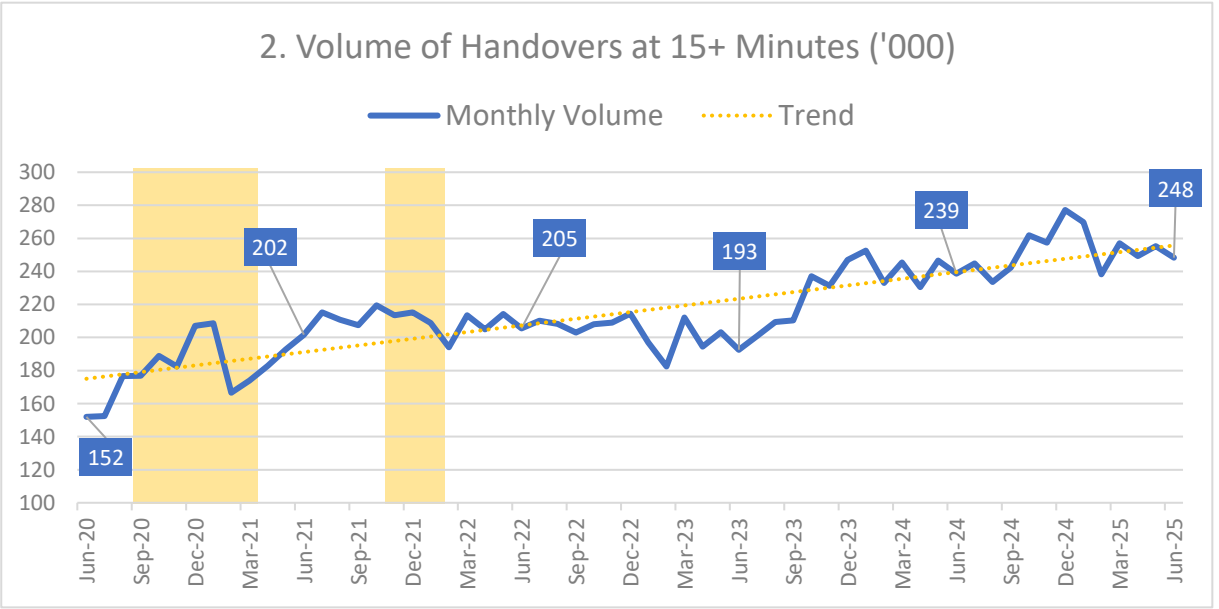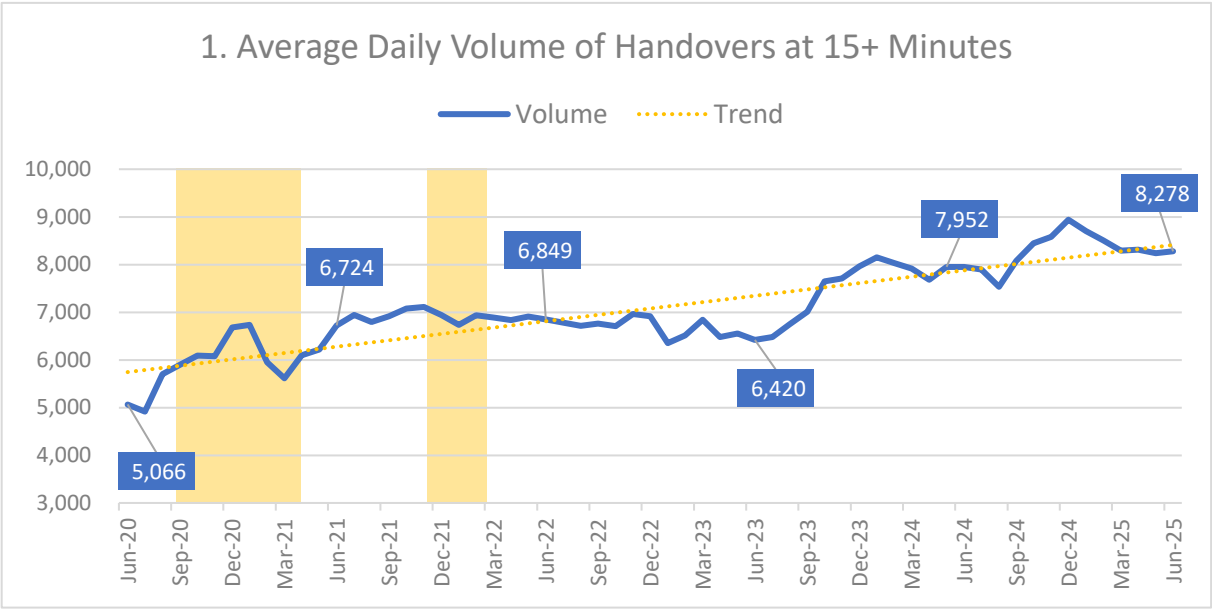|	
Smallest Three Trusts (av)	1%
National Average (Eng)	7%
Largest Three Trusts (av)	16%

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.

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Volume of handovers of 15-minutes or longer continue to grow over time, but the short-term trend has seen numbers drop since December. Nonetheless, the average daily volume of these delays was the 8th highest to-date, and the highest for any June on record.
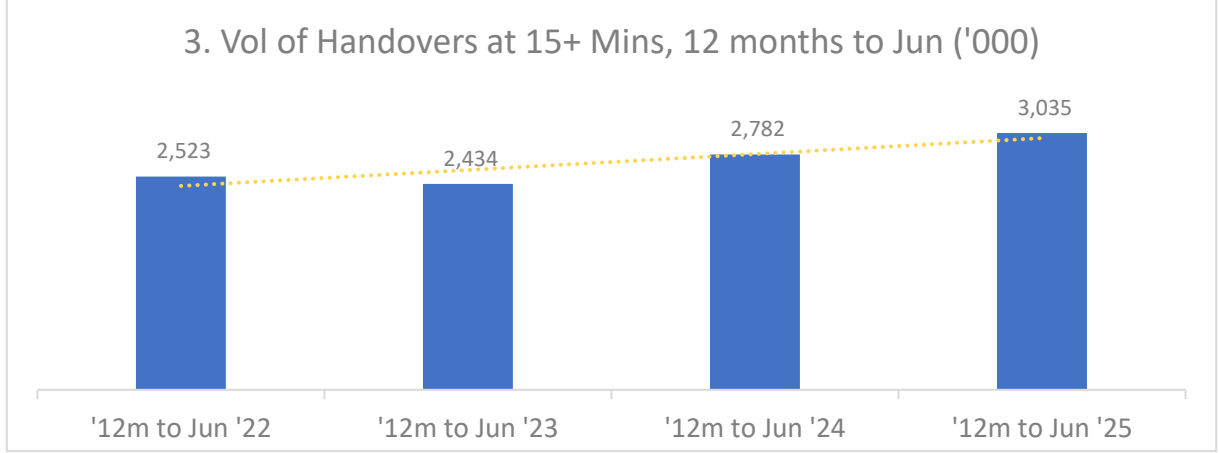
1. Average Daily Volume of Handovers at 15+ Minutes

Legend: —— Volume ······ Trend

Data points: 5,066; 6,724; 6,849; 6,420; 7,952; 8,278

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

Legend: —— Monthly Volume ······ Trend

Data points: 152; 202; 205; 193; 239; 248

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
8th highest	+42 delays	+325 delays

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

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

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
2,523	2,434	2,782	3,035

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours lost to 15-minute delays have dropped compared with May, and June 2024 – this is a cumulative figure, and reflects the fall in longer handovers (see below). Nonetheless, there were 1.7-million hours lost over the past 12-months, the greatest volume lost over the past four years.
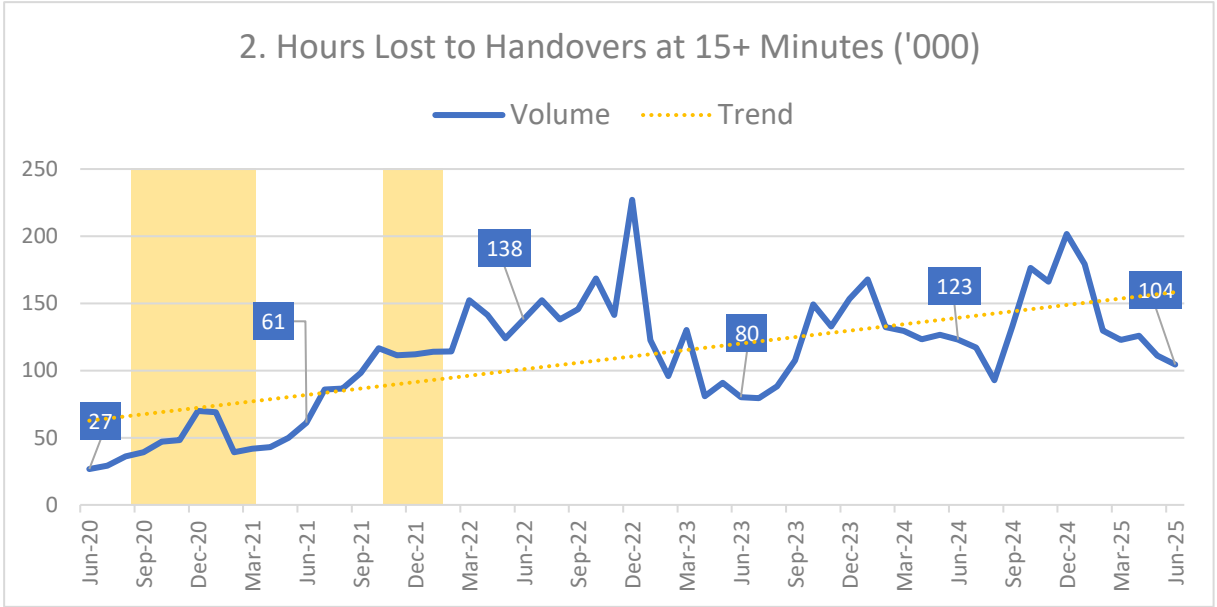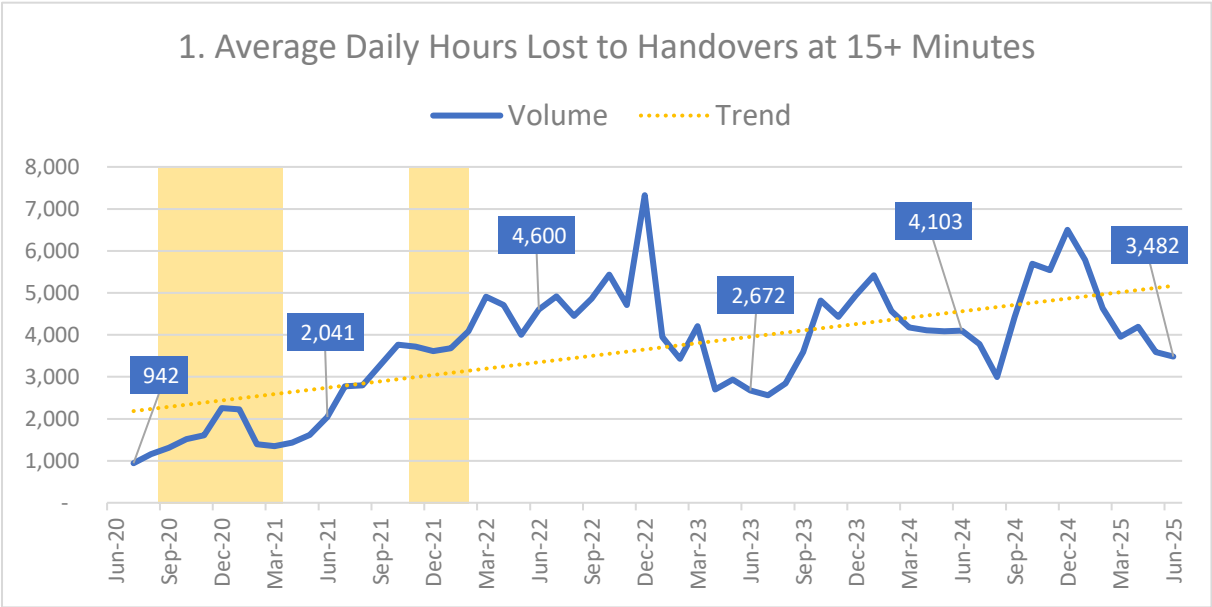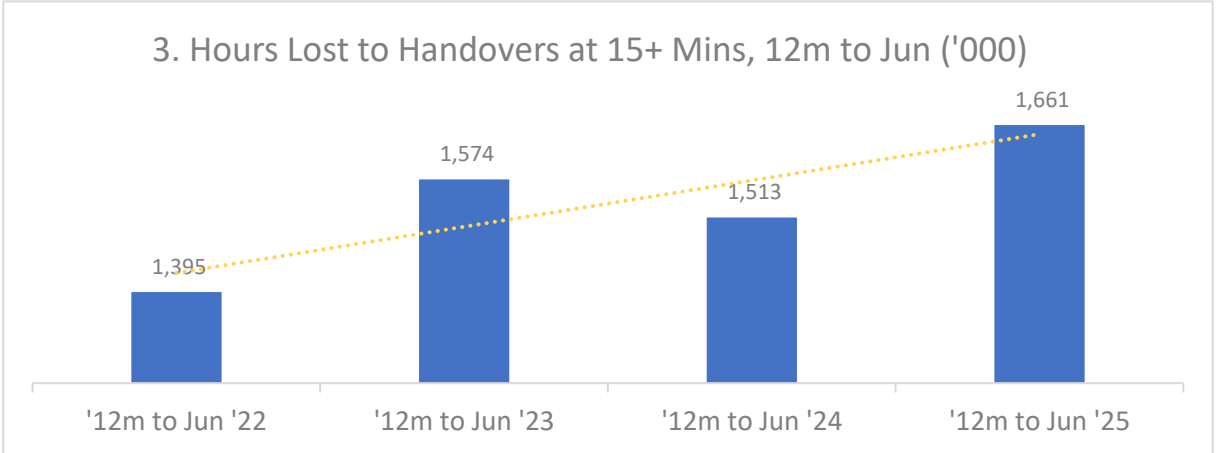
1. Average Daily Hours Lost to Handovers at 15+ Minutes

— Volume ····· Trend

Data labels: 942, 2,041, 2,672, 4,600, 4,103, 3,482

2. Hours Lost to Handovers at 15+ Minutes ('000)

— Volume ····· Trend

Data labels: 27, 61, 80, 138, 123, 104

Monthly Hours Lost for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
38th highest	-106 hours	-621 hours

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

3. Hours Lost to Handovers at 15+ Mins, 12m to Jun ('000)

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
1,395	1,574	1,513	1,661

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

The daily volume of handover delays of 30-minutes or longer was fewer than in May, or June 2024 – but 708 more than in June 2023. Again, despite a steady (seasonal) drop from December, the long-term trend is that of increase, with 1.3-million over the past 12-months, 137-thousand more than the previous period.

1. Average Daily Volume of Handovers at 30+ Minutes

Volume ——— Trend ·········

Data points labelled: 686, 1,883, 3,064, 2,333, 3,315, 3,041

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

Volume ——— Trend ·········

Data points labelled: 21, 57, 92, 70, 99, 91

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
29th highest	-103 delays	-273 delays

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

3. Volume of Handovers at 30+ Mins, 12m to Jun ('000)

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
1,025	1,082	1,178	1,315

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

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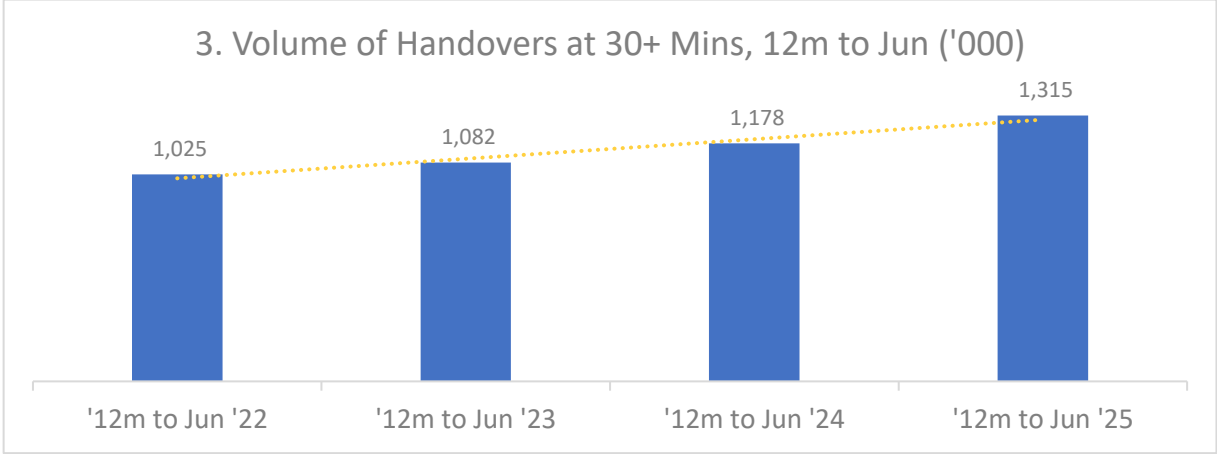
Volume of hours lost to these delays has halved since December, but remain comparatively high. There were 2,071 hours lost each day to 30-minute-plus handover delays in June 2025, and 1.2-million hours in most recent 12-months – the greatest for any of the most recent four periods.

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

— Volume ···· Trend

Values labelled on chart: 153, 924, 3,304, 2,662, 2,071, 1,578

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

— Volume ···· Trend

Values labelled on chart: 5, 28, 99, 47, 80, 62

Monthly Hours Lost for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
39th highest	-89 hours	-592 hours

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

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

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
932	1,129	1,009	1,156

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hour-plus delays follow the pattern seen above: decrease in volume since December, but a long-term increase with the highest volume for a 12m-to-June period to-date.

1. Average Daily Volume of Handovers at 60+ Minutes
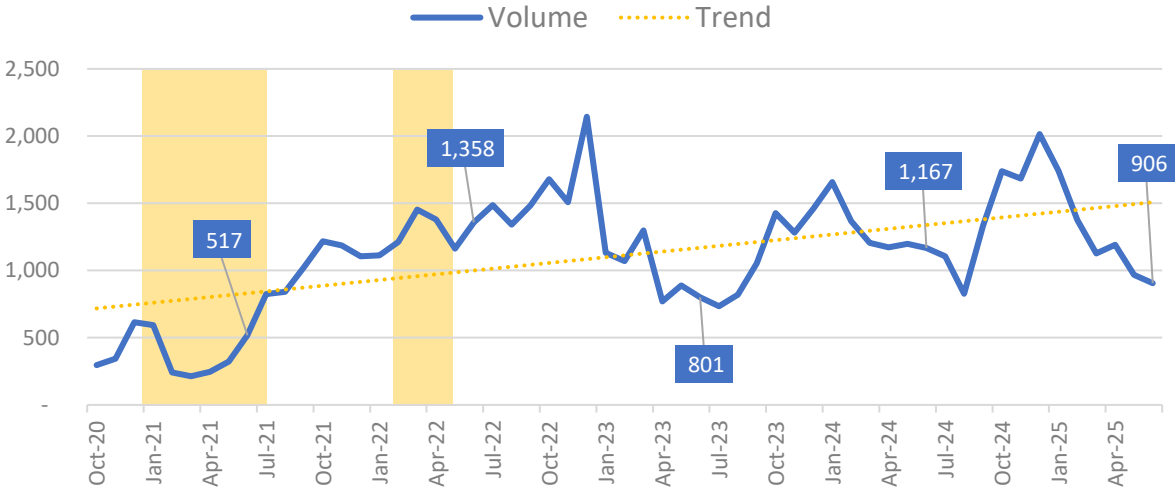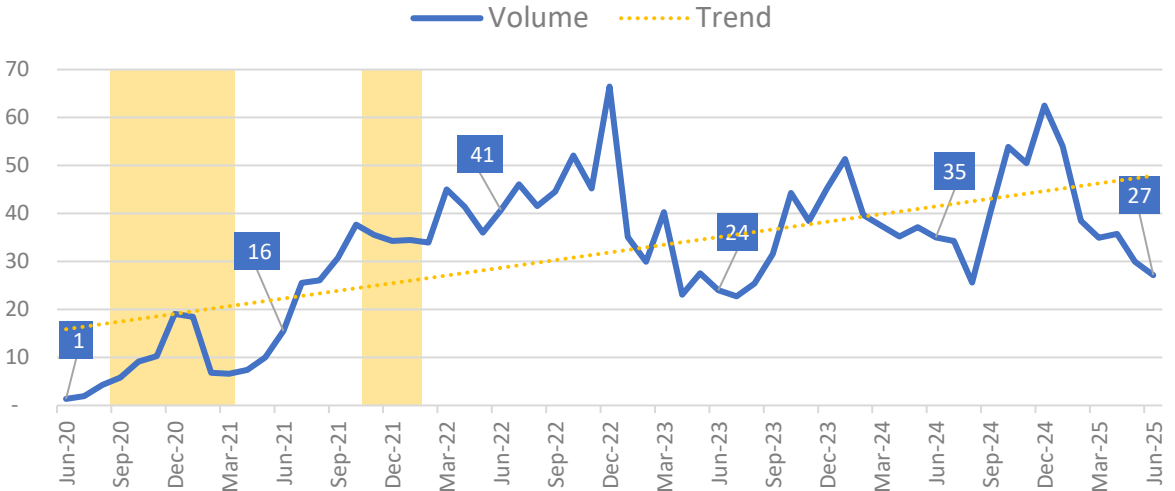
Legend: — Volume ···· Trend

Labelled values: 517, 1,358, 801, 1,167, 906

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

Legend: — Volume ···· Trend

Labelled values: 1, 16, 41, 24, 35, 27

Average Daily Volume for June 2025: Fast Facts

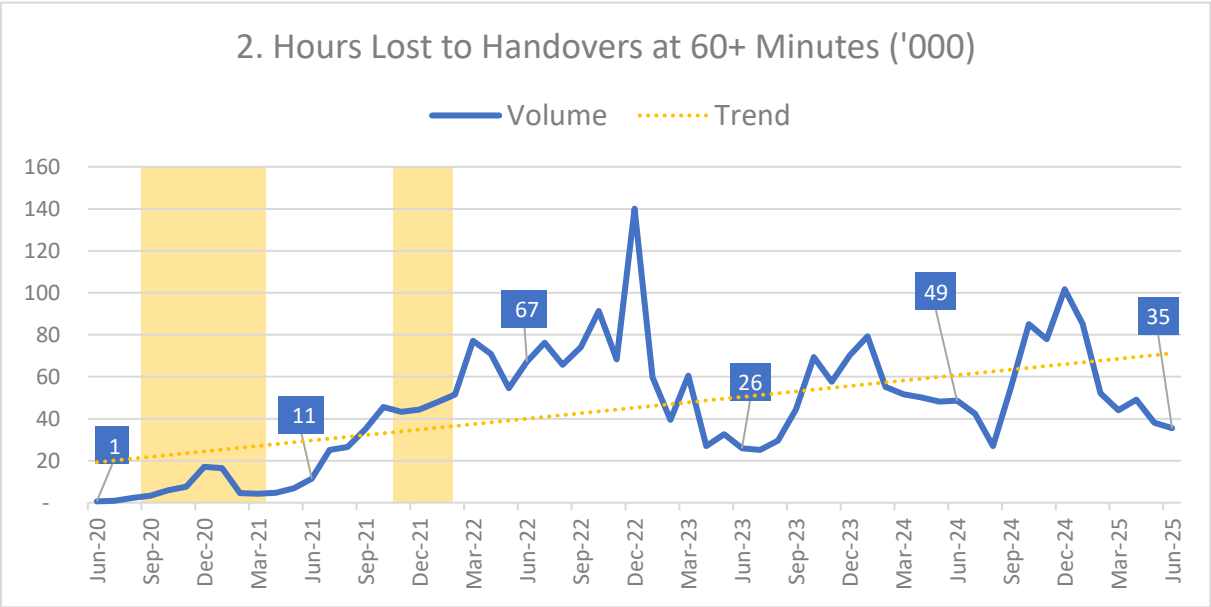| Rank in series to-date	Change from May 2025	Change from June 2024
40th highest	-61 delays	-262 delays

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

3. Volume of Handovers at 60+ Mins, 12m to Jun ('000)

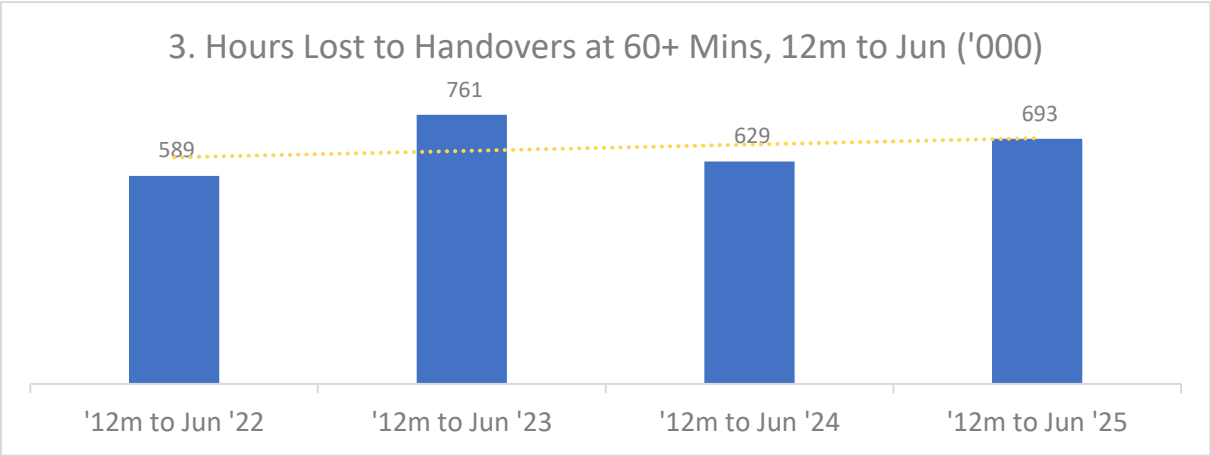| '12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
422	476	444	487
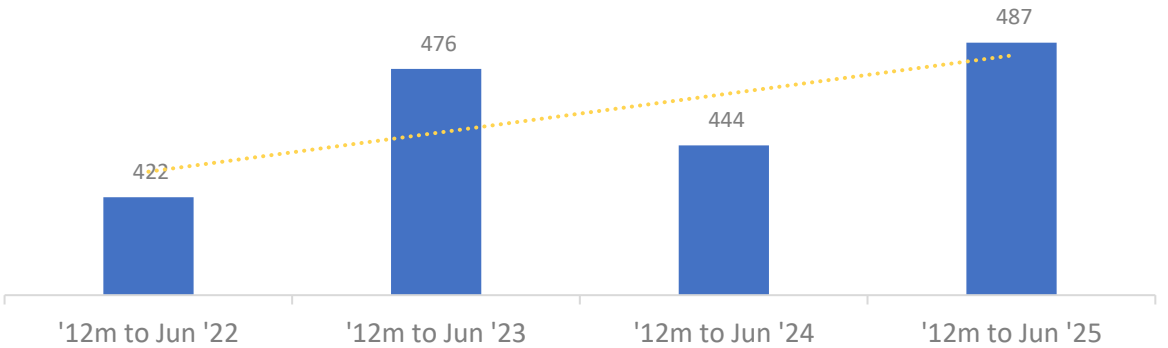
43. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

Hours lost to hour-plus delays have halved since December, are lower than June 2024 but higher than June 2023 – again repeating the pattern above. One difference, however, are the annualised data – the latest period is not the highest seen to-date, but second highest after the 2023 total.

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

Legend: Volume, Trend. Data labels: 21, 382, 2,236, 862, 1,619, 1,181

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

Legend: Volume, Trend. Data labels: 1, 11, 67, 26, 49, 35

Monthly Hours Lost for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
39th highest	-49 hours	-438 hours

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

3. Hours Lost to Handovers at 60+ Mins, 12m to Jun ('000)

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
589	761	629	693

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

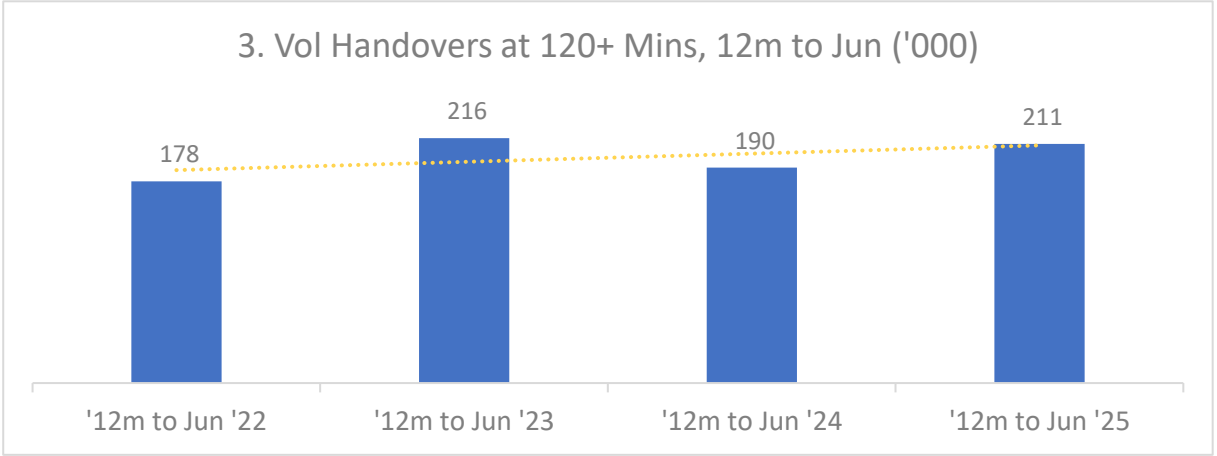Two-hour-plus delays have more than halved since December, and again, the average daily volume is lower than June 2024 but higher than June 2023. While the annualised data, show a flatter trend than elsewhere, the latest period nonetheless has the second highest volume of the last four years.
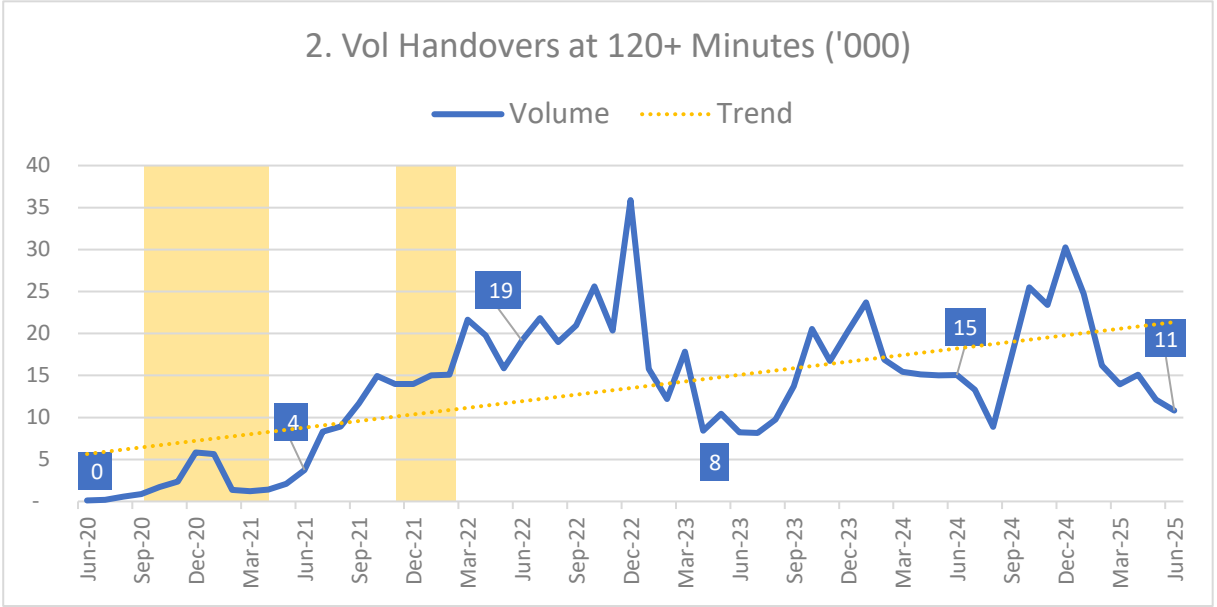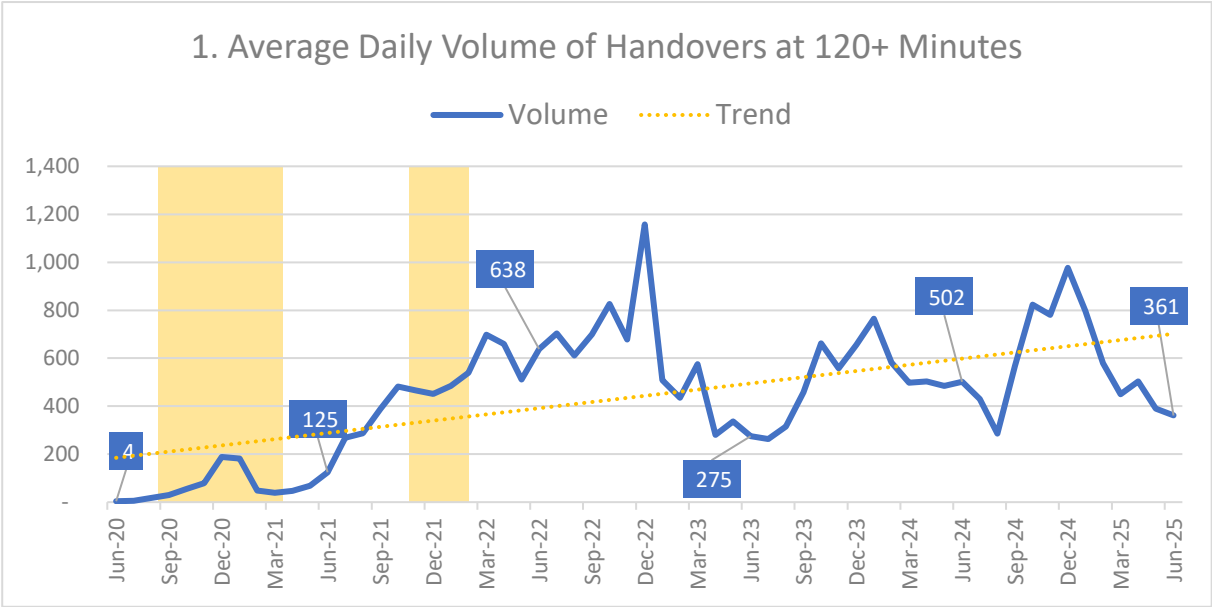
1. Average Daily Volume of Handovers at 120+ Minutes

— Volume ····· Trend

Data labels: 4, 125, 275, 638, 502, 361

2. Vol Handovers at 120+ Minutes ('000)

— Volume ····· Trend

Data labels: 0, 4, 8, 19, 15, 11

Average Daily Volume for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
40th highest	-29 delays	-140 delays

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

3. Vol Handovers at 120+ Mins, 12m to Jun ('000)

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
178	216	190	211

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

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The average daily number of hours lost to two-hour-plus delays is a third of that recorded in December, but again follows the established pattern: an improvement compared with June 2024 but more delays than June 2023, with the annualised total at its second highest in four years.

1. Average Daily Hours Lost to Handovers at 120+ Minutes
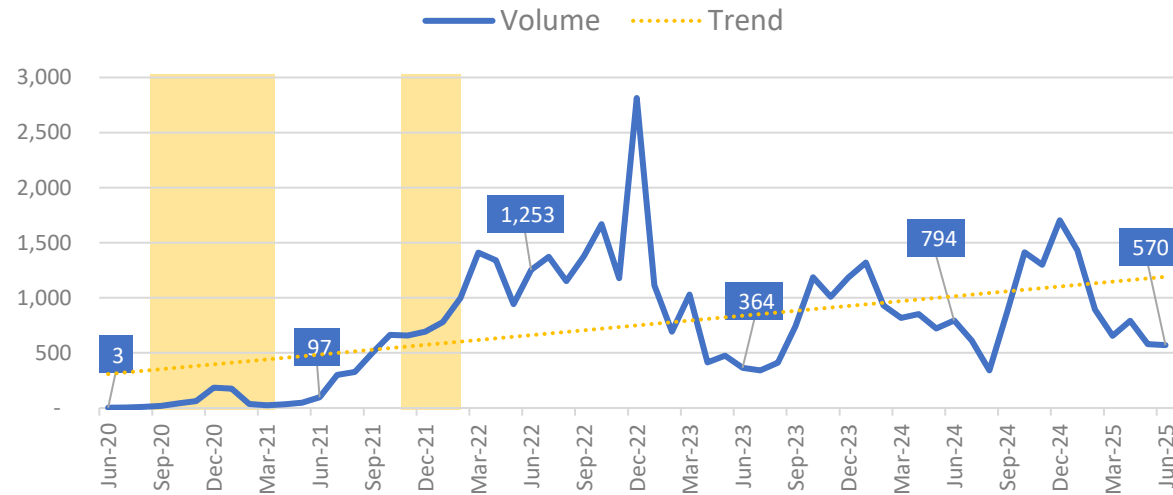
— Volume ⋯⋯ Trend

Data points labelled: 3, 97, 1,253, 364, 794, 570

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

— Volume ⋯⋯ Trend

Data points labelled: 0, 3, 38, 11, 24, 17

Monthly Hours Lost for June 2025: Fast Facts

Rank in series to-date	Change from May 2025	Change from June 2024
39th highest	-9 hours	-224 hours

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

3. Hours Lost to Handovers at 120+ Mins, 12m to Jun ('000)

'12m to Jun '22	'12m to Jun '23	'12m to Jun '24	'12m to Jun '25
299	418	314	340
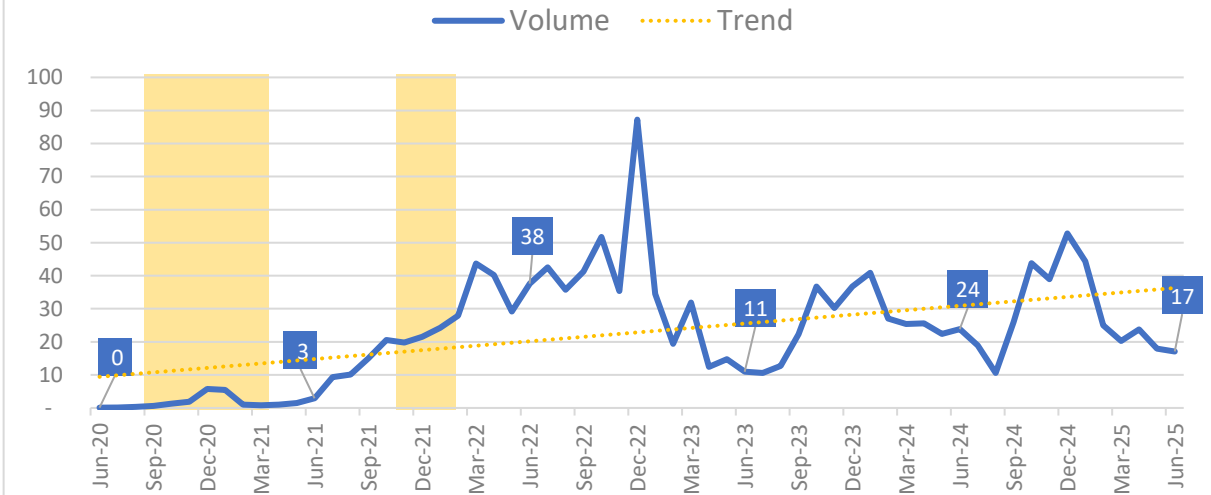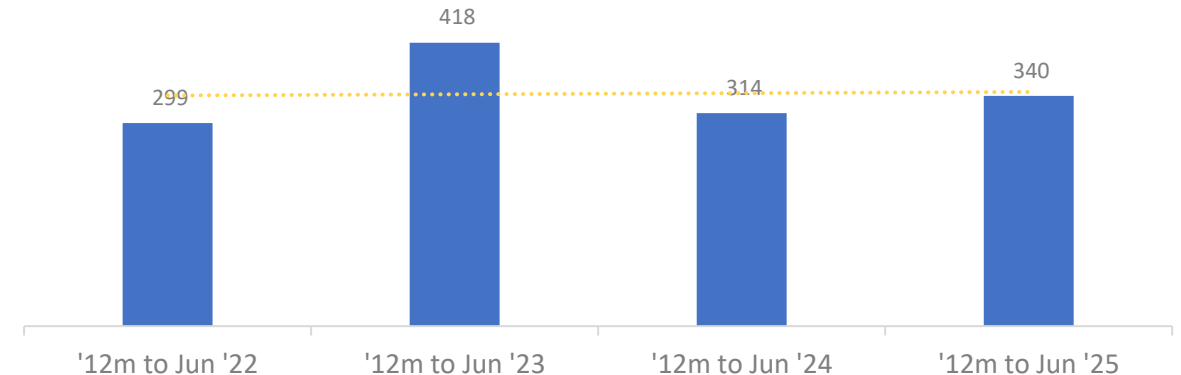
46. Impact on Patients and Crew (source, NAIG, AQI Data and AACE)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Around 23-thousand patients experienced potential harm* as a result of hour-plus delays in June 2025. Over the same time, the sector lost the equivalent of 88-ambulance job cycles (where patients could have been attended): this is the equivalent of 14% of all face-to-face responses across the month.

Vol of >60 min handovers by estimated harm (NAIG & AACE)

Legend: None (green), Low (yellow), Moderate (red), Severe (dark red)

Resources Lost to Delays as % of Month's F2F Responses
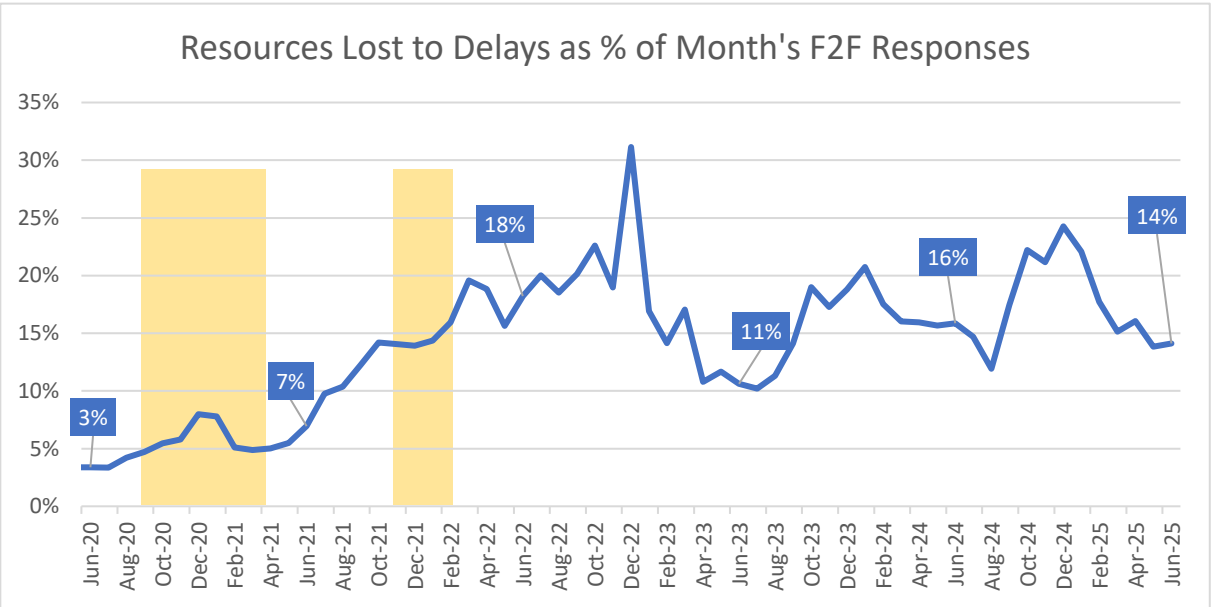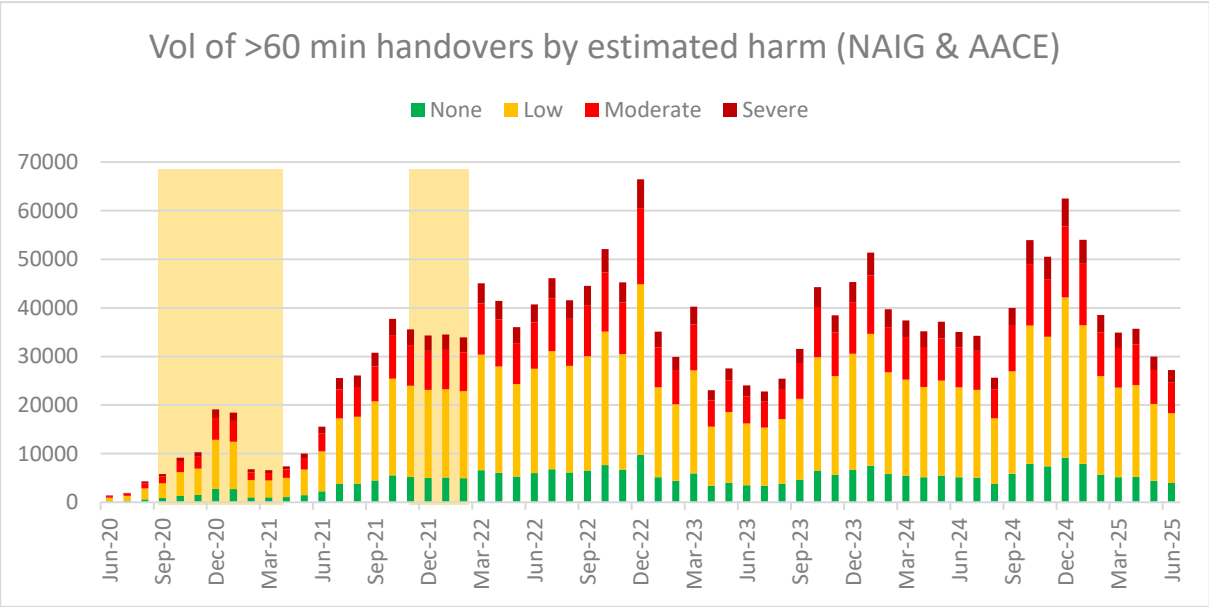
Estimated Harm, June 2025: Fast Facts

Patients experiencing <u>any</u> potential harm	Patients experiencing potential <u>moderate</u> harm	Patients experiencing potential <u>severe</u> harm
23 thousand	6 thousand	2 thousand

Impact on Capacity, June 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
88 thousand	Jun '25 = 14%	Jun '21 = 9%

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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.

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 <u>not</u> displayed in this way

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 <u>only</u> 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.

"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