ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Quarterly National Ambulance Data Report

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

Final Draft Published – 26 January 2025. Author, Steve Hearnshaw - Data Analyst

2. Summary and Contents for December 2025

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

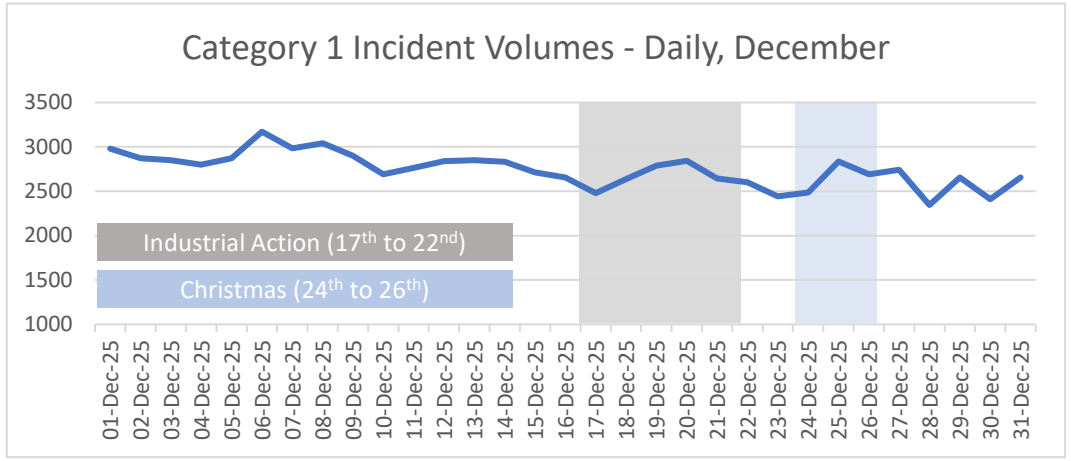
Even factoring in the impact of industrial action, and the Christmas period, December saw high levels of demand. Despite this, compared with December 2024, response times to acute incidents are faster, Hear and Treat rates continue to increase while Conveyance rates decrease, and hospital handover delays are showing notable improvements, with hour-plus delays having halved in volume.

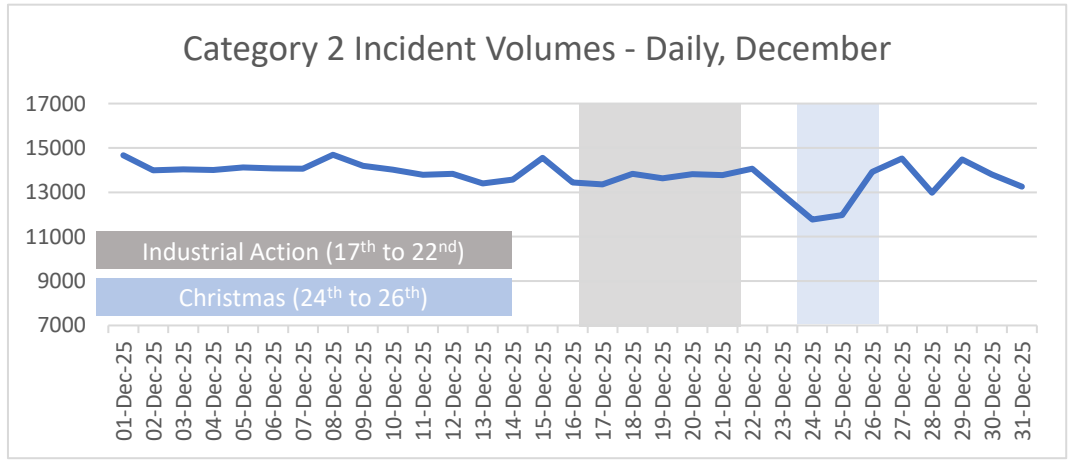
Source of all data is AQI December 2025 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

3. Additional Analysis – December: The Impact of Industrial Action and Christmas

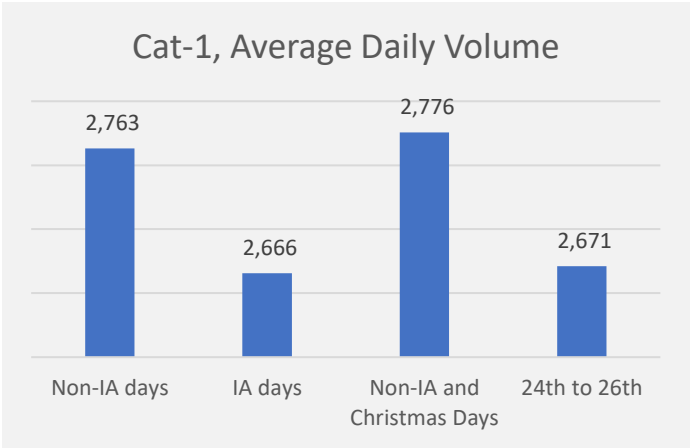
December saw further industrial action (IA) by the BMA. For Category-1, there were fewer incidents, and faster response times, during both IA and the Christmas period. Category-2 saw a greater decrease over the Christmas period – although response times were faster for both. Conversely, Categories 3 and 4 saw a steady increase across the month – with the average daily volume increasing for Category-3 over the IA period (see pages 17 and 18 for more detail). Flu cases, although receding in December, were still high across the month, possibly accounting for the increase in lower acute case volumes.

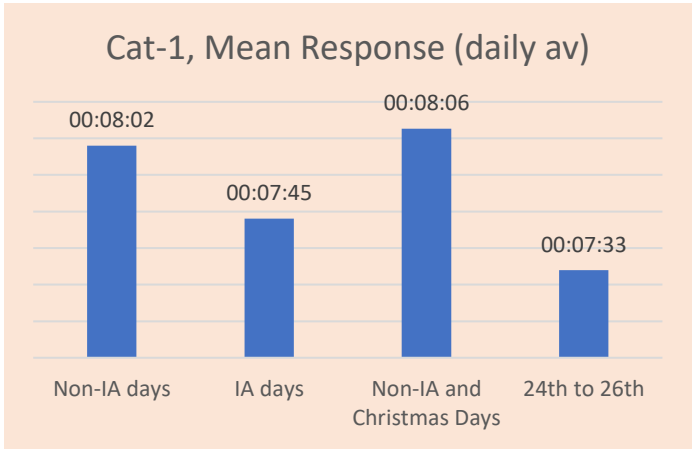
Incidents Each Day in December – Category 1 and Category 2



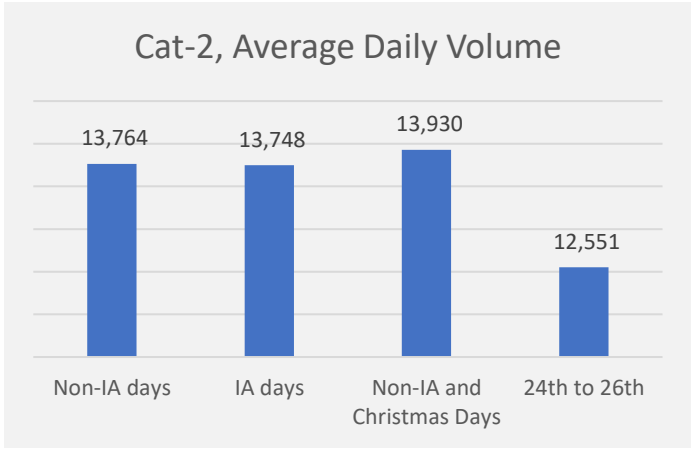


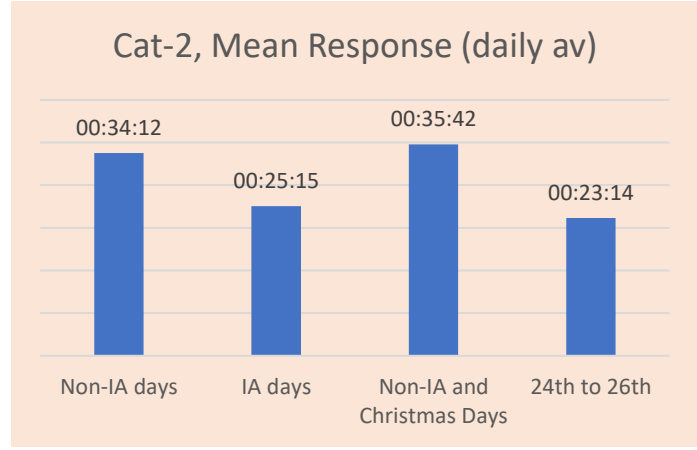
Category-1 Incidents





Category-2 Incidents





Section 1

Contact Volume and Call Answer time

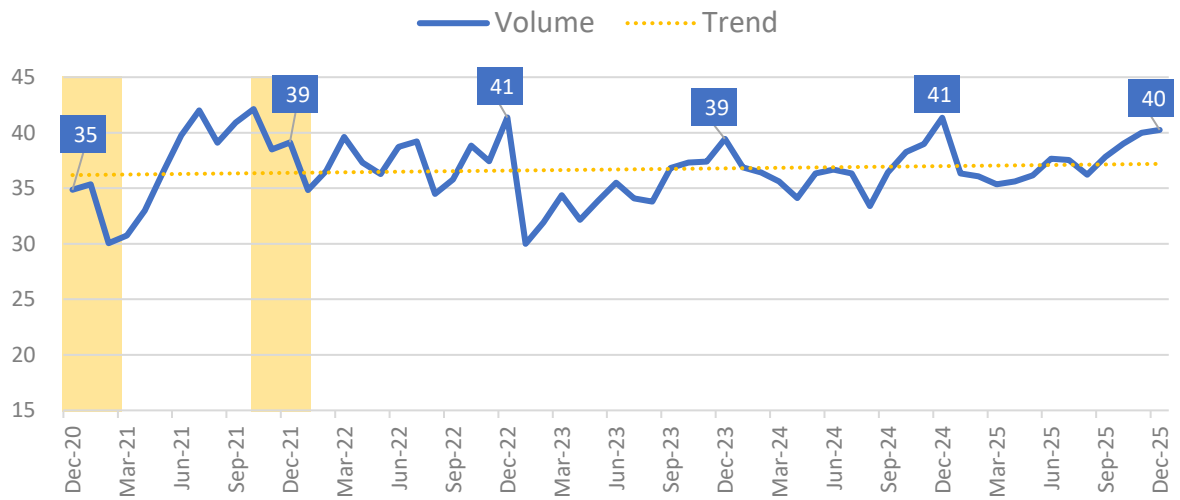
- Demand: Volume of Contacts
- Demand: Volume of 999 Calls Answered
- Demand: Call Answering Time
- Calls: Monthly Growth and Answer Time, Range

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

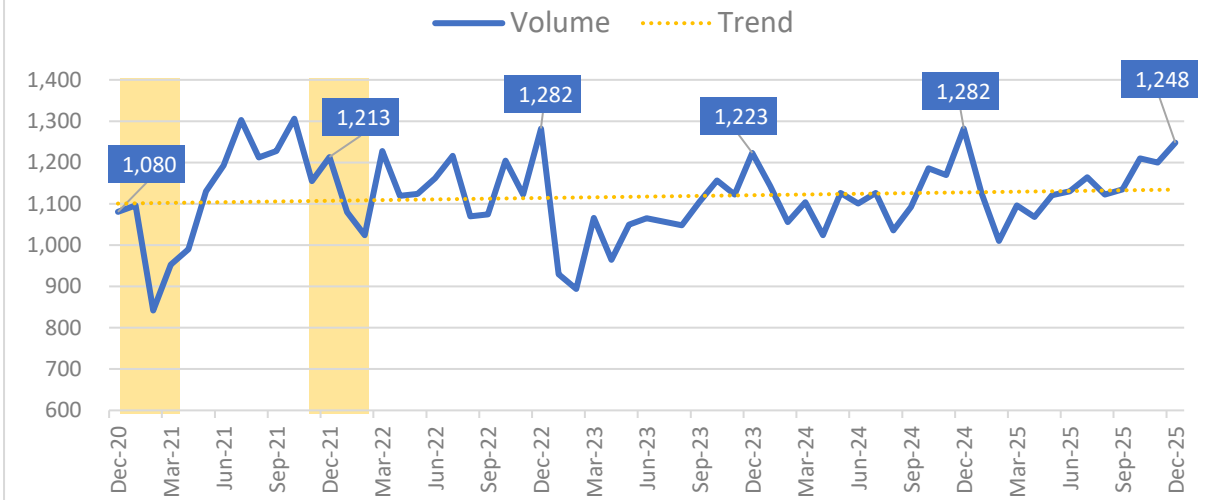
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

On average, there were over 40-thousand contacts to ambulance control rooms in December, the sixth highest volume to date. The 12-month figure increased for the second consecutive year to over 13.6-million contacts.

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



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

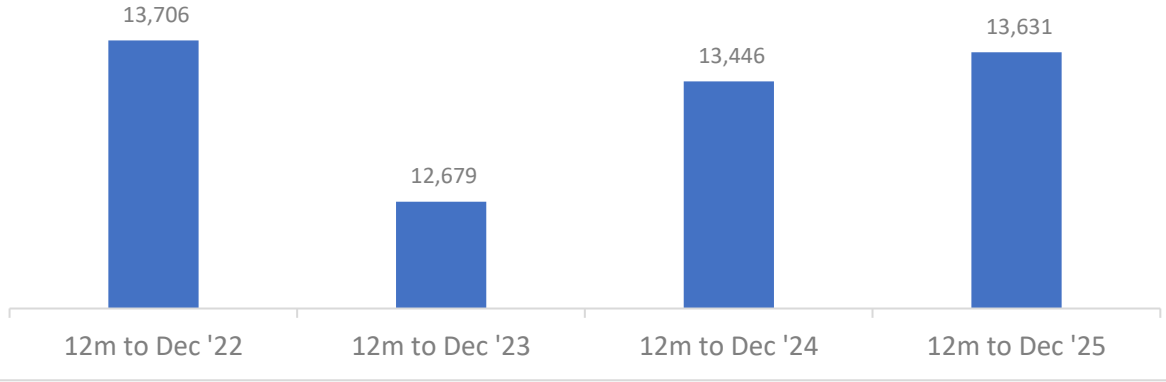


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
6th highest	+264 contacts	-1k contacts

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

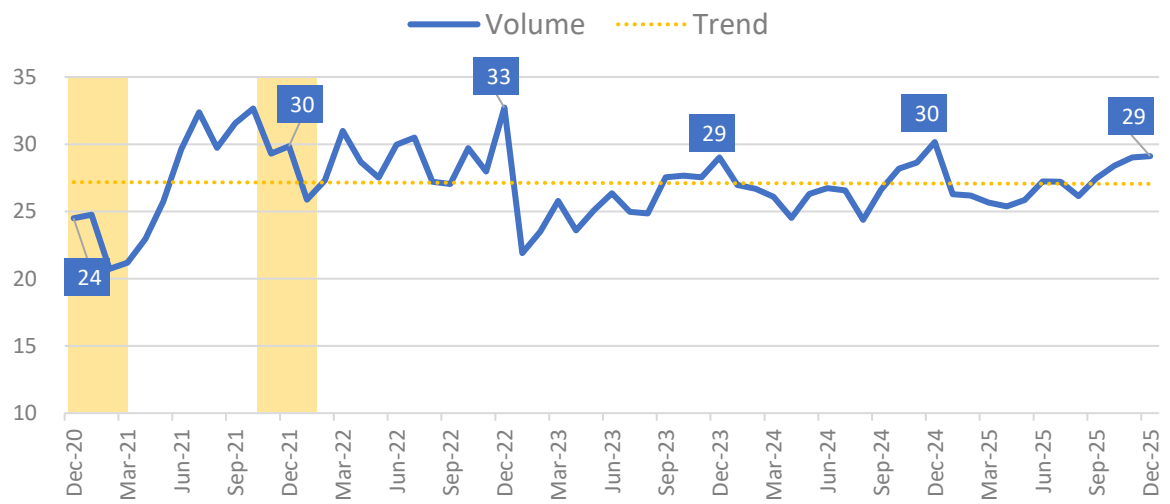
3. Volume of Contacts in the 12 months to Dec ('000, A0)



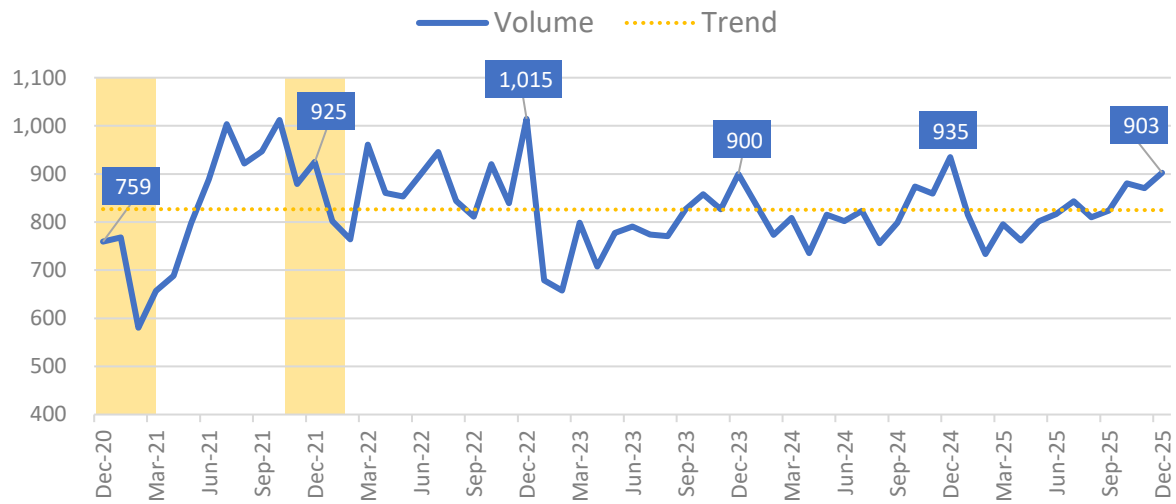
6. Demand: Volume of 999 Calls-Answered (Measure A1)

Daily volume of 999-calls answered increased to 29,119 – an increase of 95 calls per day, compared with November. The total number of calls was fewer than in December 2024, but the annualised total shows an increase for the second consecutive year.

1. Average Daily Volume of Calls Answered ('000, A1)



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

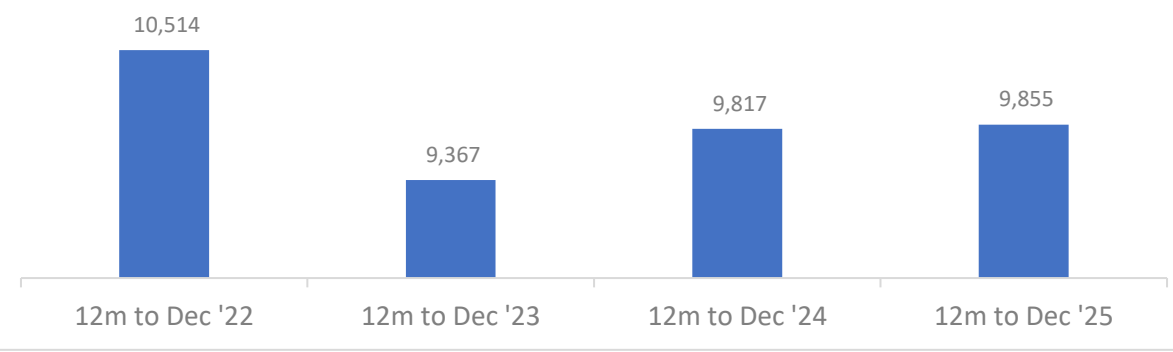


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
14th highest	+95 calls	-1k calls

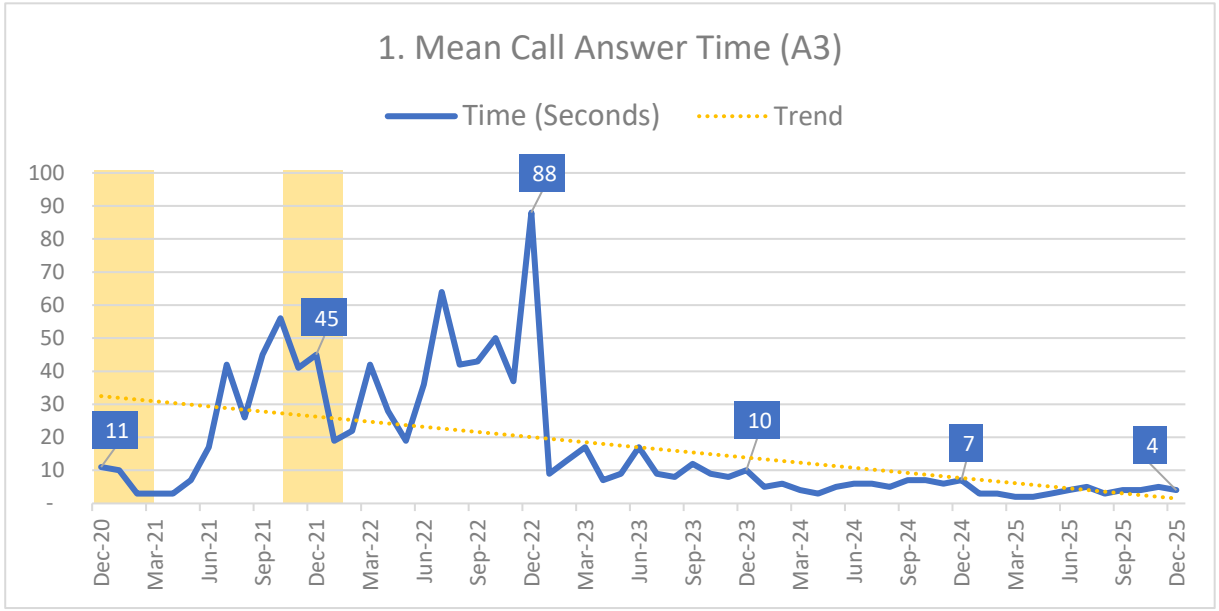
Yellow areas show COVID waves in the UK: source ONS.

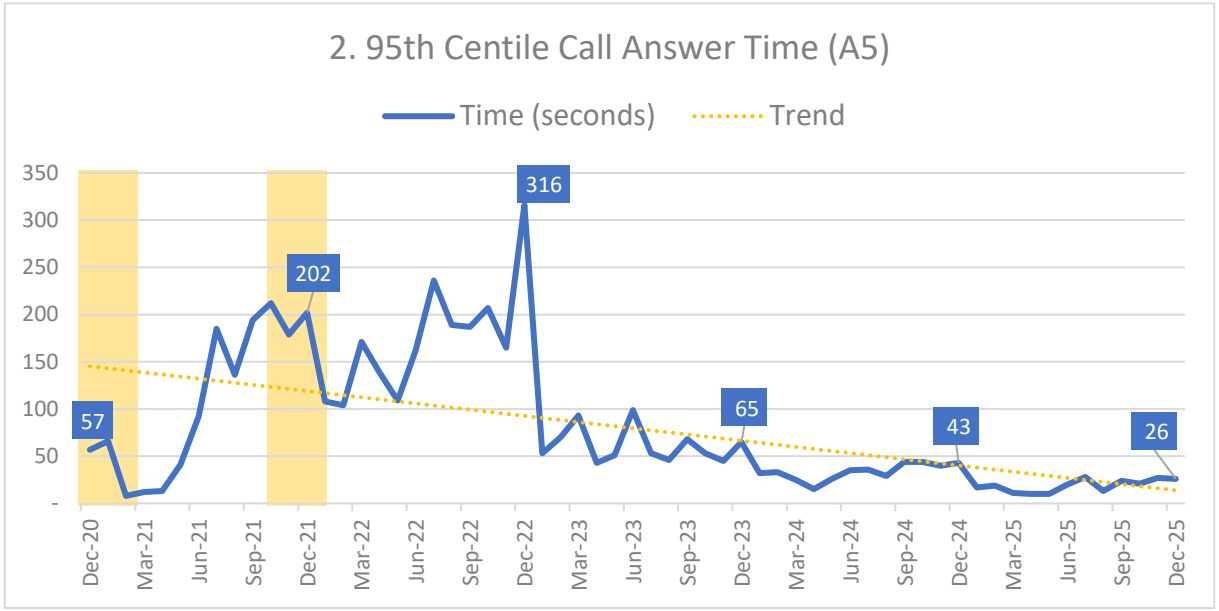
3. Vol of Calls Answered in the 12 months to Dec ('000, A1)



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

Call answer time remains steady. The mean did not exceed six-seconds in 2025, and in the most recent month was three-seconds faster than in December 2024.





Mean Call Answer Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
15th fastest	1 sec faster	3 secs faster

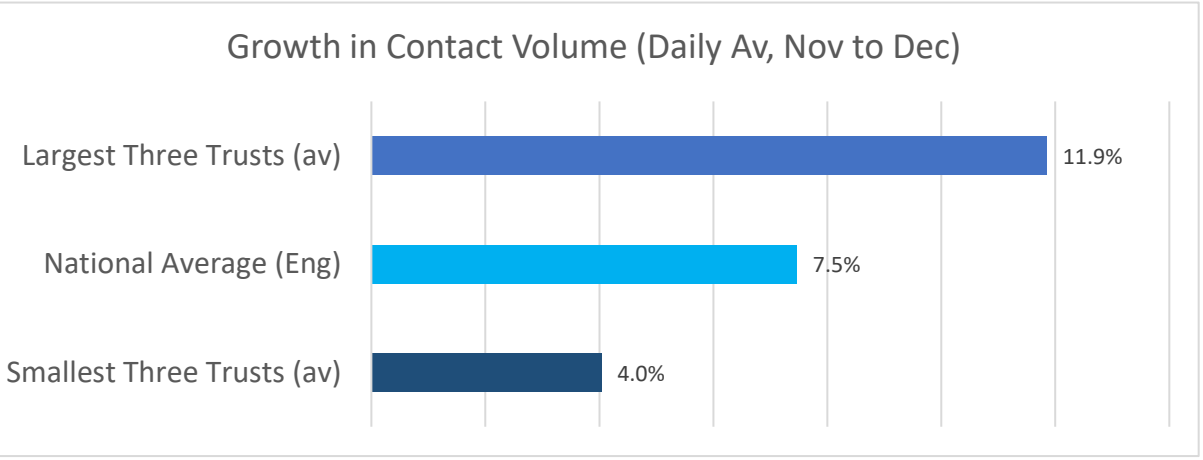
95th centile Answer Time for December 2025: Fast Facts

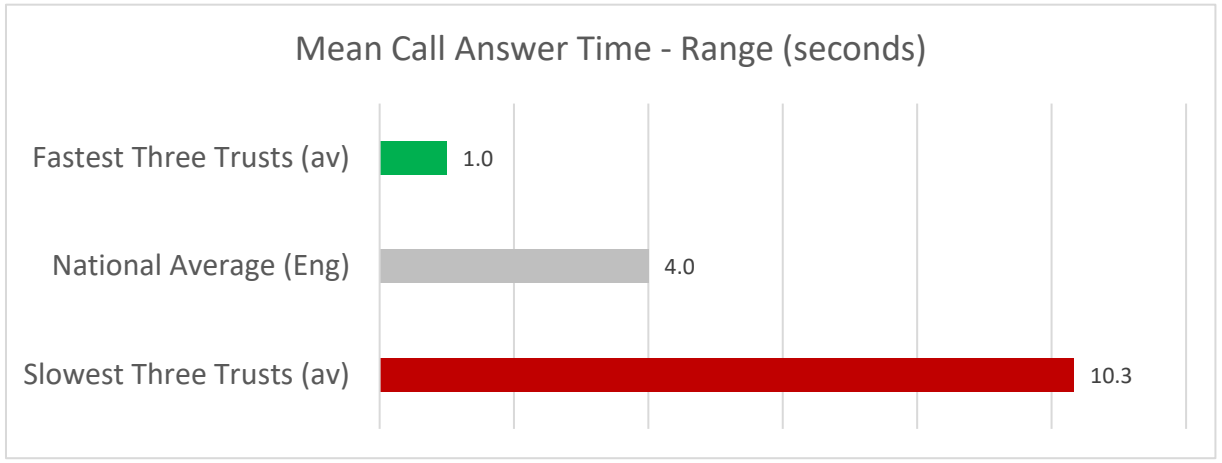
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
22nd fastest	1 secs faster	17 secs faster

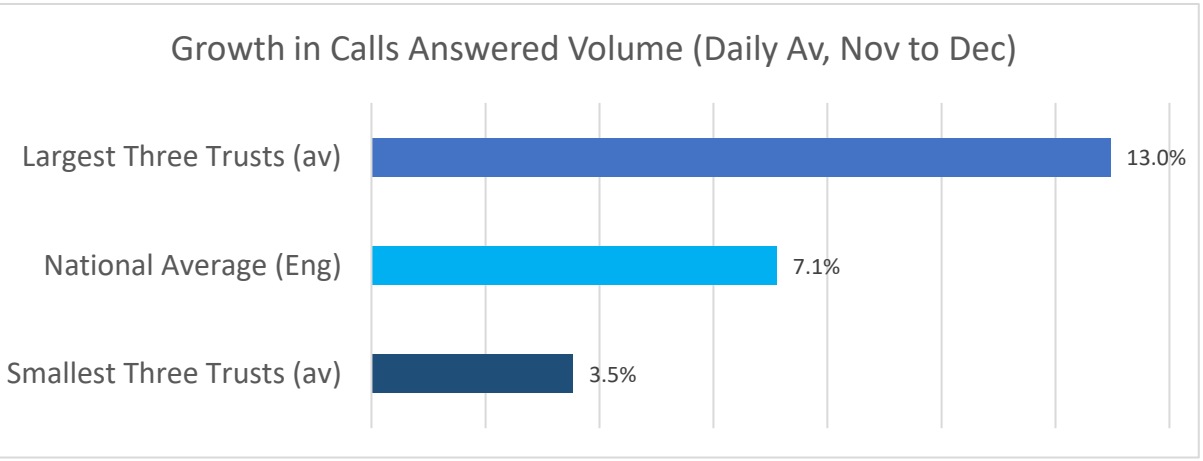
Yellow areas show COVID waves in the UK: source ONS.

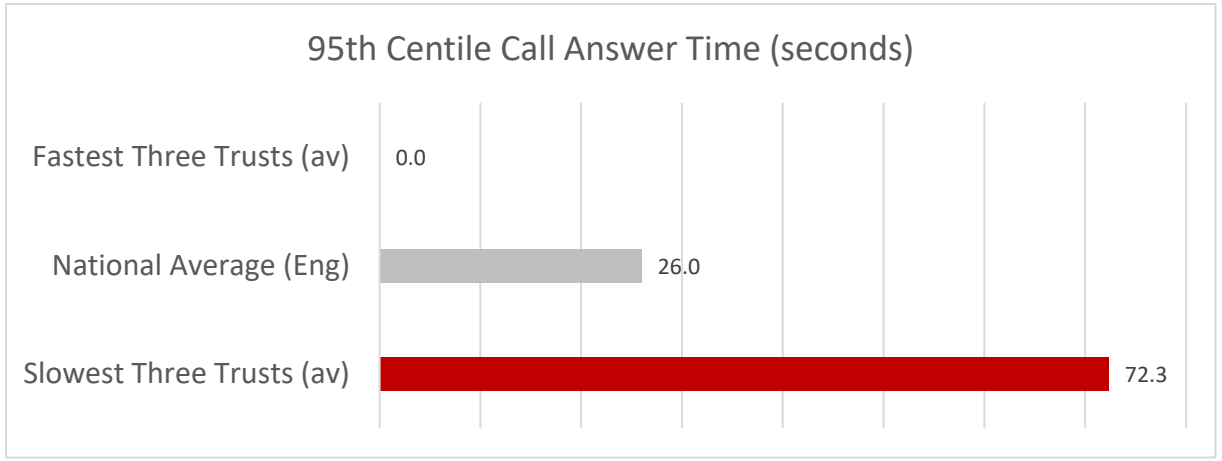
8. Calls: Range of Month-on-Month Growth and Call Answer Time, December 2025

Between November and December there was notable growth in call volume across all trusts, hitting double digits for those at the upper end of the range. For mean call answer time, the slowest trusts were ten times slower than the fastest.









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

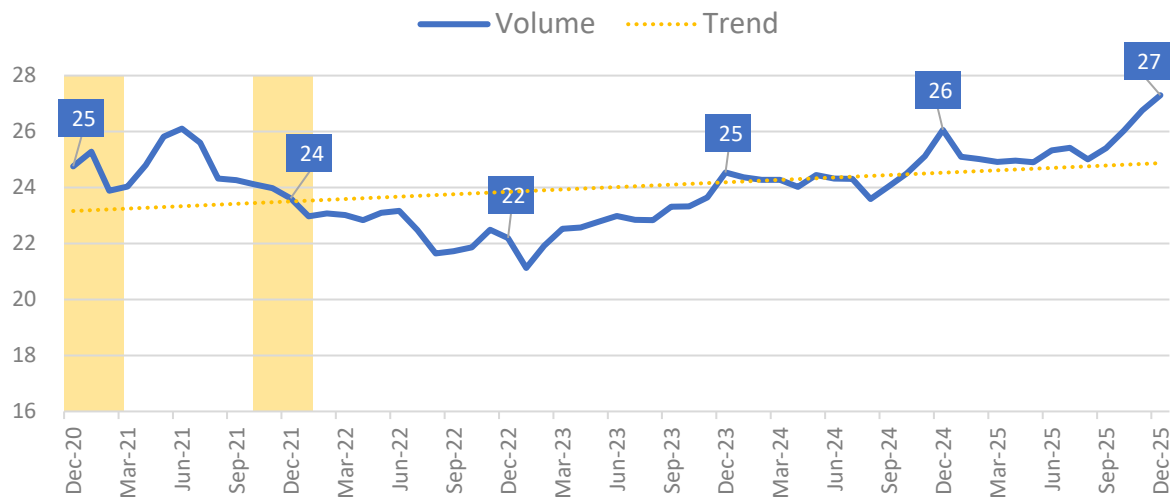
Section 2

Incidents and Response Time, by Category

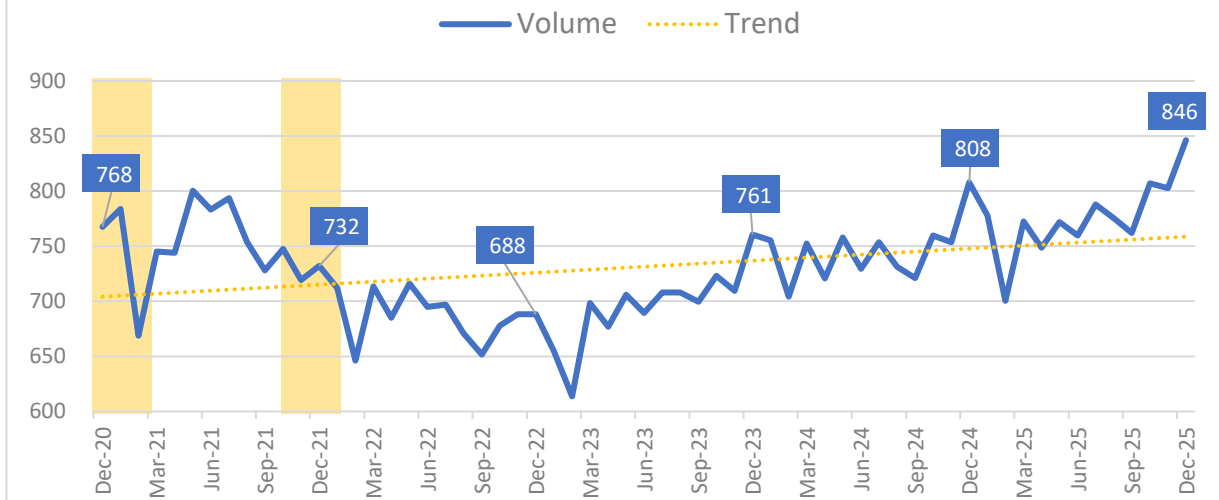
10. Demand: All Incidents (A7)

December saw the highest volume of incidents of any month to-date. 846-thousand across the month, averaging 27-thousand each day. The annualised volume of incidents shows clear year-on-year growth with over one-million more incidents in the most recent period compared with 2022.

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



2. Volume of Incidents ('000, A7)

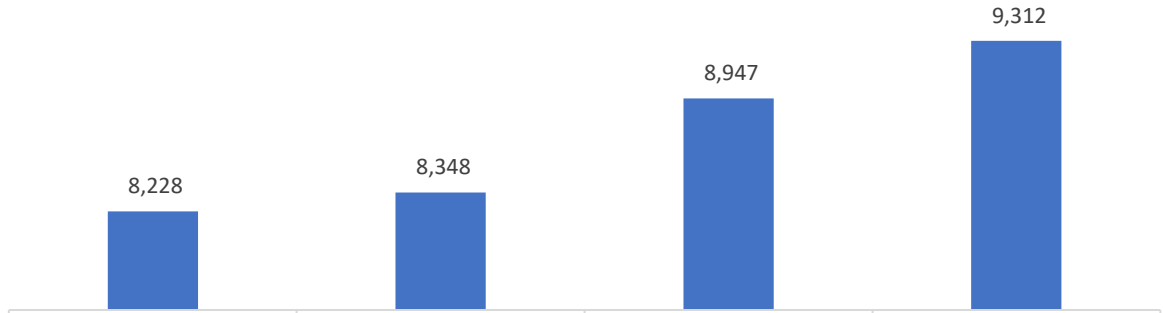


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
1st highest	+548 incidents	+1.2 thousand

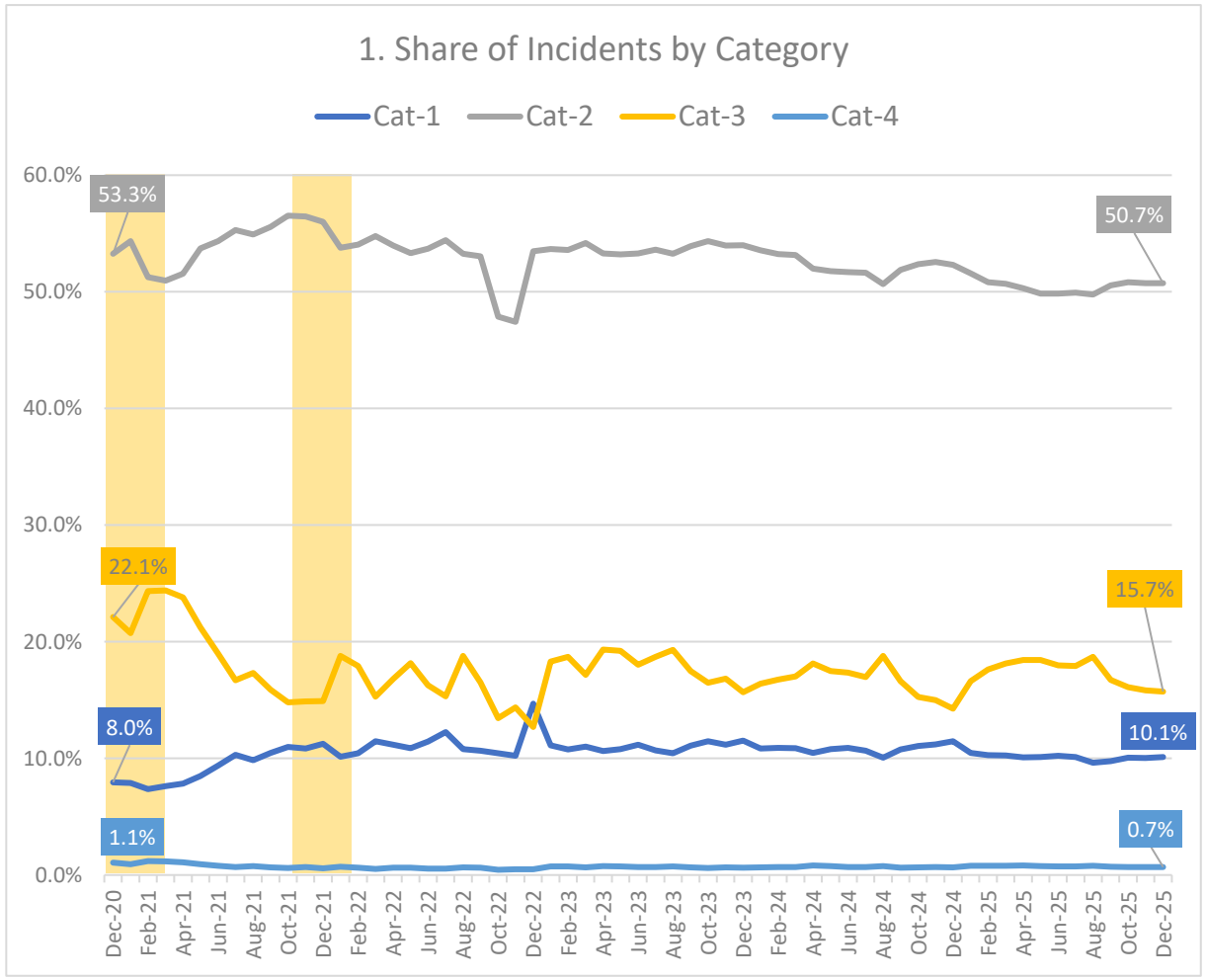
Yellow areas show COVID waves in the UK: source ONS.

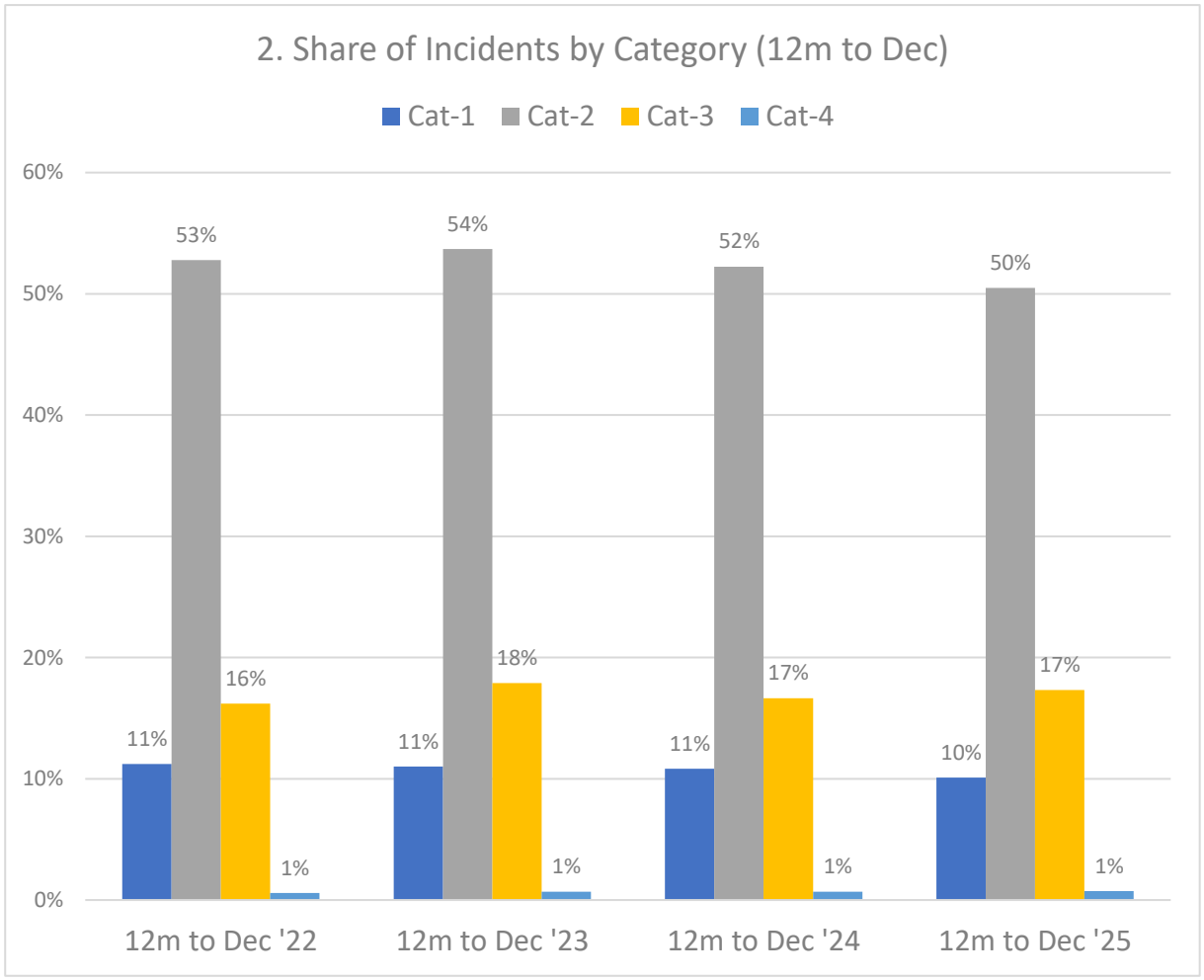
3. Volume of Incidents in the 12 months to Dec ('000, A7)



11. Demand: Share of Incidents by Category

Over the past six months there has been a slight increase in Category-1 and-2 incidents, and a decrease in Category-3, as a proportion of the total.

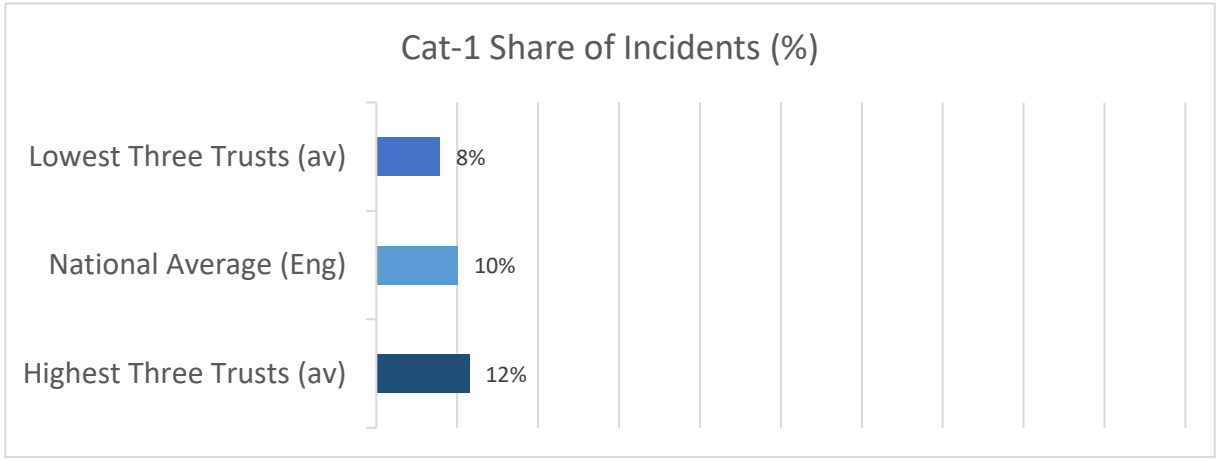


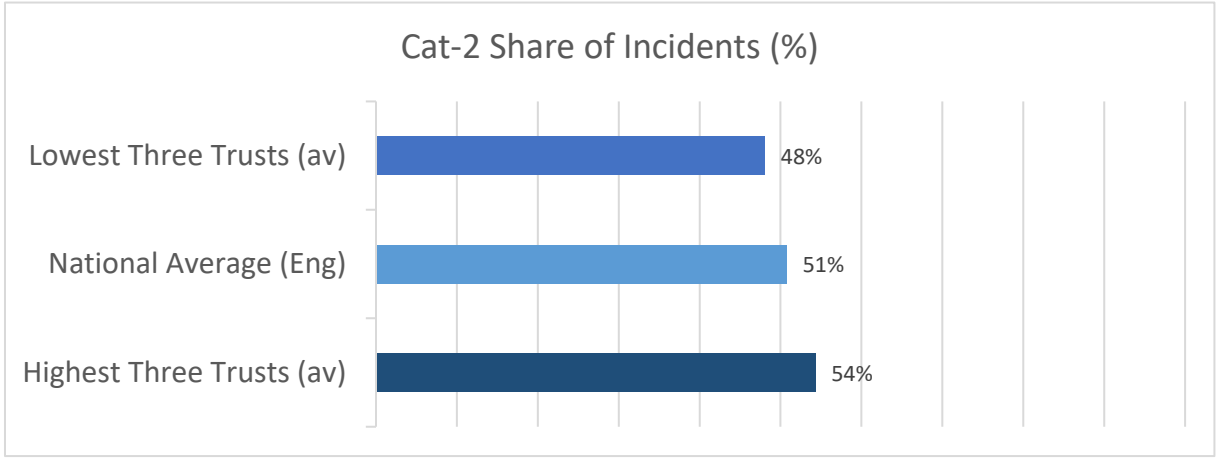


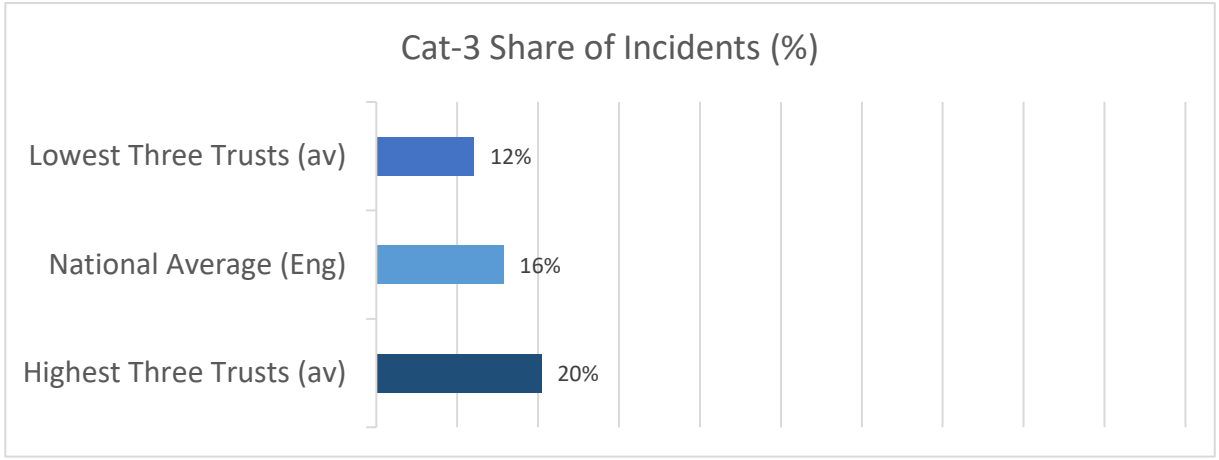
Yellow areas show COVID waves in the UK: source ONS.

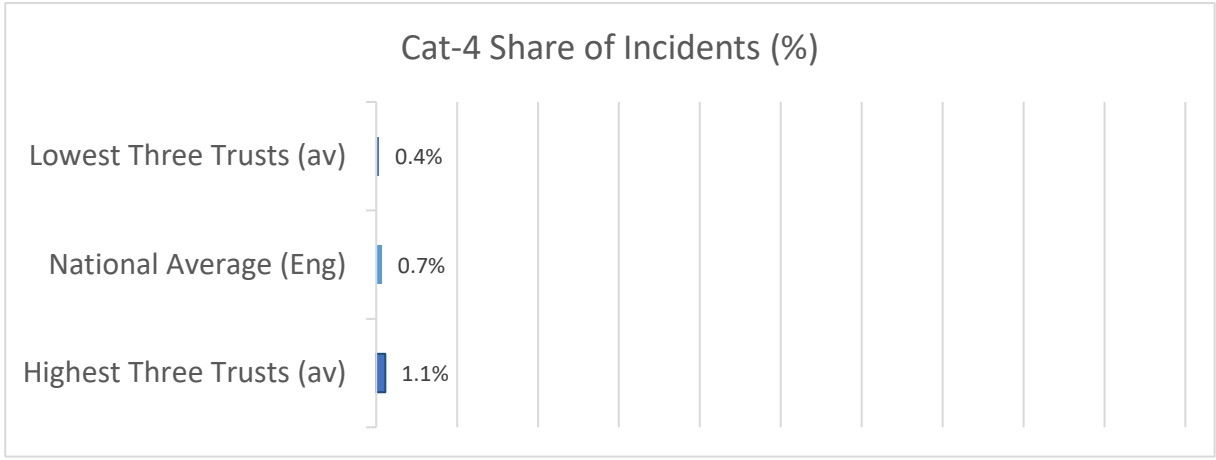
12. Range, Share of Incidents, December 2025

The following charts show the different incident mix across trusts. In each case there is some variance between the outlying groups, true for each category, but most pronounced for Categories 3-and-4.





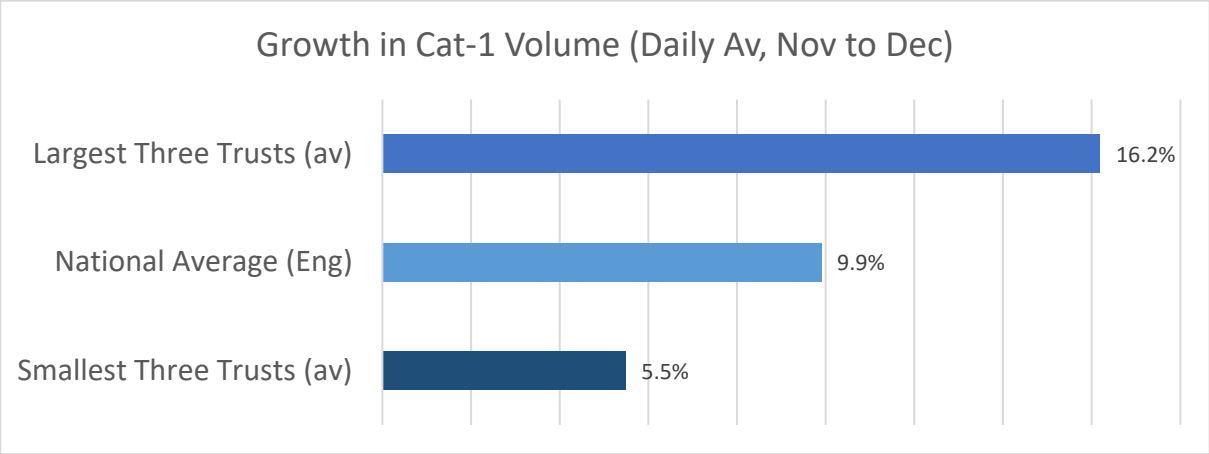


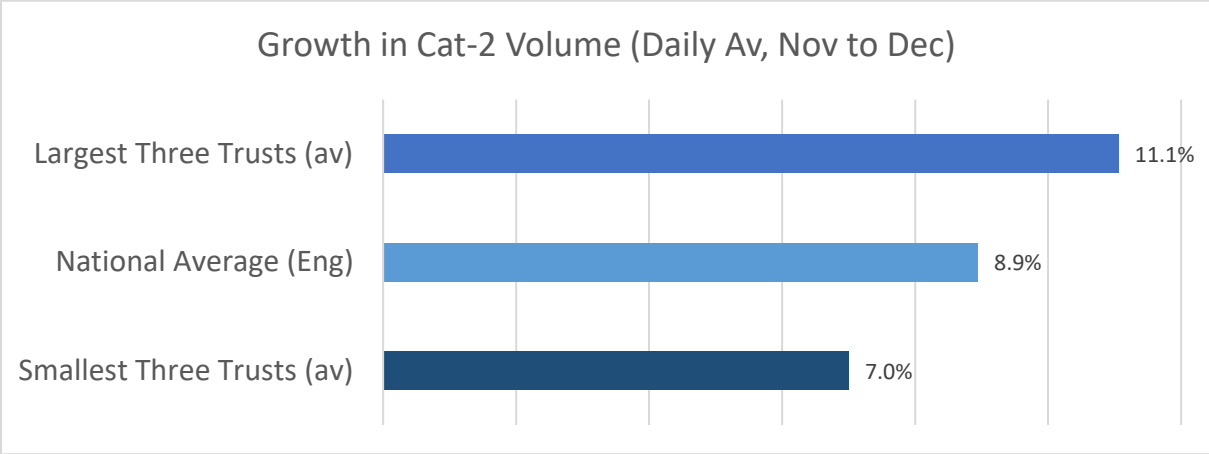


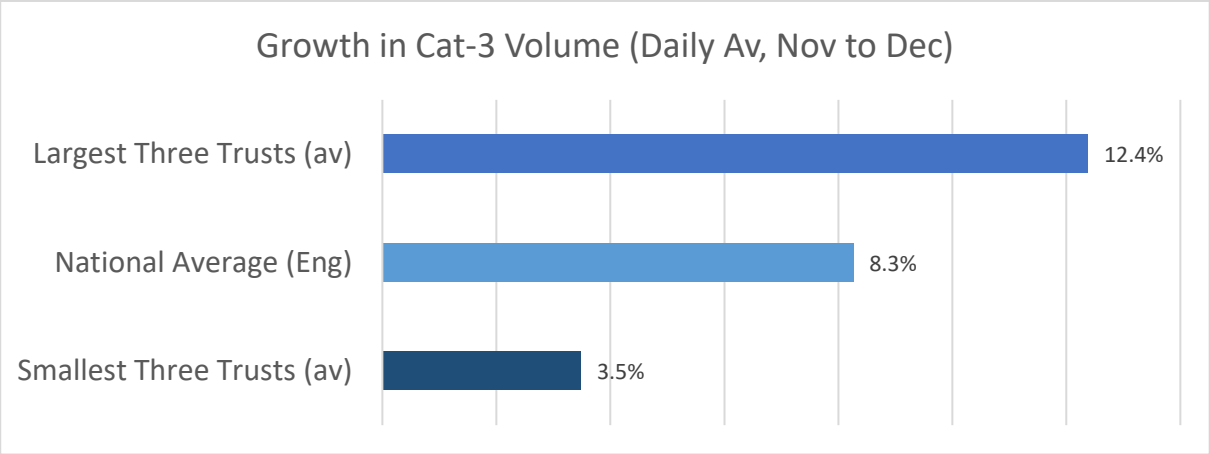
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

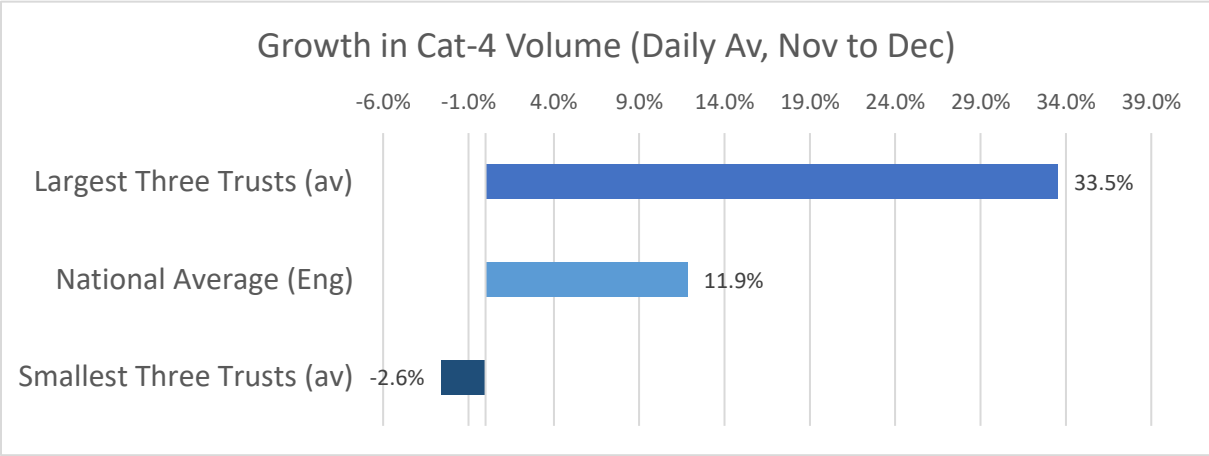
13. Range, Month-on-Month Growth in Average Daily Incident Volumes, December 2025

Volume growth between November and December show the sustained pressure felt by all trusts over this time. The only exception is Category-4 where the lower outlying trusts recorded a contraction.





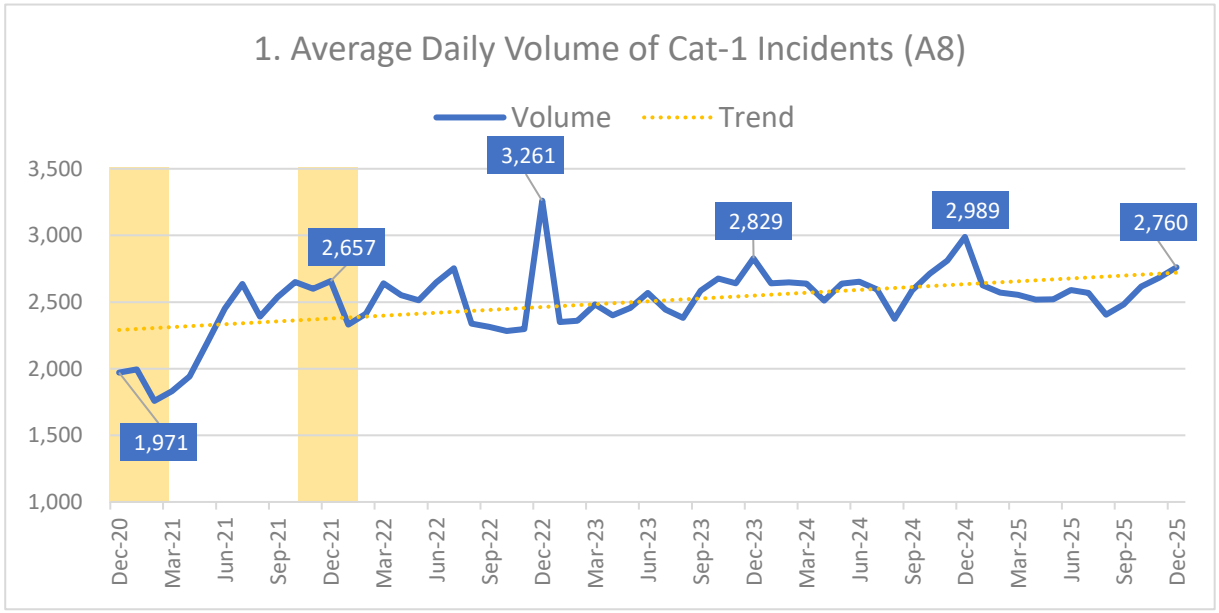


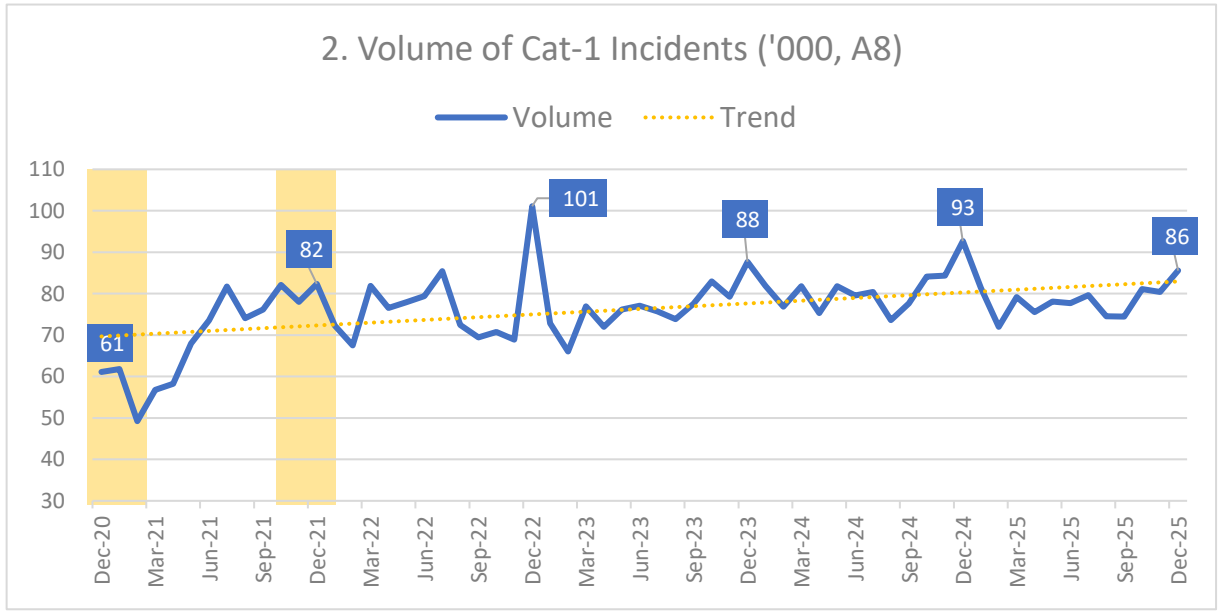


Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

14. Demand: Category-1 Incidents (A8)

As discussed on page 3, the impact of industrial action, alongside Christmas might have muted the monthly total of Category-1 incidents. Nonetheless, average daily volume of incidents increased to the fifth highest on record.

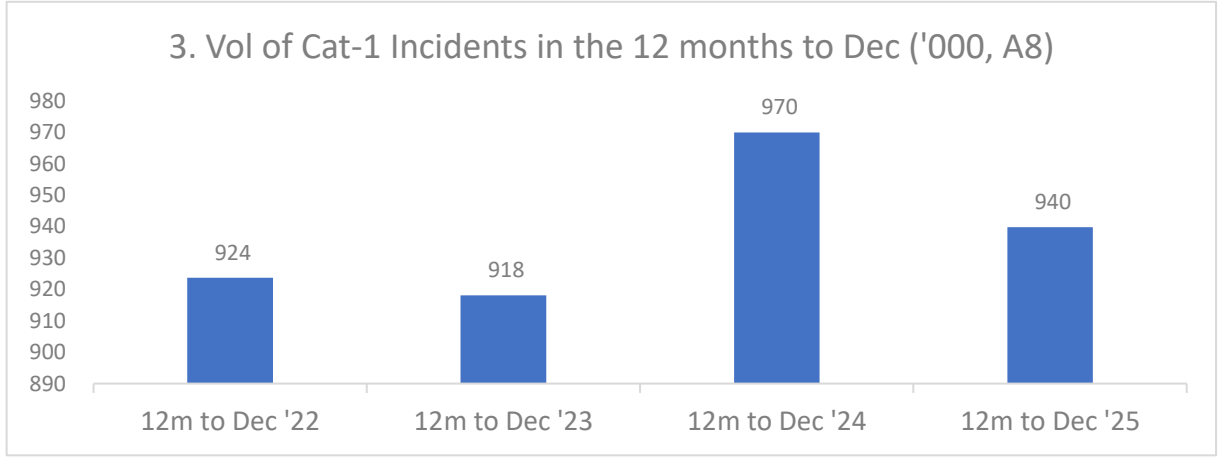




Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
5th highest	+79 incidents	-229 incidents

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



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

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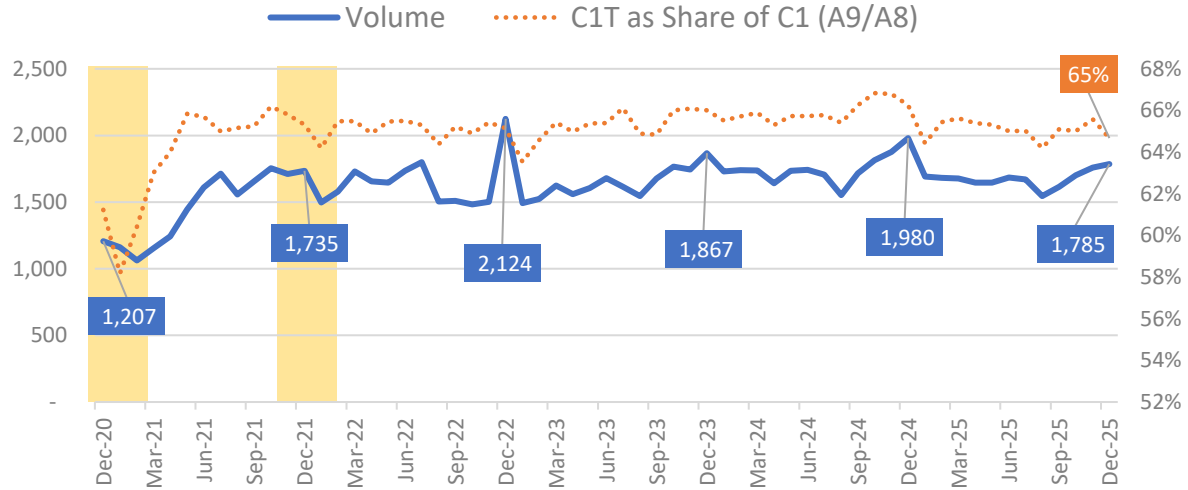
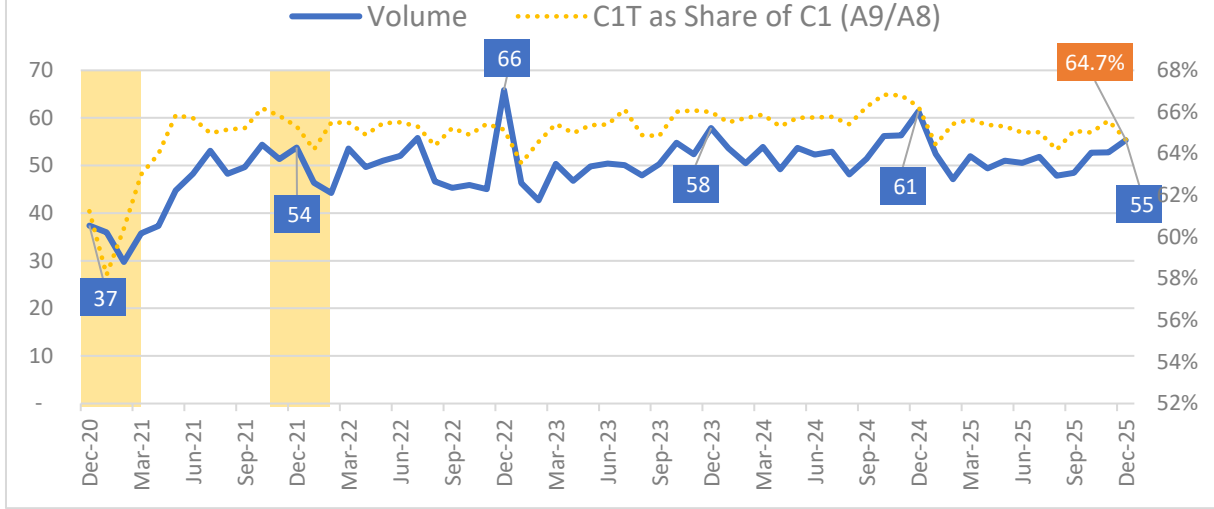
On average, 1,785 Category-1 patients were transported by an emergency vehicle each day in December, an increase compared with November, but lower than December 2024. This represents around 65% of Category-1 incidents, a proportion relatively unchanged over the past four years.

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



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

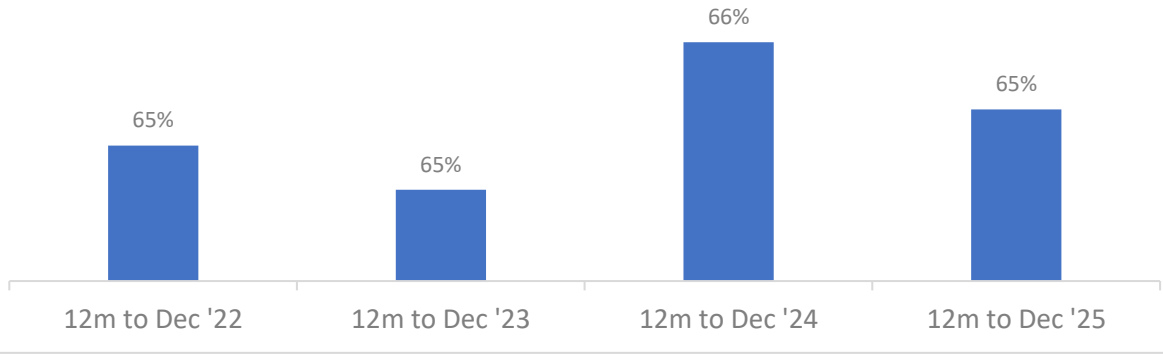


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
7th highest	+27 incidents	-196 incidents

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

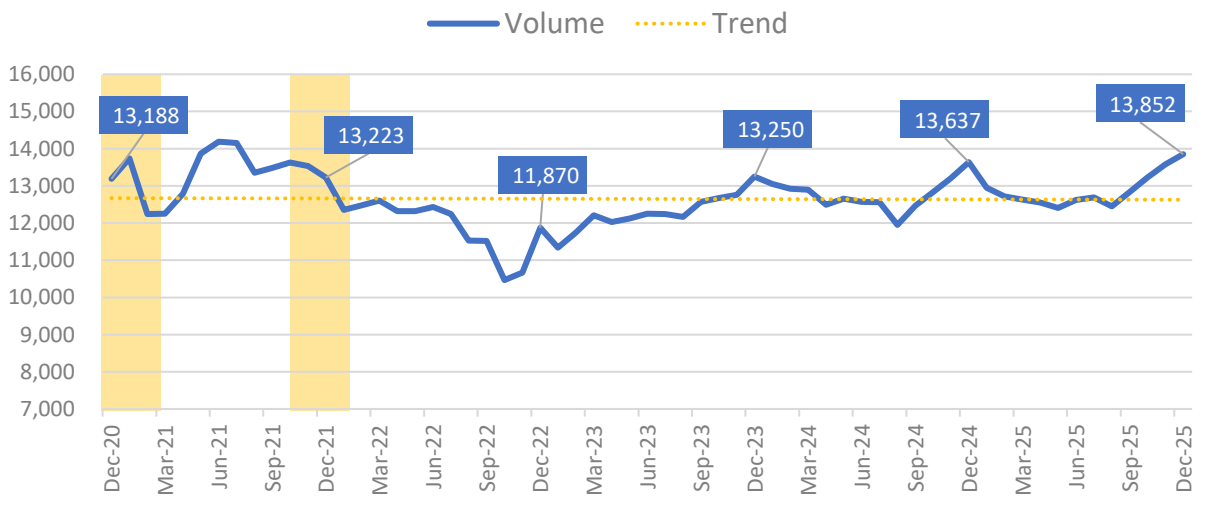
3. C1T as Share of C1 in the 12 months to Dec (%, A9/A8)



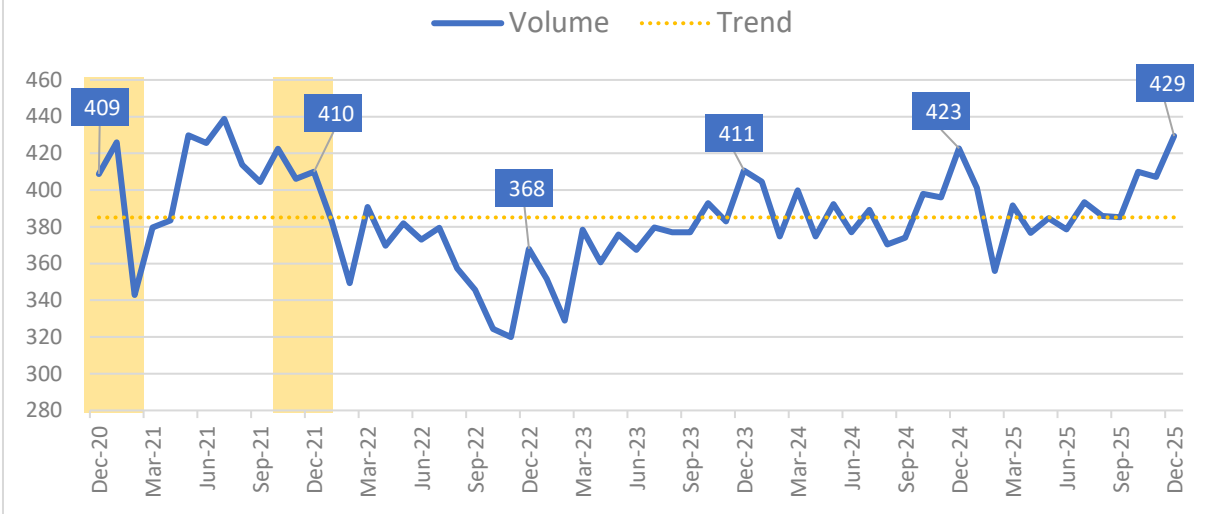
16. Demand: Category-2 Incidents (A10)

Category-2 incident volumes increased, with 277 more attendances each day compared with November. The month overall saw the highest volume for any December since 2020 and the annualised total increased for the third consecutive month.

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



2. Volume of Cat-2 Incidents ('000, A10)

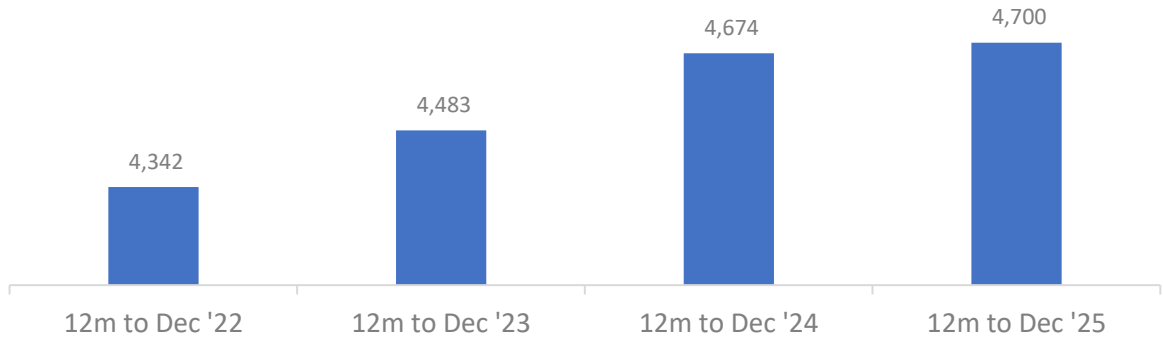


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
6th highest	+277 incidents	+217 incidents

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

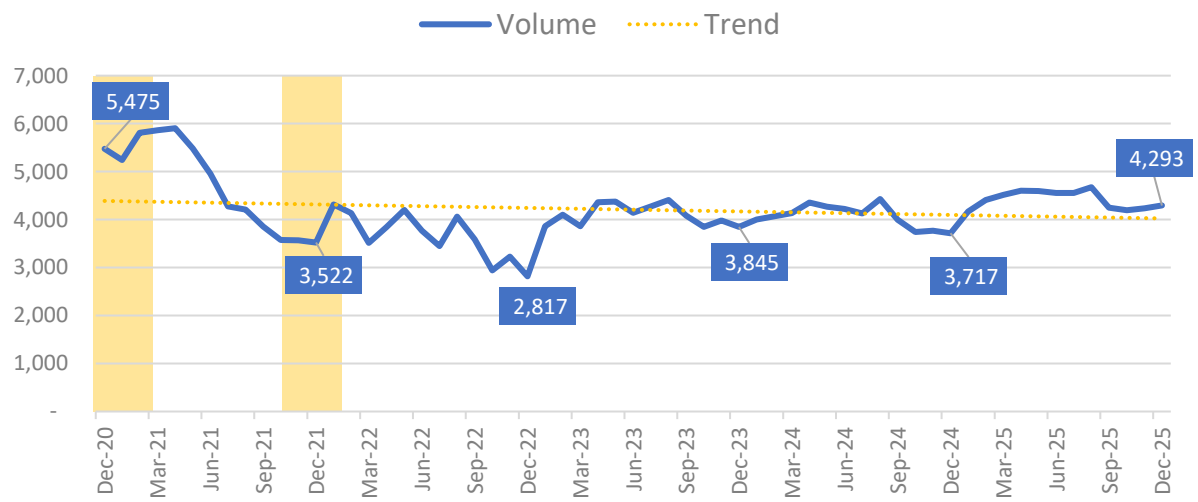
3. Vol of Cat-2 Incidents in the 12 months to Dec ('000, A10)



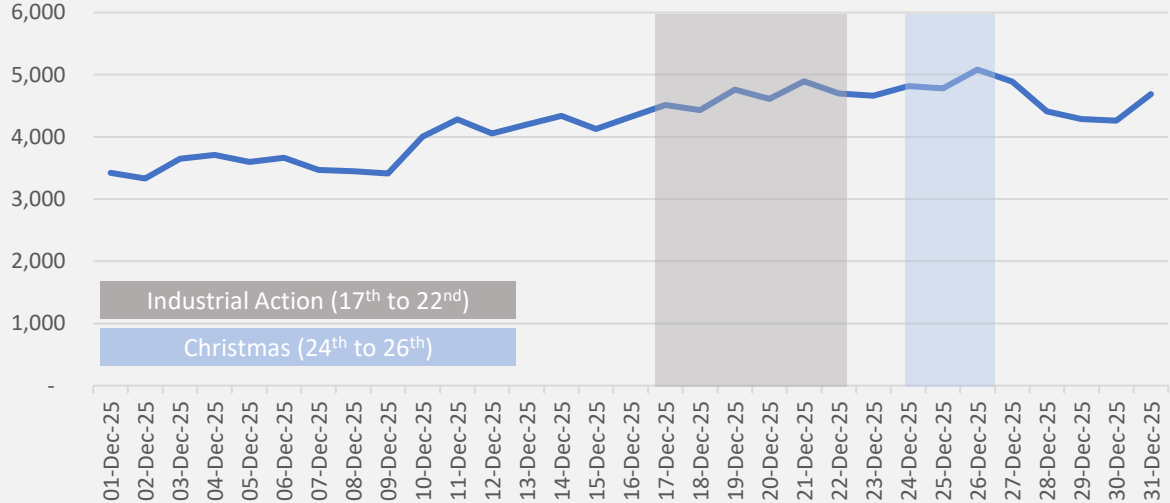
17. Demand: Category-3 Incidents (A11)

Category-3 saw actual daily volume increase across the month (chart 2). On non-IA days, the average was 4,117 per day, but this increased by 534 (to 4,651) incidents on IA days , and by 777 (to 4,894) over Christmas. Annualised data show notable growth in Category-3 volume since 2022.

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



2. Cat-3 Incident Volume Each Day in December

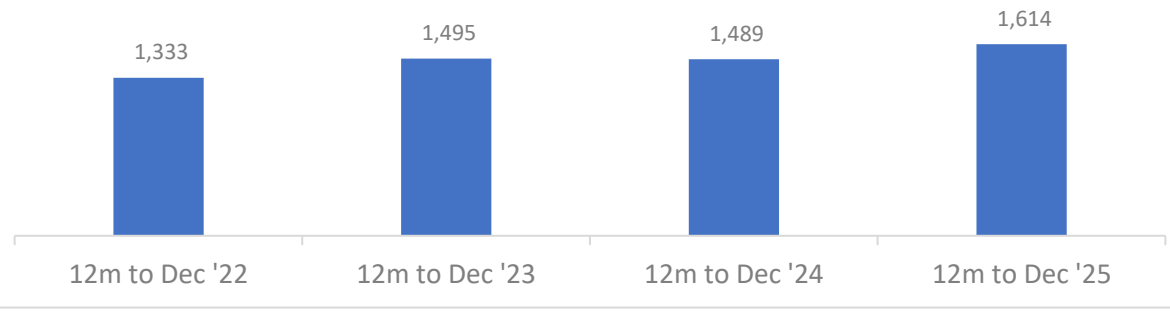


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
55th highest	+57 incidents	+576 incidents

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

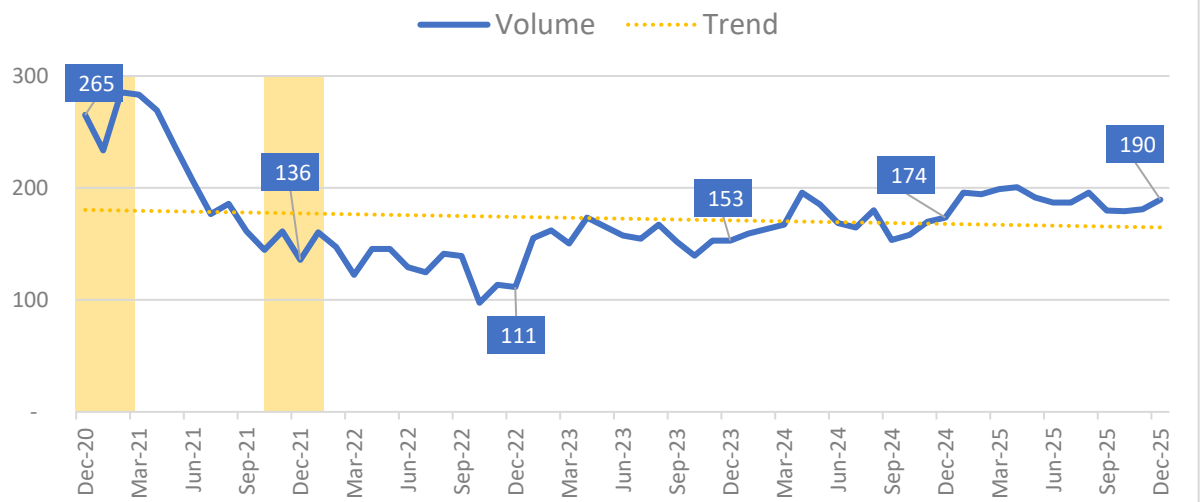
3. Vol of Cat-3 Incidents in the 12 months to 12m to Dec '25 ('000, A11)



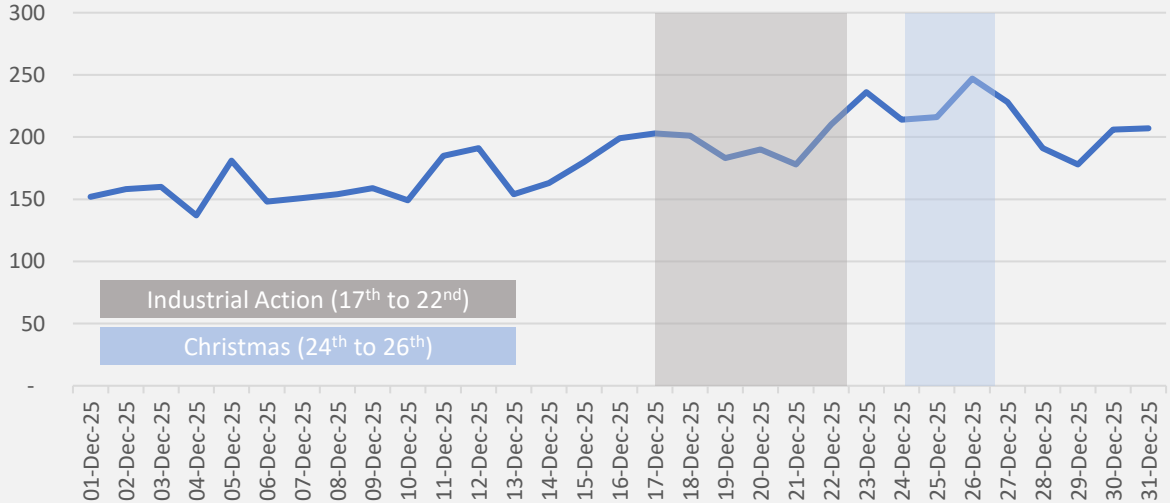
18. Demand: Category-4 Incidents (A12)

Actual daily volume increased across the month (chart 2). Non-IA days averaged 182 incidents, with a larger up-lift over the Christmas period (+44 incidents) than during industrial action (+12 incidents). Annualised volume show a steady increase in this category since 2022.

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



2. Cat-4 Incident Volume Each Day in December

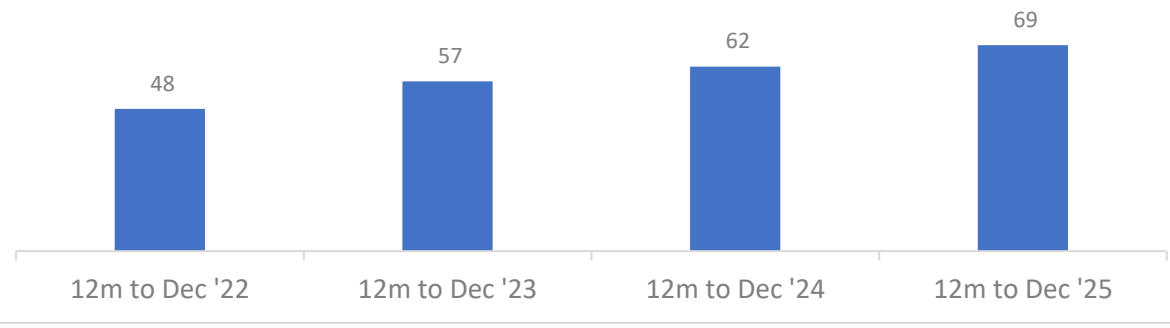


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
49th highest	+9 incidents	+16 incidents

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

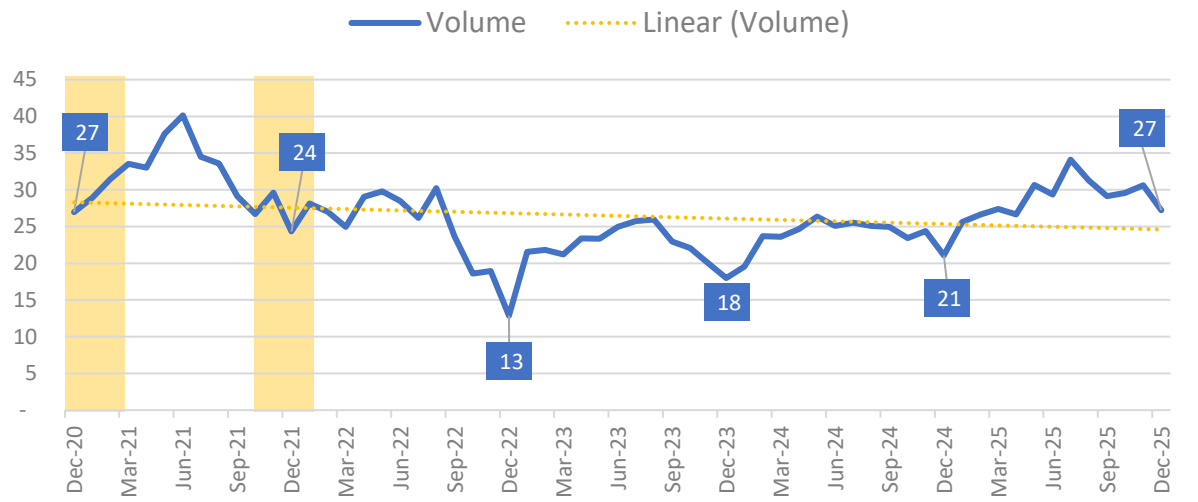
3. Volume of Cat-4 Incidents in the 12 months to Dec ('000, A12)



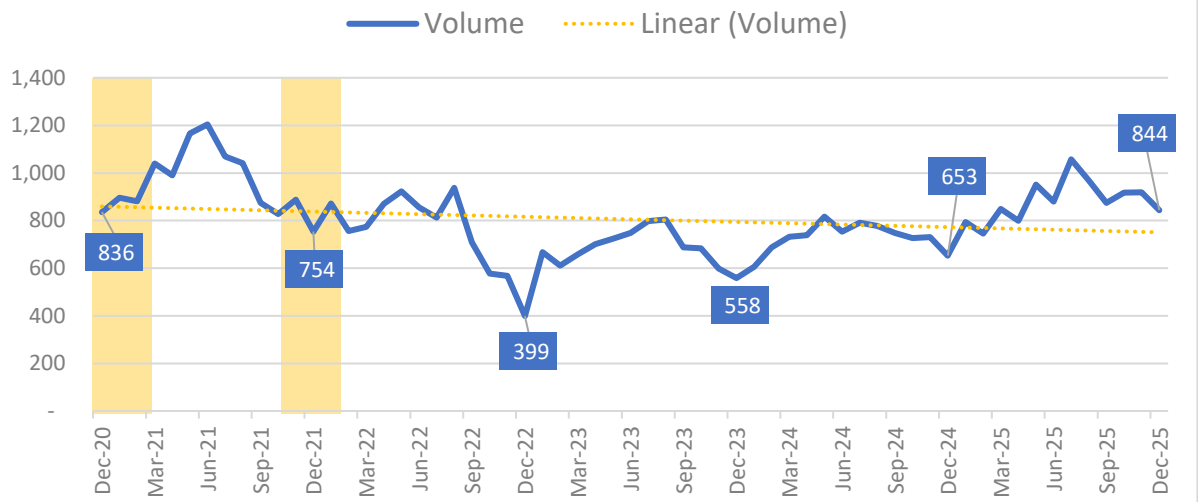
19. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

December saw volume drop for Section 136 incidents, while the proportion of patients transported was 89% (and over the last 12 months has averaged 90%). Section 136 incidents have increased over the two previous two years, with over 10.5-thousand in the most recent 12 months.

1. Average Daily Volume of S136 Incidents (A106)



2. Volume of A136 Incidents (A106)

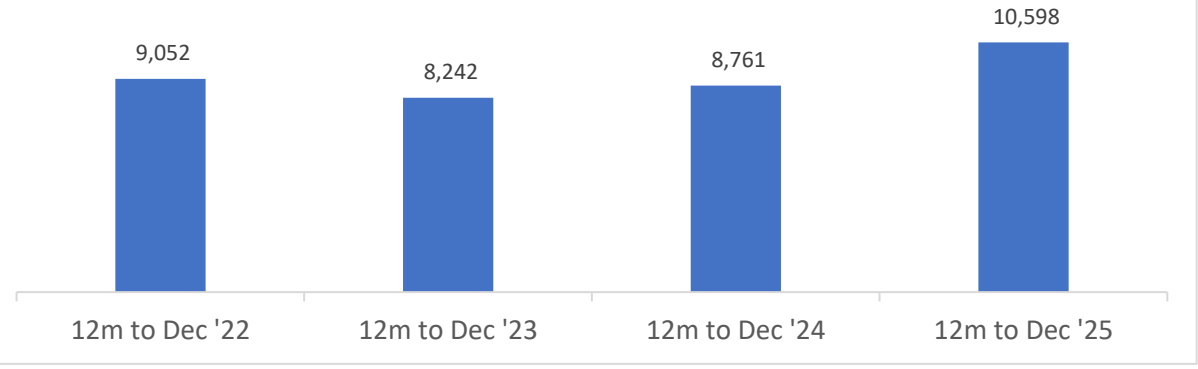


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
43rd highest	-3 incidents	+6 incidents

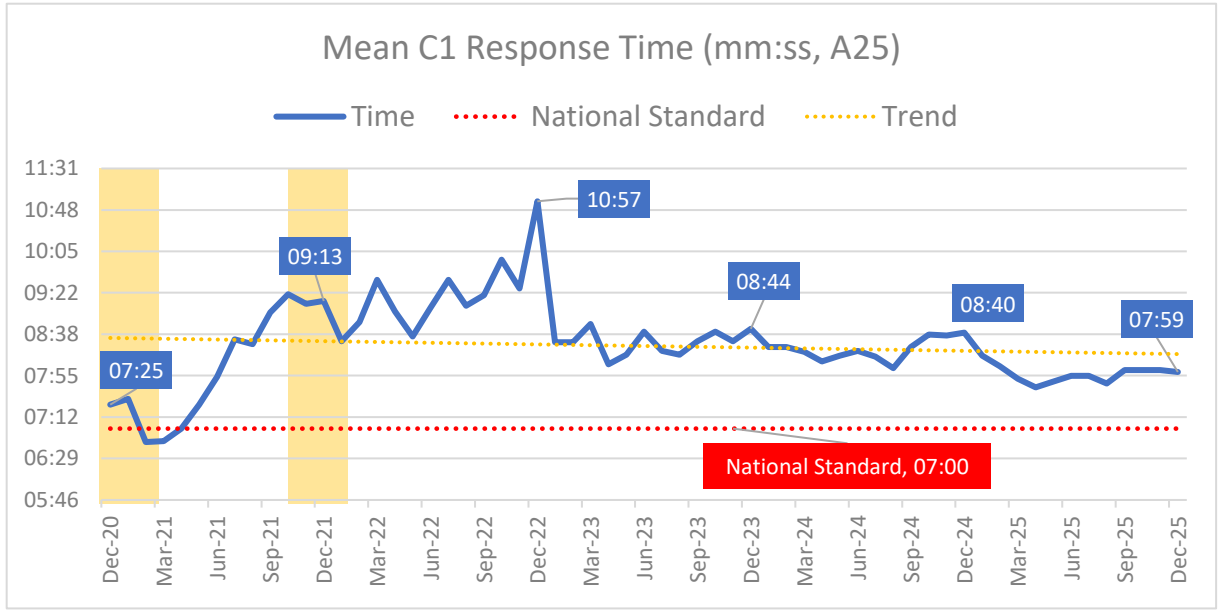
Yellow areas show COVID waves in the UK: source ONS.

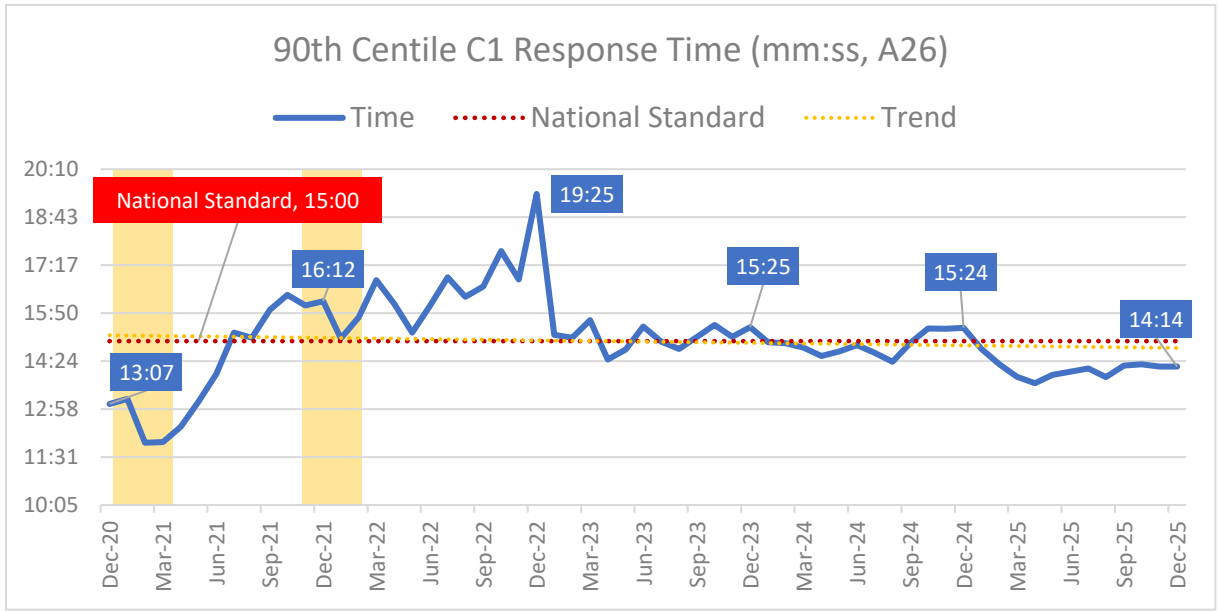
3. Volume of S136 Incidents in the 12 months to Dec (A106)



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

As seen on page 3, days when industrial action took place, and the Christmas period, saw fewer Category-1 incidents and faster response times. Excluding those periods, the average mean response was closer to eight-minutes and six seconds.





Mean Response Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
54th slowest	2 secs faster	41 secs faster

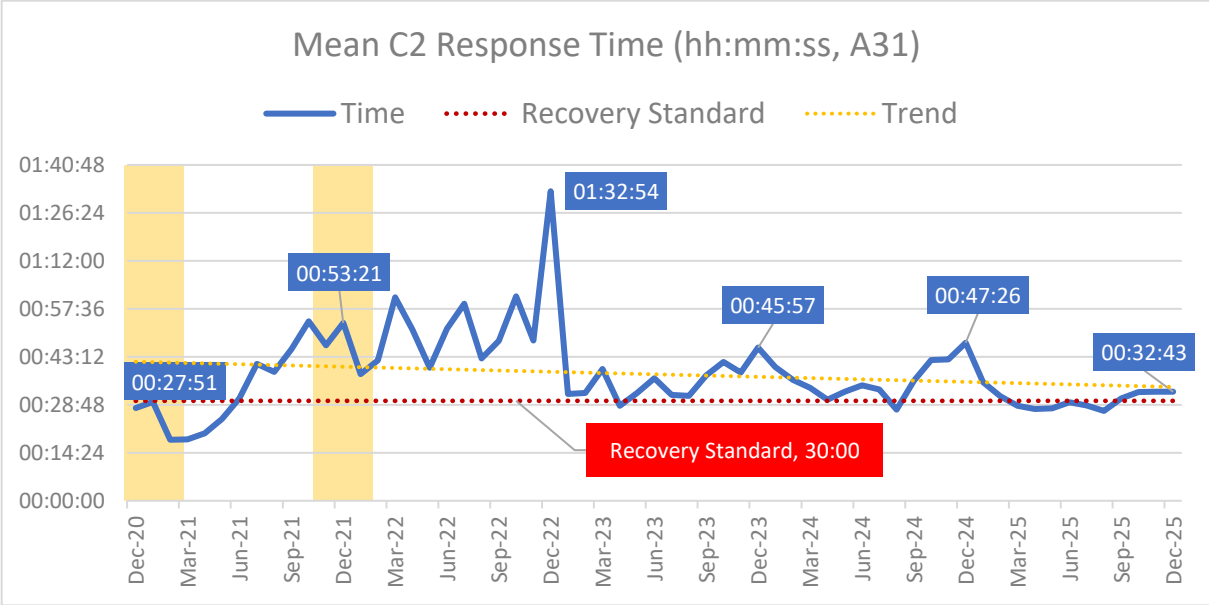
90th centile Response Time for December 2025: Fast Facts

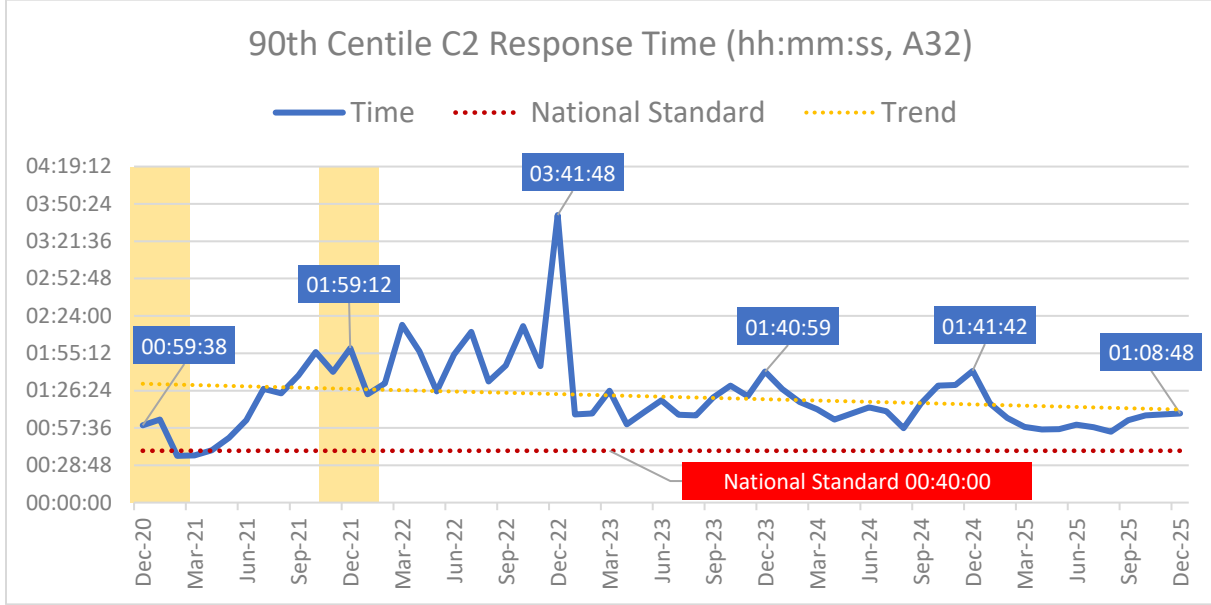
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
43rd slowest	No change	70 secs faster

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

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

This category also saw faster response times on IA days and over Christmas, again bringing down the average mean time for the month – excluding those days, the average is closer to 36-minutes. However, this compares with 47-minutes in 2024 – and 90 minutes in 2022.





Mean Response Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
37th slowest	3 secs faster	15 mins faster

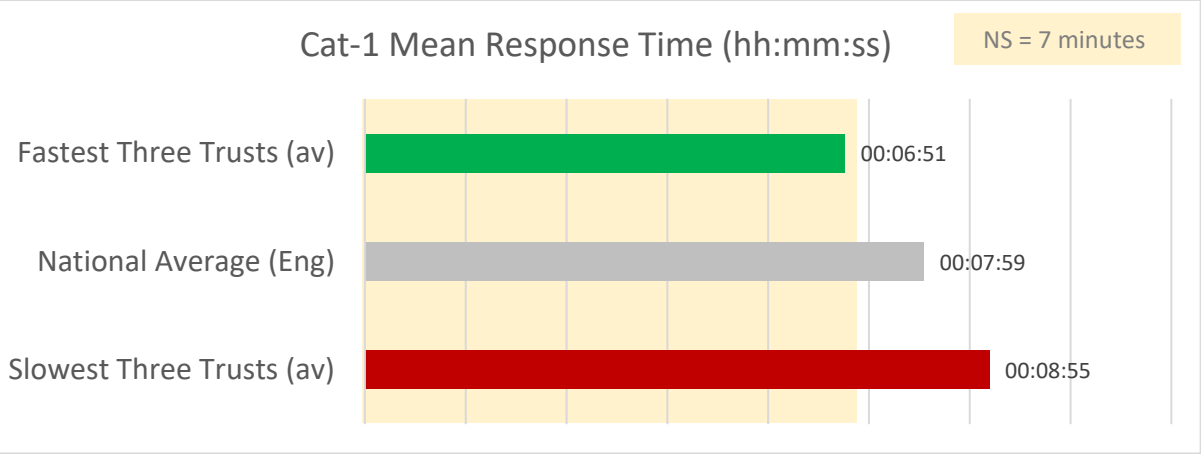
90th centile Response Time for December 2025: Fast Facts

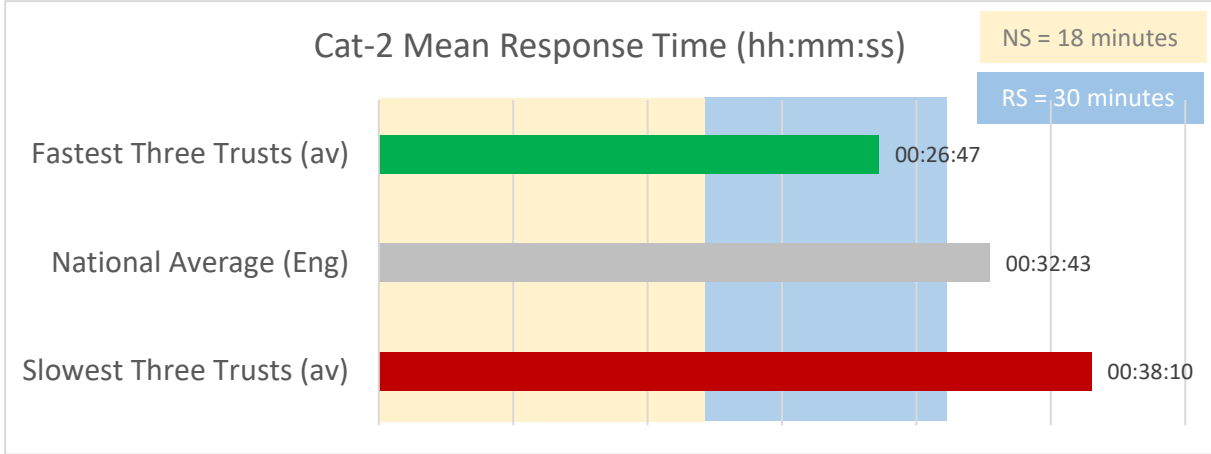
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
38th slowest	45 secs slower	33 mins faster

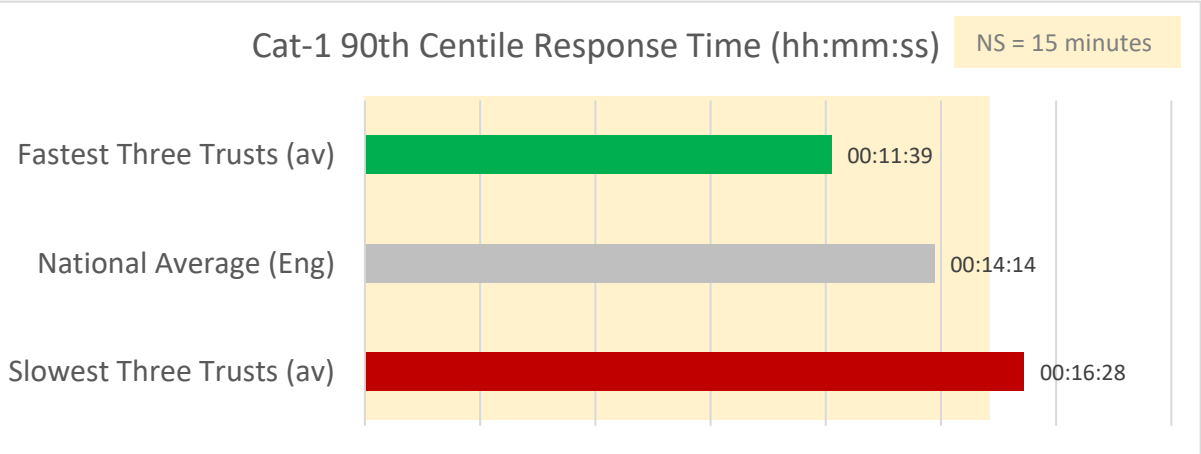
Yellow areas show COVID waves in the UK: source ONS.

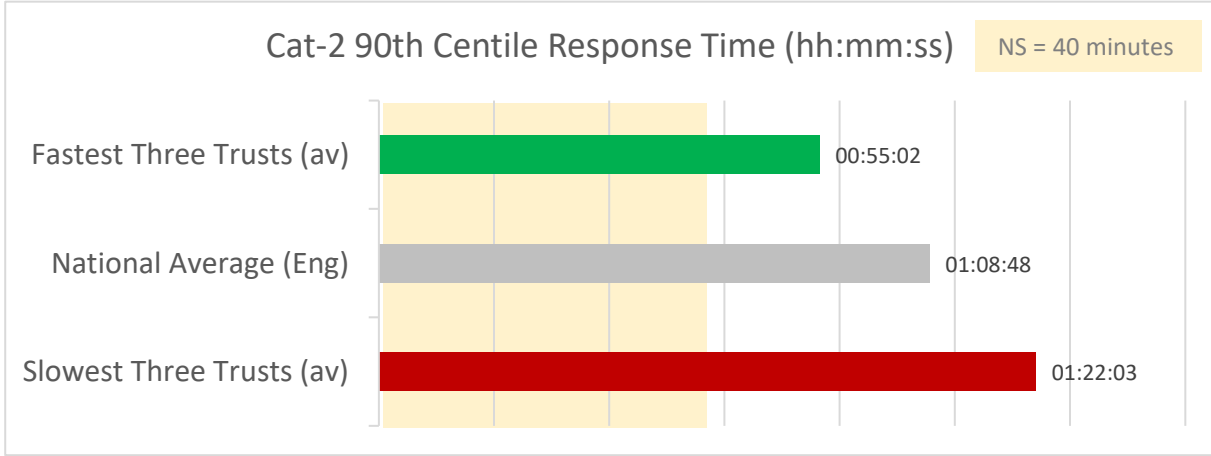
22. Range, Category-1 and Category-2 Response Time, December 2025

Highlighting outlying trusts shows ongoing variation in response times (influenced by a number of factors, including geography). For Category-1 the difference between fastest and slowest trust groups was two minutes, for Category-2 the difference was 11 minutes.





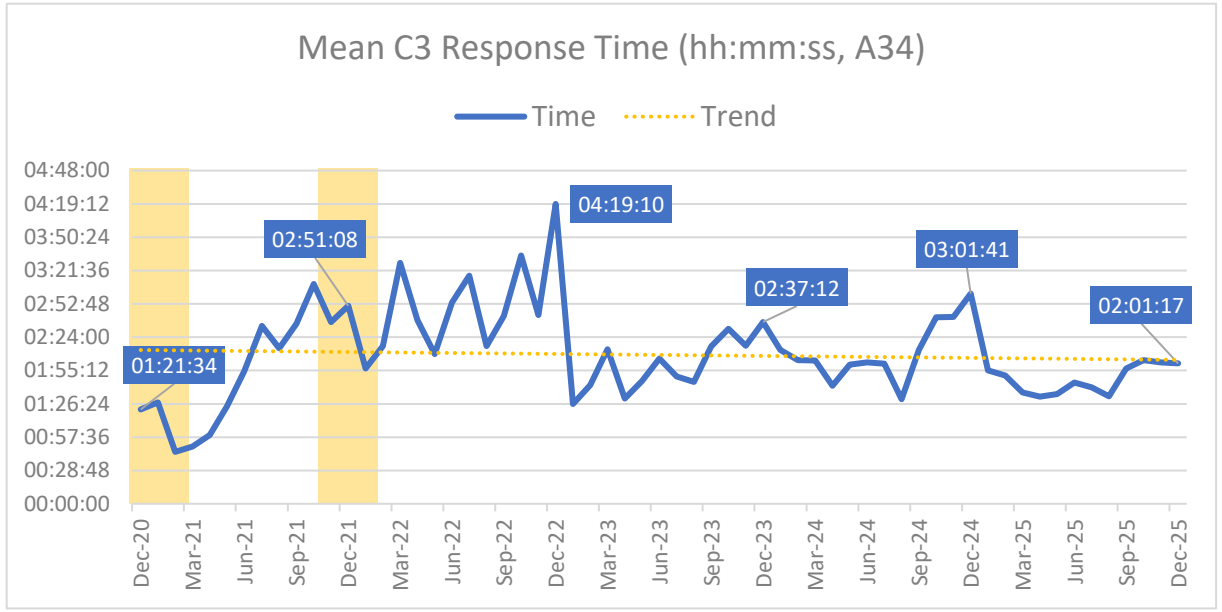


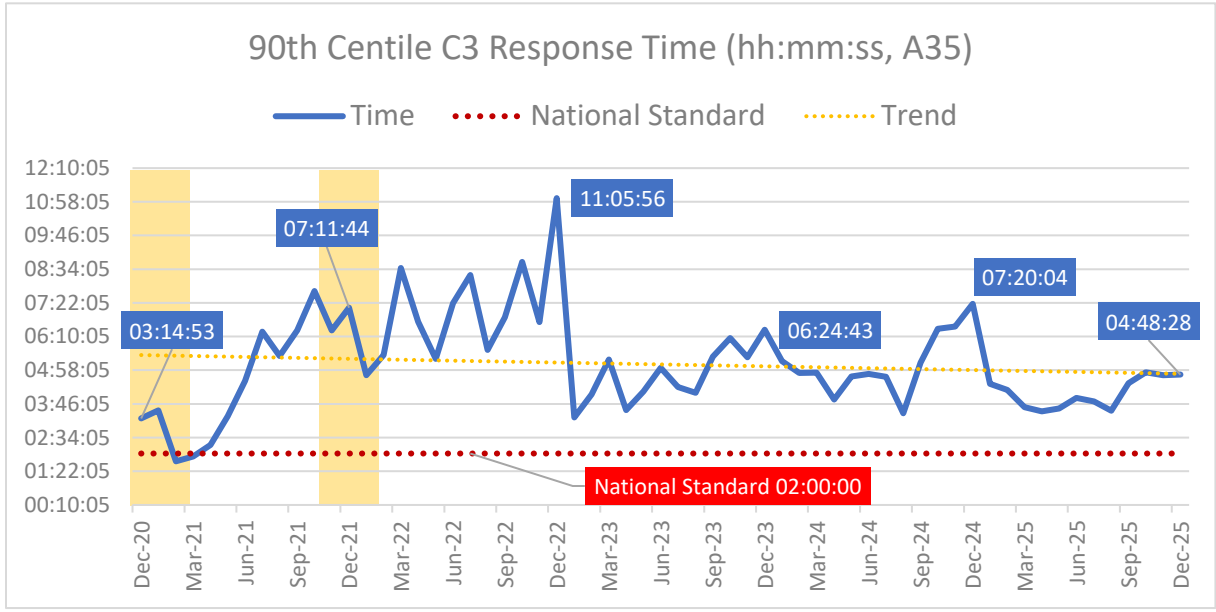


Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Despite an increase in demand across the month (see page 17), at just over two hours mean response was one-minute faster than in November, and an hour faster than in December 2024. This is the fastest time for any December since 2020, although IA could be a factor (as with Categories 1-and-2).





Mean Response Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
34th slowest	1 min faster	1 hour faster

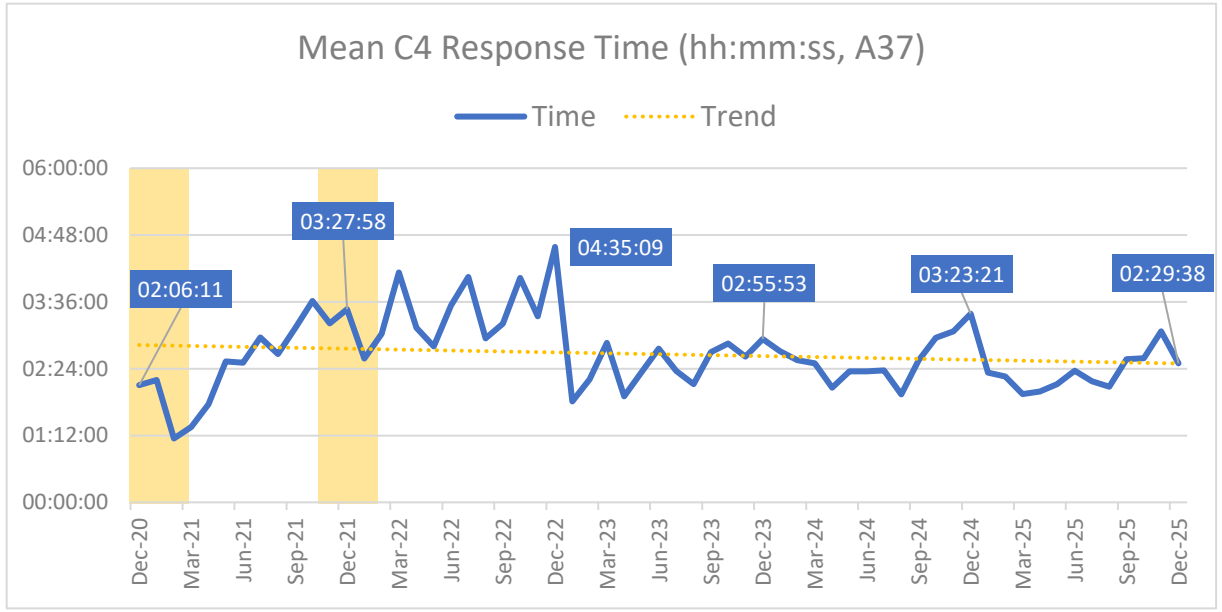
90th centile Response Time for December 2025: Fast Facts

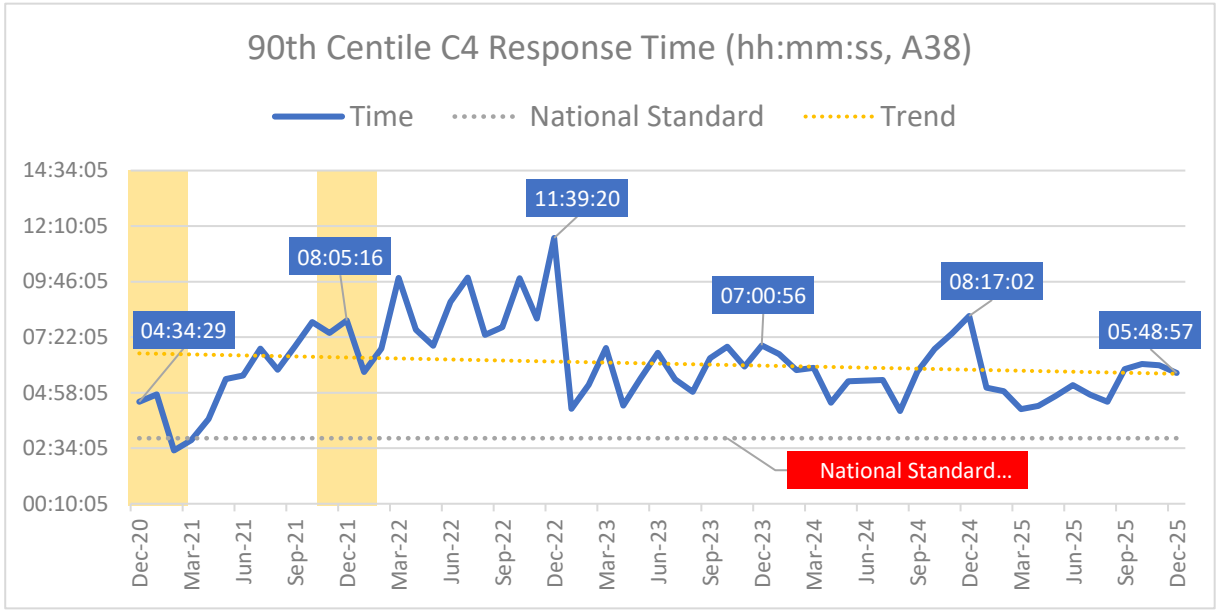
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
33rd slowest	80 secs slower	2.5 hours faster

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

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

Category-4 saw improvements in mean response in December – again, despite an increase in demand across the month. At around two-and-a-half hours, the mean was over half an hour faster than November, and nearly and hour faster than December 2024, and the fastest time for any December since 2020.





Mean Response Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
37th slowest	35 mins faster	54 min faster

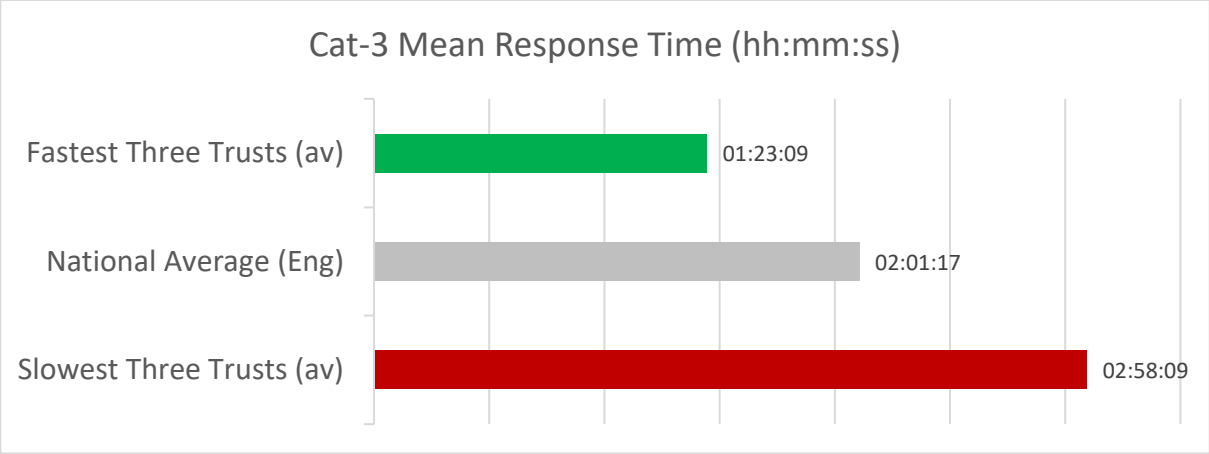
90th centile Response Time for December 2025: Fast Facts

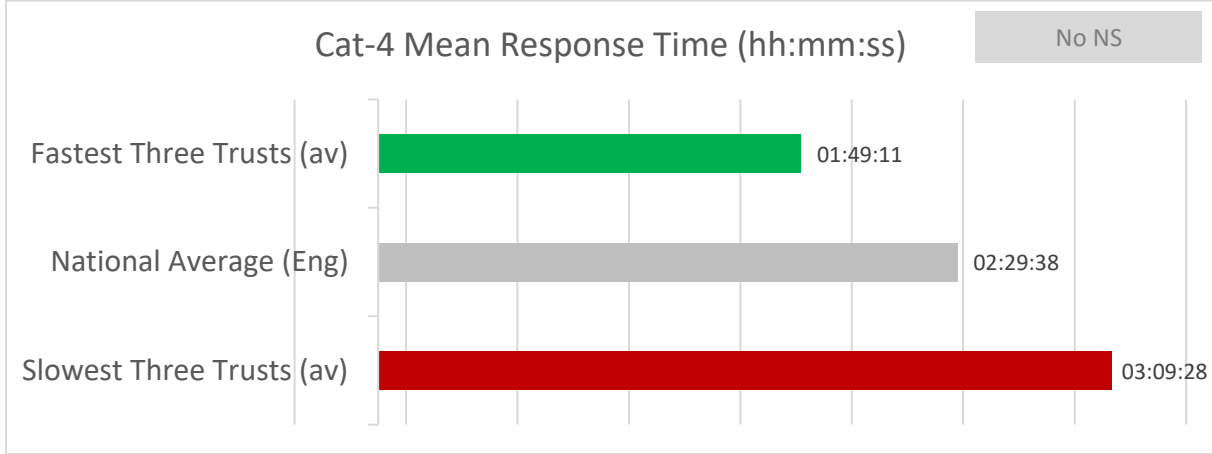
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
35th slowest	20 mins faster	2.5 hours faster

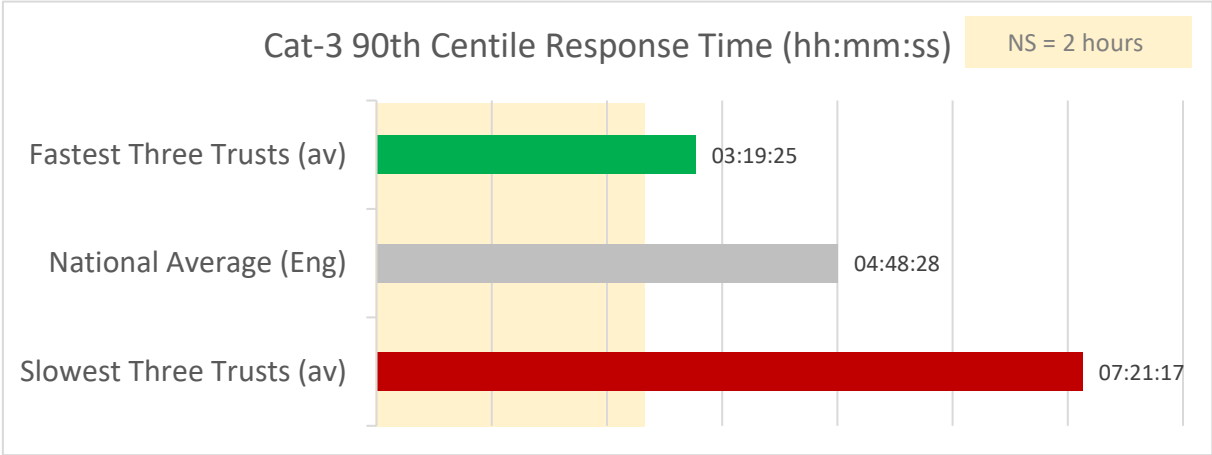
Yellow areas show COVID waves in the UK: source ONS.

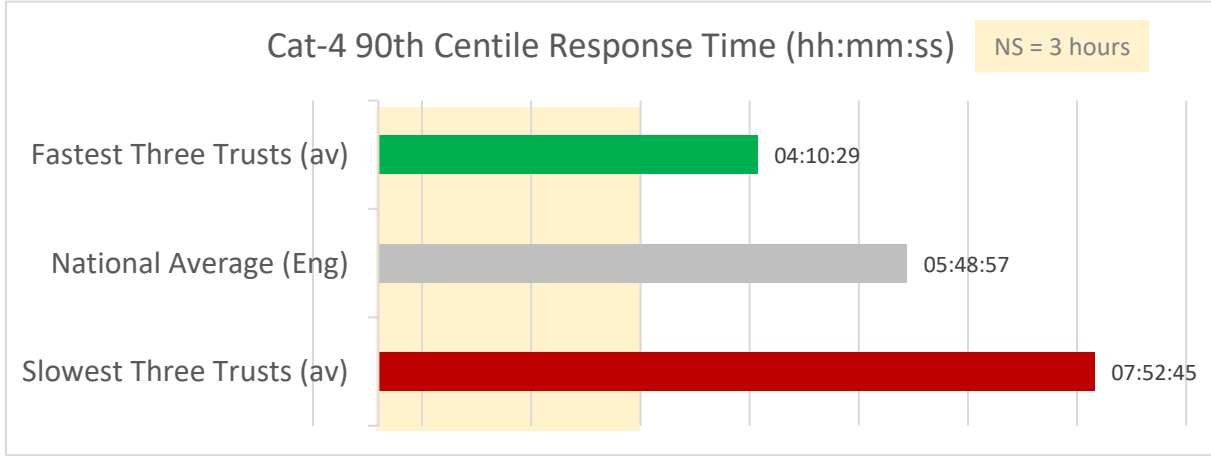
25. Range, Category-3 and Category-4 Response Time, December 2025

Differences in mean response times for outlying trusts are more pronounced for these categories. For Categories-3-and-4 the difference between the fastest and slowest groups is around 90 minutes, for the 90th Centile the difference is over three-and-a-half hours.





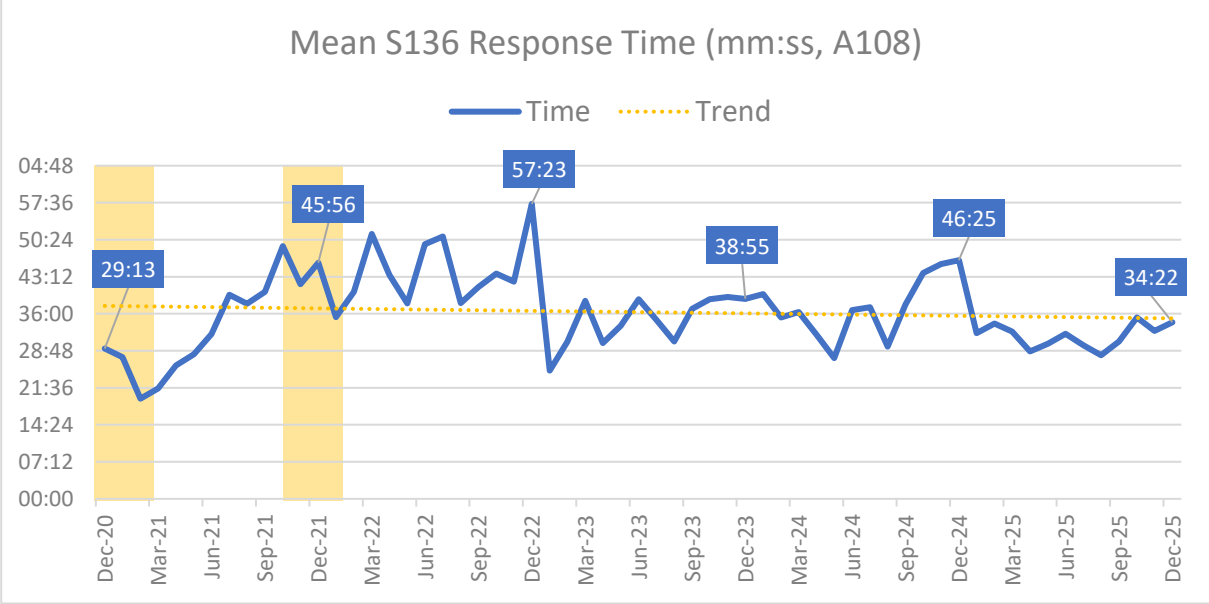


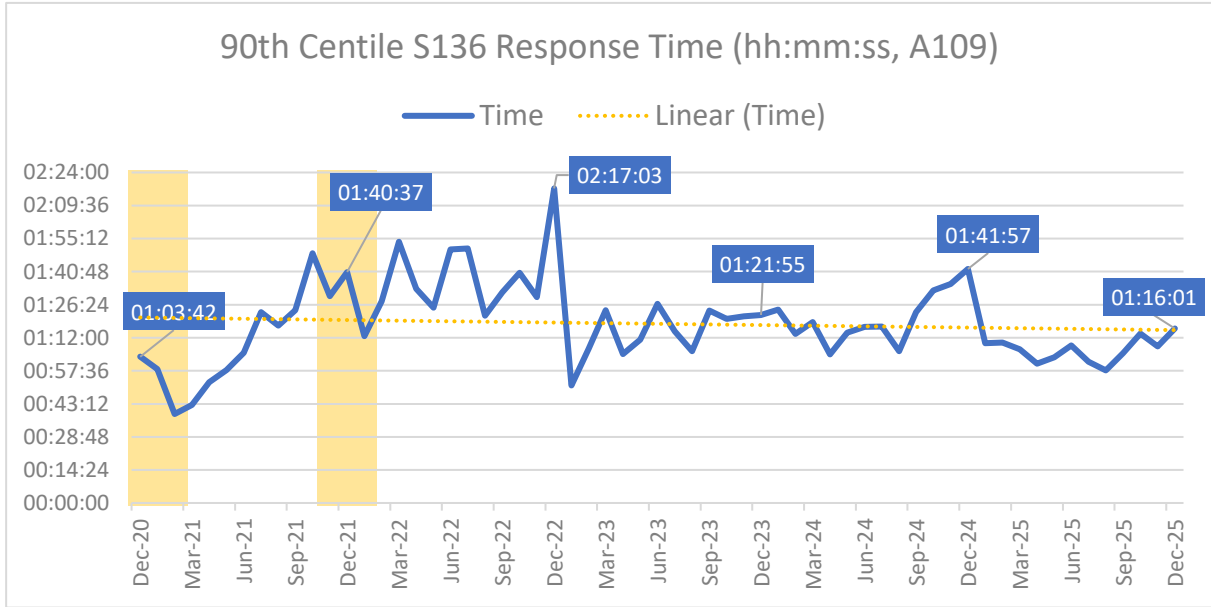


Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Section 136 mean response-time slowed by two minutes in December, but was 12-minutes faster than December 2024.





Mean Response Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
36th slowest	2 mins slower	12 min faster

90th centile Response Time for December 2025: Fast Facts

Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
32nd slowest	8 mins slower	26 mins faster

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

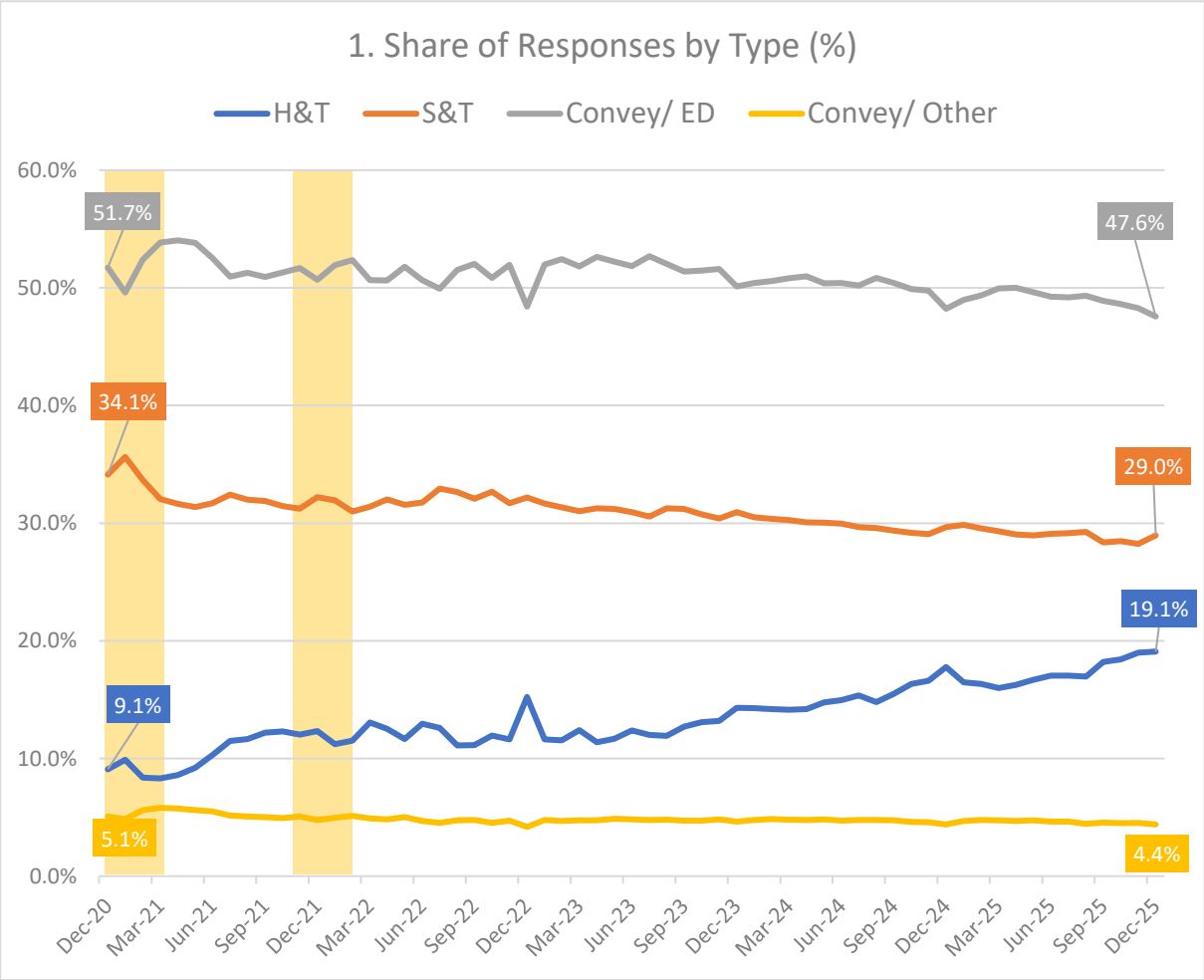
Section 3

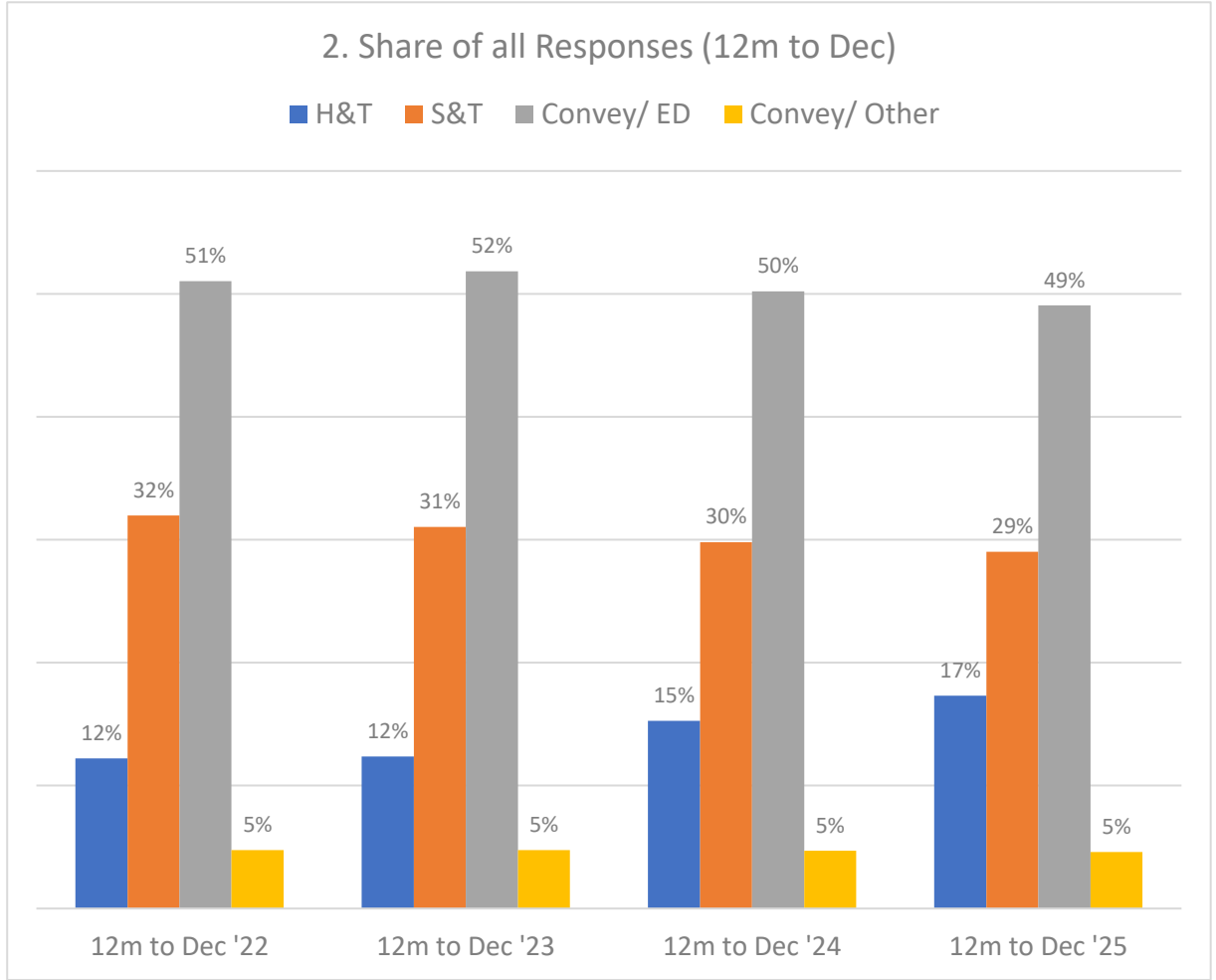
Incidents by Response Outcome

- 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

28. Share of Response Outcomes

Hear-and-Treat continues to increase its share of overall outcomes, reaching 19.1-percent in December, another series high. Conveyance rates, although increasing in volume, dropped in share to 47.6-percent: this is the second lowest to-date, the first being April 2020 at the start of the pandemic (43.6 percent).



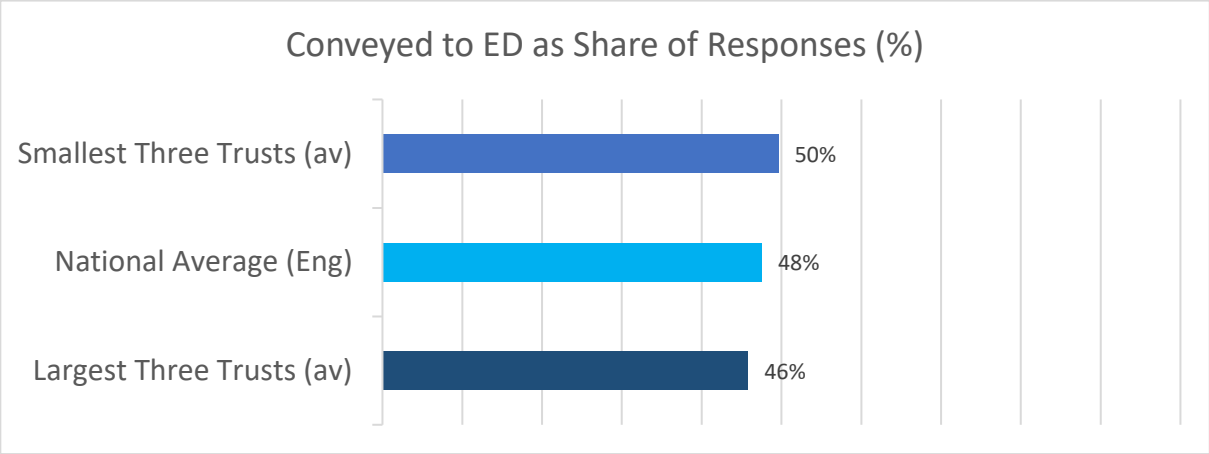


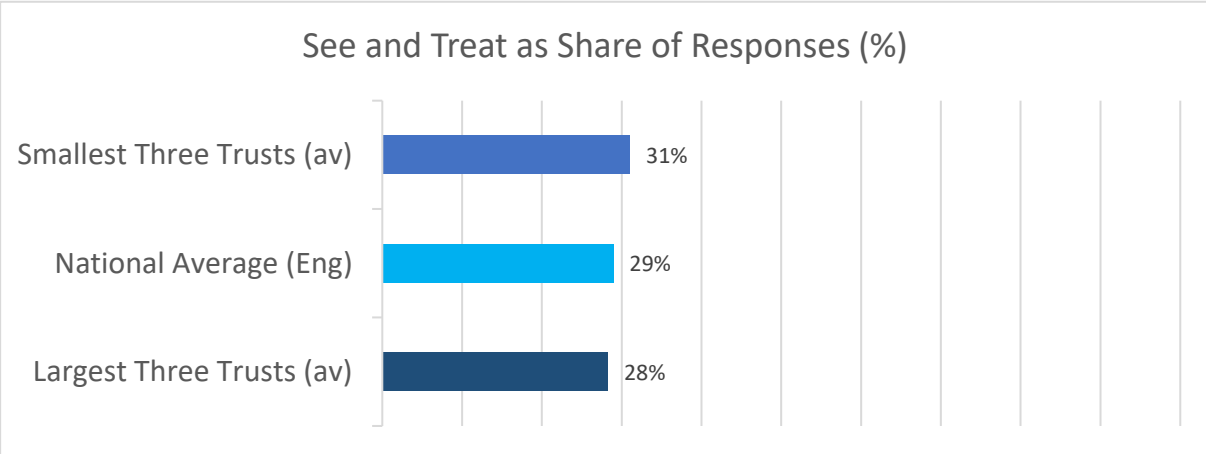
Yellow areas show COVID waves in the UK: source ONS.

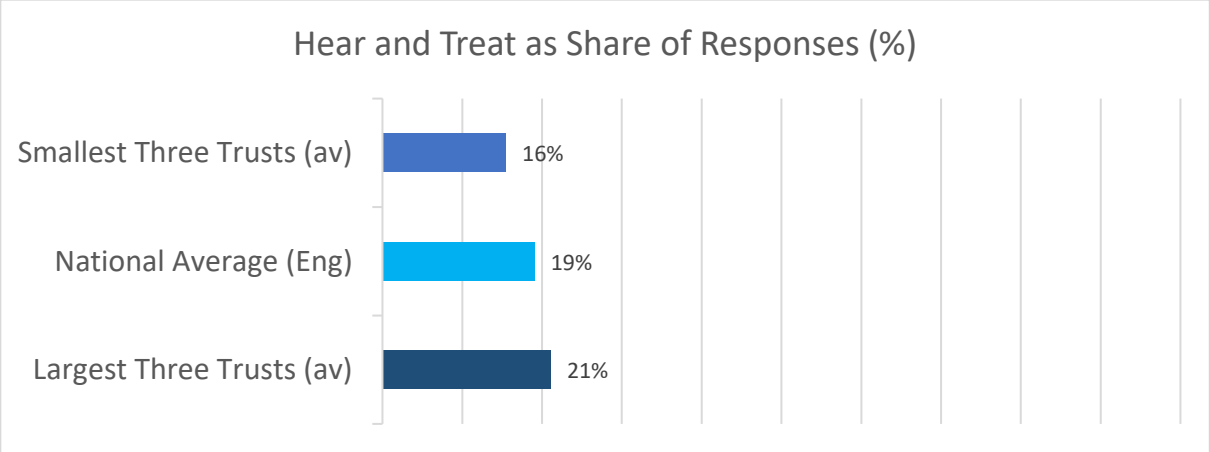
H&T = Hear and Treat, S&T = See and Treat

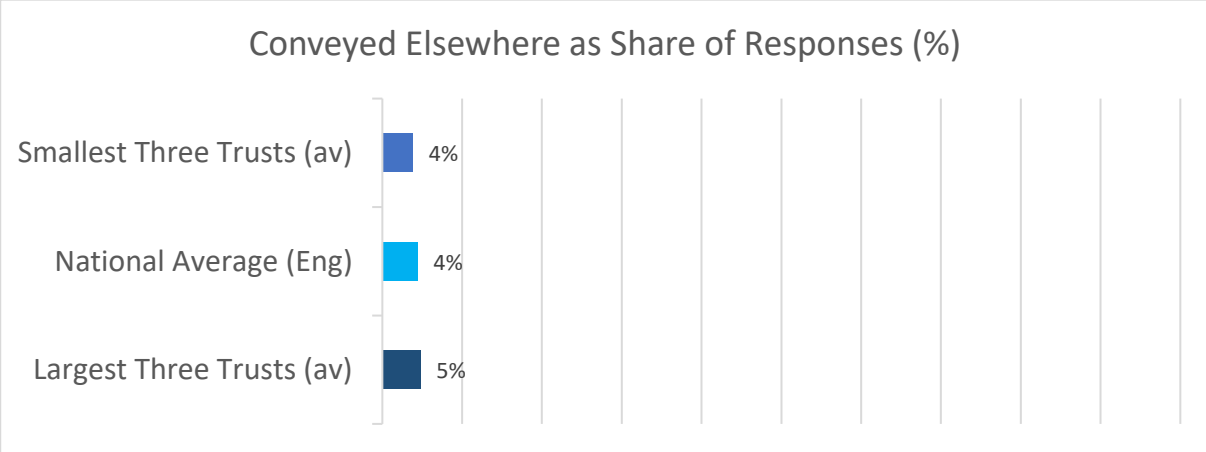
29. Range, Share of Response Outcomes, December 2025

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 five percentage points between the highest and lowest groups, Conveyance to Emergency Departments a difference of four percentage points.





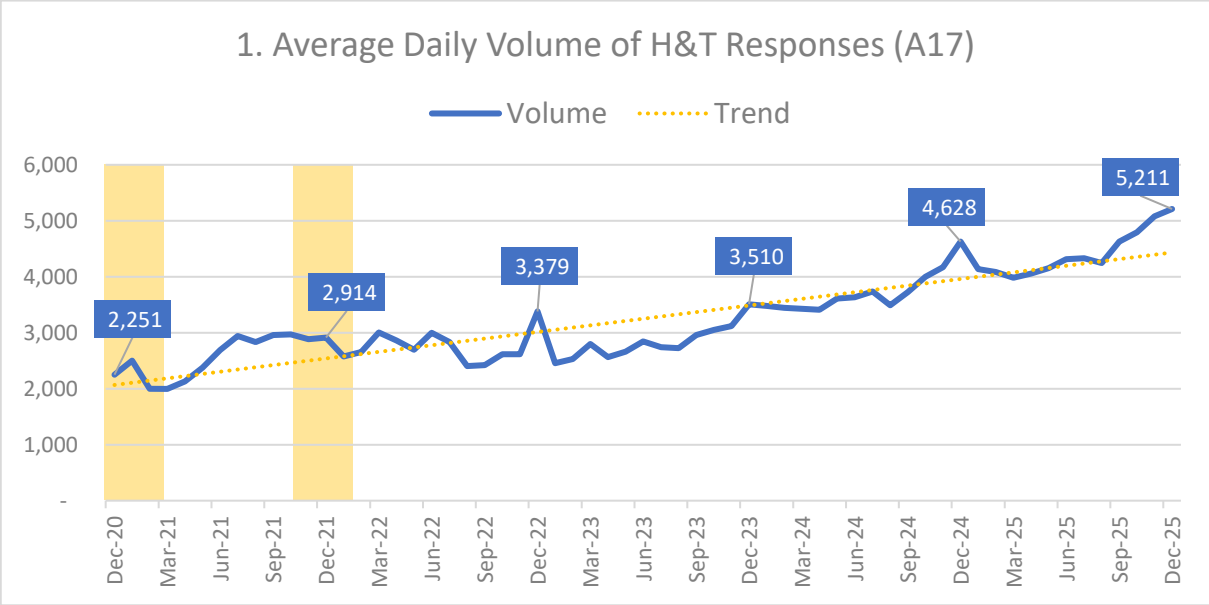


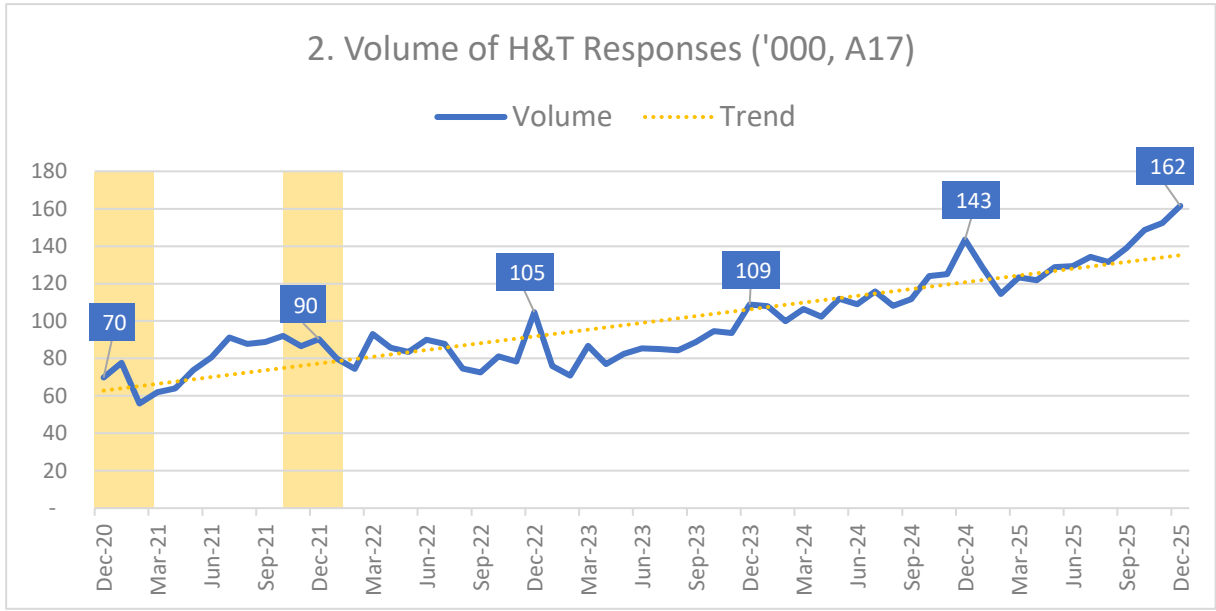


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

30. Hear and Treat (measure A17)

Hear and Treat volume steadily increases. There were 162-thousand across the month, or 5,211 each day on average. This is nearly 600 more each day compared with December 2024. The annualised data charts the increase of this outcome, which has seen use increase by well over half a million since 2022.

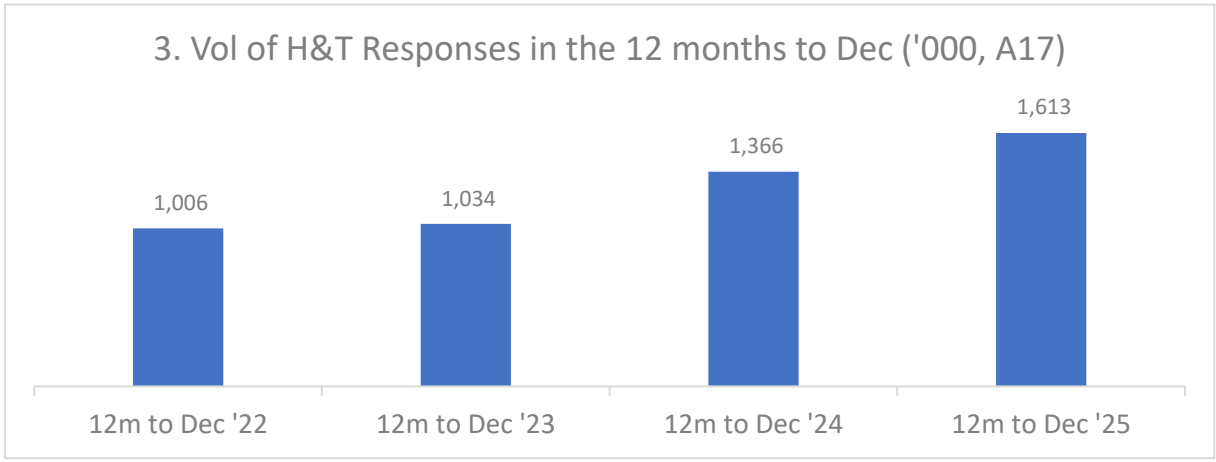




Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
Highest	+113 outcomes	+582 outcomes

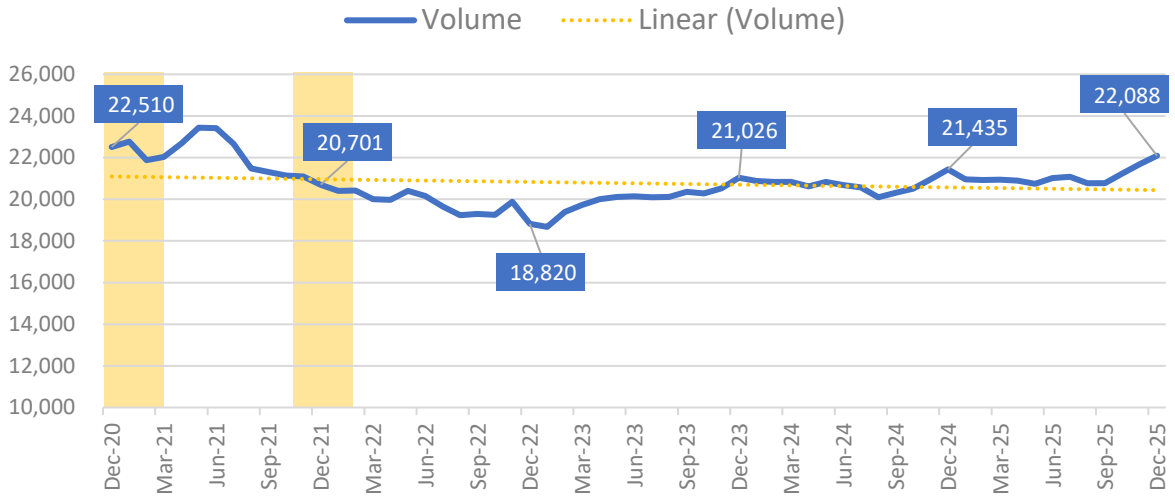
Yellow areas show COVID waves in the UK: source ONS.



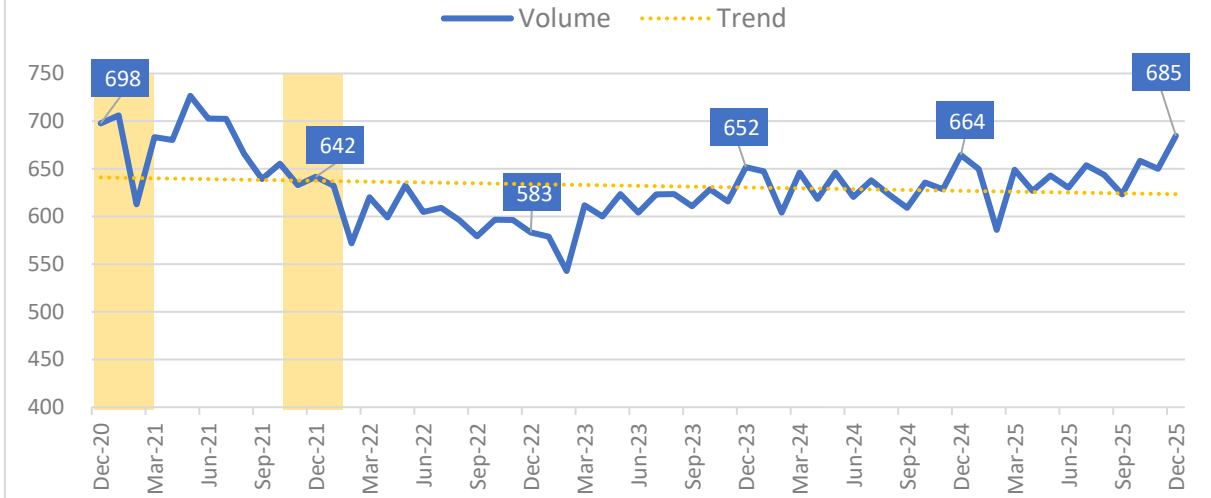
31. Face to Face (F2F, measure A56)

Face-to-face outcomes increased by an average of 415 each day in December, reaching 22,088. This is the highest volume of any December since 2020. Annualised data show three consecutive increases to the most recent period which recorded 7.7-million face to face outcomes.

1. Average Daily Volume of F2F Responses (A56)



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

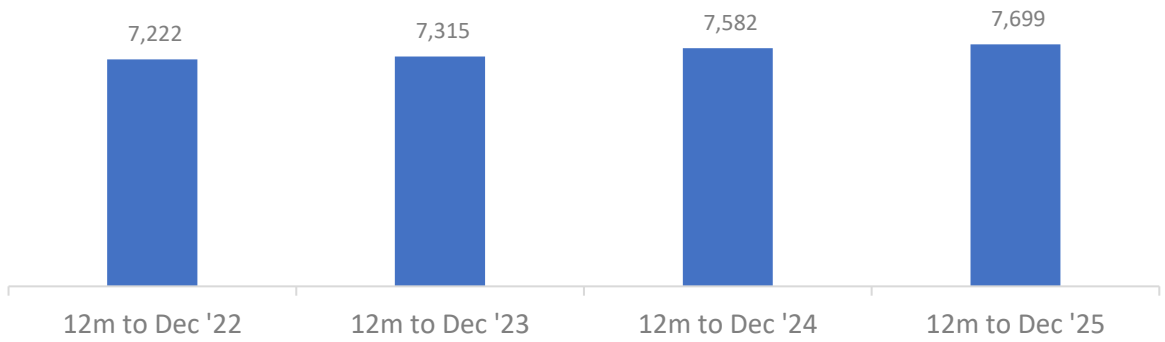


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
21st highest	+415 outcomes	+653 outcomes

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

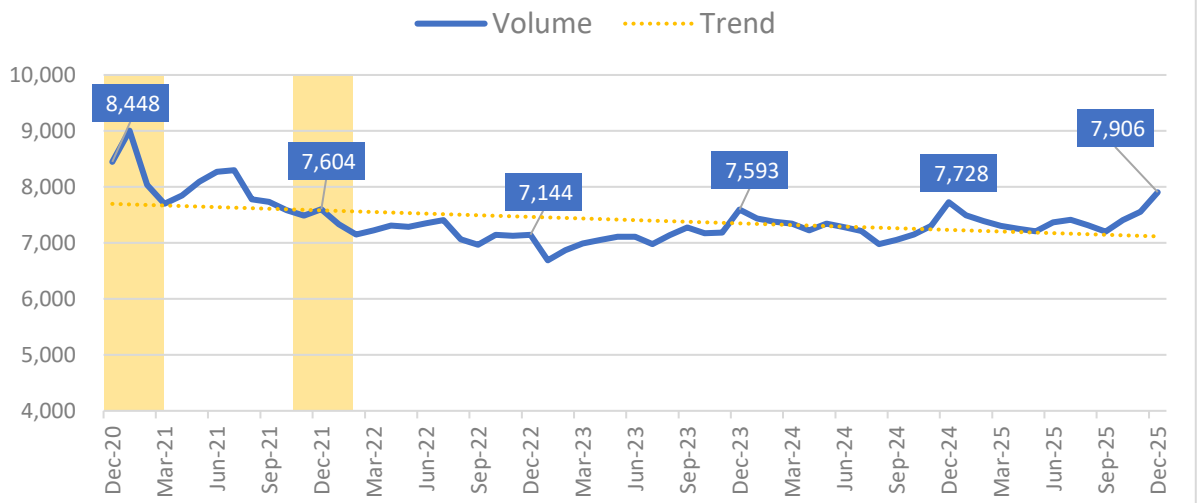
3. Vol of F2F Responses in the 12 months to Dec ('000, A56)



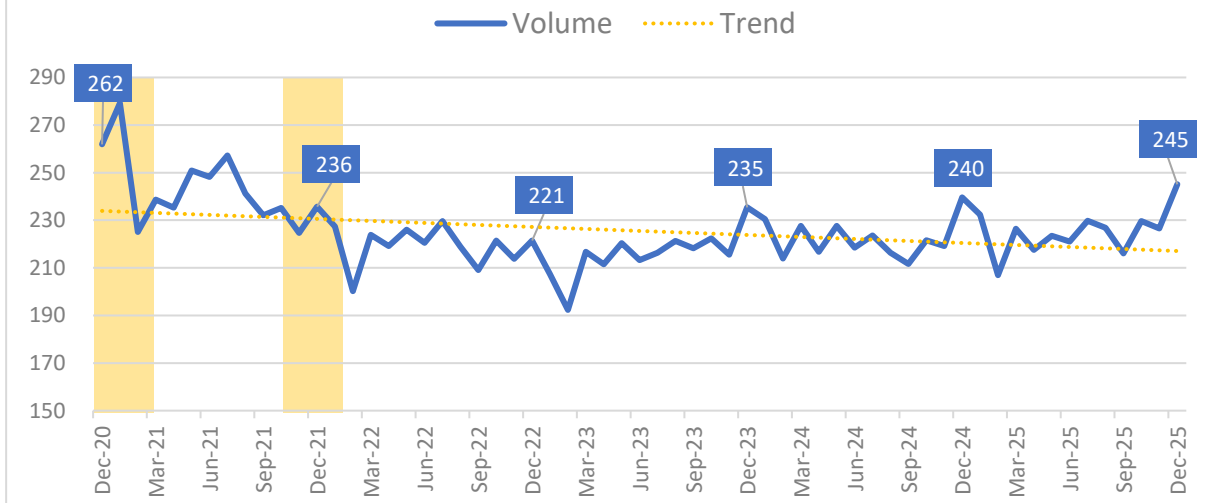
32. See and Treat (measure A55)

See and Treat (S&T) outcomes increased by 353 each day, taking the total to 7,906 – another example of an outcome reaching the highest level for any December since 2020.

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



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

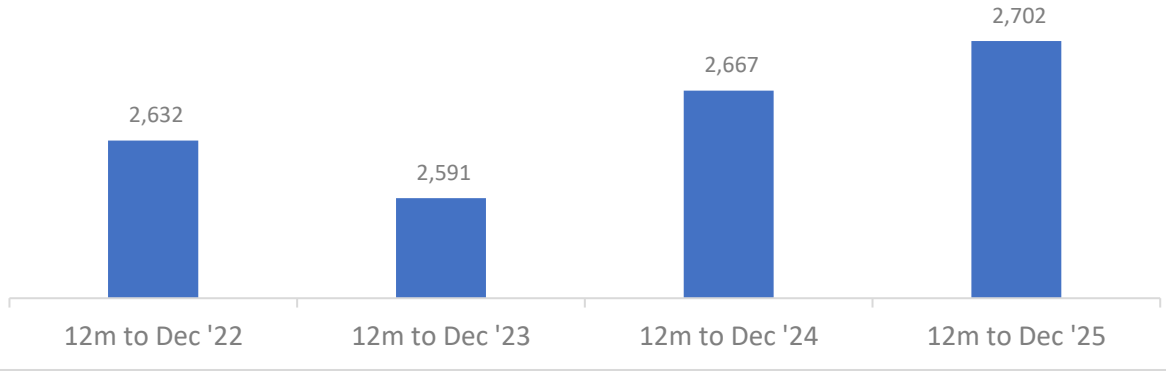


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
11th highest	+353 outcomes	+178 outcomes

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

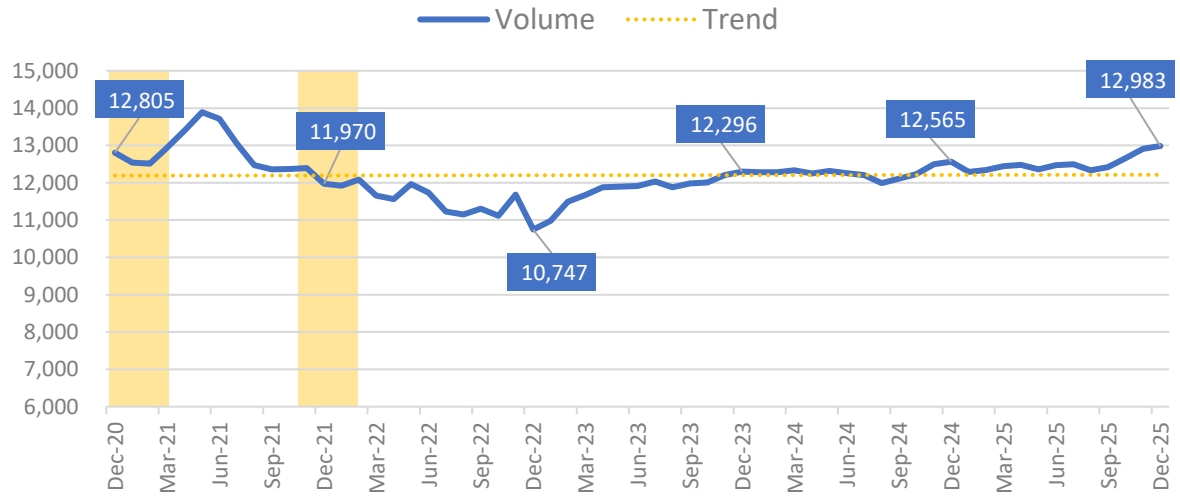
3. Vol of S&T Responses in the 12 months to Dec ('000, A55)



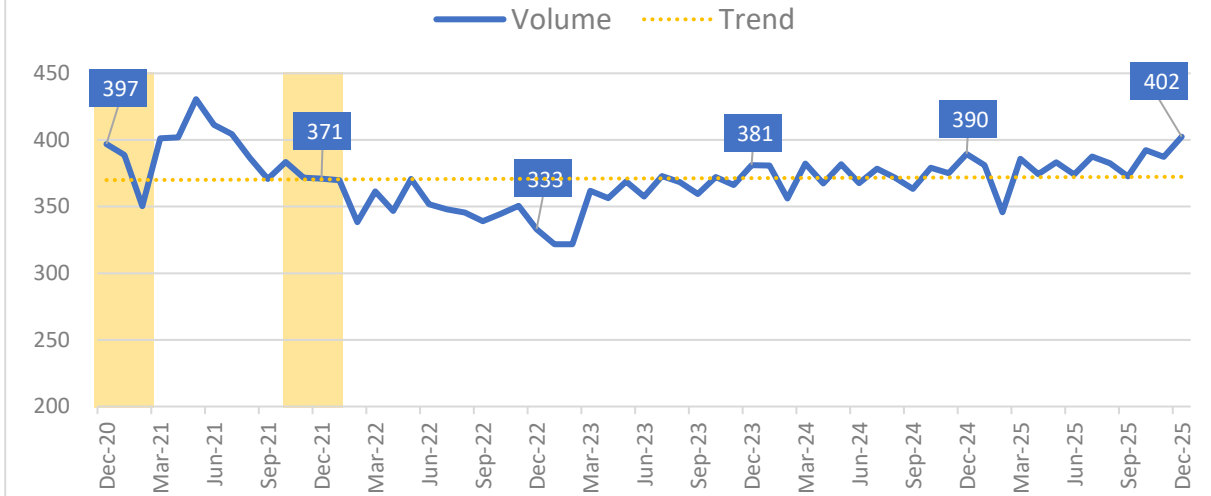
33. Conveyed/ Transported to Emergency Departments (measure A53)

Although conveyance rates are falling (see page 28) the volume of these outcomes continues to increase. Unlike previous outcomes, however, the current monthly totals exceed any December this decade, while the annualised total now exceeds 4.5-million (vs. 4.2 million in 2022).

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



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

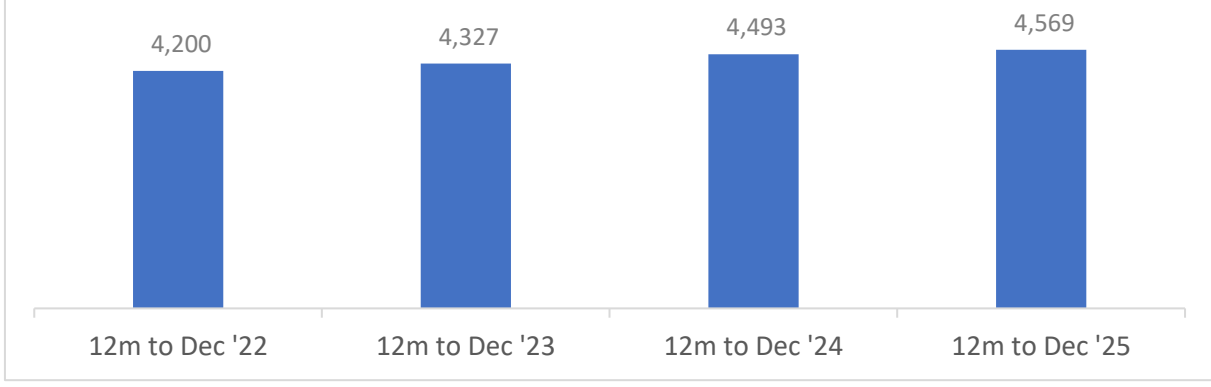


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
29th highest	+73 outcomes	+418 outcomes

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

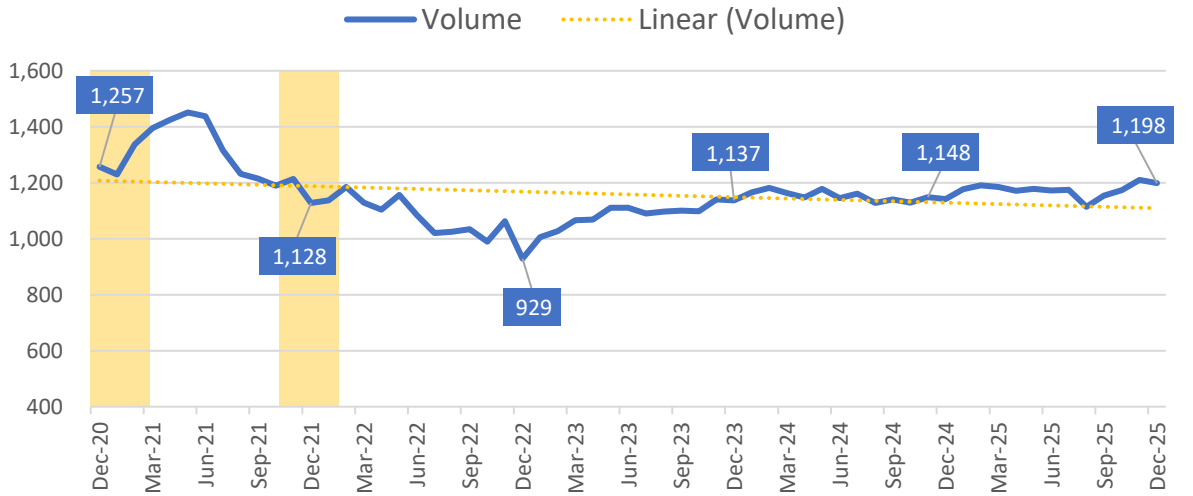
3. Transport/ED Responses in the 12m to Dec ('000, A54)



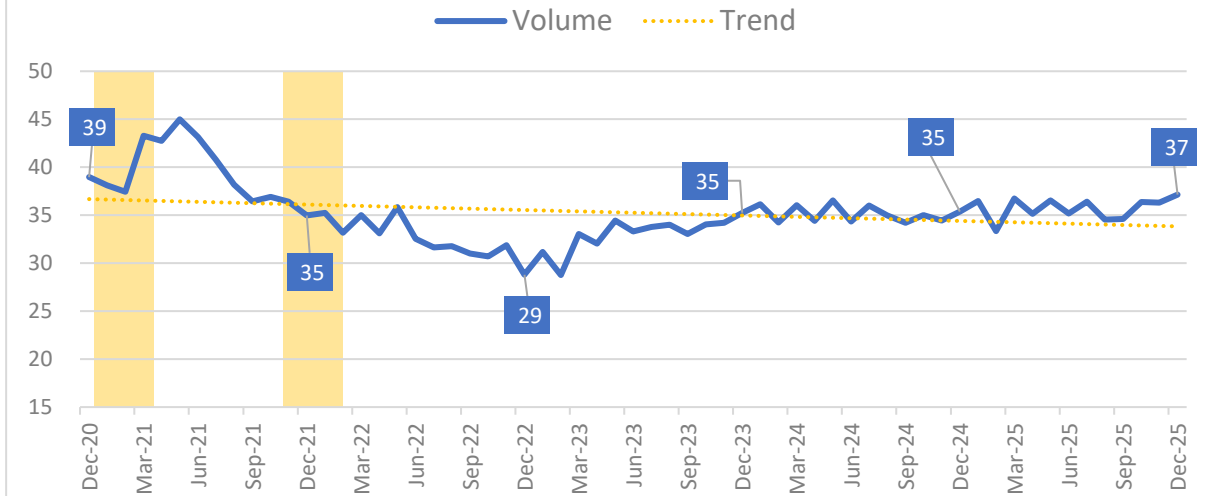
34. Conveyed/ Transported to Destination other than ED (measure A54)

Despite a slight decrease from November's daily average, outcomes where patients were transported elsewhere continues to increase in volume over time. Once again, the annualised data highlight this increase with 38-thousand more outcomes in the most recent period compared with 2022.

1. Average Daily Volume of Transport/Other Responses (A54)



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

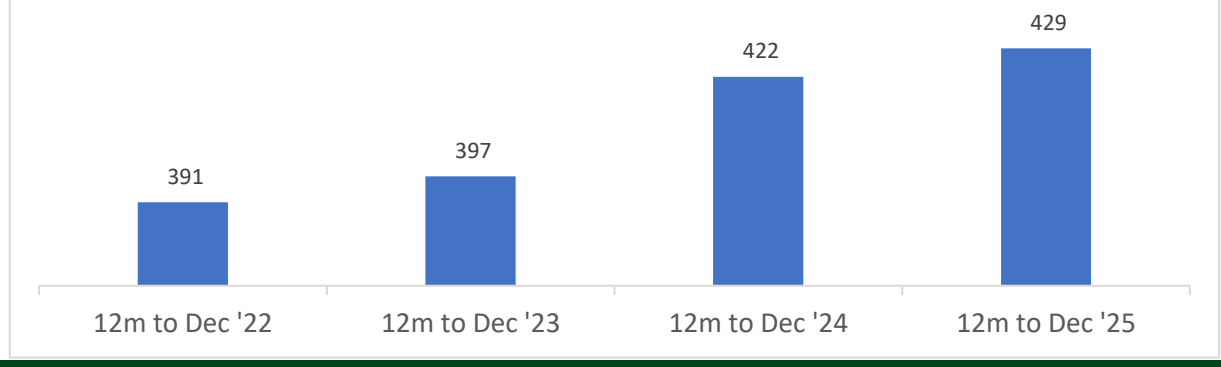


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
45th highest	-11 outcomes	+57 outcomes

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

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



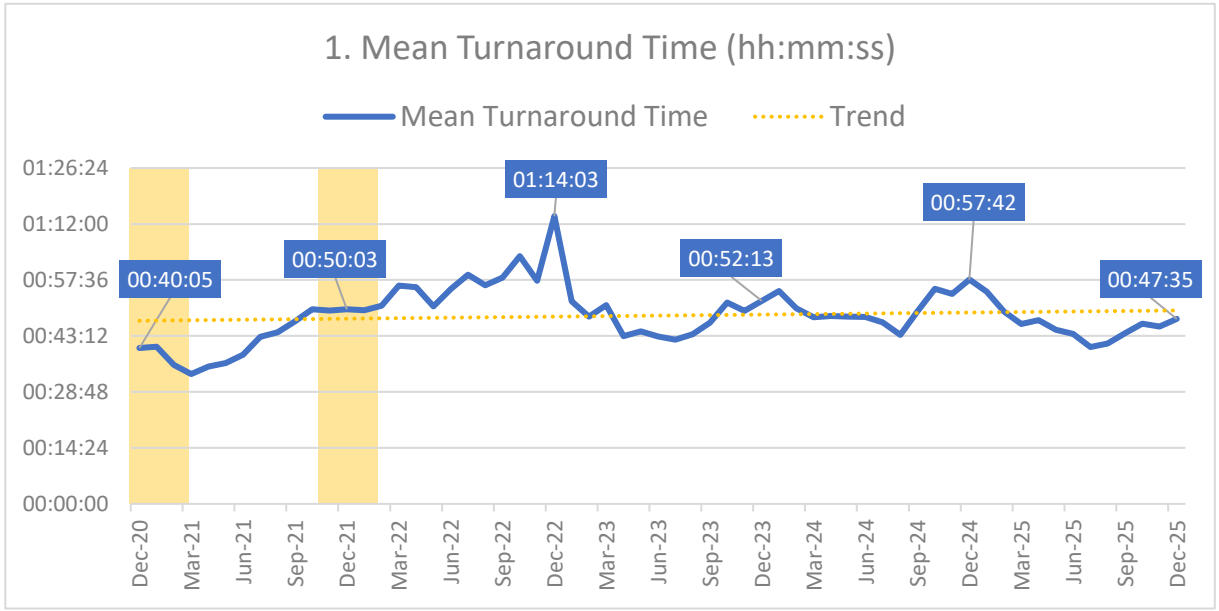
Section 4

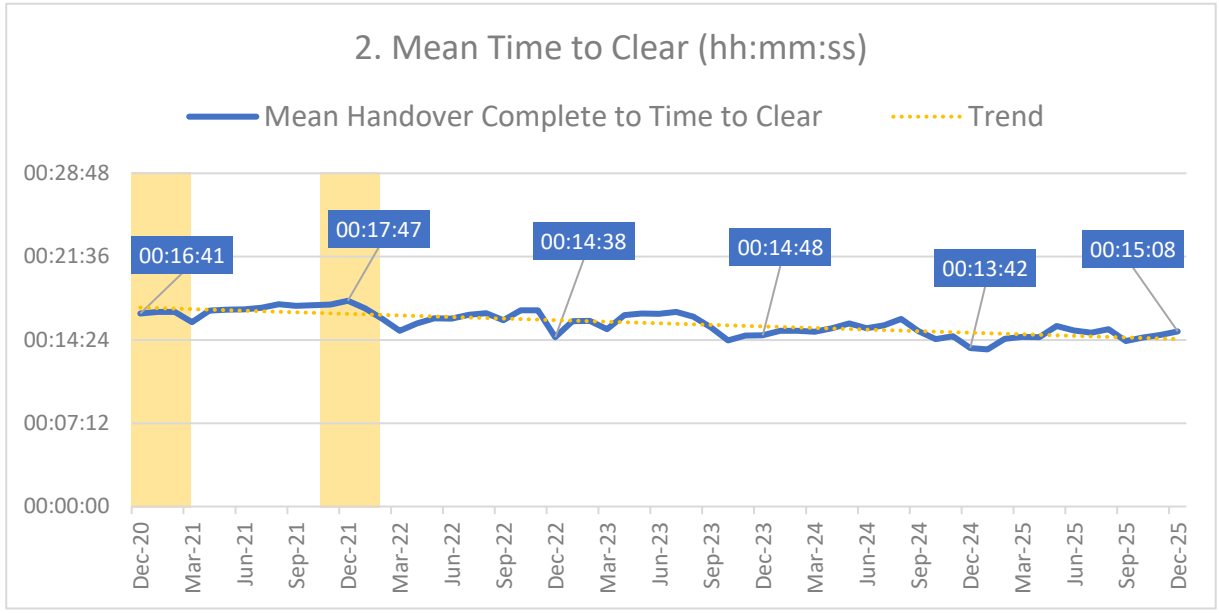
Turnaround Times and Patient Handover Delays

- 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
- Handovers Longer Than Three Hours
- Impact on Patients and Crew

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

Following trends seen in previous winters, mean turnaround time slowed in December – although at just under 48-minutes was fastest time for any December since December 2020. Time to clear slowed by 19 seconds – and was also slower than December 2024 by 86 seconds.





Mean Turnaround Time for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
55th fastest	2 mins slower	10 mins faster

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

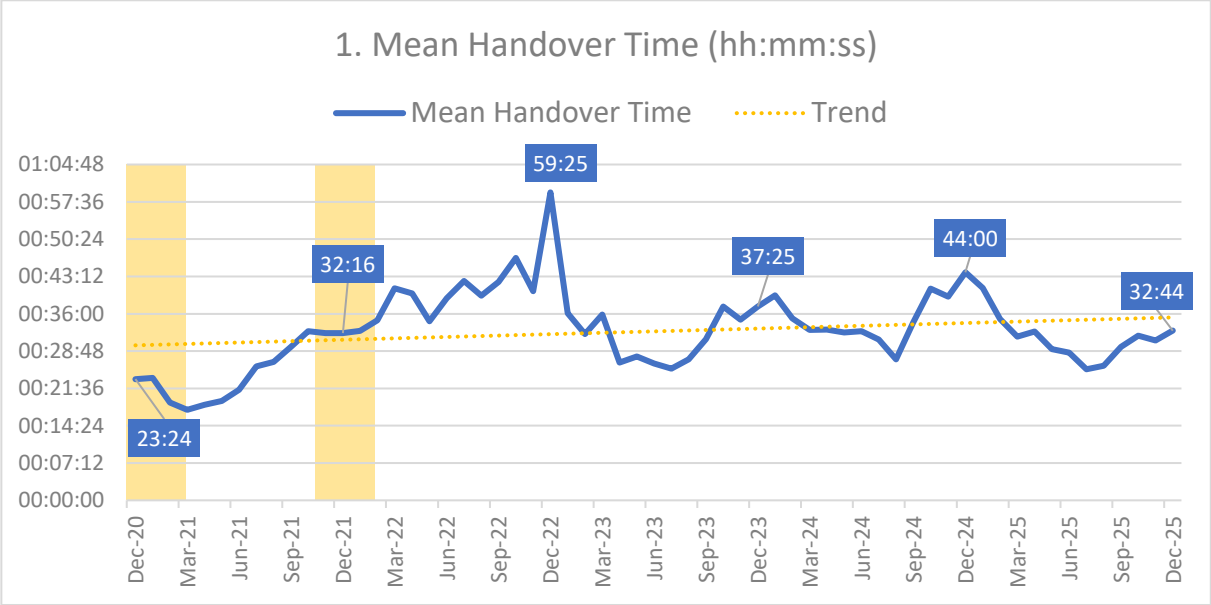
Rank in series to-date:	Change from Nov 2025	Change from Dec 2024
58th fastest	19 secs slower	86 secs slower

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

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

37. Mean Hospital Handover Time (source, NAIG)

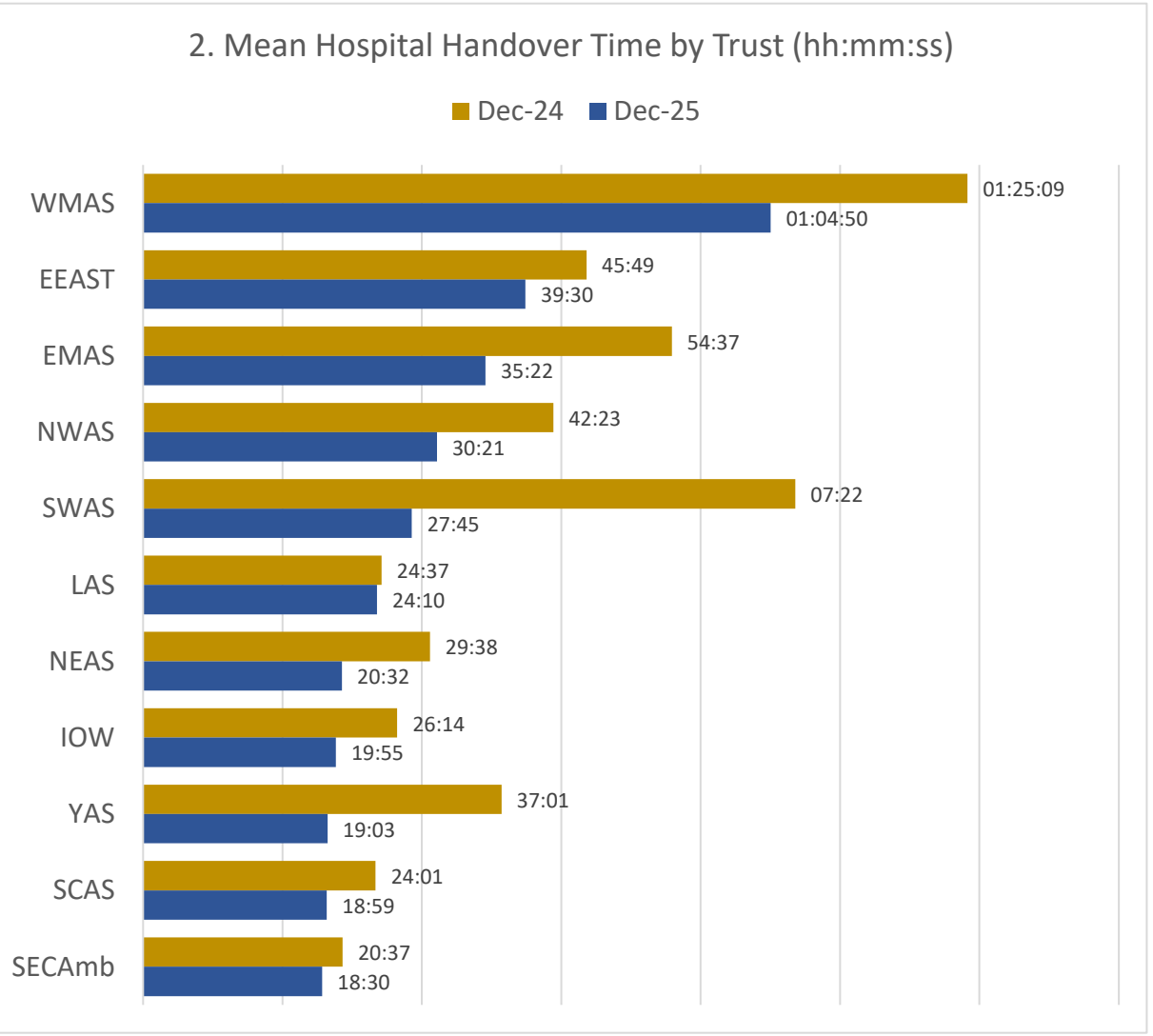
Mean hospital handover time slowed by two minutes – but was 11-minutes faster than December 2024. At trust level, the difference in handover time are notably pronounced – although as graph 2 below shows, all trust have seen a reduction in mean handover time compared with December 2024.



Mean Handover Time for December 2025: Fast Facts

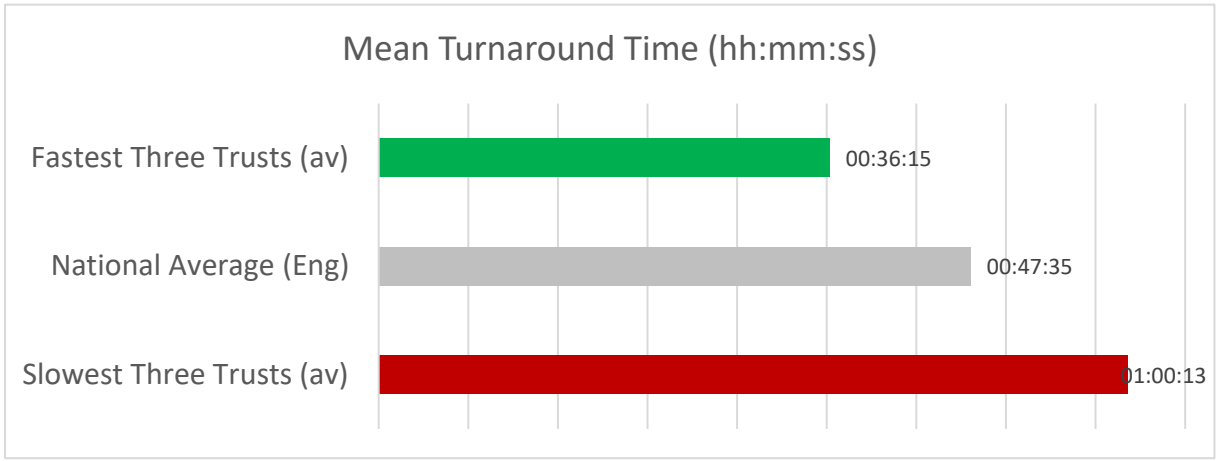
Rank in series to-date	Change from Nov 2025	Change from Dec 2024
58th fastest	2 mins slower	11 mins faster

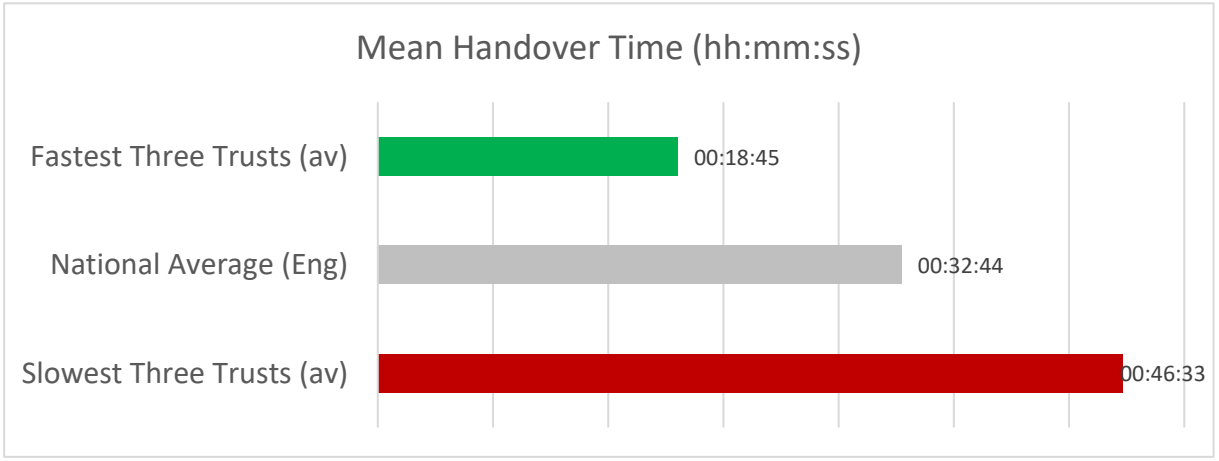
Yellow areas show COVID waves in the UK: source ONS.

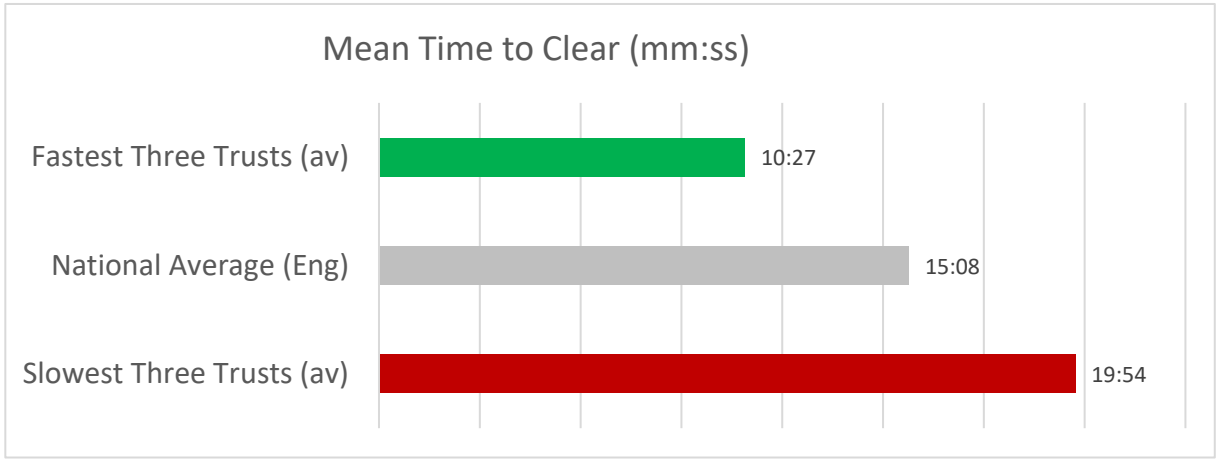


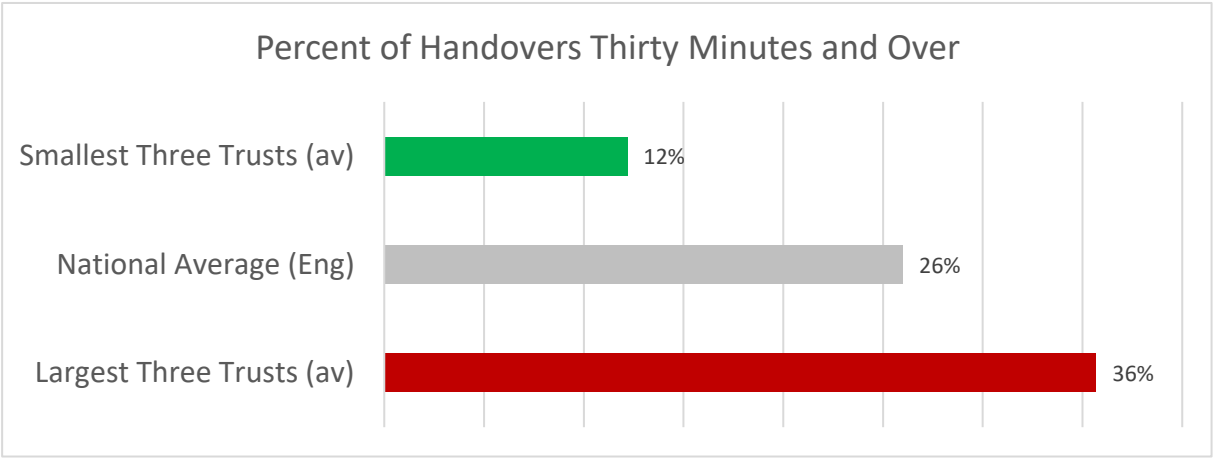
38. Range, Turnarounds and Handover Time, December 2025

Variation in turnaround time is around 24-minutes between the slowest and fastest trusts, time to clear is nine-minutes. For the mean handover time, the difference is 28-minutes, while for the proportion of handovers exceeding 30-minuntes the difference is 23-percentage-points.







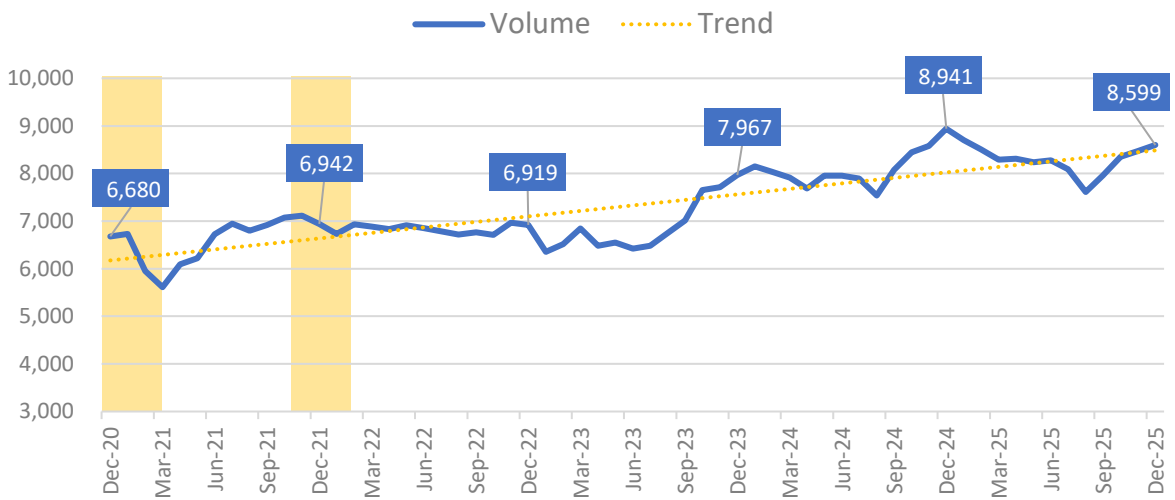


Notes: Largest/ smallest shows the average share of handover delays from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

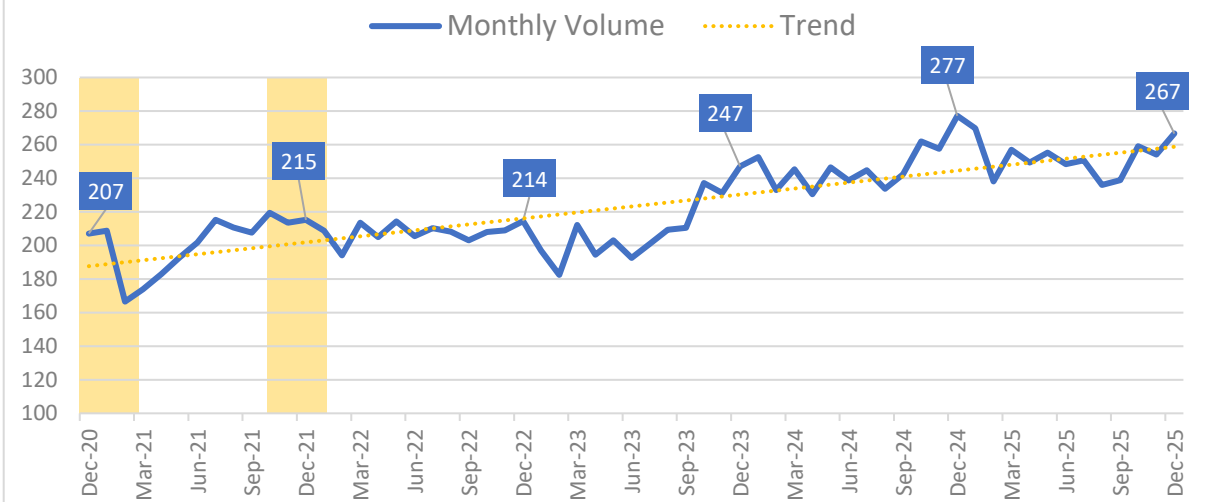
39. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

Following the seasonal trend seen in previous years, handover delays of 15-minutes and over increased steadily to December. However, across the month there were 10-thousand fewer delays than in December 2024, with the daily average dropping by 341 delays over the same time.

1. Average Daily Volume of Handovers at 15+ Minutes



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

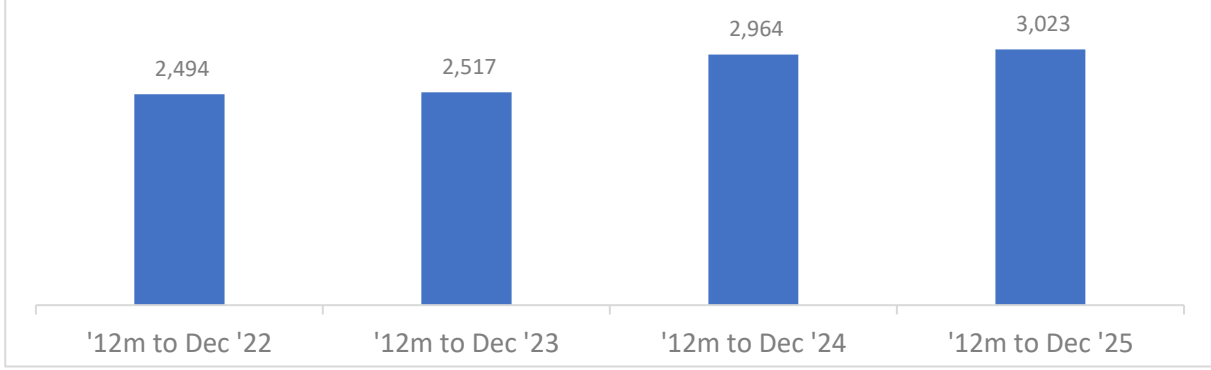


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
3rd highest	+129 delays	-341 delays

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

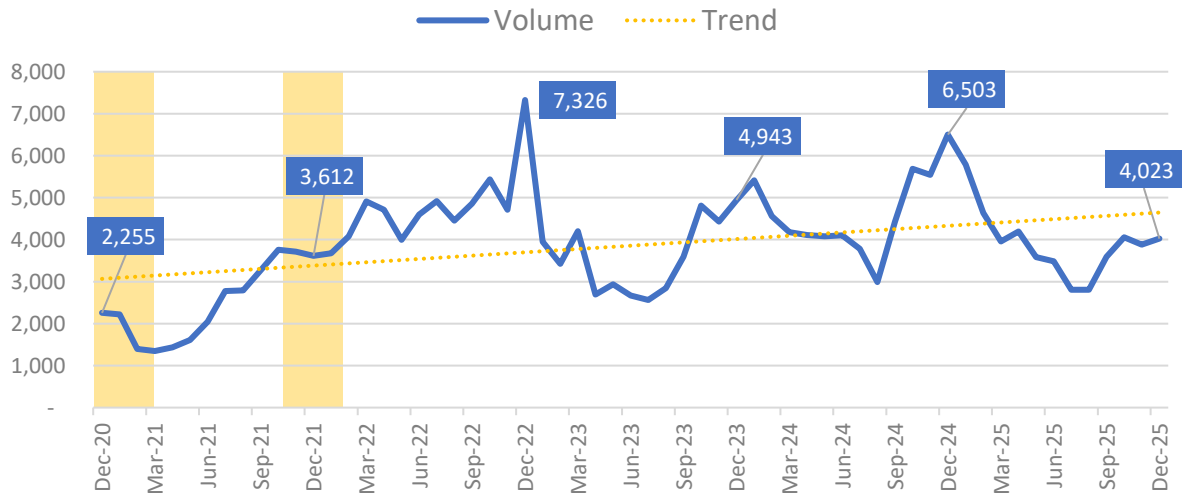
3. Vol of Handovers at 15+ Mins, 12 months to Dec ('000)



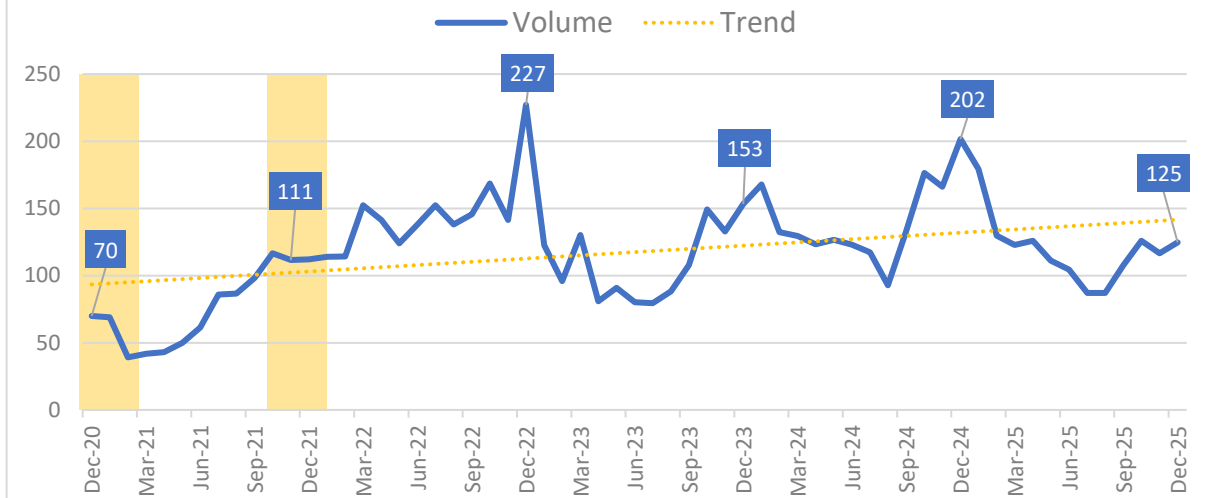
40. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours lost to handover delays of 15-minutes and over increased in between November and December, to just over four-thousand hours. However, this figure represents 62% of the hours lost in December 2024.

1. Average Daily Hours Lost to Handovers at 15+ Minutes



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

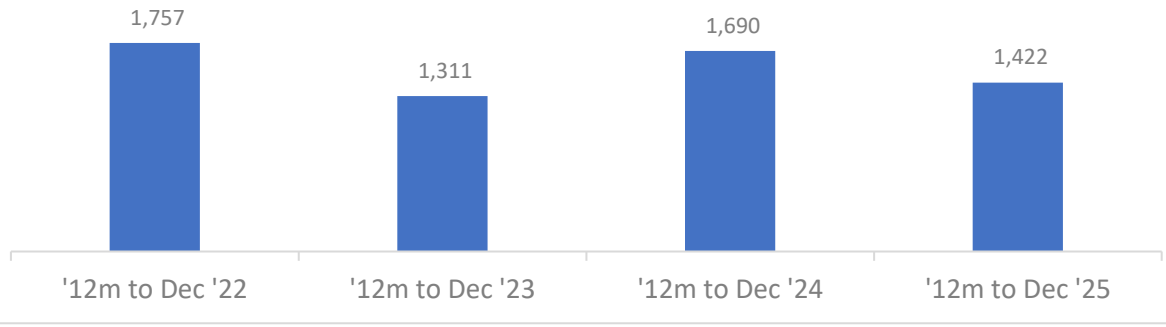


Monthly Hours Lost for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
26th highest	+139 hours	-2.5k hours

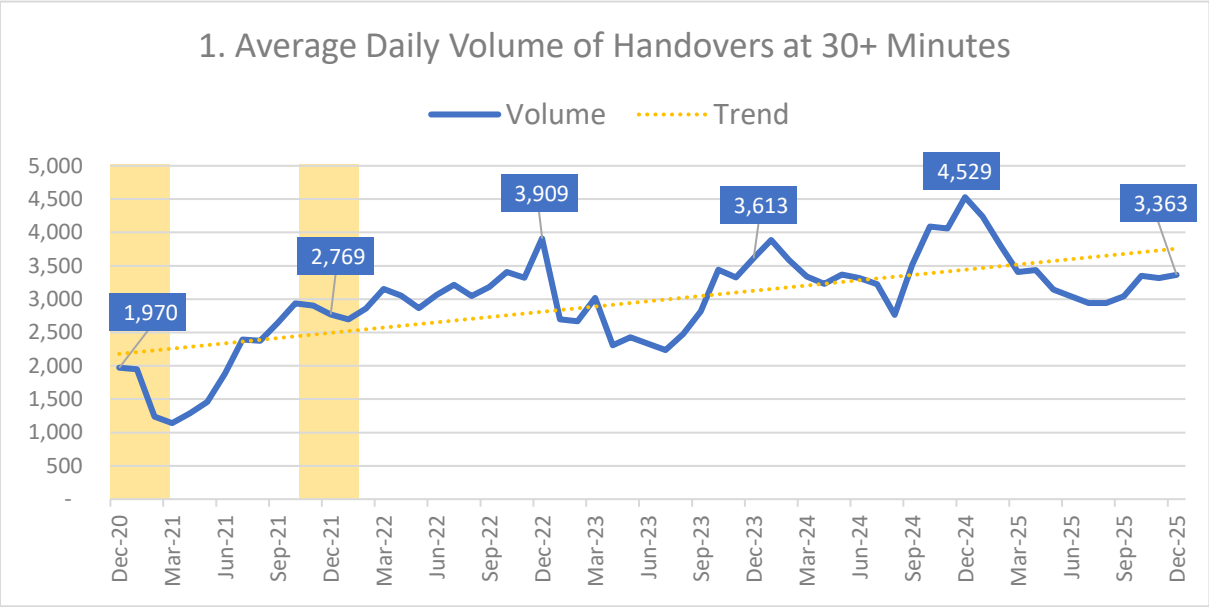
Yellow areas show COVID waves in the UK: source ONS.

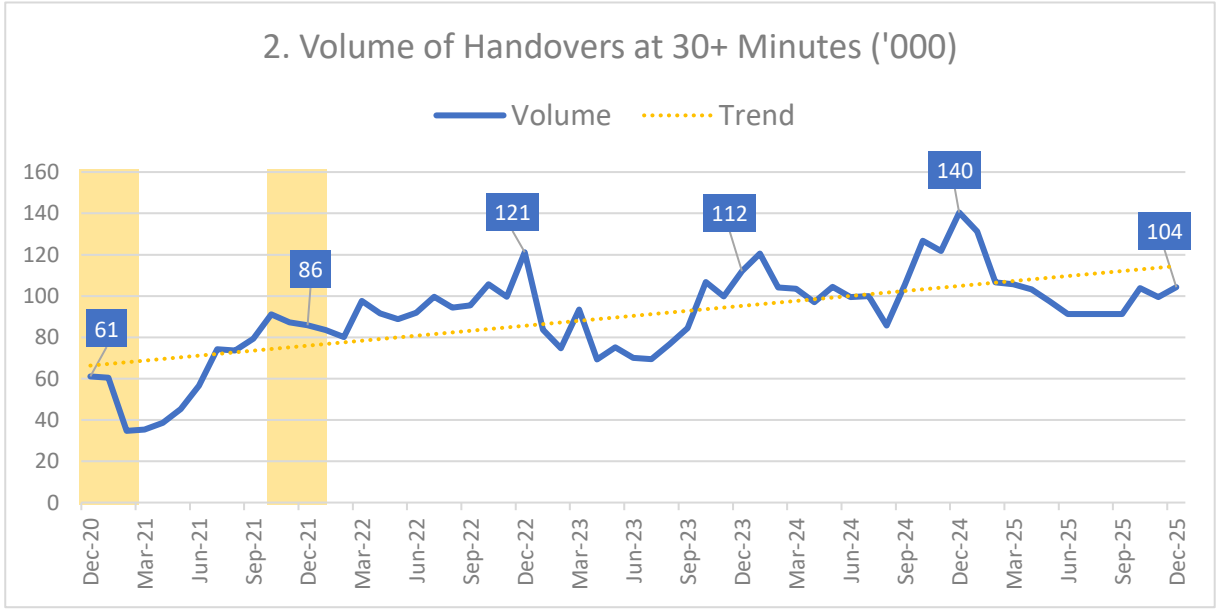
3. Hours Lost to Handovers at 15+ Mins, 12 months to Dec ('000)



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

Following the seasonal pattern seen in previous years, delays of 30-minutes and over increased in December. However, once again the total of 3,363 represents a decrease compared to December 2024, with around 25-percent fewer delays.

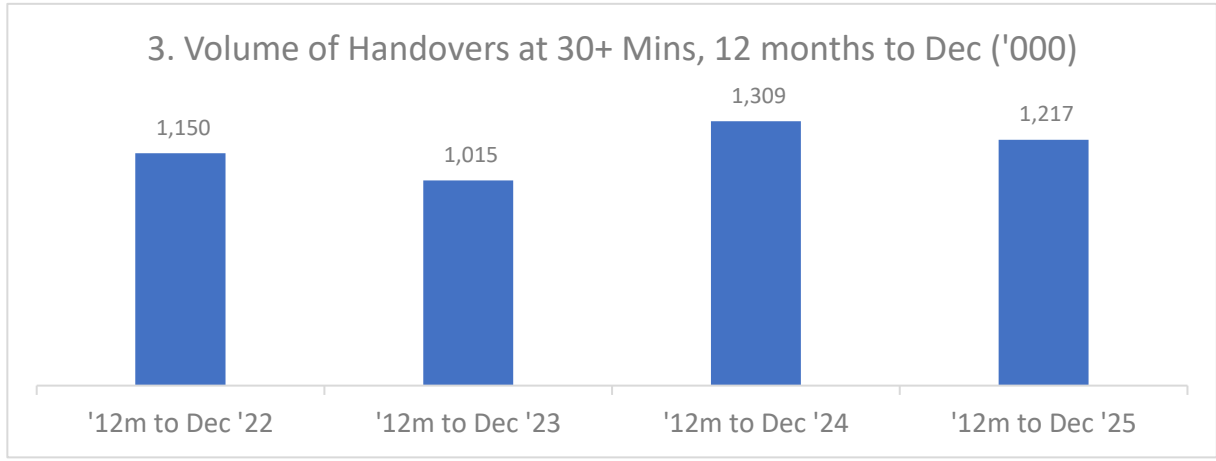




Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
16th highest	+49 delays	-1k delays

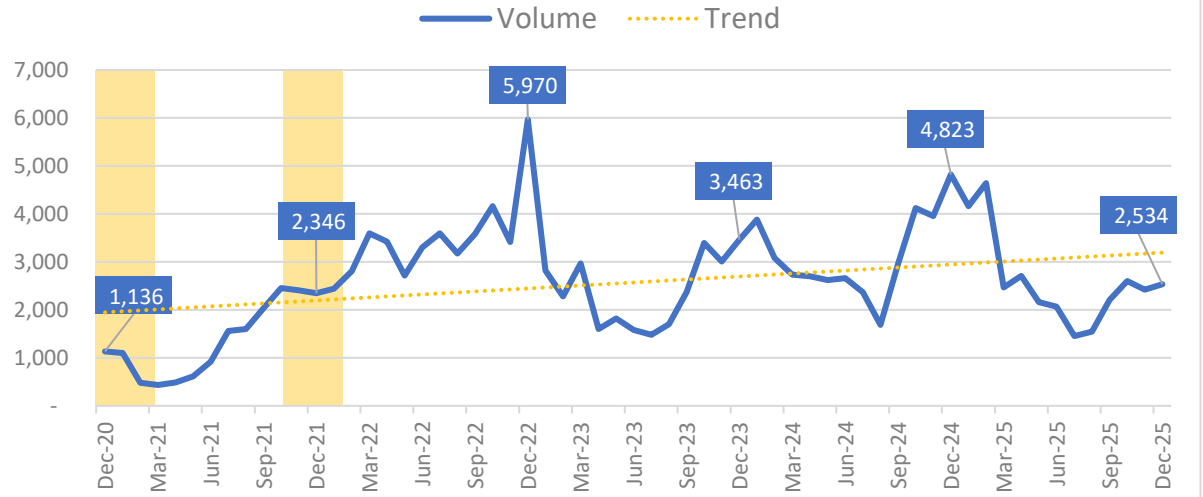
Yellow areas show COVID waves in the UK: source ONS.



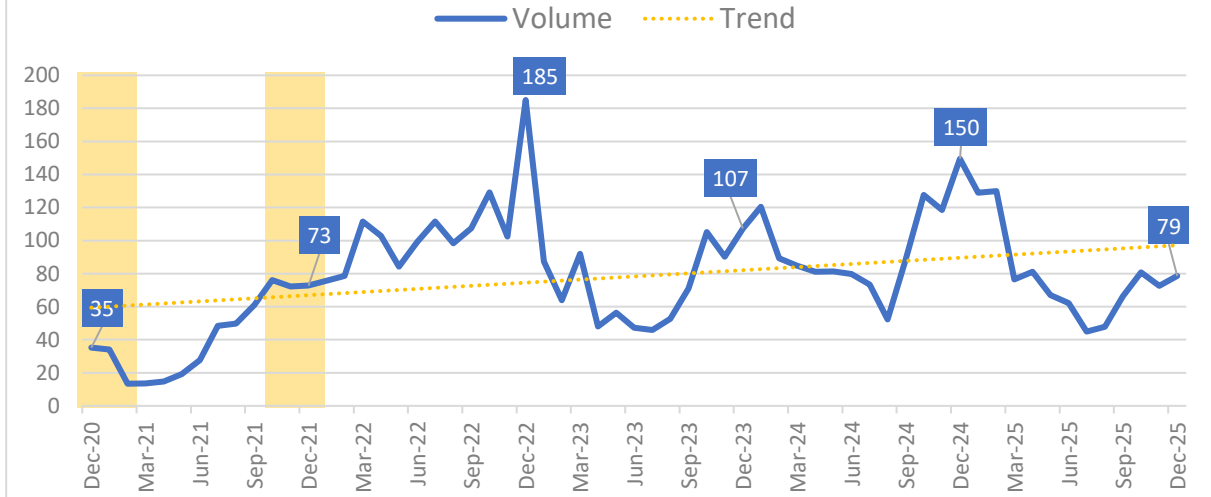
42. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Totaling 2,524 hours, time lost to half-hour delays was around half the volume seen in December 2024… and the lowest for any December since 2021.

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



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

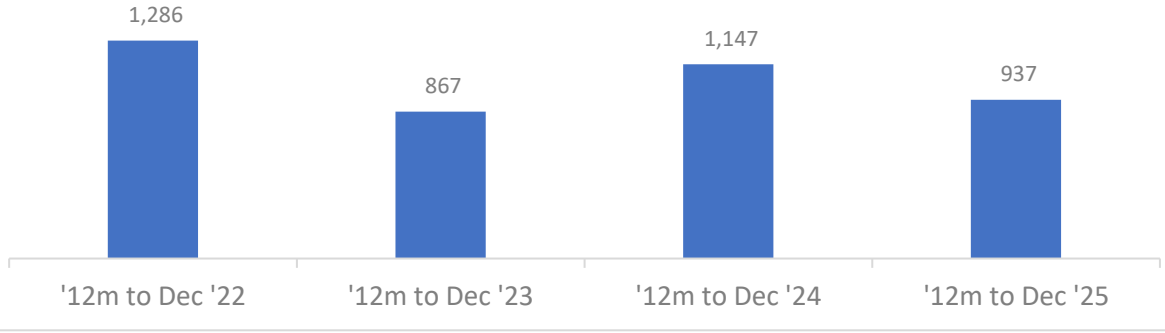


Monthly Hours Lost for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
31st highest	+111 hours	-2.3k hours

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

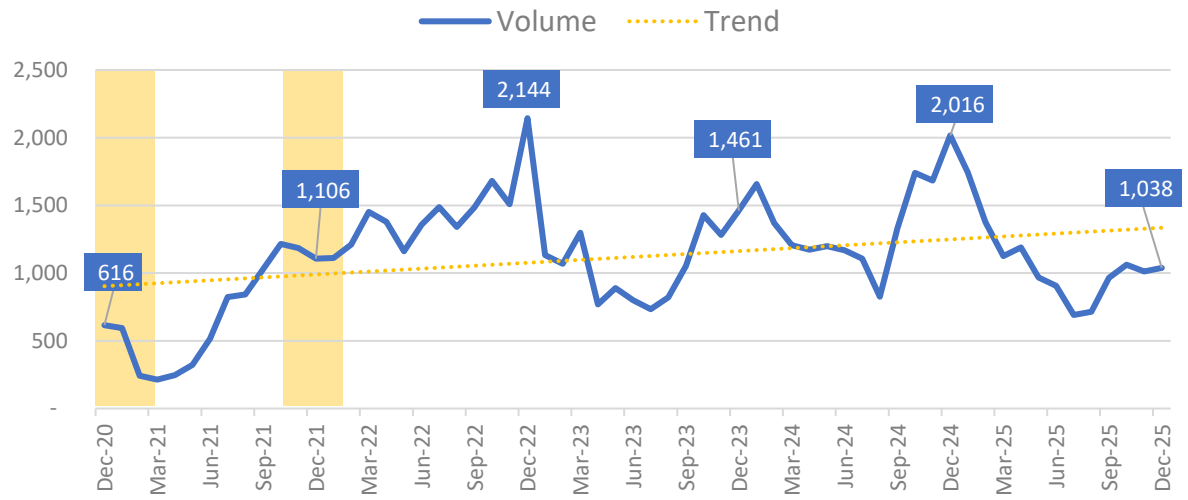
3. Hours Lost to Handovers at 30+ Mins, 12 months to Dec ('000)



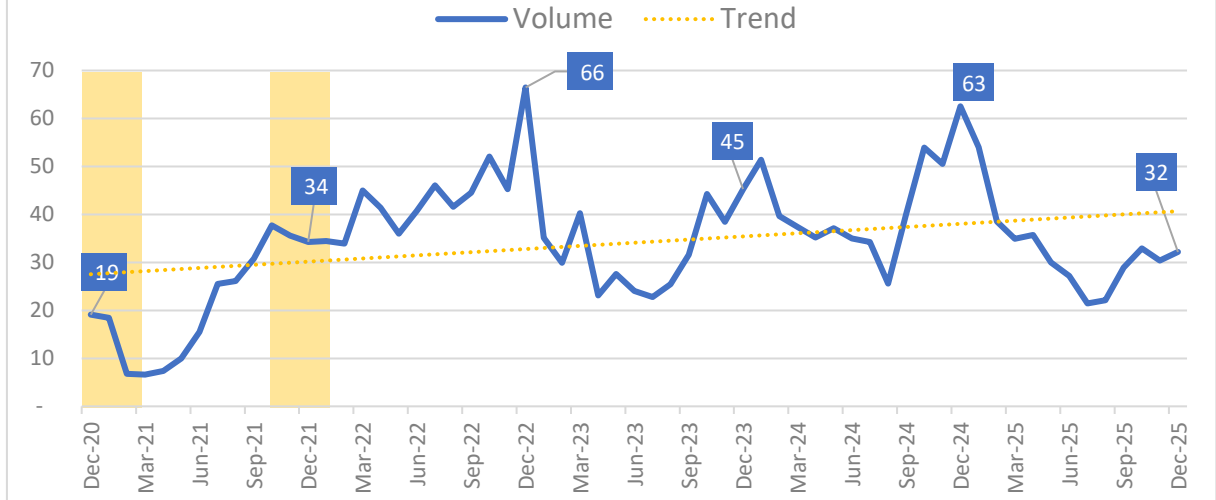
43. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus delays follow the pattern seen above: an increase in month-on-month delay volumes, but a notable drop in volume from December 2024. Indeed, delay volume for the most recent month is almost half that seen 12 months ago.

1. Average Daily Volume of Handovers at 60+ Minutes



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

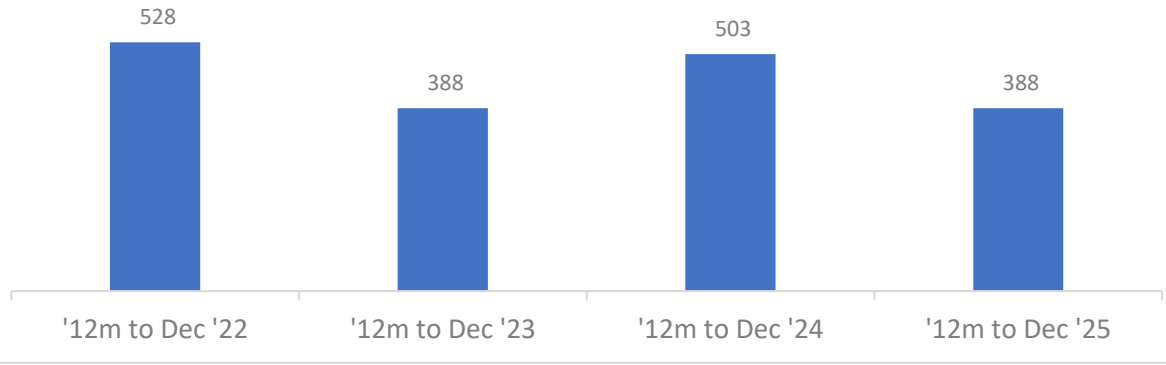


Average Daily Volume for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
39th highest	+24 delays	-979 delays

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

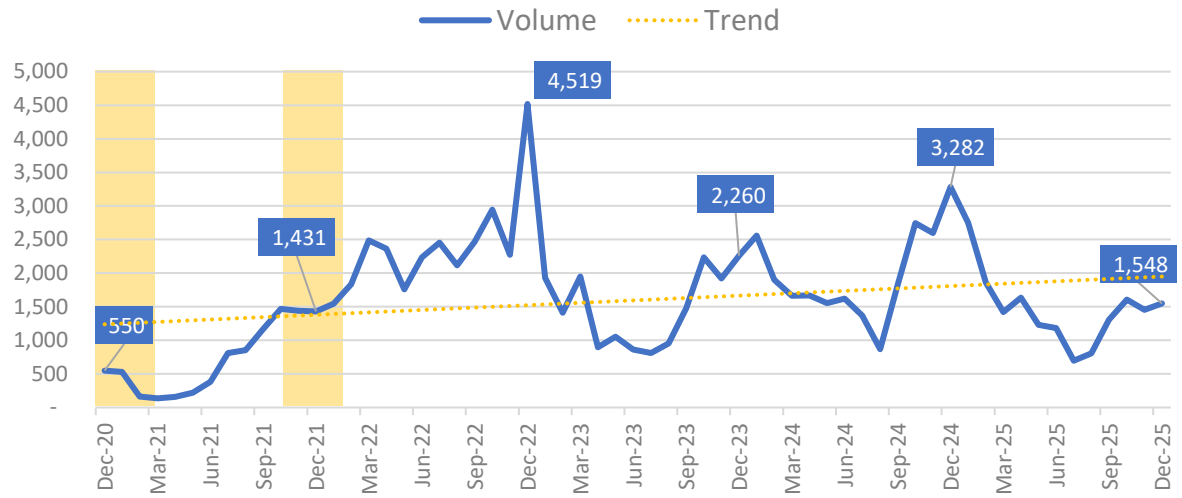
3. Volume of Handovers at 60+ Mins, 12 months to Dec ('000)



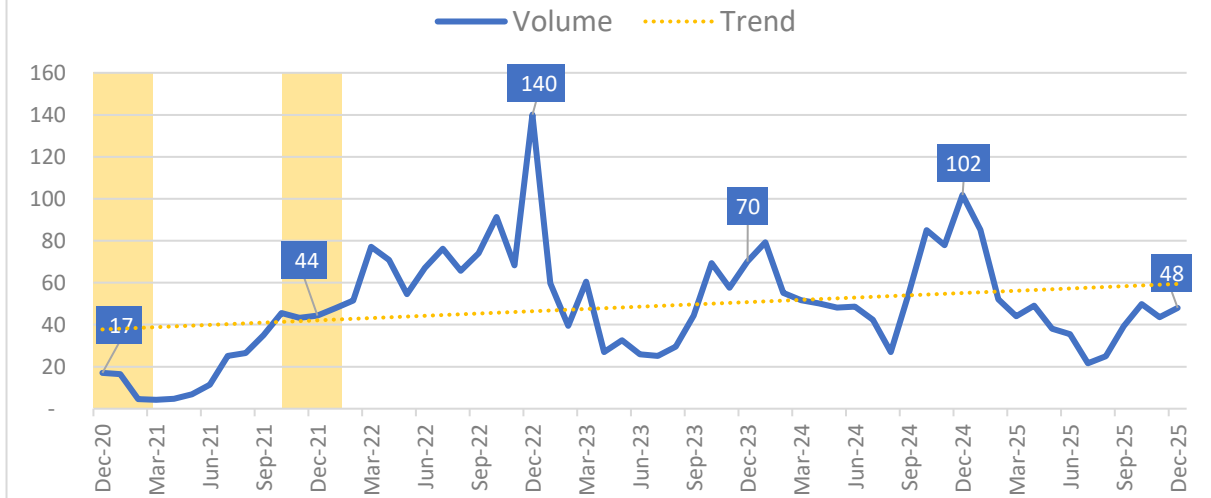
44. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

For hours lost to hour-plus delays, the volume for December 2025 was less than half that of December 2024. Once again, the volume for December 2025 was the lowest for any December since 2021.

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



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

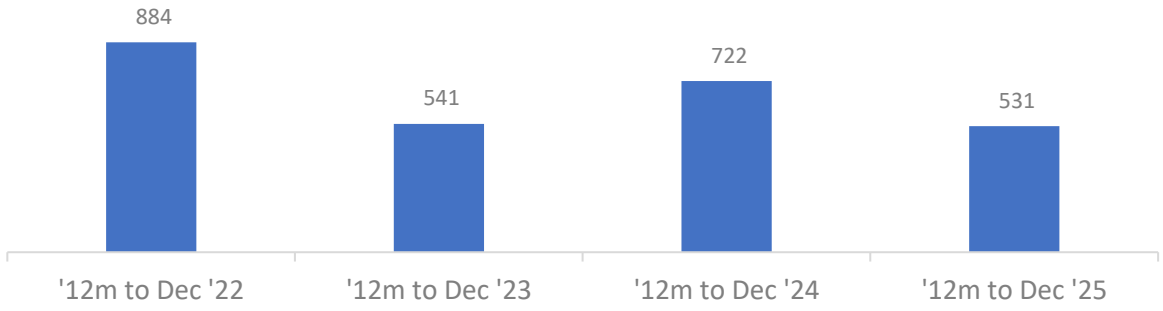


Monthly Hours Lost for December 2025: Fast Facts

Rank in series to-date	Change from Nov 2025	Change from Dec 2024
31st highest	+94 hours	-1.7k hours

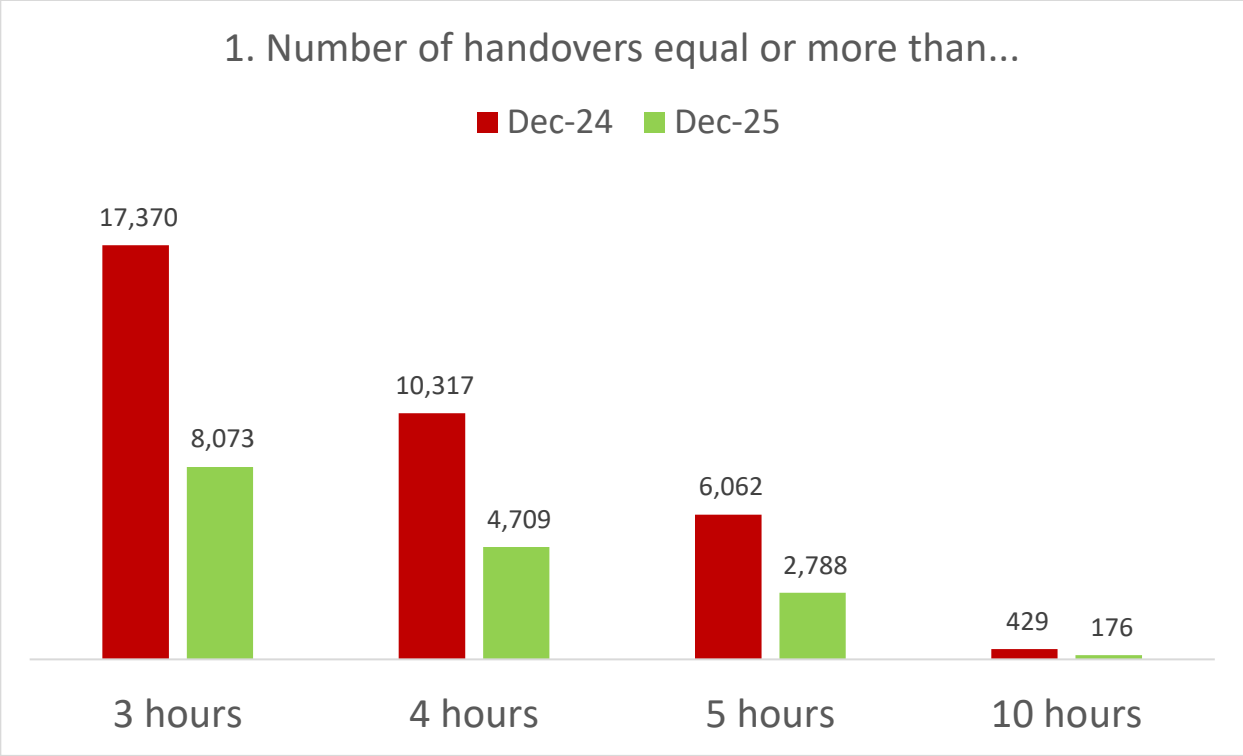
Yellow areas show COVID waves in the UK: source ONS.

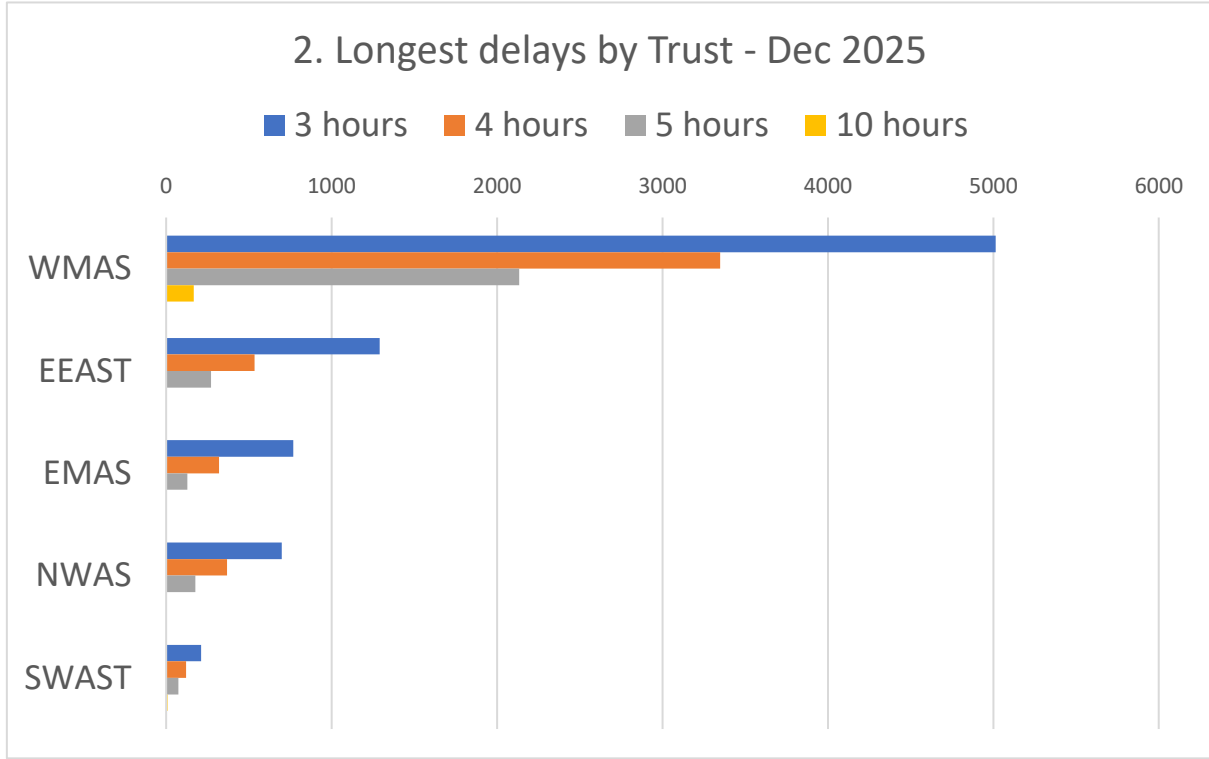
3. Hours Lost to Handovers at 60+ Mins, 12 months to Dec ('000)



45. Delays of Three Hours and Longer (source, NAIG)

The reduction in handover delays seen on previous pages is reflected in the longest delays recorded – which are now all less than half the volume seen 12 months ago (chart 1). WMAS account for two thirds of all these delays, and five (of eleven) trusts account for over 99-percent of the total. However, as seen on page 37, each of these trusts have seen a reduction in handover mean times over the last 12 months.



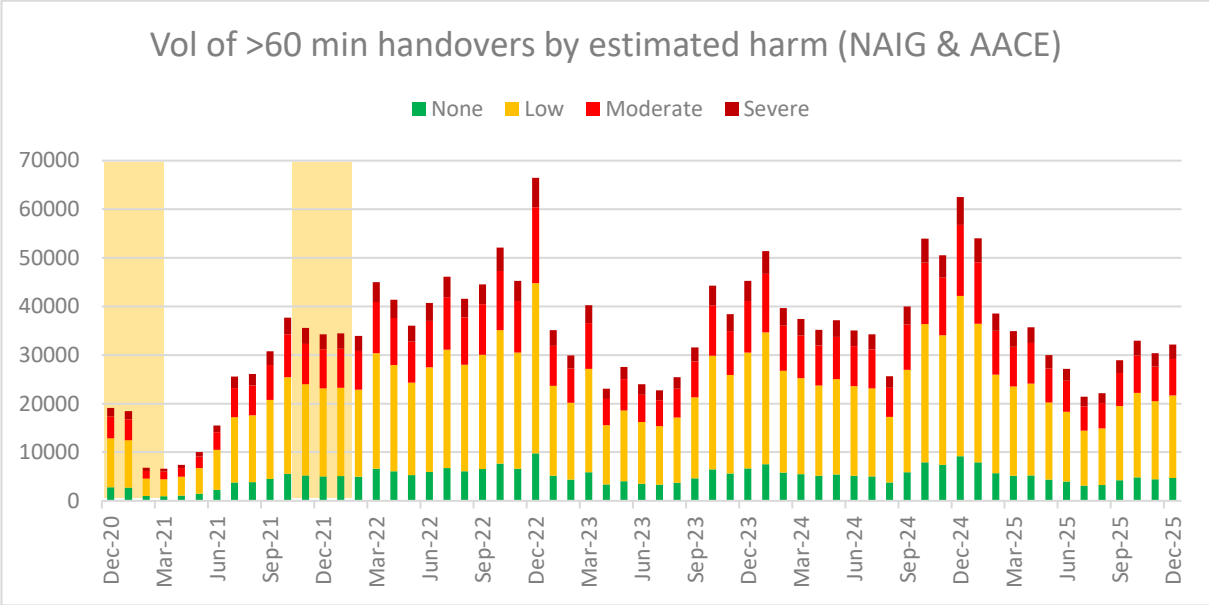


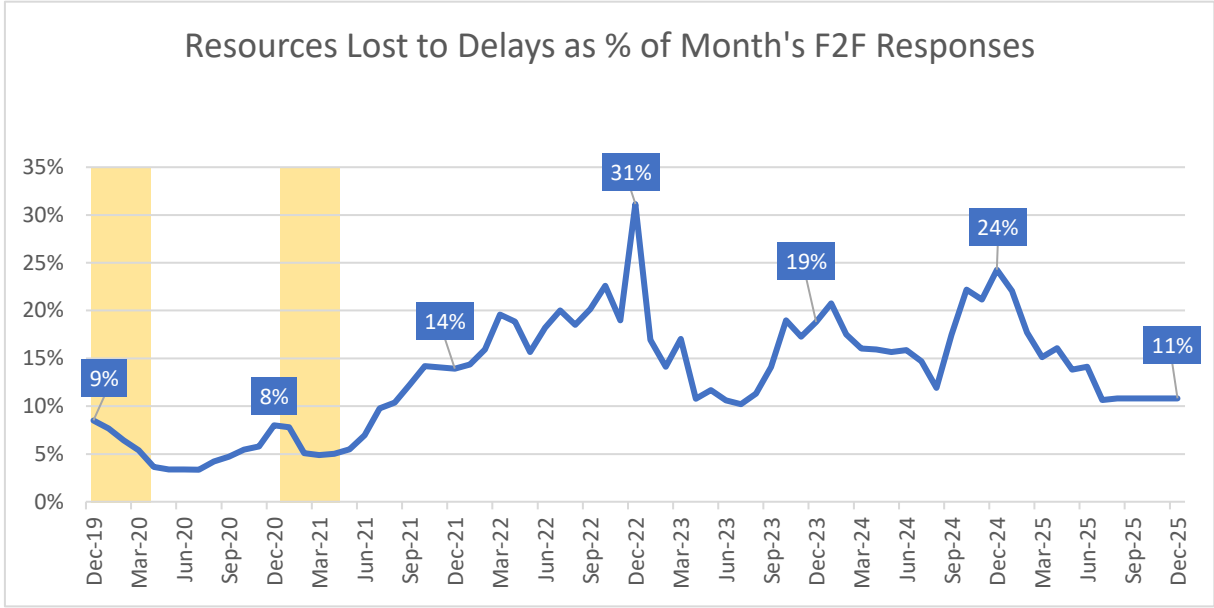
Change = - 9,297	Change = - 5,608	Change = - 3,274	Change = - 253

The above trusts account for 99% of handover delays of three hours or longer.

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

Around 27-thousand patients experienced potential harm* as a result of hour-plus delays in December 2025. Over the same time, the sector lost the equivalent of 70- thousand ambulance job cycles (where patients could have been attended): this is the equivalent of 11% of all face-to-face responses across the month.





Estimated Harm, December 2025: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
27.4 thousand	7.5 thousand	2.9 thousand

Impact on Capacity, December 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
70 thousand	Dec '25 = 11%	Dec '22 = 31%

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

47. 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.

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

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.

"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