



National Ambulance Data – Monthly Snapshot

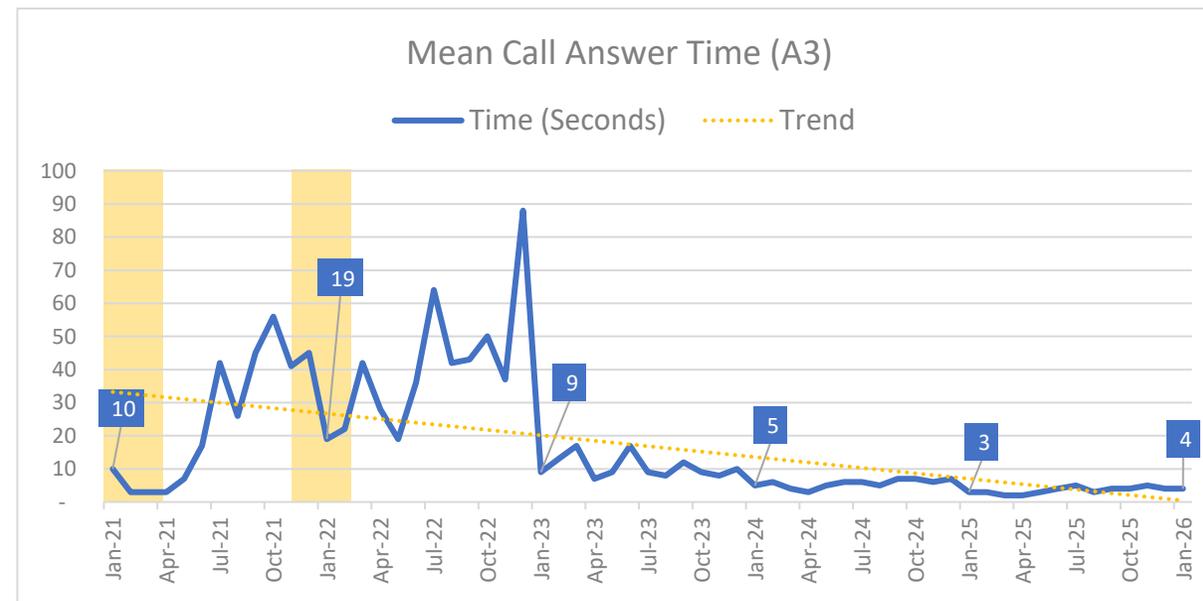
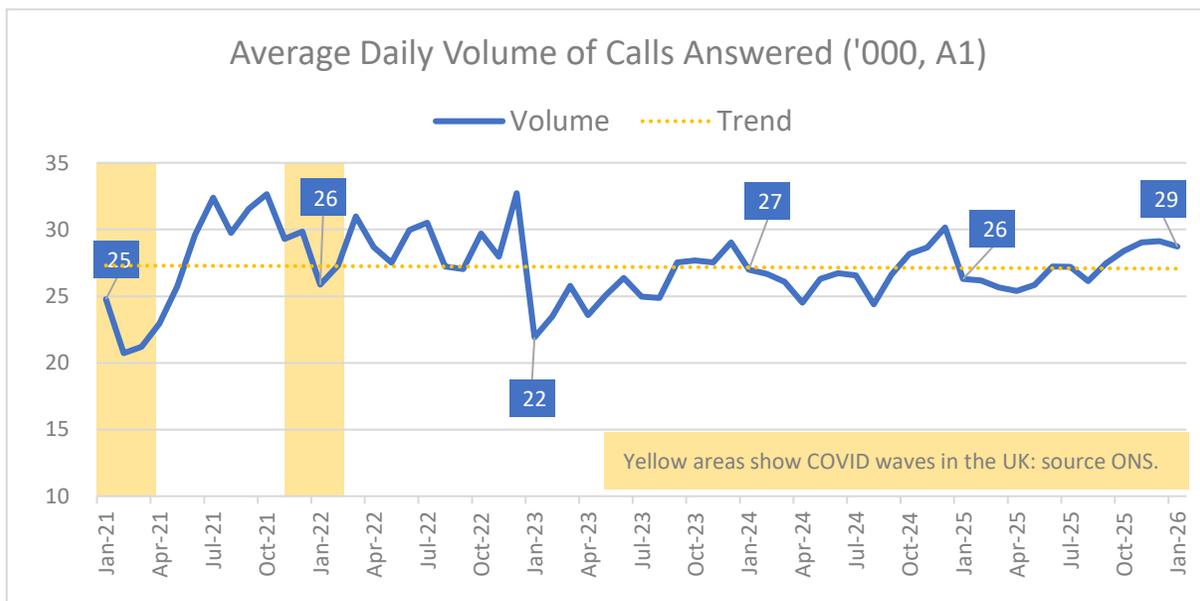
Overview of Key Ambulance Metrics – Data to the End of January 2026

- 999 Call Volume and Call Answer Time
- Category-1 Demand and Response Time
- Category-2 Demand and Response Time
- Response Outcomes
- Hospital Turnaround Times
- Hospital Handover Delays

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2. Volume of 999 Calls-Answered and Mean Call Answer Time

The most recent month saw the highest volume of 999 calls answered for any January since recording began in 2017. Despite the high volume, call answer time remained static at four-seconds, although this varied between trusts, with the slowest taking nine seconds or longer.



999 Calls Answered, January 2026 - Key Facts

890-thousand

999 calls-
answered in
January 2026

405

Fewer calls
each day than
December
2025

2,423

More calls
each day than
January 2025

-

Same answer
time as
December
2025

Mean Call Answer Time - Range (seconds)

Fastest Three Trusts (av)

0.7

National Average (Eng)

4.0

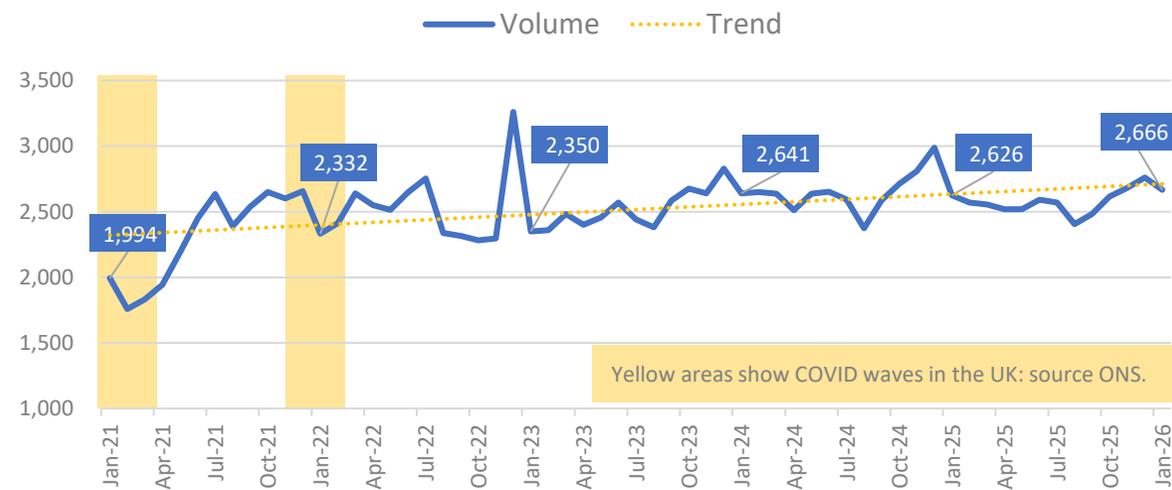
Slowest Three Trusts (av)

9.0

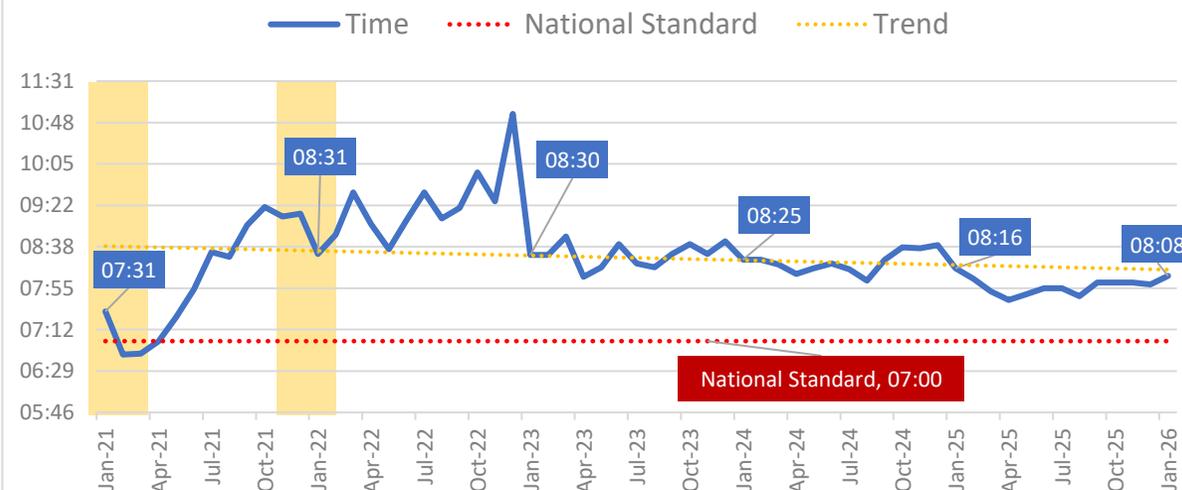
3. Category-1: Demand, and Mean Response Time

Although there was a month-on-month decrease in Category-1 incidents, the monthly total was the highest for any January since 2017. Response time was nine-seconds slower than in December, but the fastest seen for any January since 2021.

Average Daily Volume of Cat-1 Incidents (A8)



Mean C1 Response Time (mm:ss, A25)



Category-1 Incidents, January 2026 - Key Facts

82-thousand

Category-1 incidents in January 2026

94

Fewer incidents each day than December 2025

40

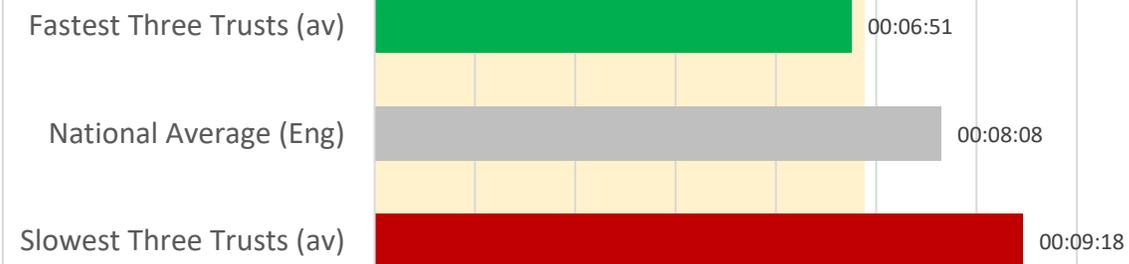
More incidents each day than January 2025

9 Seconds

Slower than December 2025

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

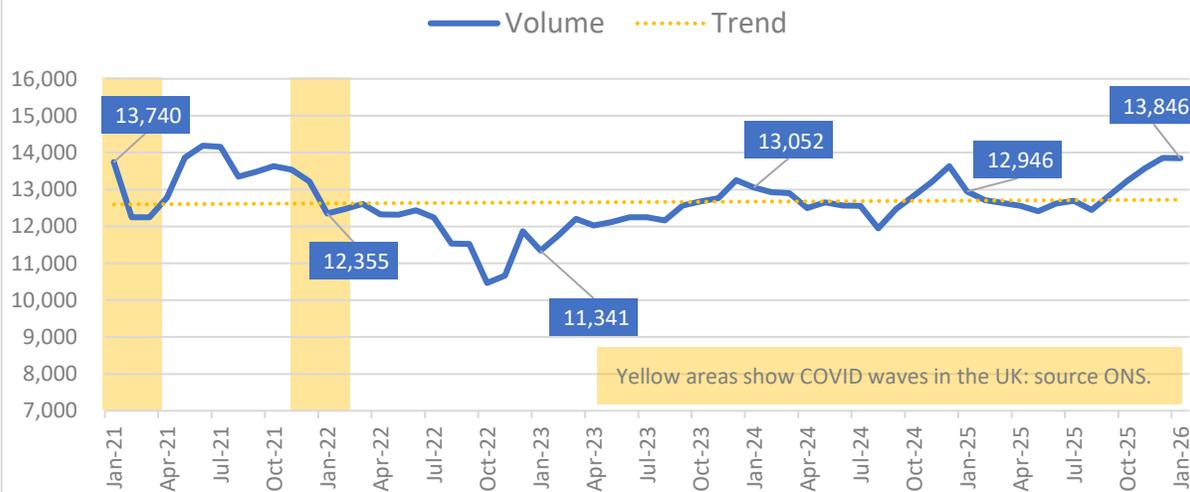
NS = 7 minutes



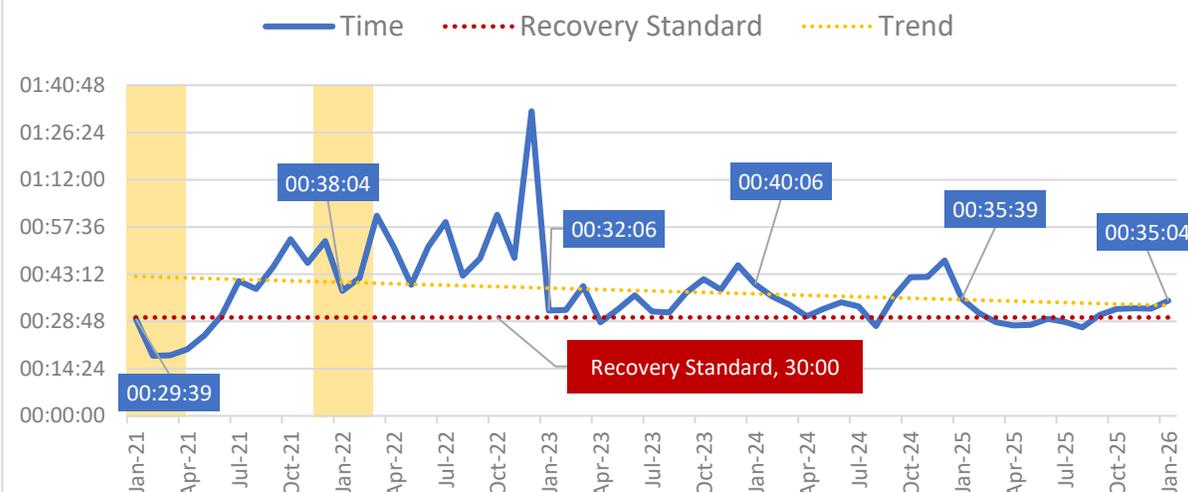
4. Category-2: Demand, and Mean Response Time

Volume of Category-2 incidents remained static, but – as with the previous metrics – reached the highest volume for any January since the start of recording. Response time slowed in by two minutes (to 35-minutes) but for outlying trusts ranged from faster than 25-minutes to slower than 45-minutes.

Average Daily Volume of Cat-2 Incidents (A10)



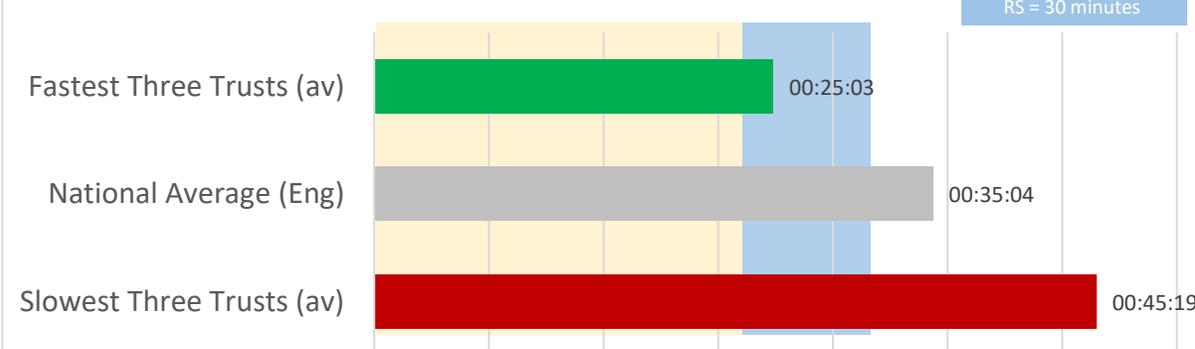
Mean C2 Response Time (hh:mm:ss, A31)



Category-2 Incidents, January 2026 - Key Facts

429	7	899	2-minutes
Category-2 incidents in January 2026	Fewer incidents each day than December 2025	More incidents each day than January 2026	Slower response time than December 2025

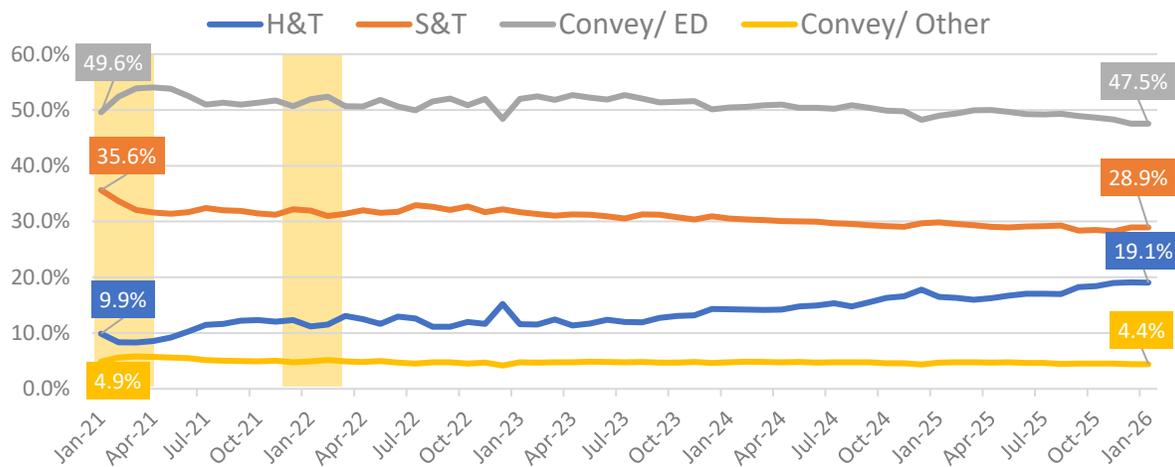
Cat-2 Mean Response Time (hh:mm:ss)



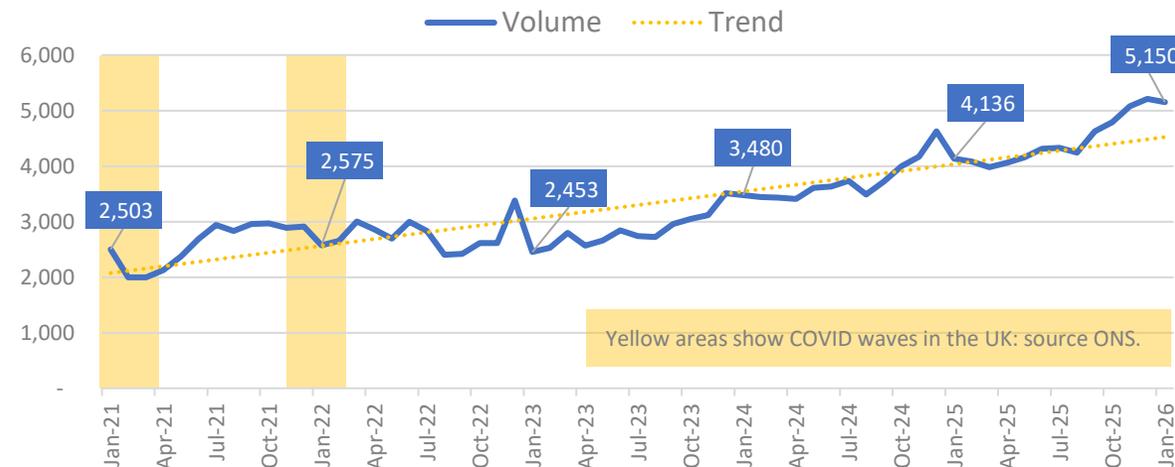
5. Share of Outcomes by Response Type

Hear-and-Treat accounted for 19.1% of response types – unchanged from December. Volume of Conveyances to Emergency Departments dropped, as did its share of response types with 47.5% being the lowest proportion to-date.

1. Share of Responses by Type (%)



Average Daily Volume of H&T Responses (A17)



Outcomes, January 2026 - Key Facts

13-thousand

Conveyances to ED each day, 138 fewer than Dec 2025

8-thousand

S&T each day, 86 fewer than Dec 2025

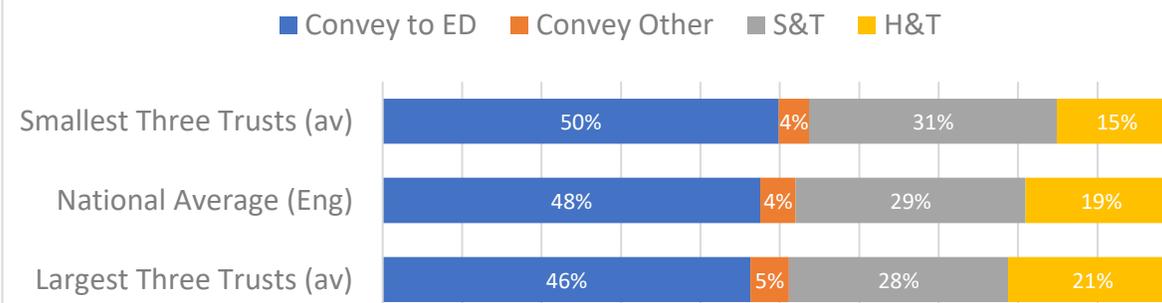
5-thousand

H&T each day, 60 fewer than Dec 2025

21-percent

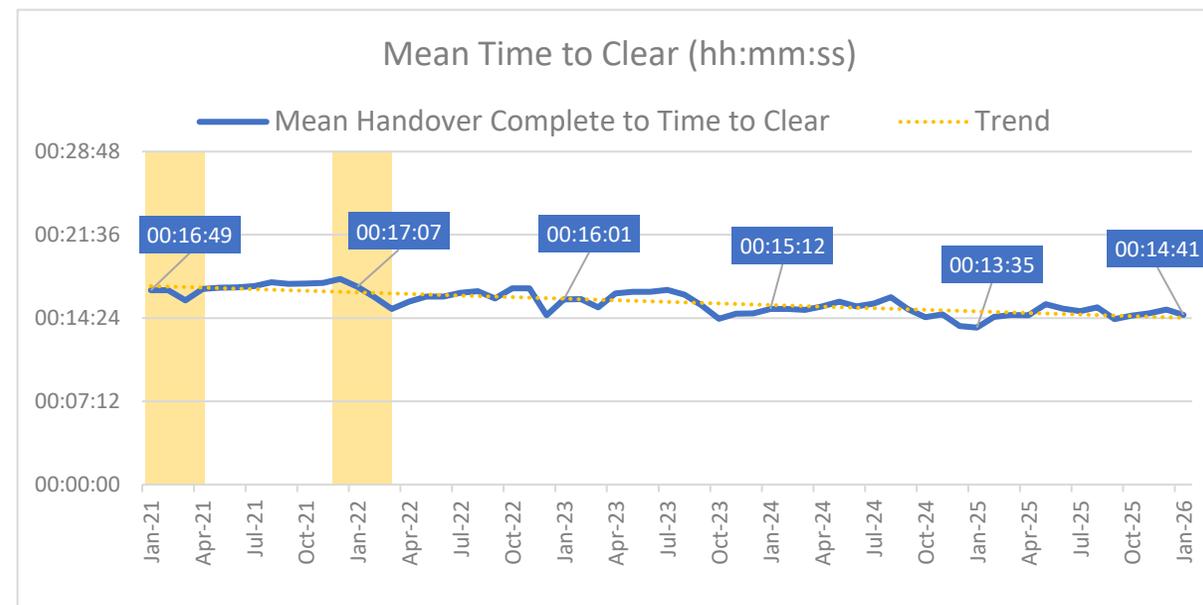
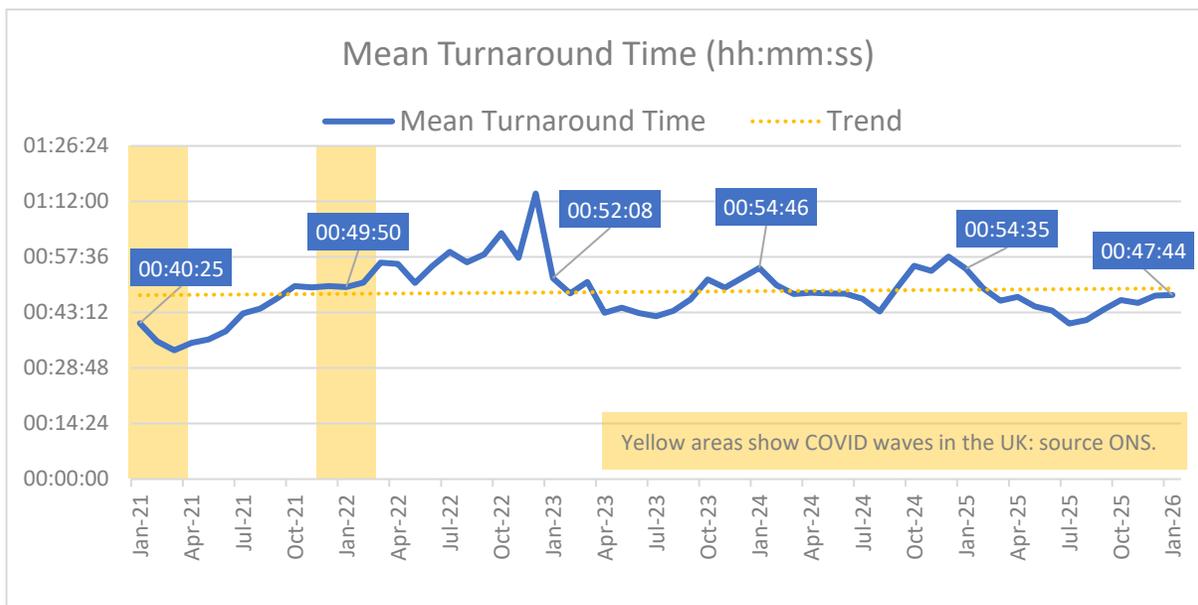
Share of H&T responses in upper, outlying trusts

Ranked by Share of H&T - Range (%)



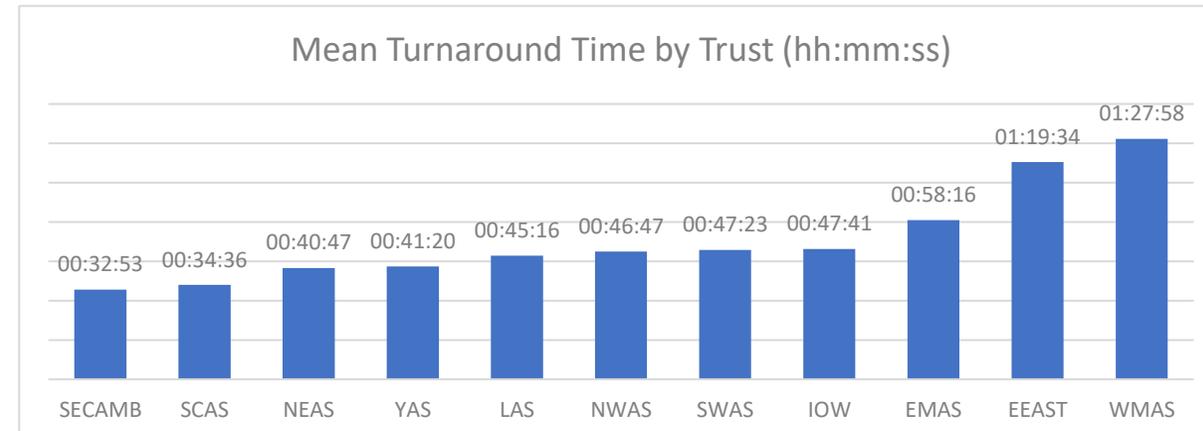
6. Ambulance Turnaround Time, and Time to Clear at Hospital

Turnaround time was nine-seconds slower in January compared with the previous month. The national mean time (nearly 48-minutes) differs notably between trusts ranging from just under 33-minutes (SECAMB) to nearly an hour-and-a-half (WMAS).



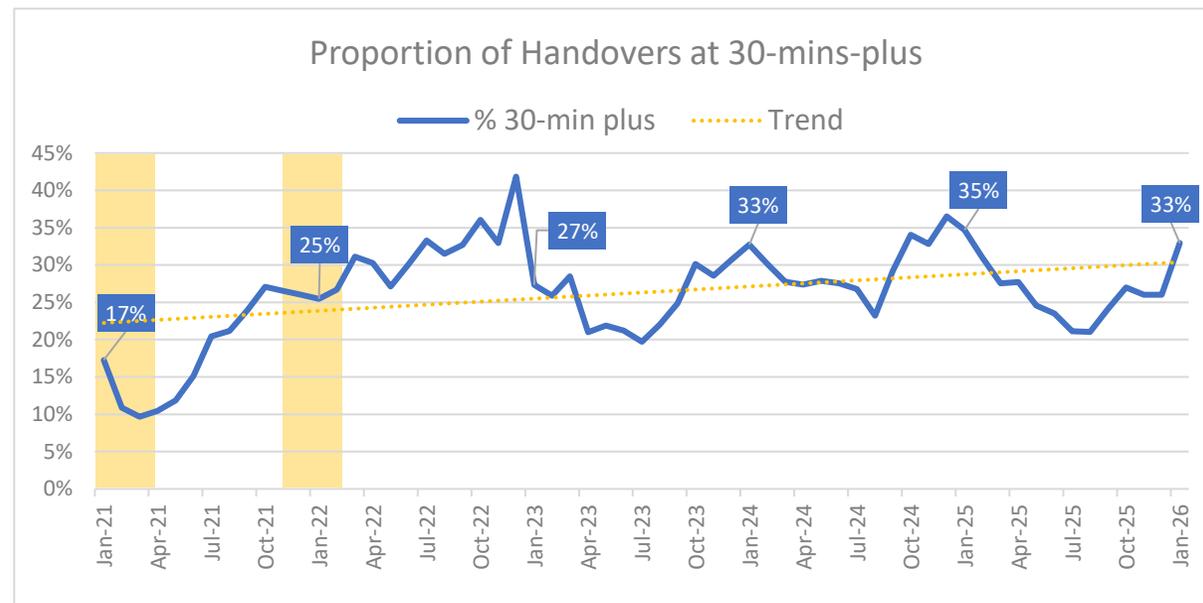
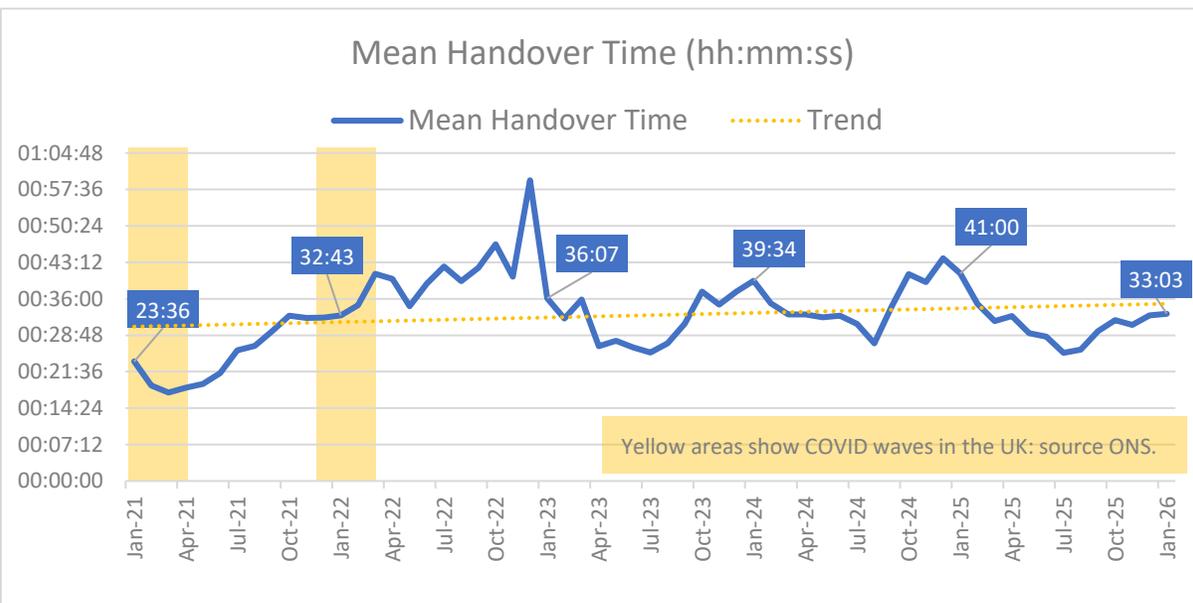
Turnaround Time, January 2026 - Key Facts (hh:mm:ss)

00:00:09	00:06:51	00:00:28	00:01:06
Slower than turnaround time in Dec 2025	Faster than turnaround time in January 2025	Faster than time-to-clear time in Dec 2025	Slower than time-to-clear time in January 2025



7. Hospital Handover Delays

Mean handover time was at its fastest for any January since 2023 – although at just over 33-minutes was slower than December. Again, the variation between trusts is significant from the fastest clocking in at just over 20-minutes (YAS) to the slowest at over 80-minutes (WMAS).



Handover Delays Time, January 2026 - Key Facts

19 seconds

Slower than mean-handover time in Dec 2025

1 in 3

Handovers took 30 minutes, or longer

1 hour

Difference in mean time between fastest and slowest trusts

41-thousand

Patients with risk of harm raised due to hour-plus delays

Mean Handover Time by Trust (hh:mm:ss)

