ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Quarterly National Ambulance Data Report

Demand, Response and Hospital Handover Data to the end of March 2026

Final Draft Published – 24th April 2026. Author, Steve Hearnshaw - Data Analyst

2. Summary and Contents for March 2026

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Demand remained relatively steady in March, which saw incidents reach the third highest average daily volume to date. Response times increased slightly, but continue to trend down/faster over time. Similarly, longer handover delays are contracting, with strong reduction in the number of longest delays compared with this time last year – although the hours lost to handover delays continue to represent over a tenth of face-to-face ambulance deployments across the month.

Source of all data is AQI March 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

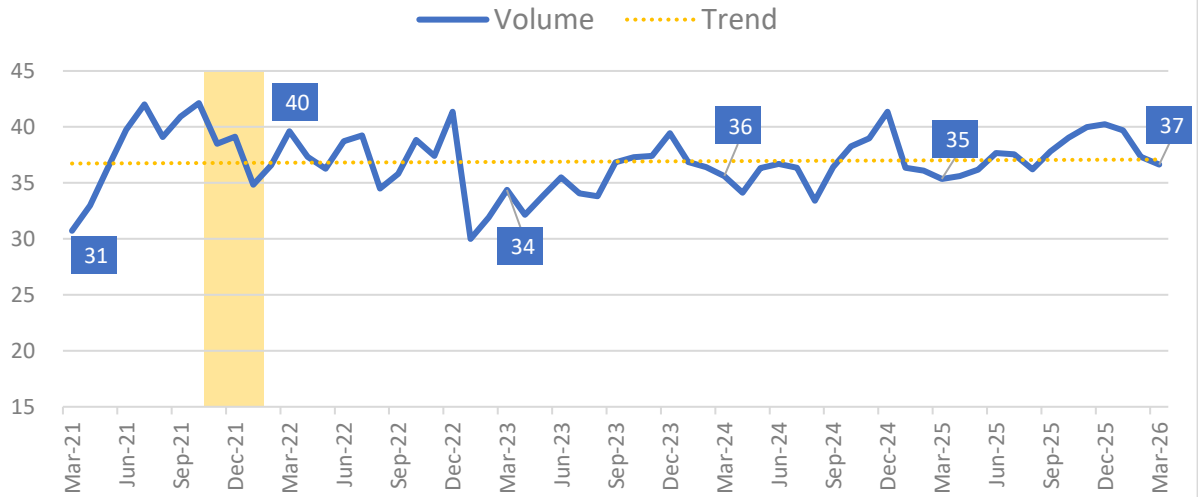
Contact Volume and Call Answer time

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

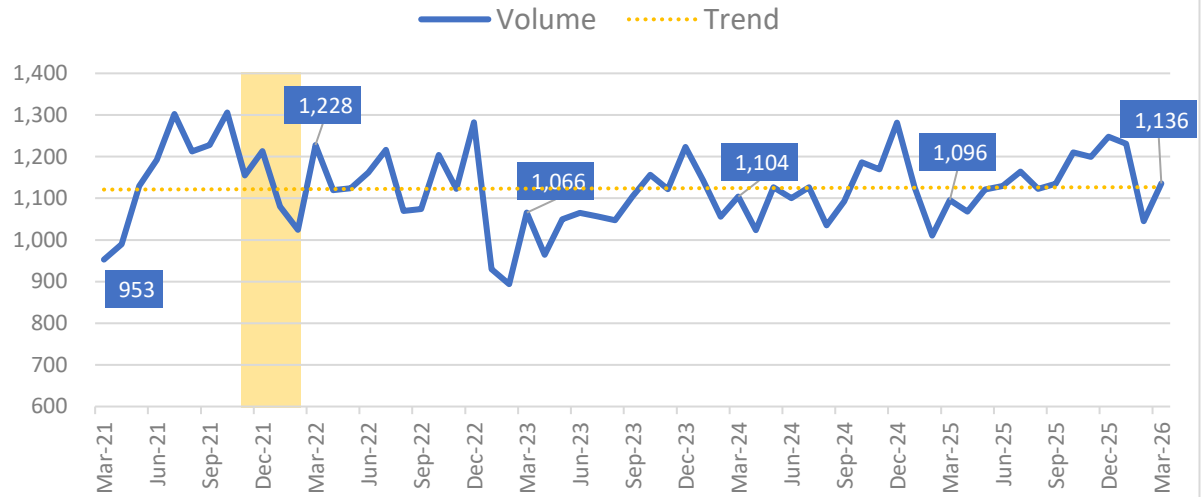
4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

There were 1.3-million contacts to control centres across the month. This translates as 37-thousand calls each day, a decrease of 699 contacts from February. Demand has grown steadily since 2024 - in the 12-months to March 2026 there were 13.8-million contacts, 435-thousand more than the previous period.

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



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

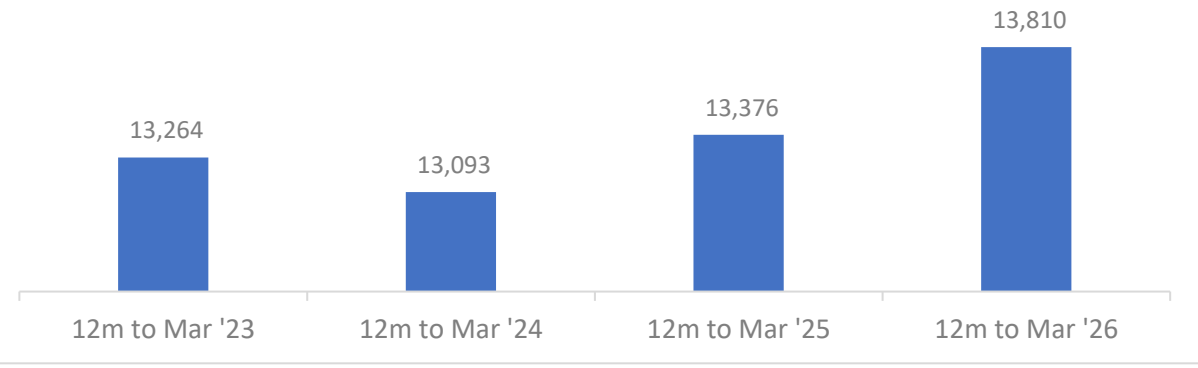


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
33rd highest	-699 contacts	+1.2k contacts

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

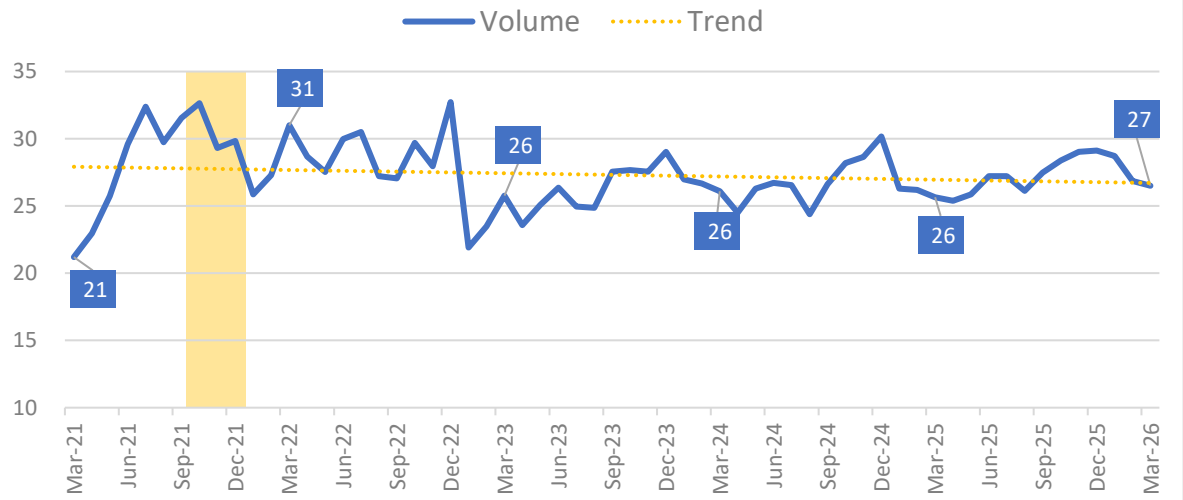
3. Volume of Contacts in the 12 months to Mar ('000, A0)



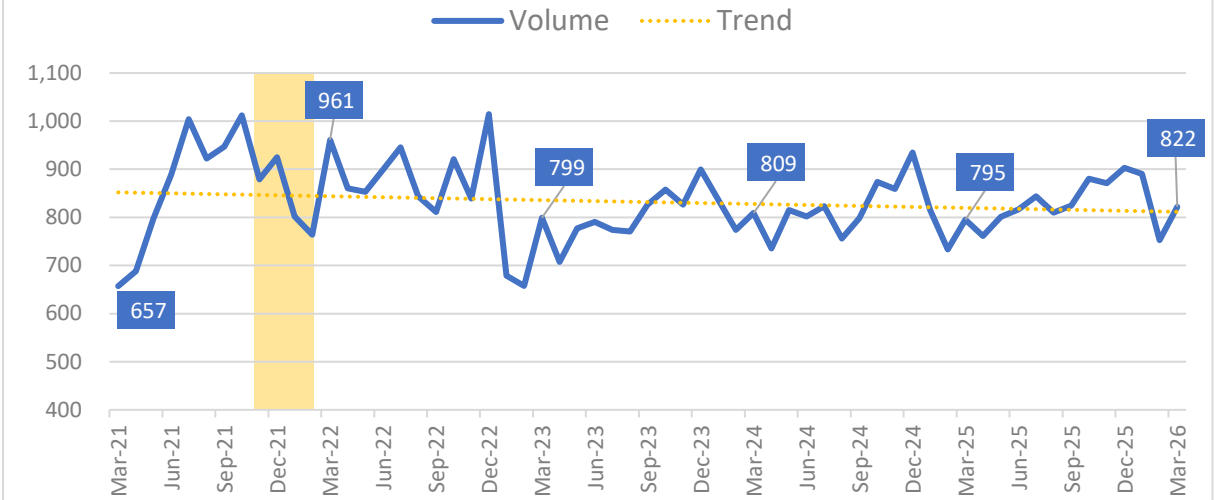
5. Demand: Volume of 999 Calls-Answered (Measure A1)

999 calls-answered follow the pattern outlined on the previous page – a steep increase in the monthly volume, but a slight decrease in daily demand. The annualised volume similarly has grown steadily since 2024, nearing 10-million in the most recent period.

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



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

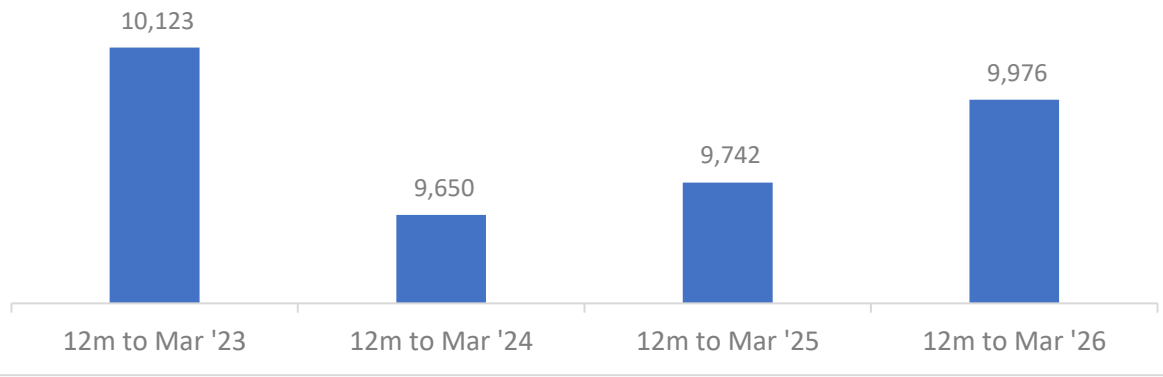


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
41st highest	-364 calls	+854 calls

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

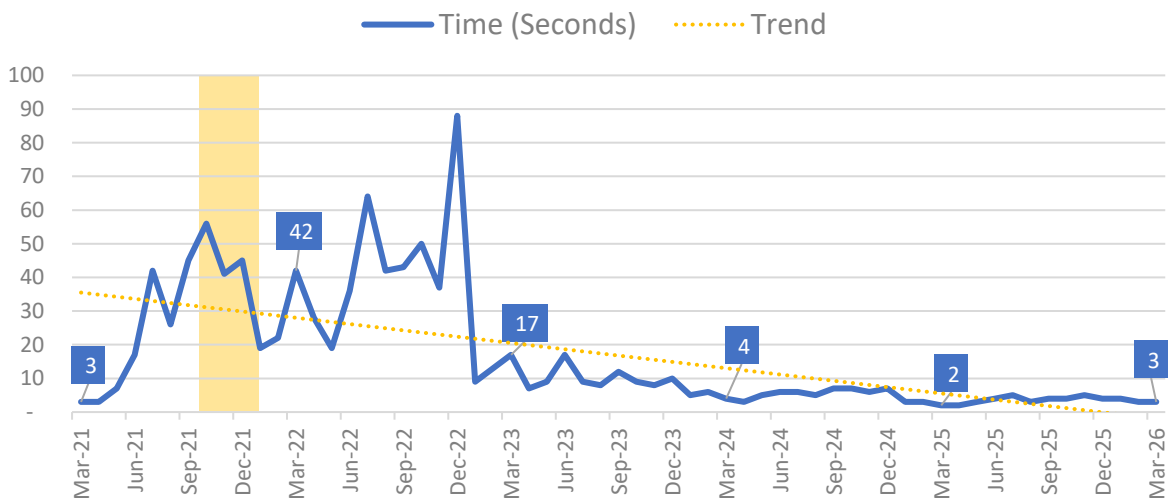
3. Vol of Calls Answered in the 12 months to Mar ('000, A1)



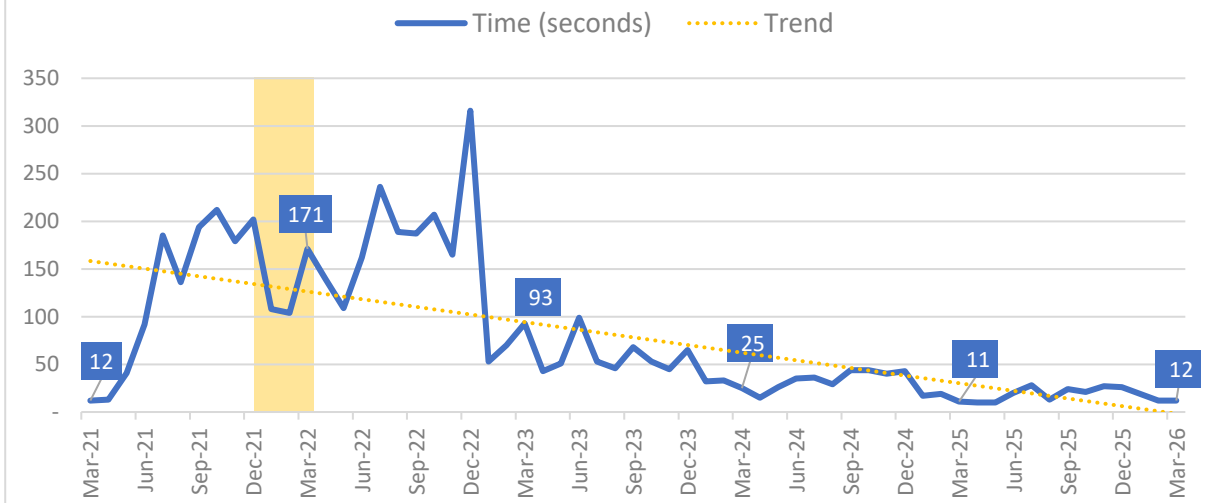
6. Demand: Call Answer Time (999, Measures A3 and A5)

Mean call answer-time remained at three-seconds, and has averaged just over three-seconds in the 12-months to March 2026. This compares with nearly nine-seconds in the 12-months to March 2024, and 37-seconds in the 12-months to March 2023.

1. Mean Call Answer Time (A3)



2. 95th Centile Call Answer Time (A5)



Mean Call Answer Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
6th fastest	No change	1 sec slower

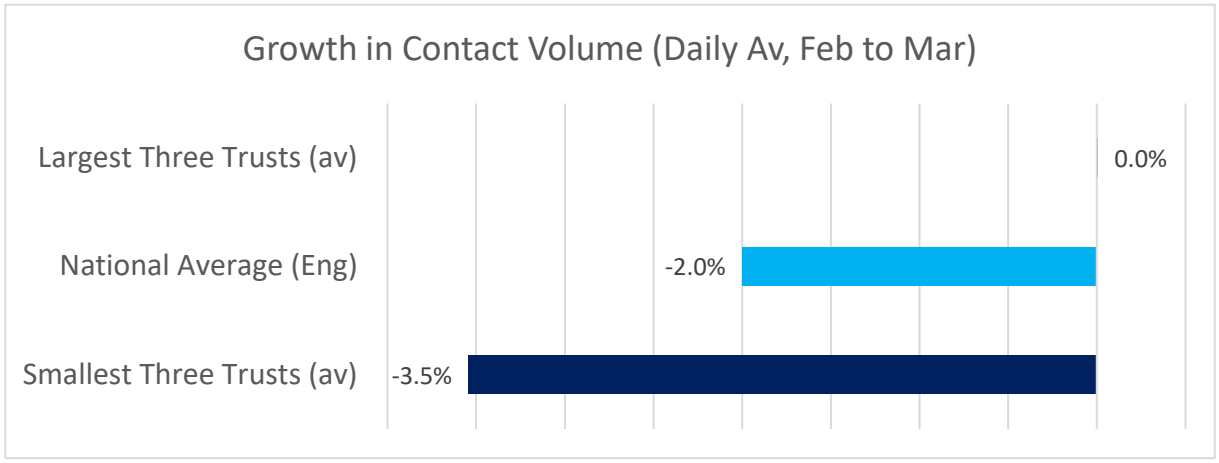
95th centile Answer Time for March 2026: Fast Facts

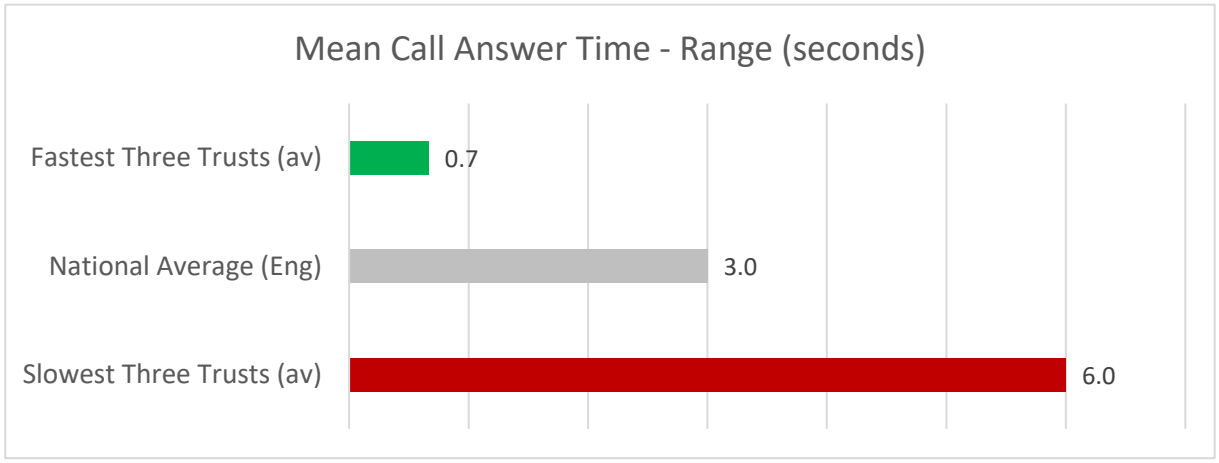
Rank in series to-date:	Change from February 2026	Change from March 2025
9th fastest	No change	1 sec slower

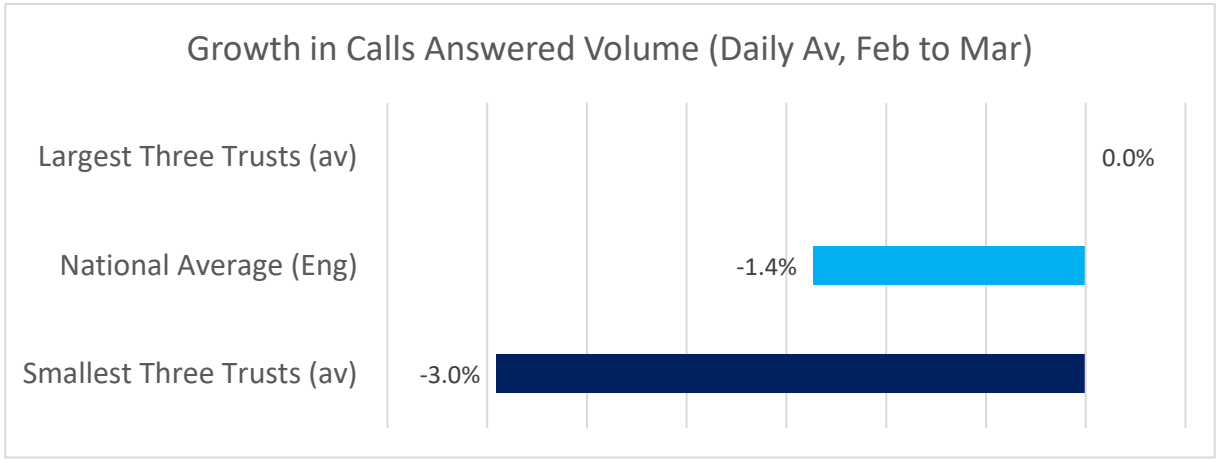
Yellow areas show COVID waves in the UK: source ONS.

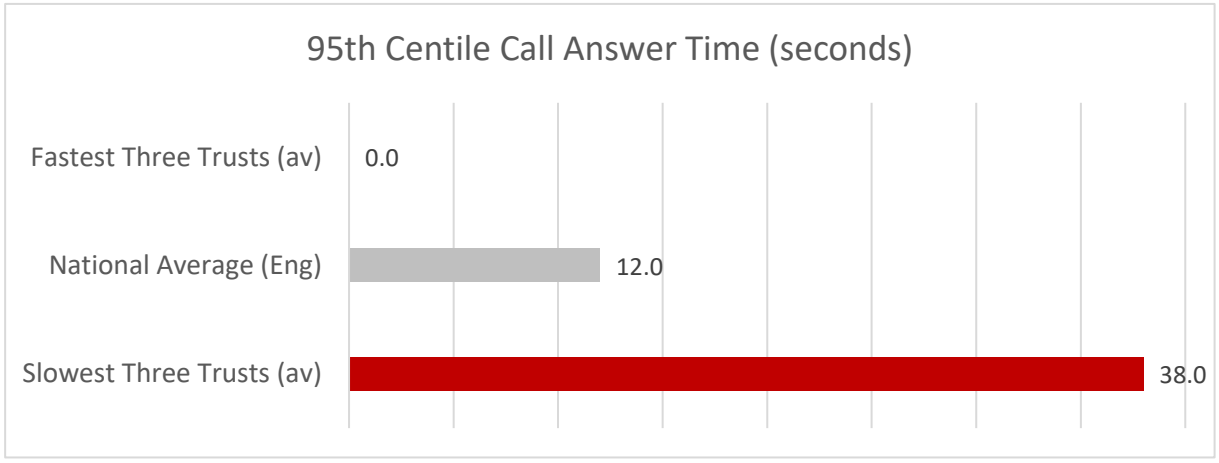
7. Calls: Range of Month-on-Month Growth and Call Answer Time, March 2026

Month-on-month call volumes contracted for all but one trust. For most trusts, volumes remained unchanged, or contracted. Call answer-time averaged 0.7-seconds for the fastest three trusts, and six-seconds for the slowest three.









Notes: Largest/ Smallest shows average for the three trusts with largest/ smallest growth/ contraction. Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England. Calculation excludes Isle of Wight.

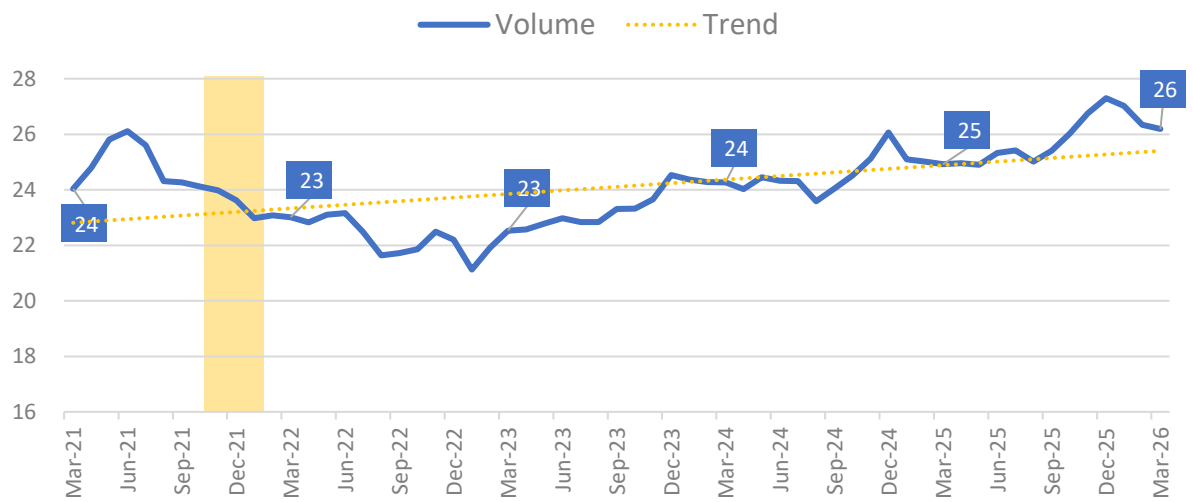
Section 2

Incidents and Response Time, by Category

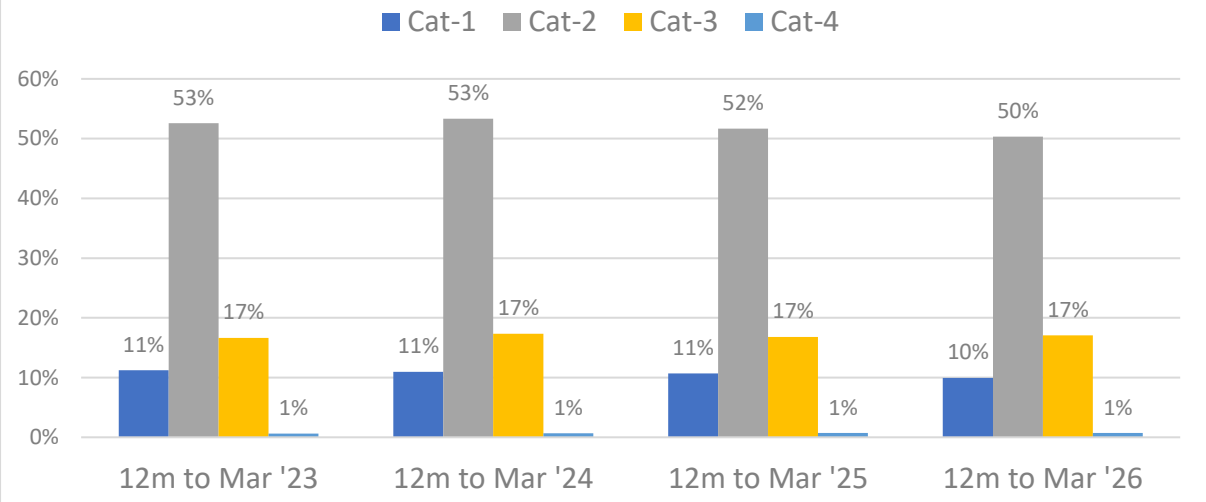
9. All Incidents, Volume and Share (A7)

Incident volume increased to 812-thousand across the month. The average daily figure saw a slight decrease (of 152 incidents), but the annualised data show demand reaching 9.4-million incidents, 1.3-million more than the 12-months to March 2023. Incident mix remains largely unchanged over this time (chart 2.)

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



2. Share of Incidents by Category (12m to Mar '26)

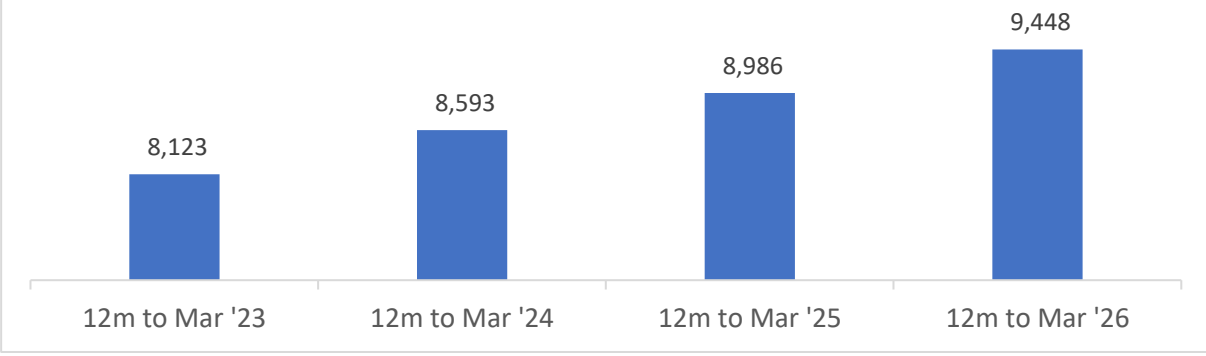


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
3rd highest	-152 incidents	+1.3 thousand

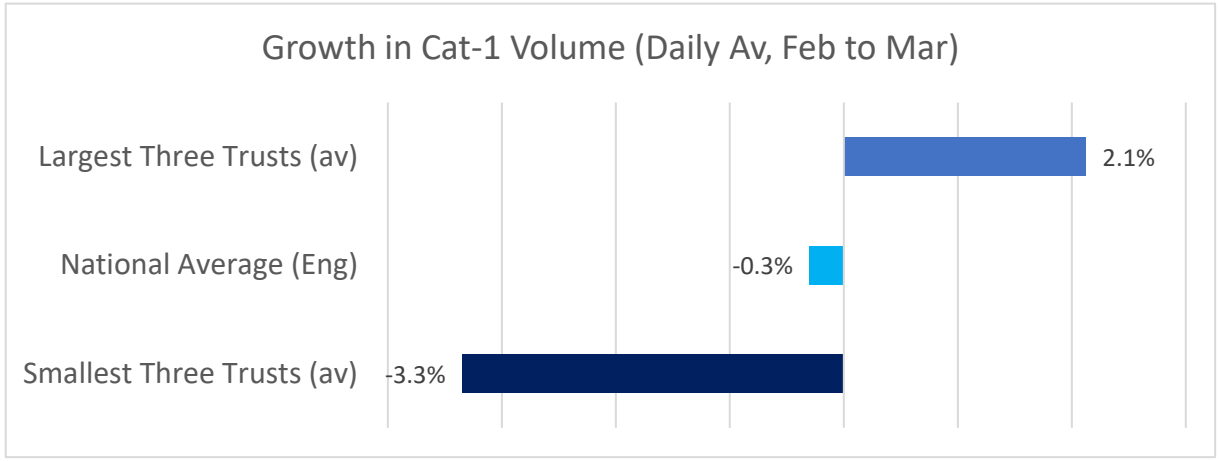
Yellow areas show COVID waves in the UK: source ONS.

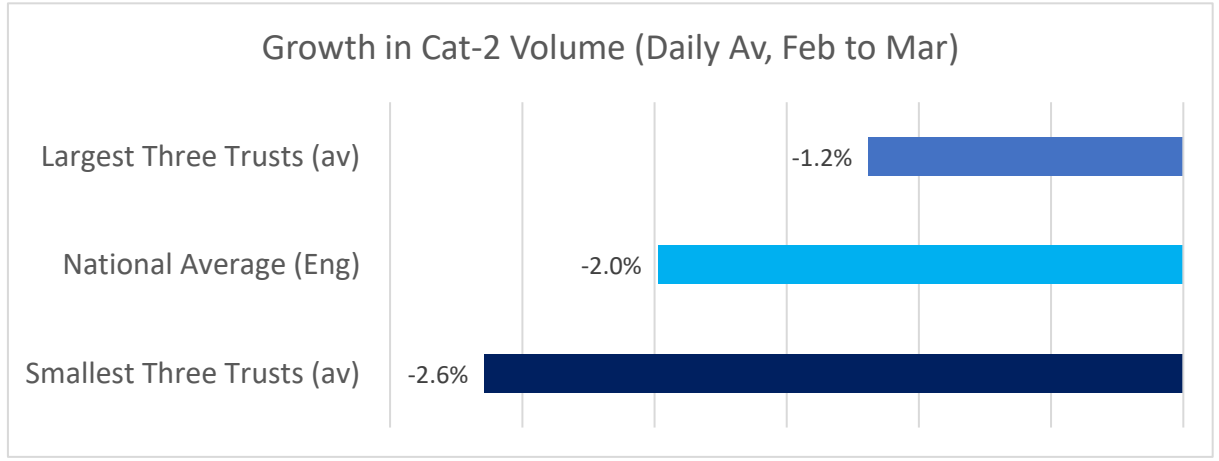
3. Volume of Incidents in the 12 months to Mar ('000, A7)

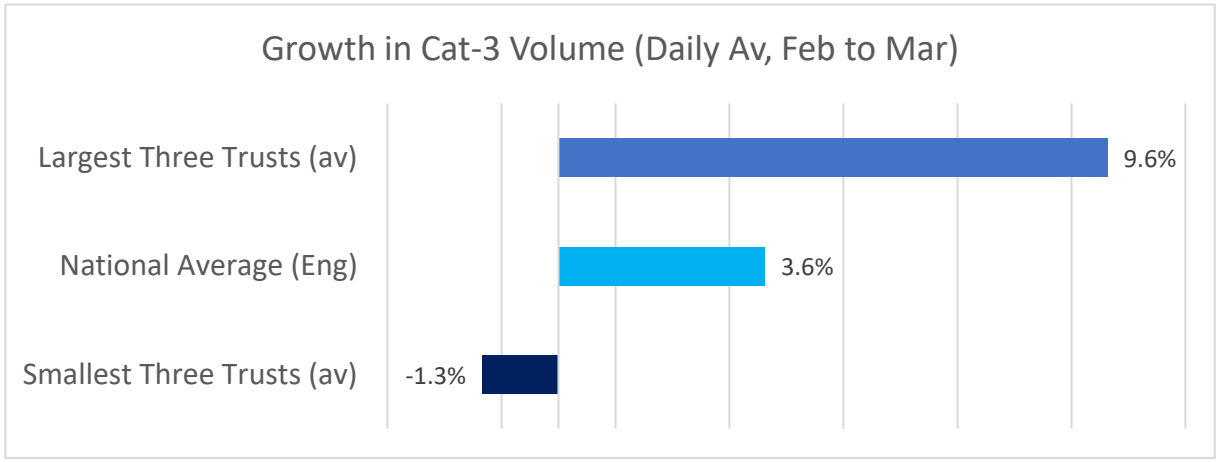


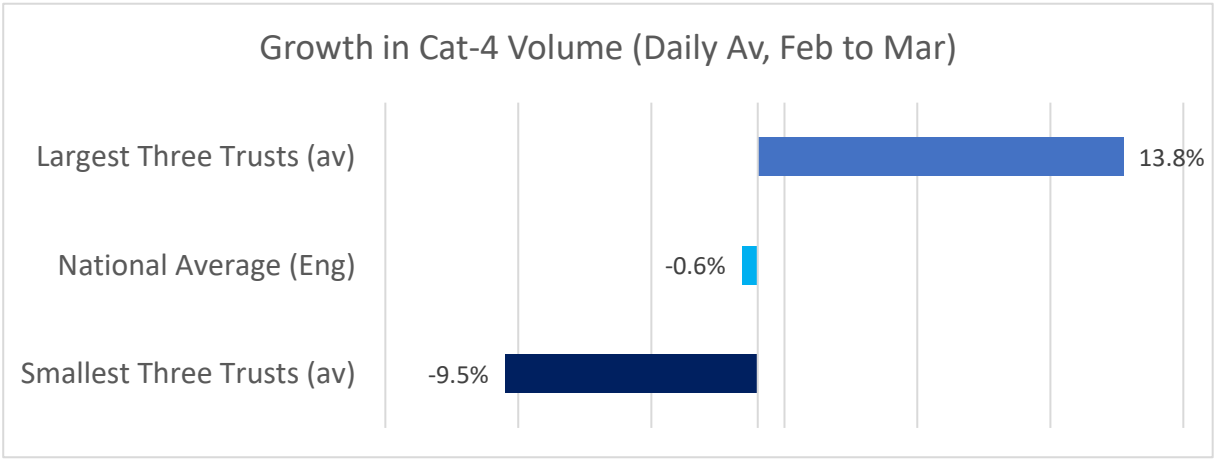
10. Range, Month-on-Month Growth in Average Daily Incident Volumes, March 2026

Category-2 incidents contracted across England in March, but each of the other categories saw demand increase for at least some trusts. This was most notable for Categories-3-and-4.







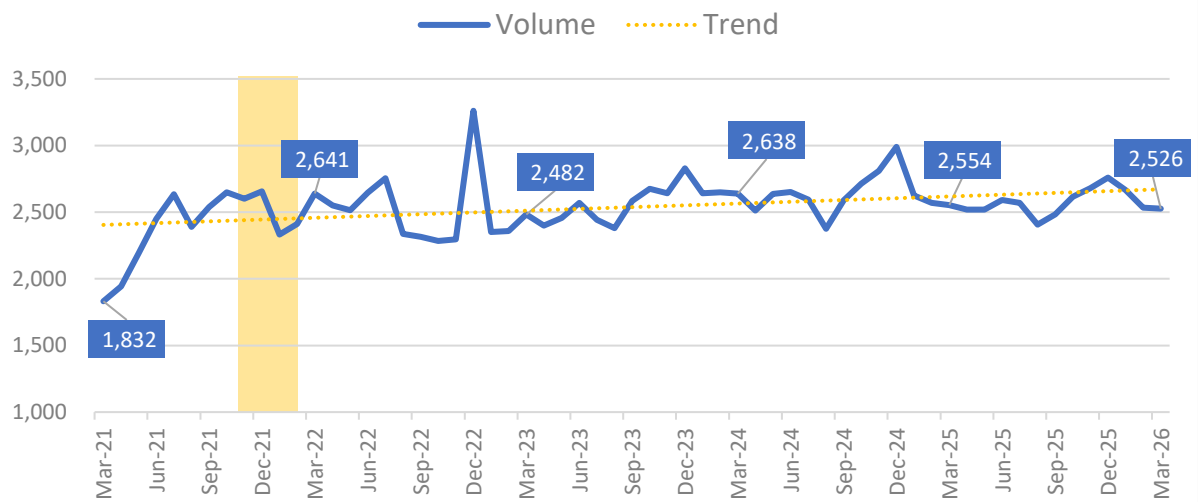


Notes: Notes: Largest/ Smallest shows average for the three trusts with largest/ smallest growth/ contraction. Calculation excludes Isle of Wight.

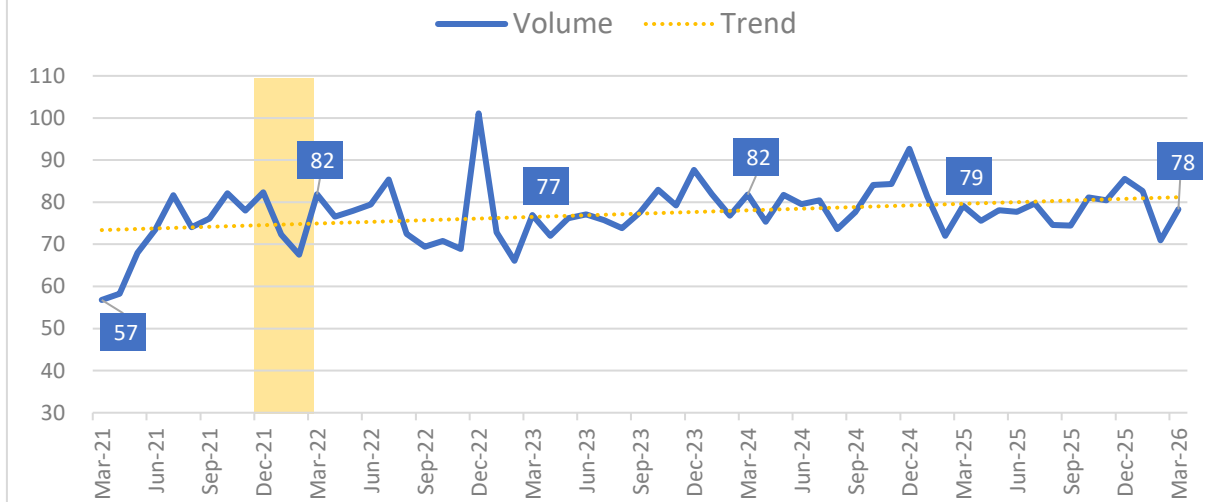
11. Demand: Category-1 Incidents (A8)

Average daily Category-1 demand in March was largely unchanged from February. Annualised data show demand in the most recent period was lower than the previous two. However, the 939-thousand total compares with 722-thousand Category-1 incidents in the 12 months to March 2020 (pre-covid, not shown).

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



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

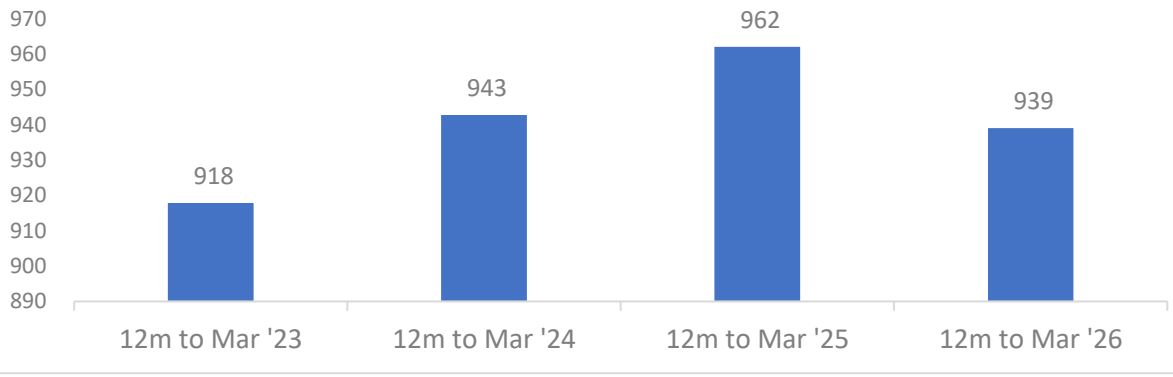


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
36h highest	-8 incidents	-29 incidents

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

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



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

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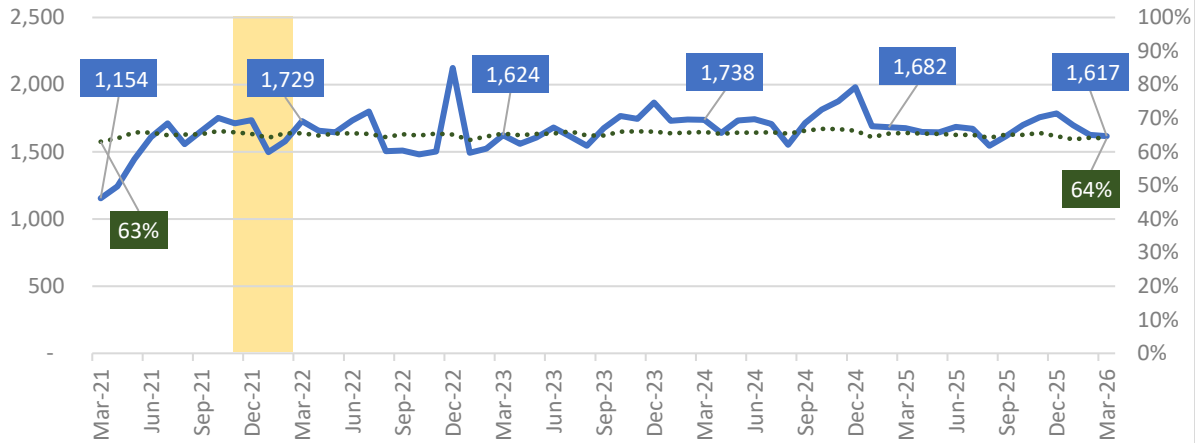
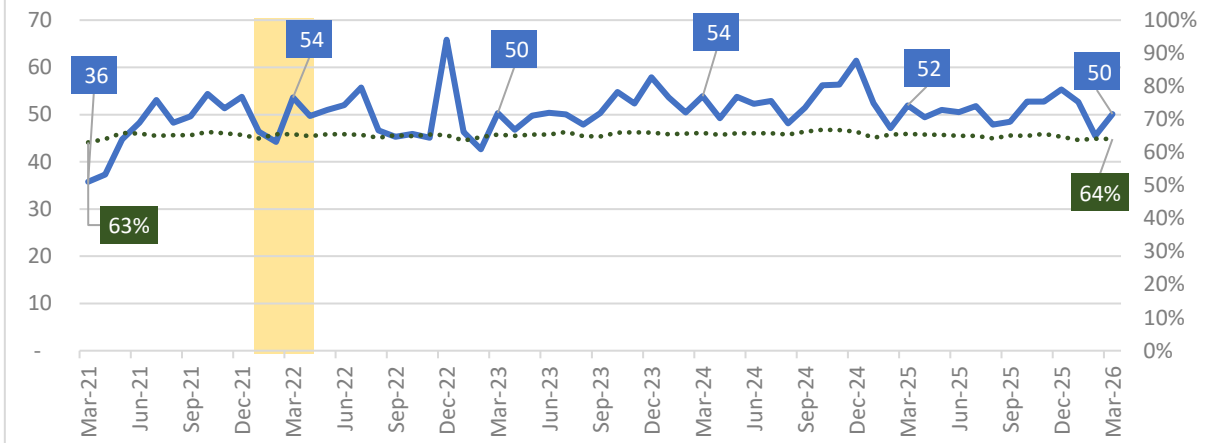
On average, 1,617 (64-percent) of Category-1 attendances saw patients transported by an emergency vehicle each day in March. This is largely unchanged from the previous month. The proportion of patients conveyed has averaged 65-percent over the past four years, with very little month-on-month change.

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



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

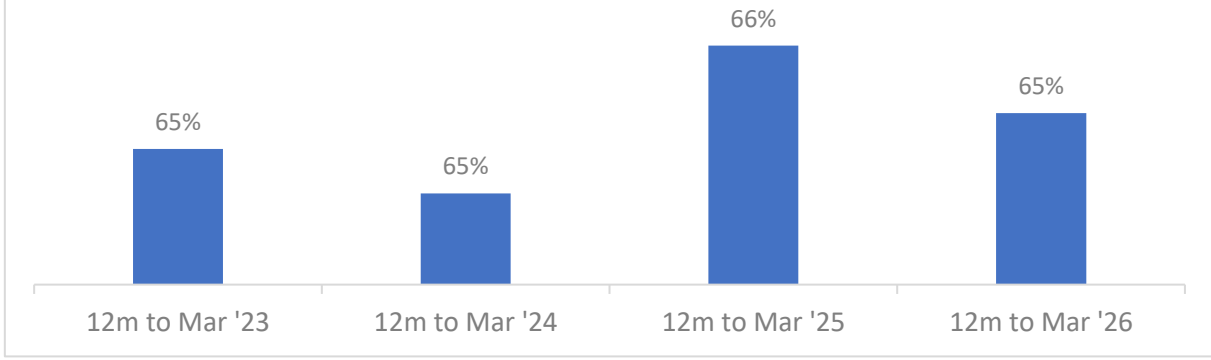


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
41st highest	-9 incidents	-60 incidents

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

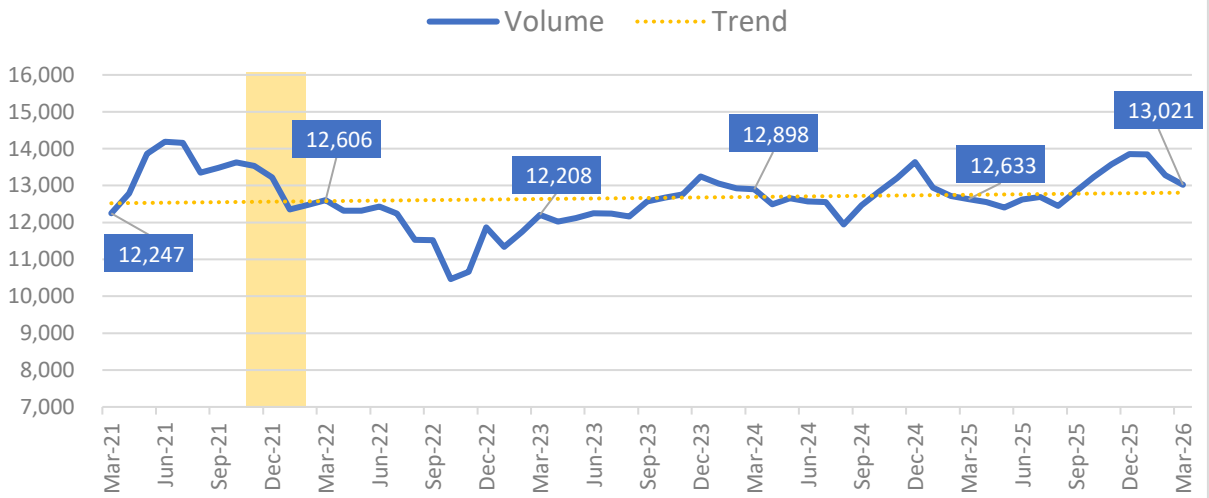
3. C1T as Share of C1 in the 12 months to Mar (%, A9/A8)



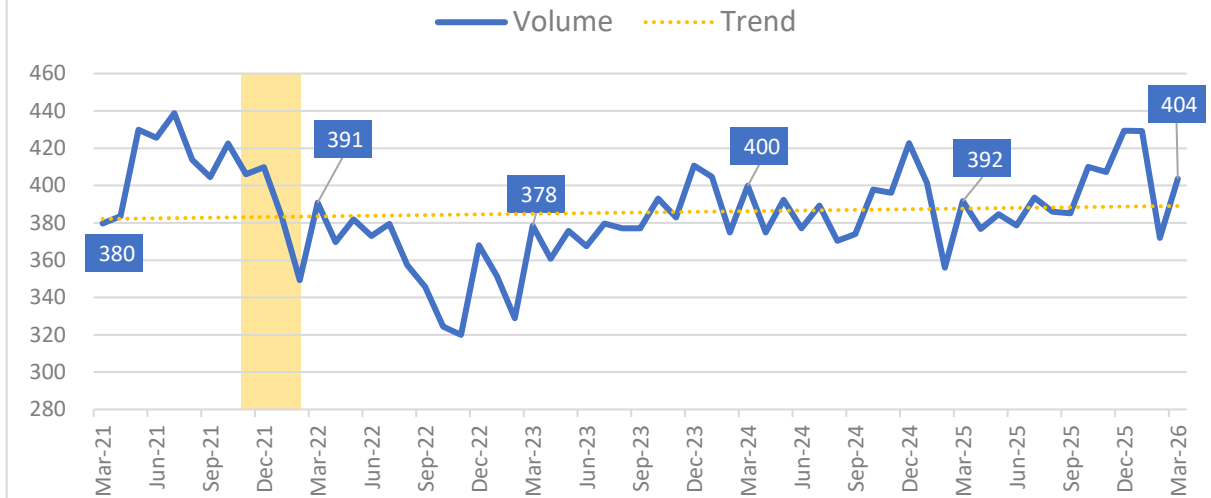
13. Demand: Category-2 Incidents (A10)

While Category-2 demand saw (relatively) the most pronounced month-on-month contraction of the four categories in England (see page 10). However, the annualised data show a steady increase. There were 4.8-million incidents in the most recent period, nearly half-a-million more than the same period in 2023.

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



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

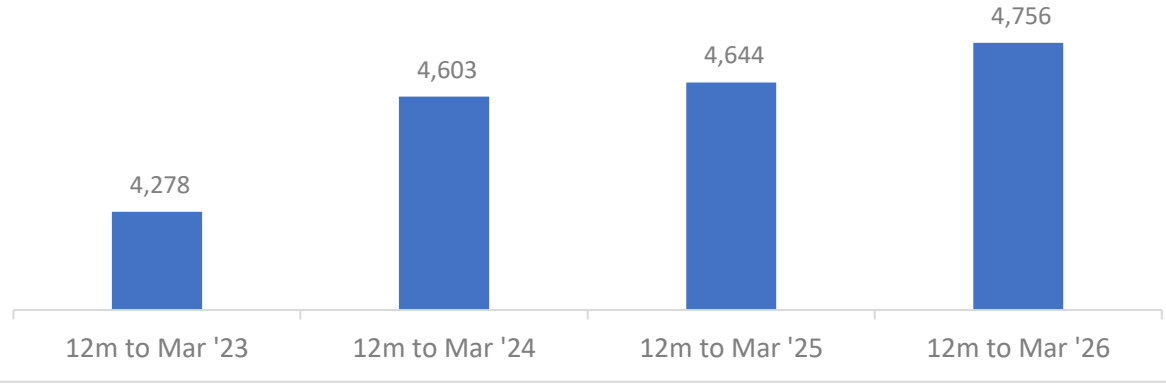


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
28th highest	-265 incidents	+388 incidents

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

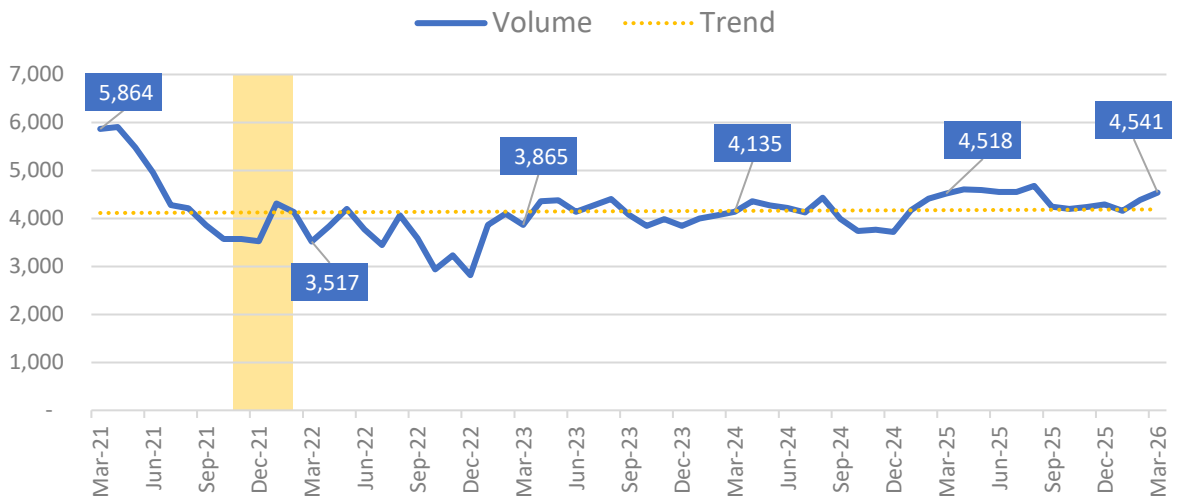
3. Vol of Cat-2 Incidents in the 12 months to Mar ('000, A10)



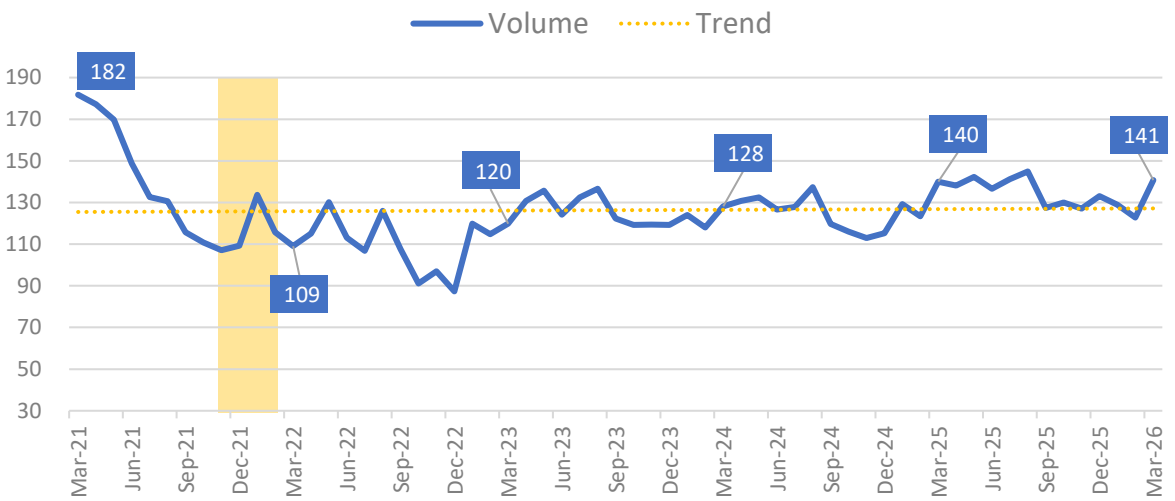
14. Demand: Category-3 Incidents (A11)

Category-3 volume increased in eight-out-of-ten trusts in March. There were, on average, 4,541 incidents each day – the greatest volume since August last year. Annualised data show a higher volume of Category-3 incidents than any of the periods since 2023 (charted, but also 2022, not charted).

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



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

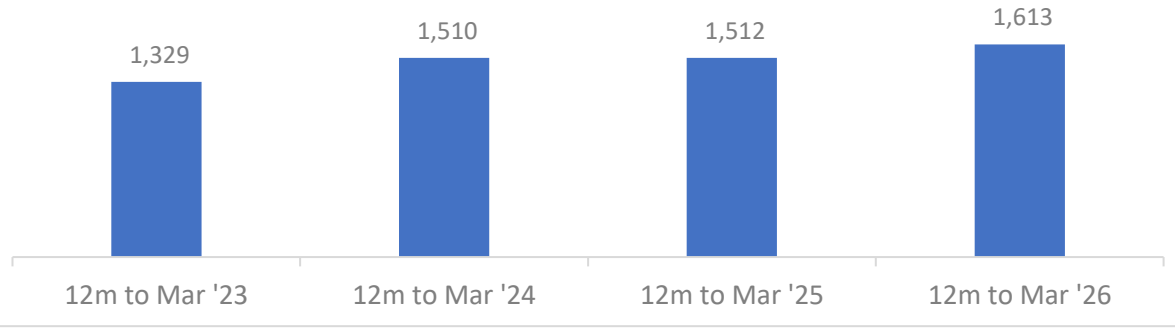


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
47th highest	+158 incidents	+23 incidents

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

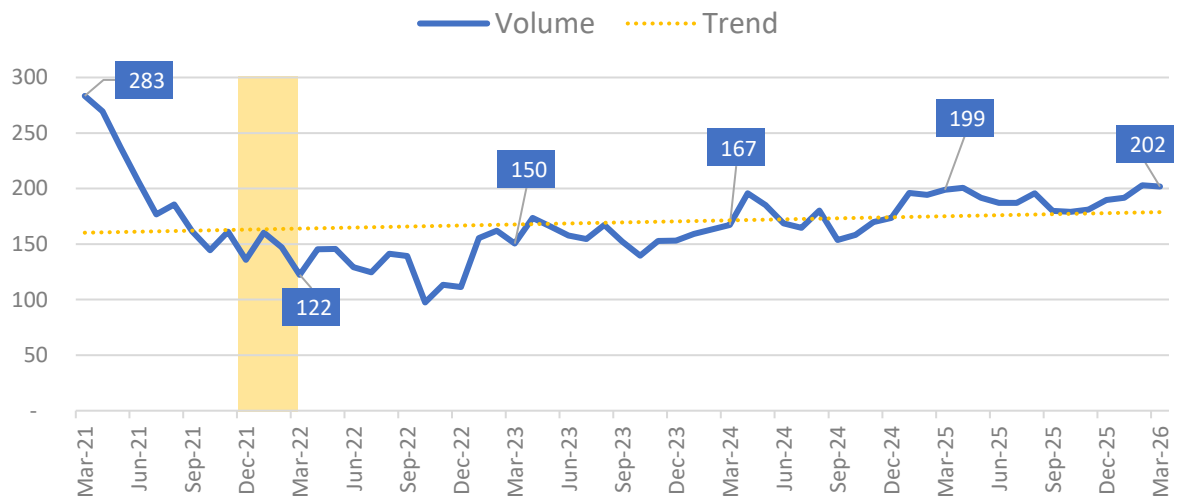
3. Vol of Cat-3 Incidents in the 12 months Mar ('000, A11)



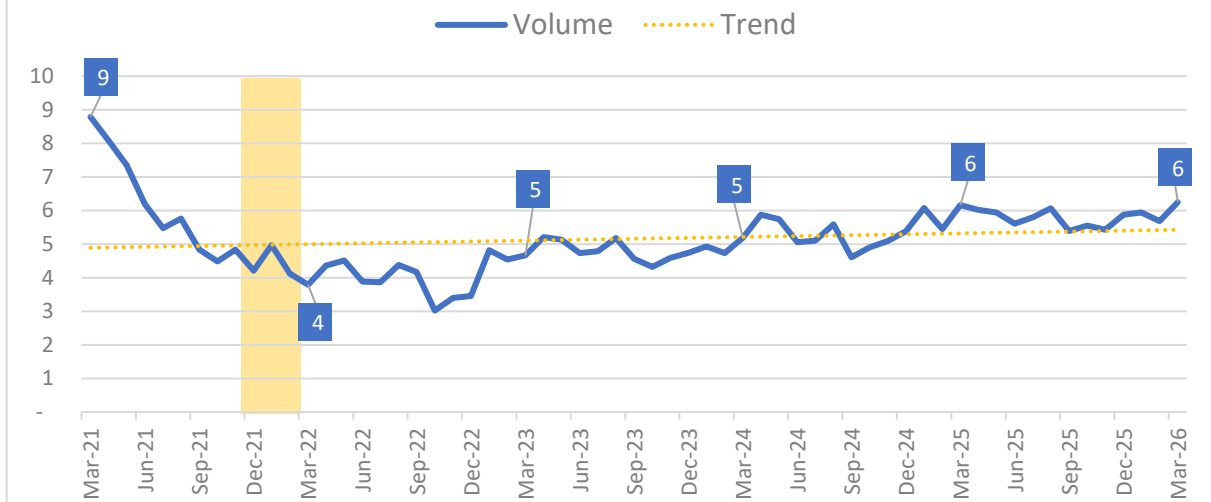
15. Demand: Category-4 Incidents (A12)

Daily demand for Category-4 remained unchanged since February – but with 202 incidents a day, March 2026 saw more demand for this category than any March since 2021. Volume is increasing over time, with 70-thousand in the 12-months to March 2026 (21-thousand more than the 12-months to March 2023).

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



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

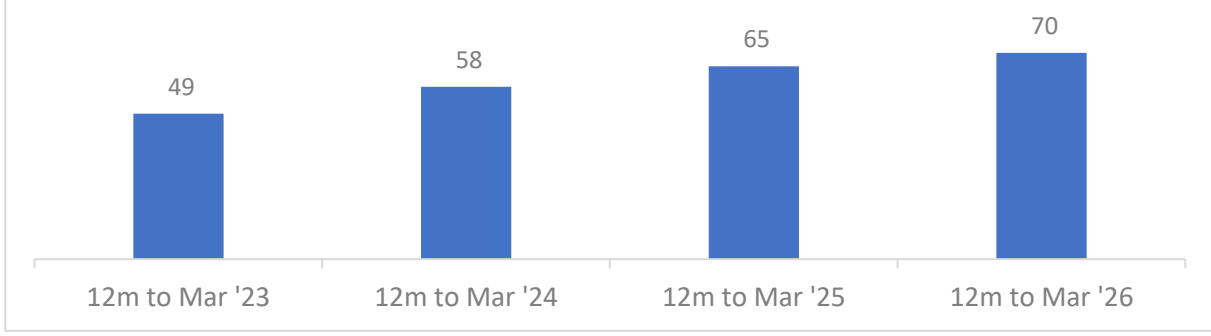


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
43rd highest	-1 incident	+3 incidents

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

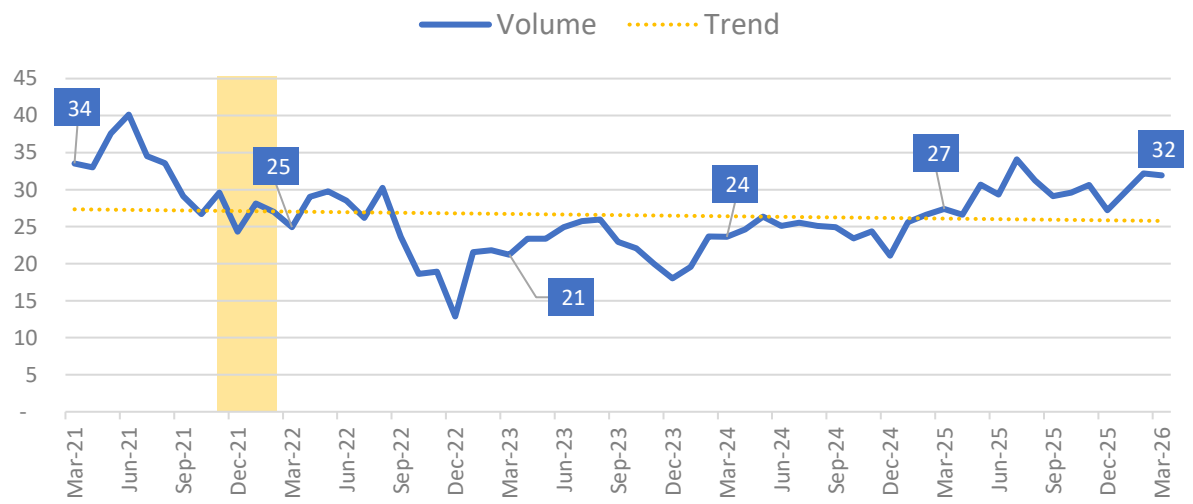
3. Volume of Cat-4 Incidents in the 12 months to Mar ('000, A12)



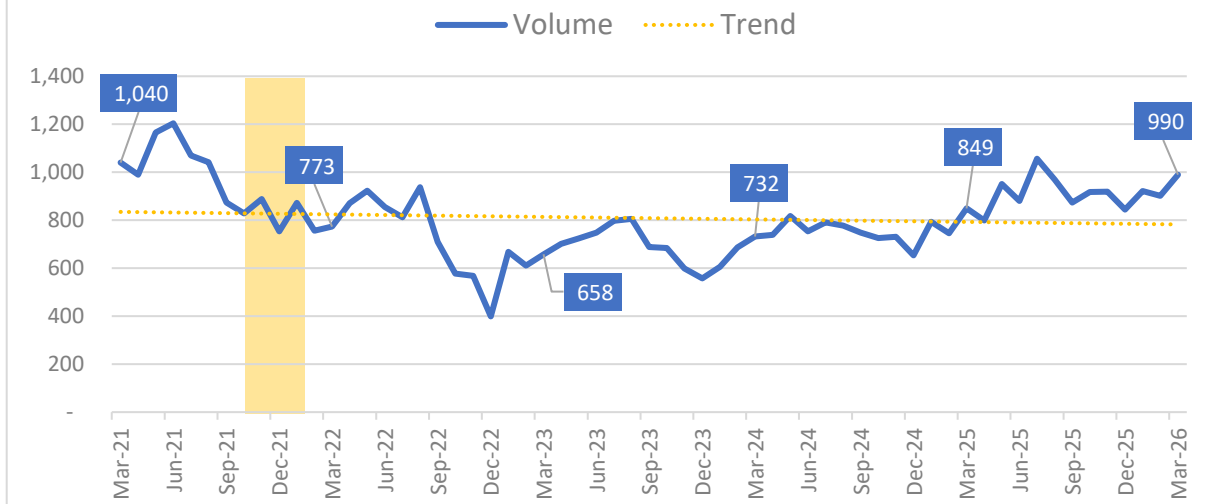
16. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

Volume remain unchanged for Section 136 incidents, while the proportion of patients transported was 91% (and over the last 12 months has averaged 90% - not shown). Section 136 incidents have increased over the two previous two years, with over 11-thousand in the most recent 12 months.

1. Average Daily Volume of S136 Incidents (A106)



2. Volume of A136 Incidents (A106)

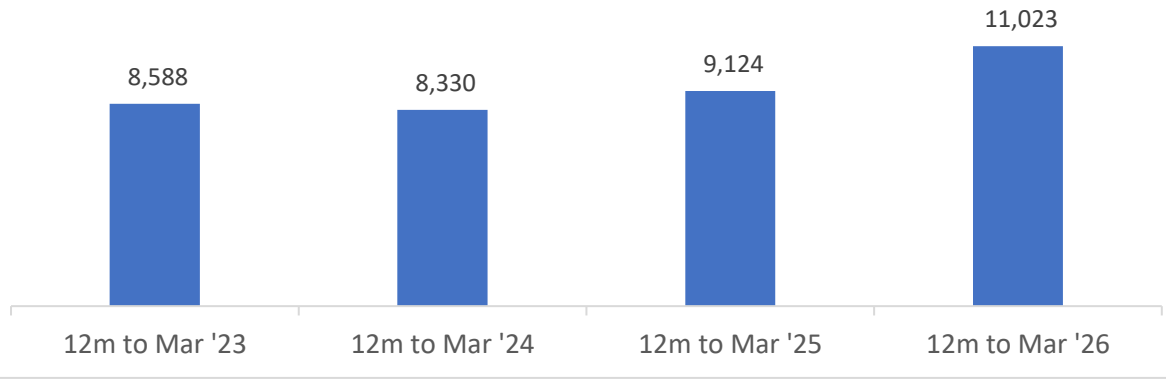


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
15th highest	No change	+5 incidents

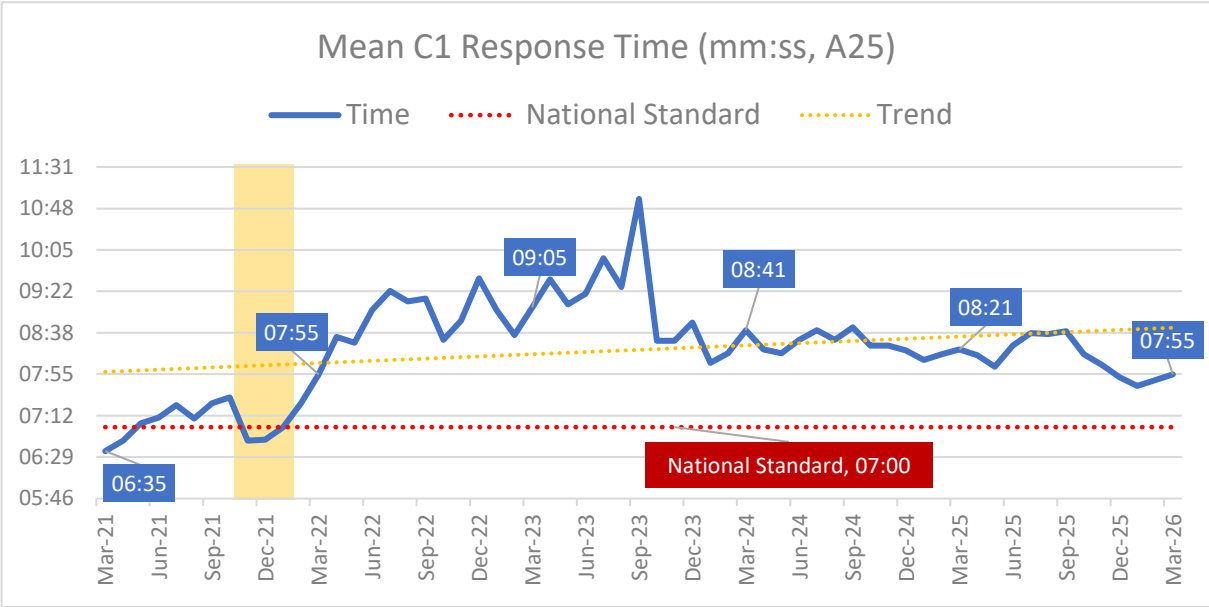
Yellow areas show COVID waves in the UK: source ONS.

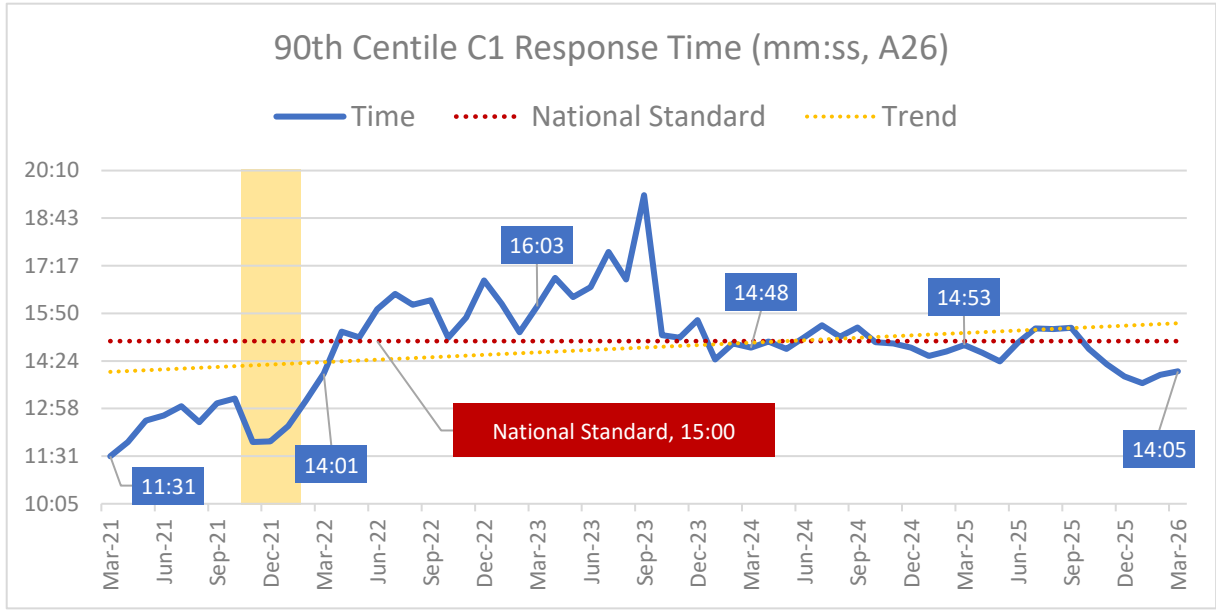
3. Volume of S136 Incidents in the 12 months to Mar (A106)



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

Mean response time slowed between February and March, but this has been a seasonal trend since 2021. From September 2023 mean response is getting steadily faster averaging 08:11 over the last 12 months vs. 08:58 in the 12-months to March 2023.





Mean Response Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
39th fastest	6 secs slower	26 secs faster

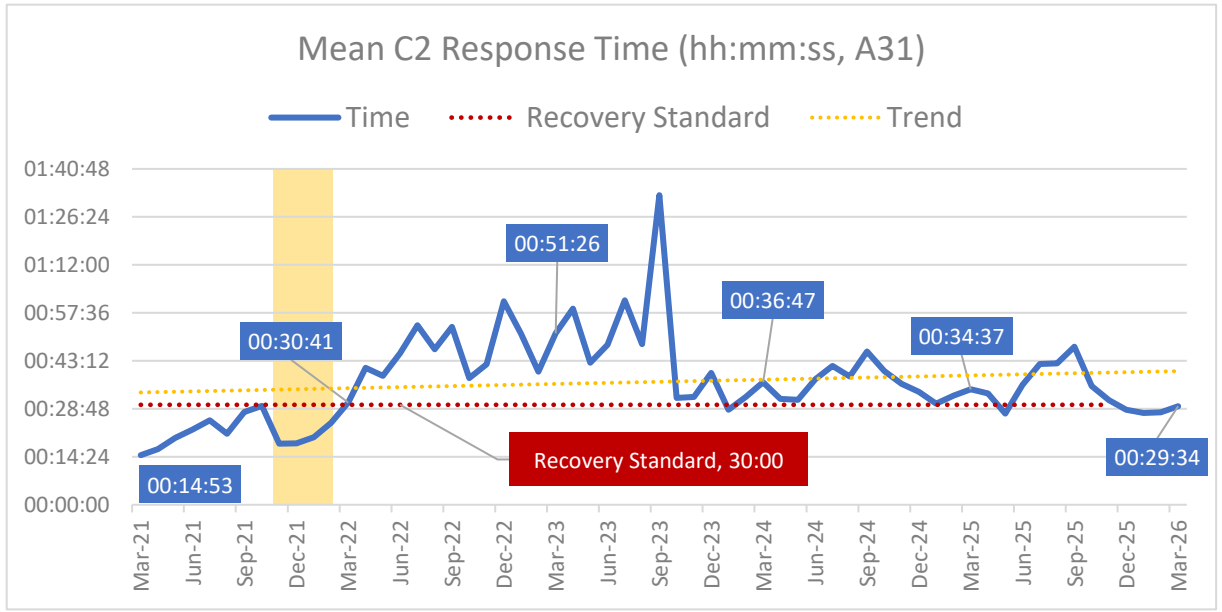
90th centile Response Time for March 2026: Fast Facts

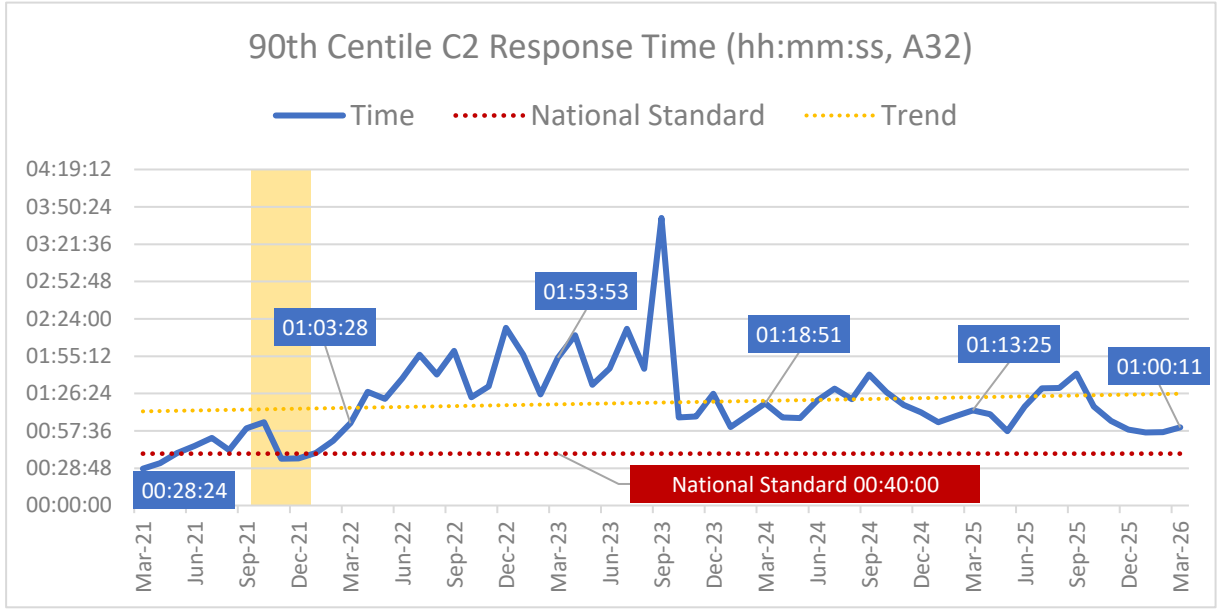
Rank in series to-date:	Change from February 2026	Change from March 2025
40th slowest	6 secs slower	48 secs faster

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

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

Category-2 mean time also slowed in March, again a seasonal pattern seen from 2019. The mean has now been below 30-minutes since December 2025, and is getting faster over time. Over the last 12 months it averaged 34-minutes compared with 46-minutes in the 12-months to March 2024, two years ago.





Mean Response Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
40th fastest	2 mins slower	5 mins faster

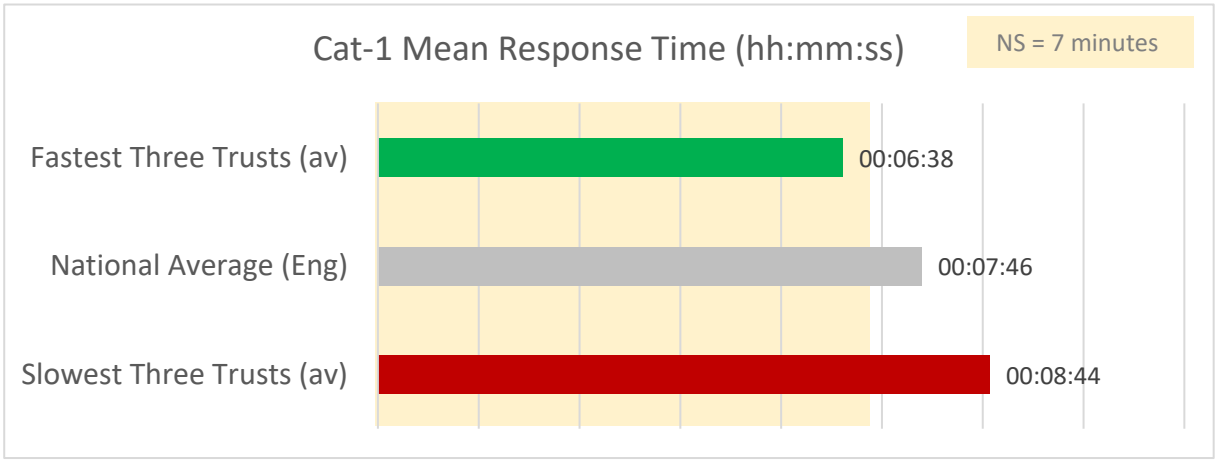
90th centile Response Time for March 2026: Fast Facts

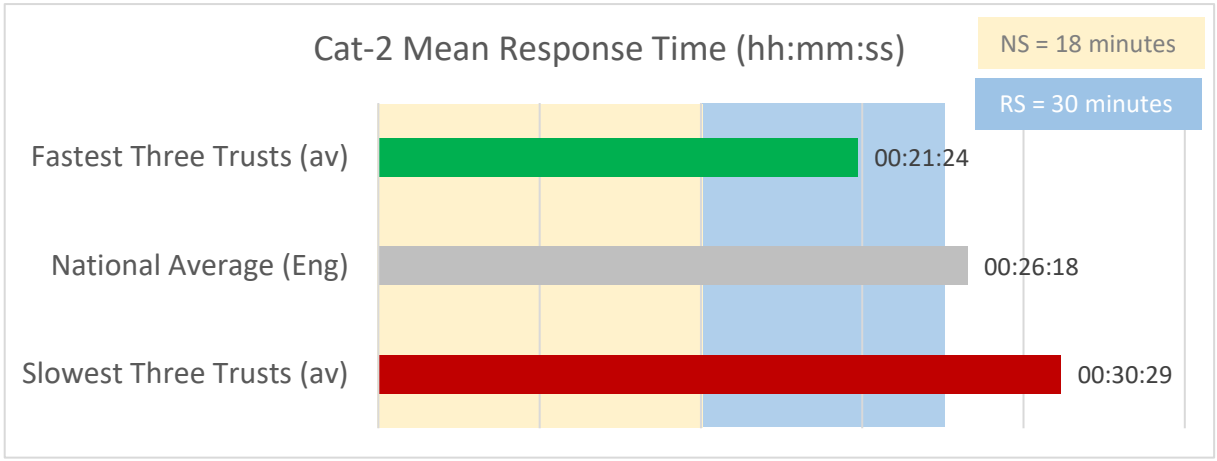
Rank in series to-date:	Change from February 2026	Change from March 2025
39th slowest	3 mins slower	13 mins faster

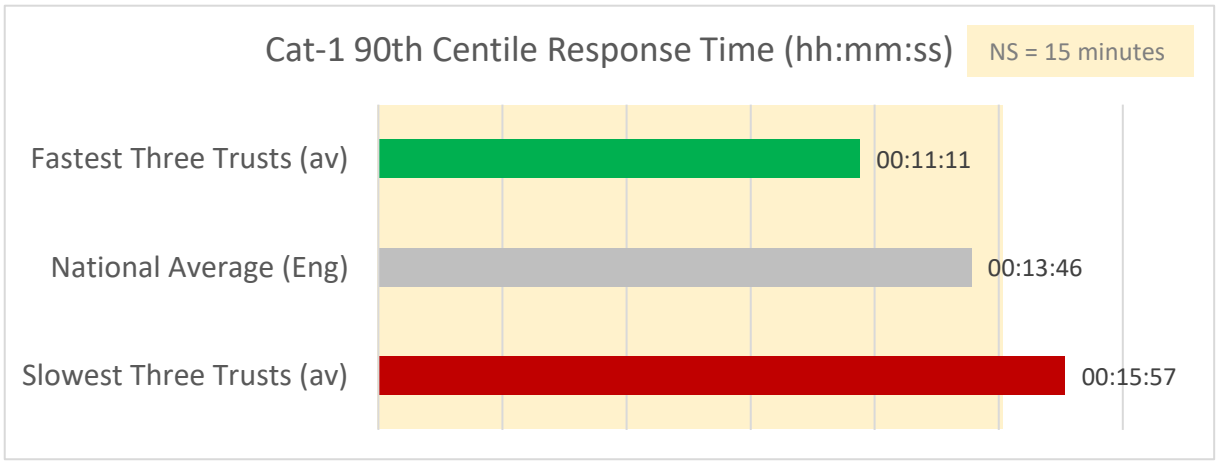
Yellow areas show COVID waves in the UK: source ONS.

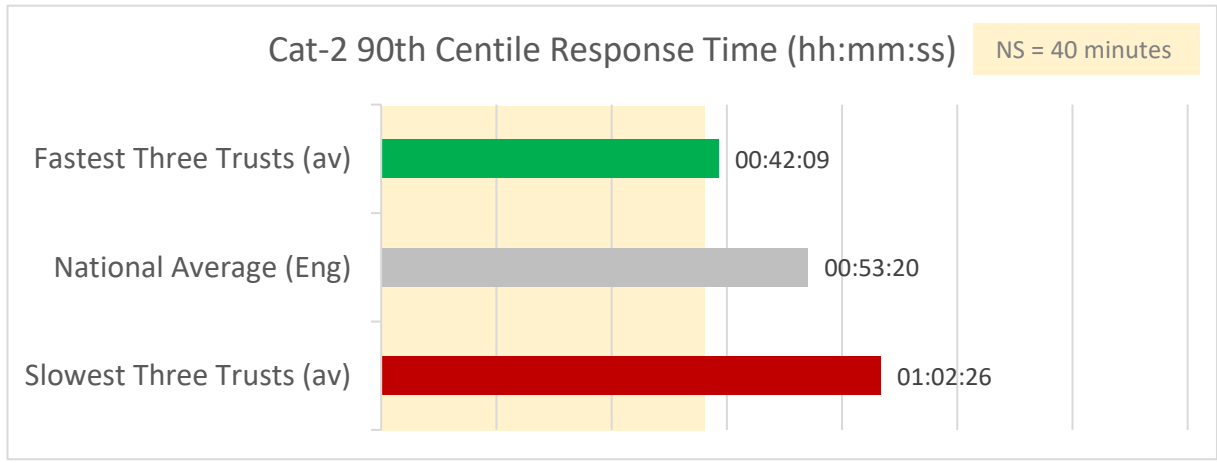
19. Range, Category-1 and Category-2 Response Time, March 2026

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 just over two minutes, for Category-2 the difference was around nine minutes.





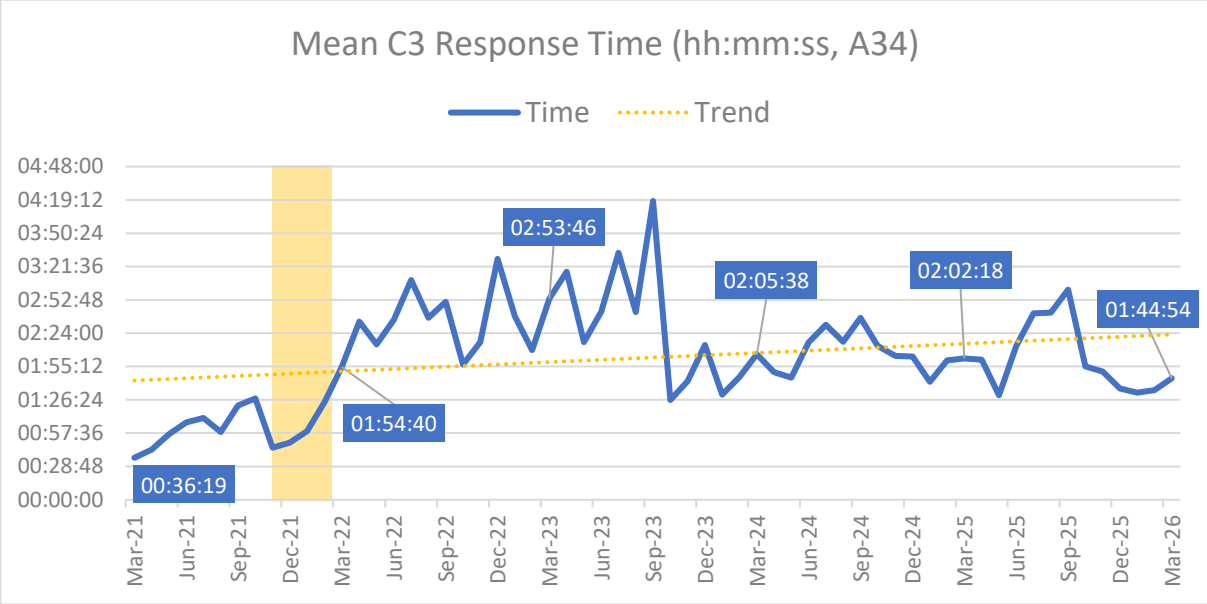


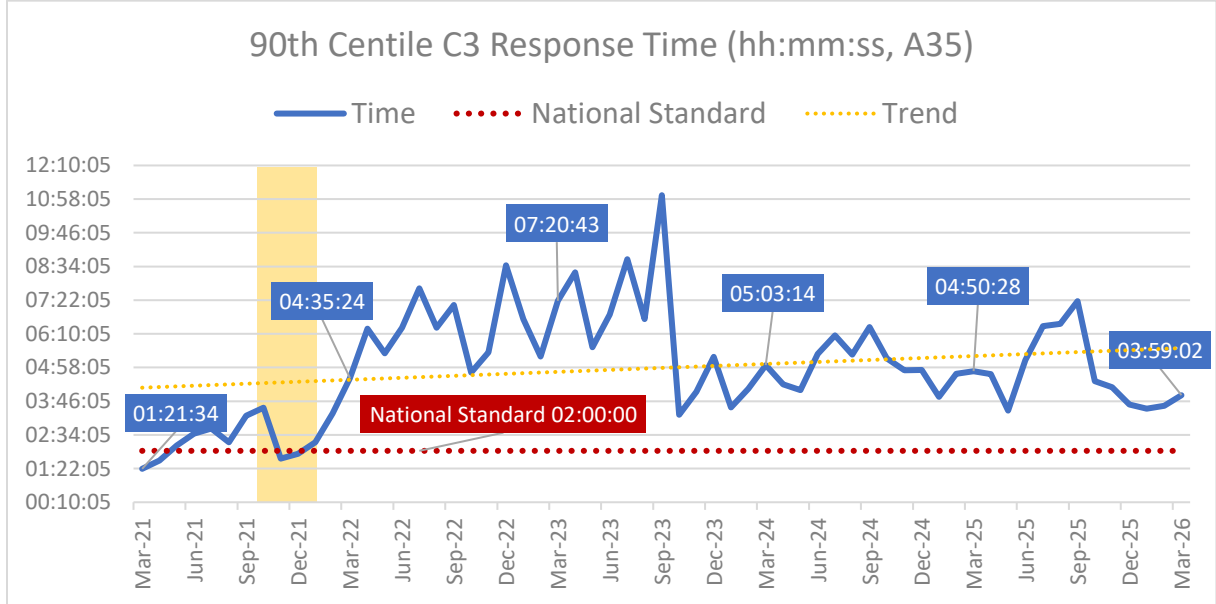


Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Category-3 mean reflects the trend seen above – a seasonal month-on-month slow-down against the long-term trend of faster responses. The average for the last 12-months was around two-hours compared with two-and-a-half-hours in the 12-months to March 2024.





Mean Response Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
45th fastest	10 mins slower	17 Mins faster

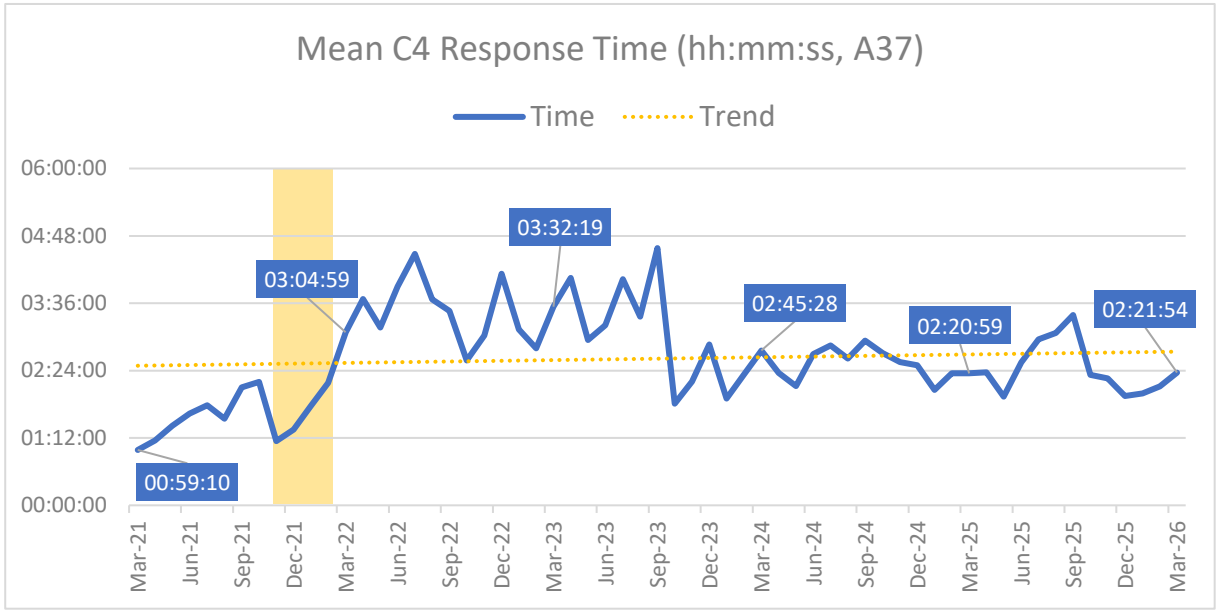
90th centile Response Time for March 2026: Fast Facts

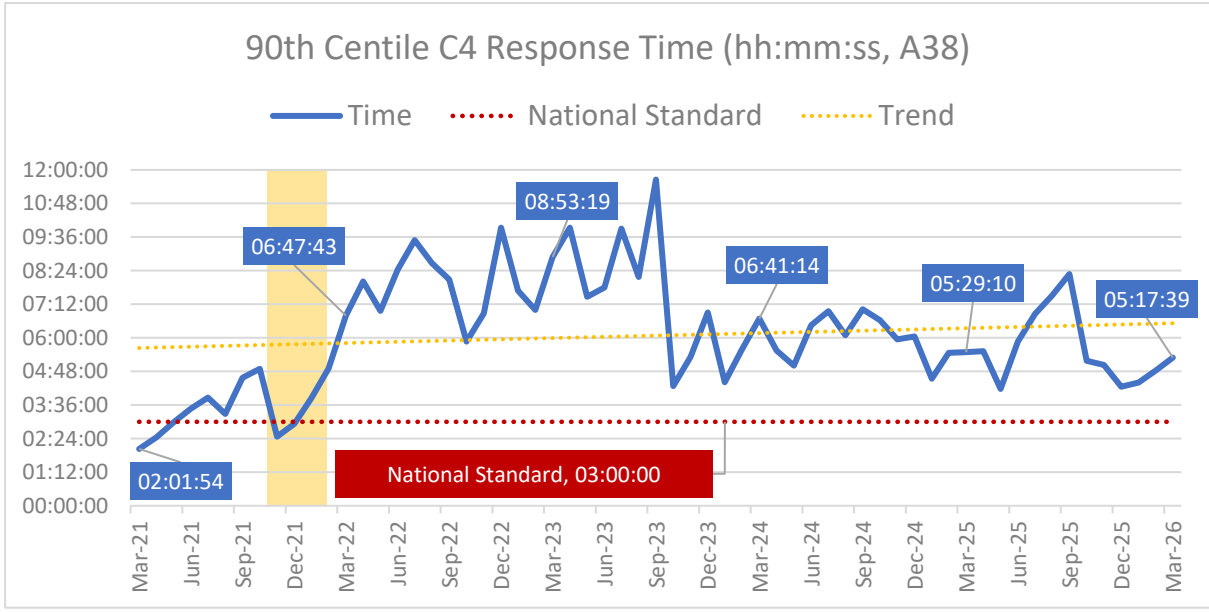
Rank in series to-date:	Change from February 2026	Change from March 2025
44th fastest	22 mins slower	51 mins faster

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

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

The month-on-month slow down seen in Categories-1-thru-3 is not present with Category-4. However, the trend for faster mean times is: over the past 12-months the average was two-and-a-half hours compared with three hours in the 12-months to March 2024.





Mean Response Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
52nd fastest	15 mins faster	1 min faster

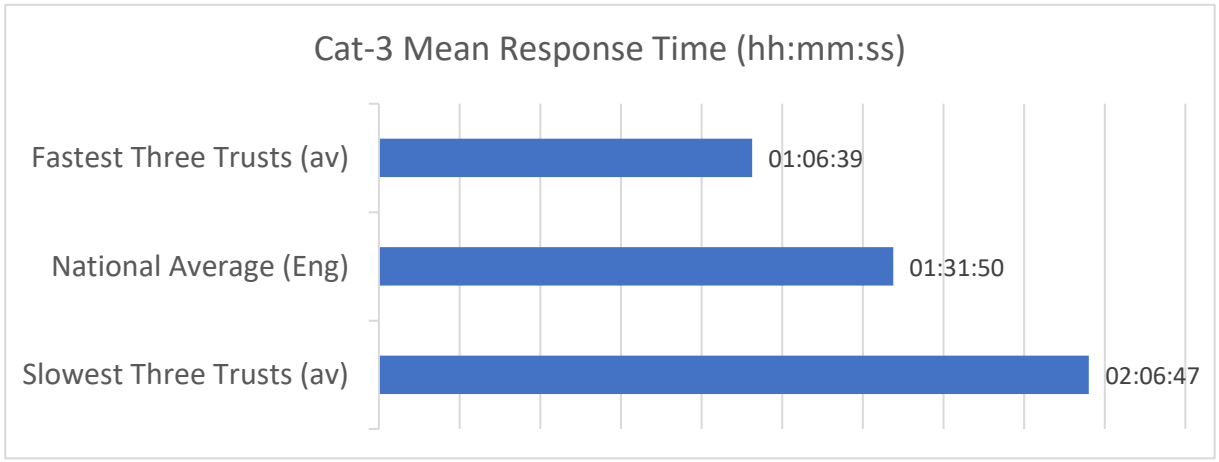
90th centile Response Time for March 2026: Fast Facts

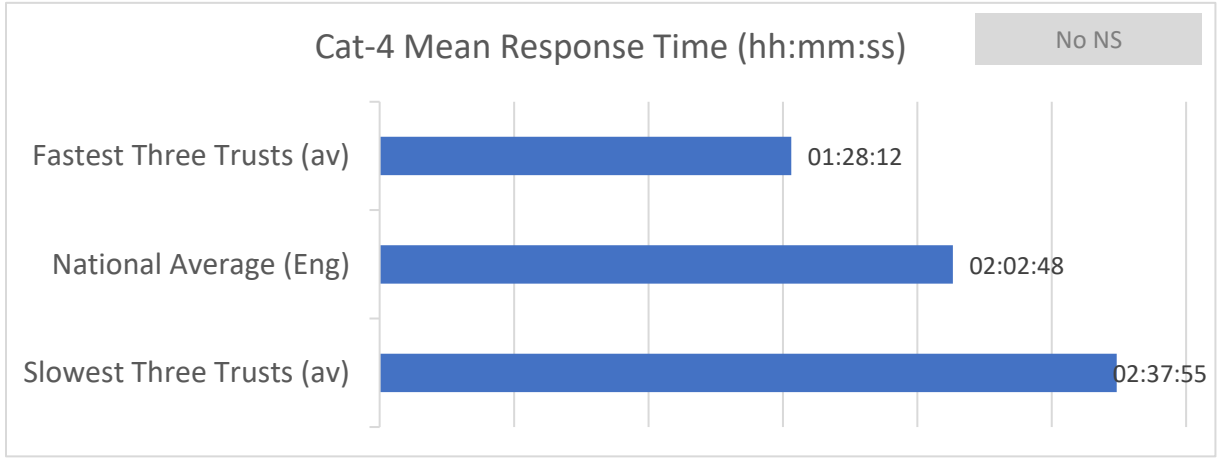
Rank in series to-date:	Change from February 2026	Change from March 2025
47th fastest	28 mins faster	11 mins faster

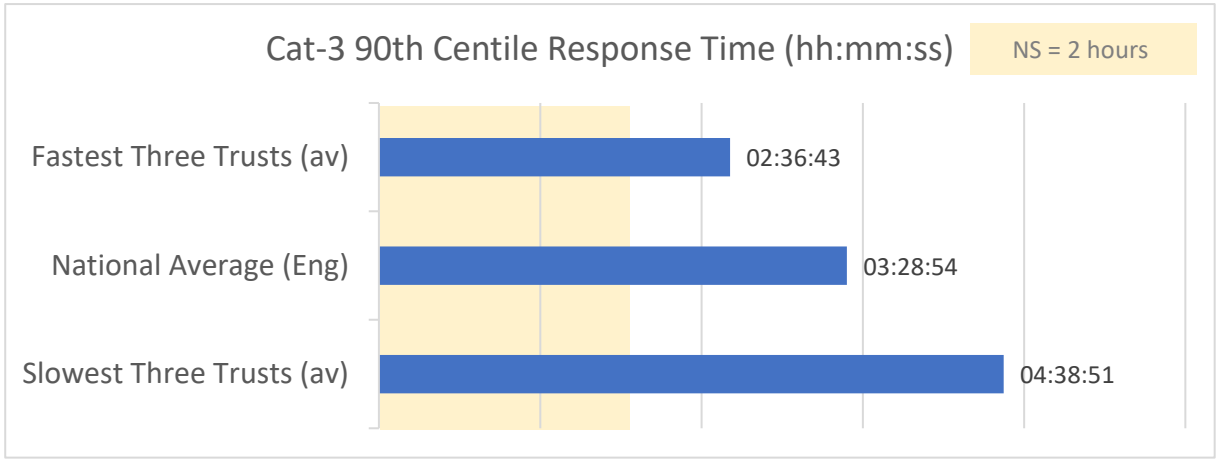
Yellow areas show COVID waves in the UK: source ONS.

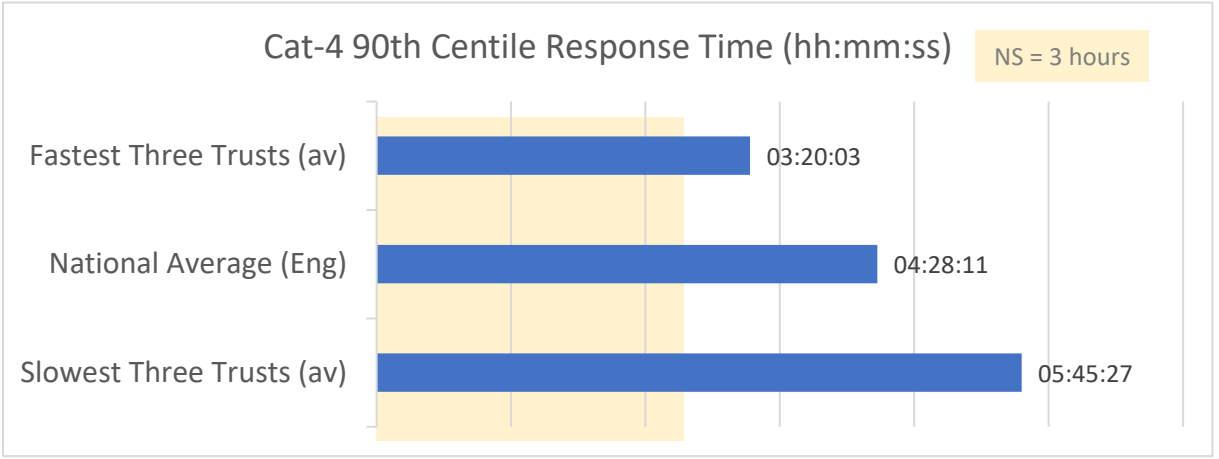
22. Range, Category-3 and Category-4 Response Time, March 2026

Differences in mean response times for outlying trusts are more pronounced for these categories. For Category 3, the is a one-hour difference between the fastest and slowest three trusts, for Category 4 the difference is two hours.





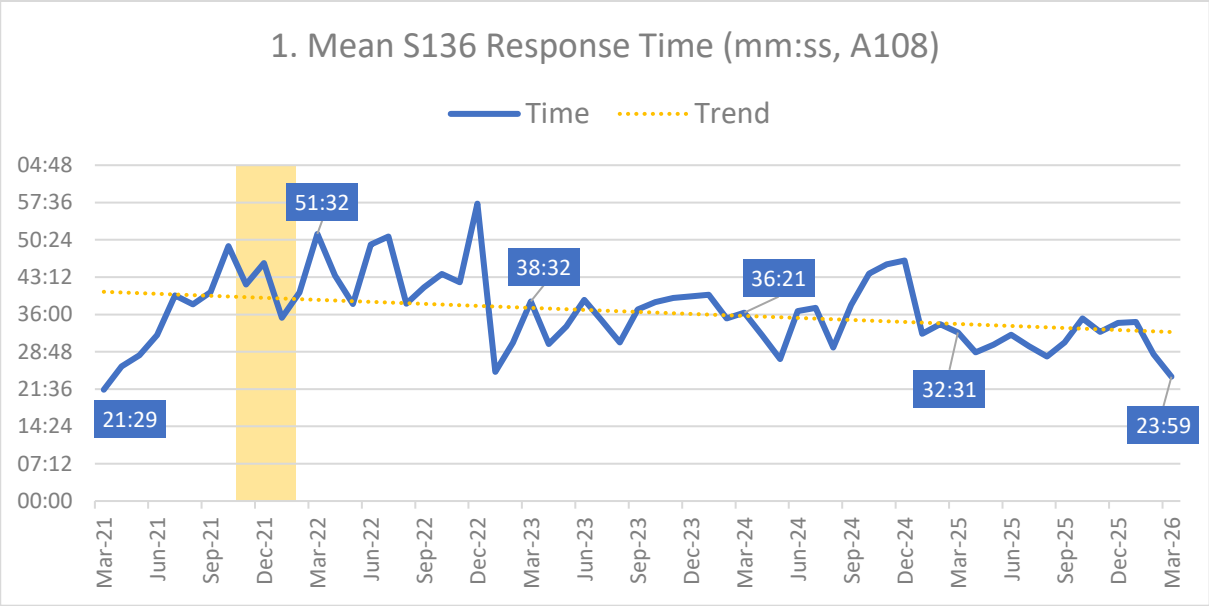


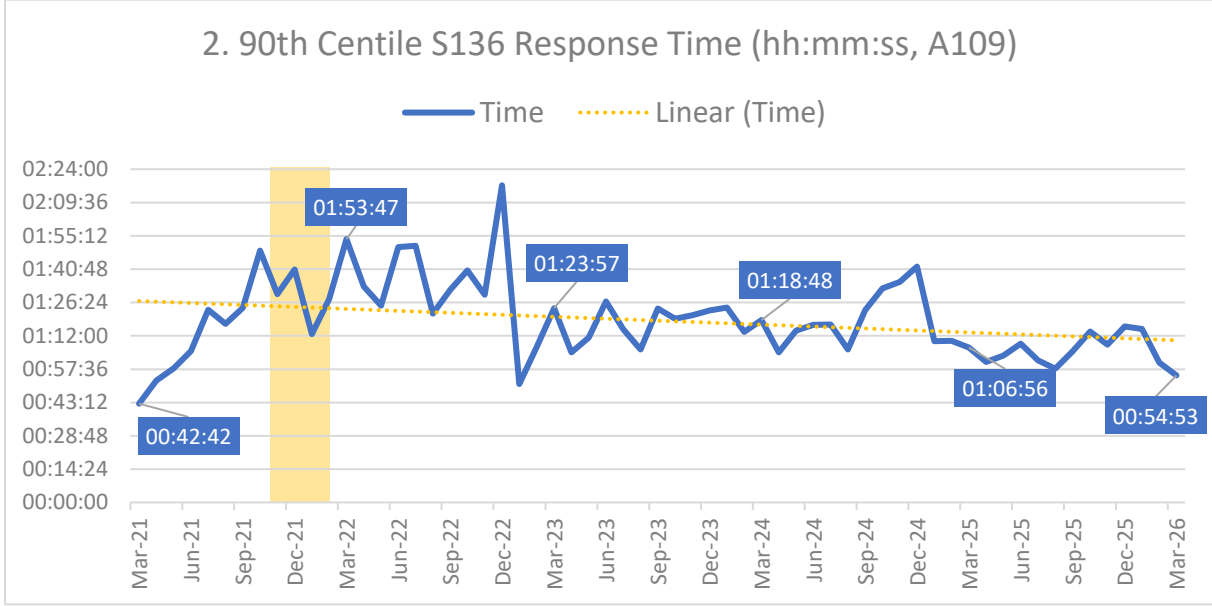


Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Section 136 mean response-time was four-minutes faster than in February, eight-minutes faster than March 2025 and 14-minutes faster than March 2024, again demonstrating a trend for faster responses over time.





Mean Response Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
8th fastest	4 mins faster	8 min faster

90th centile Response Time for March 2026: Fast Facts

Rank in series to-date:	Change from February 2026	Change from March 2025
18th slowest	5 mins faster	12 mins faster

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

Section 3

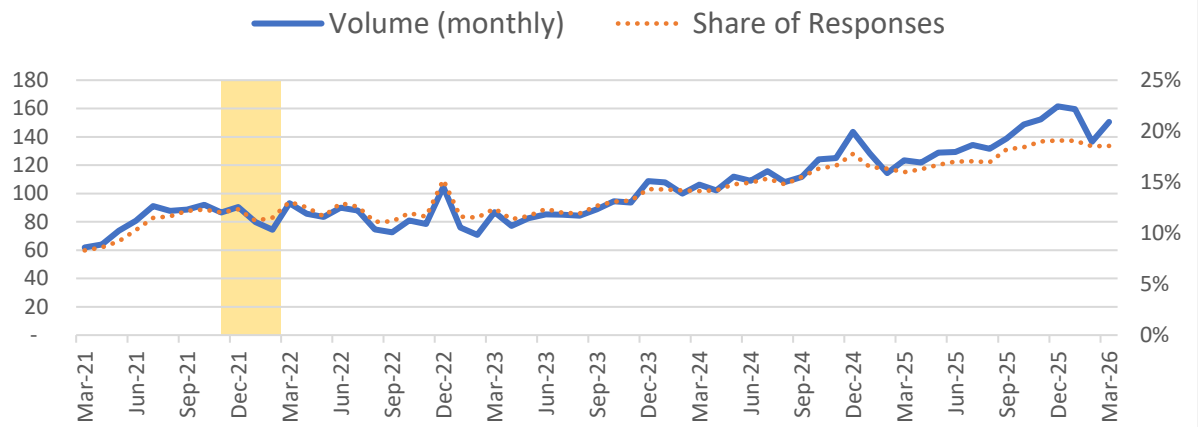
Incidents by Response Outcome

- Share of Response Outcomes
- Share of Responses, Range
- Hear and Treat
- See and Treat
- Incidents with Transport to ED
- Incidents not with Transport to Destination other than ED

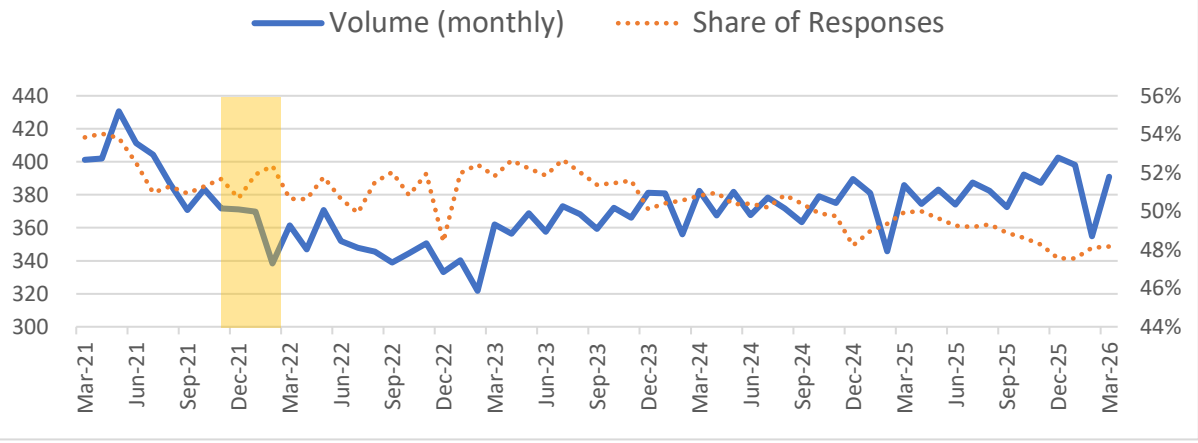
25. Share of Response Outcomes

Charts 1 and 2 show the volume of outcomes and the share these represent for Hear-and-Treat (H&T) and Conveyances to Emergency Departments. H&T shows both volume and share increasing, compared with Conveyances, where volume has increased, but more slowly, and share has gradually decreased.

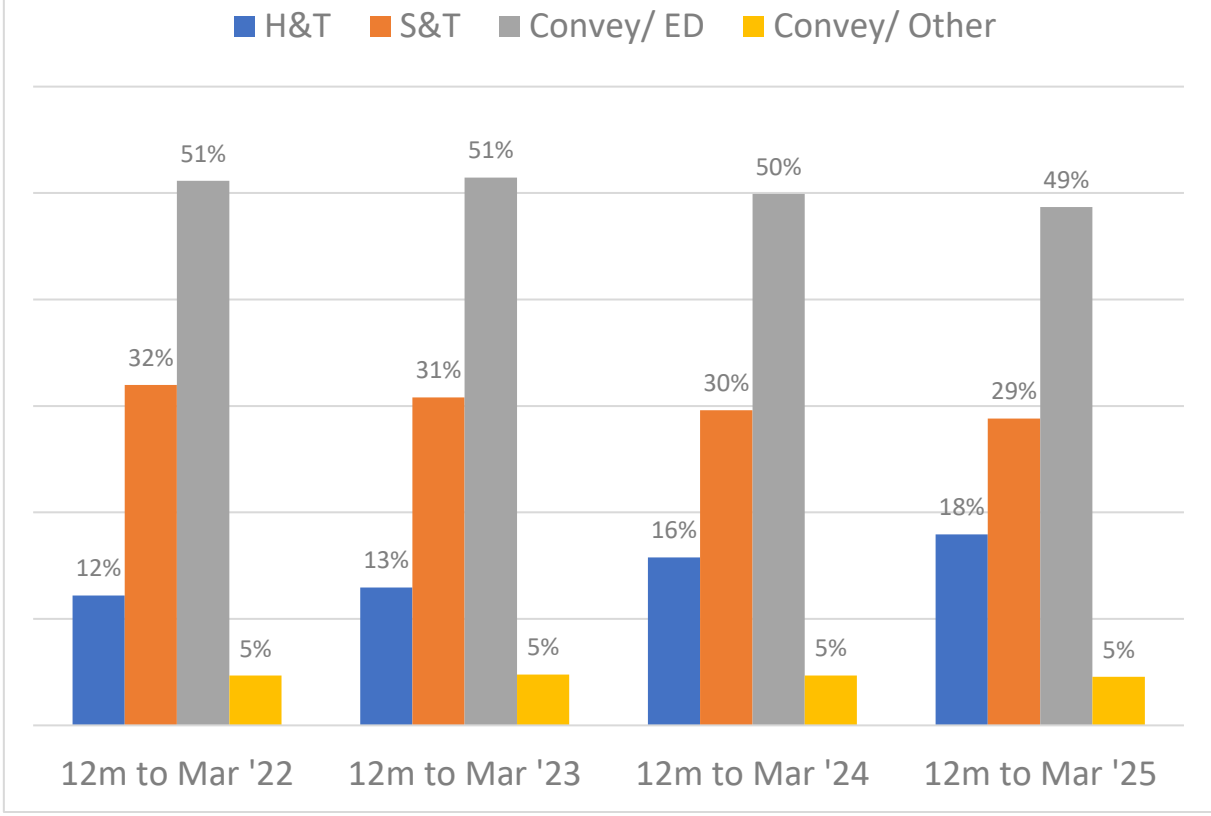
1. Hear and Treat ('000), Volume and Share of Responses



2. Conveyed to ED, Volume ('000) and Share of Responses



3. Share of all Responses (12m to Mar)

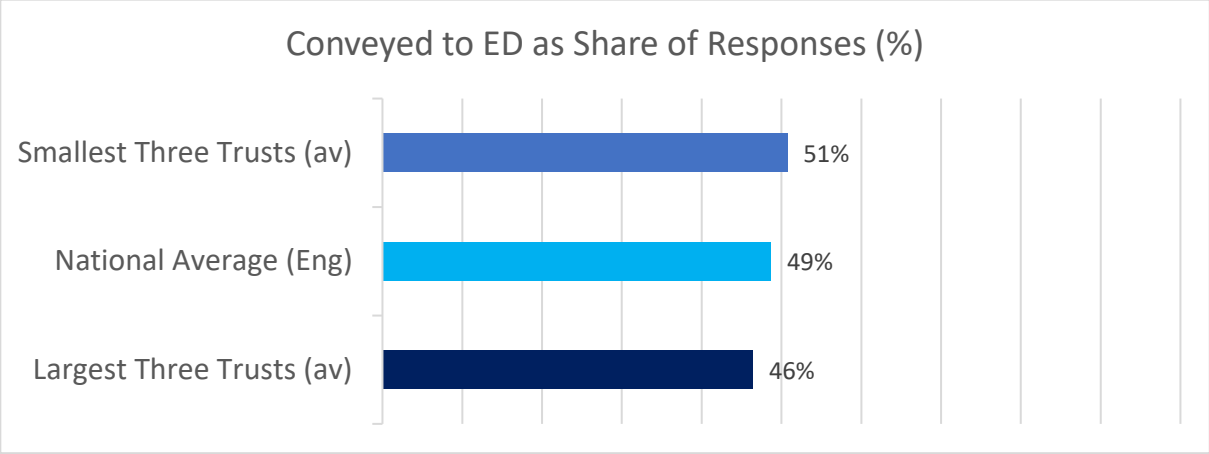


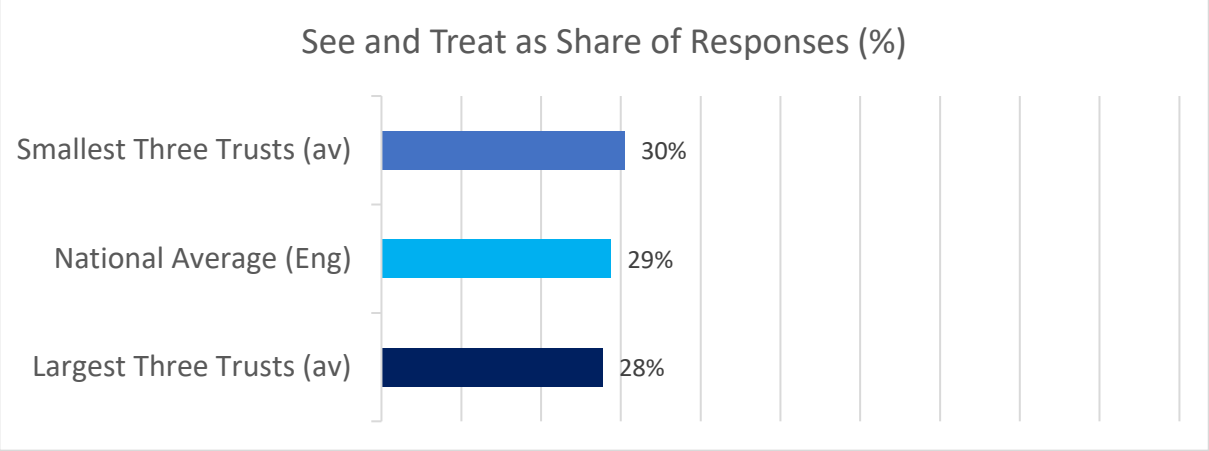
H&T = Hear and Treat, S&T = See and Treat

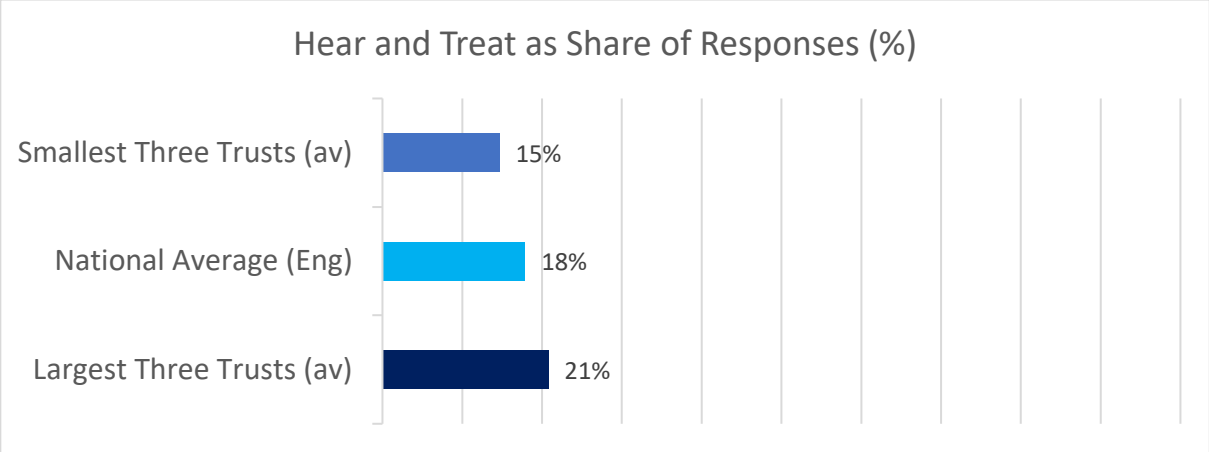
Yellow areas show COVID waves in the UK: source ONS.

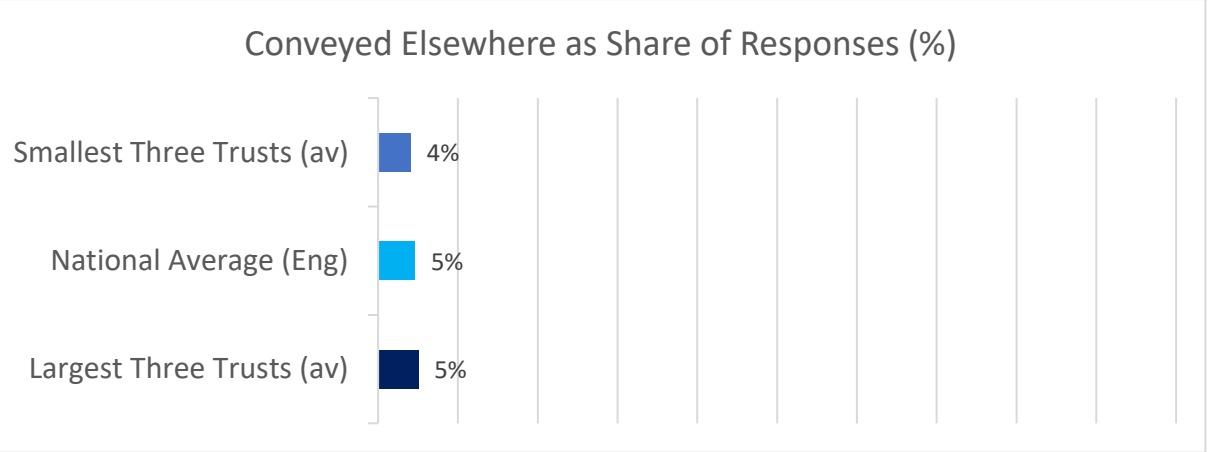
26. Range, Share of Response Outcomes, March 2026

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







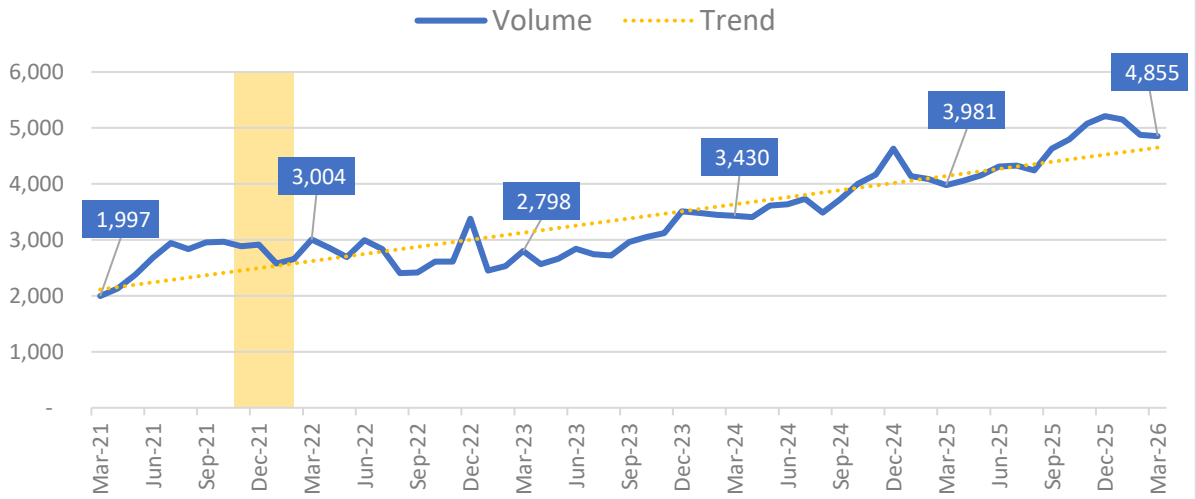


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

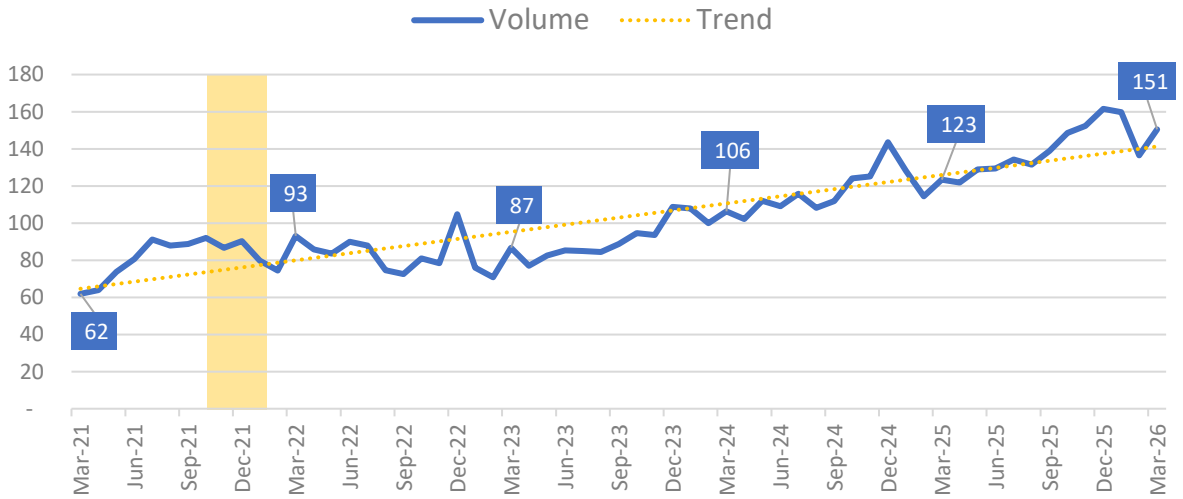
27. Hear and Treat (measure A17)

The average daily number of H&T outcomes was steady between February and March and continue to grow year on year. In the past 12-months were 1.7-million H&T outcomes, more than 700-thousand greater than the 12-months to March 2023 (growth of 70-percent).

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



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

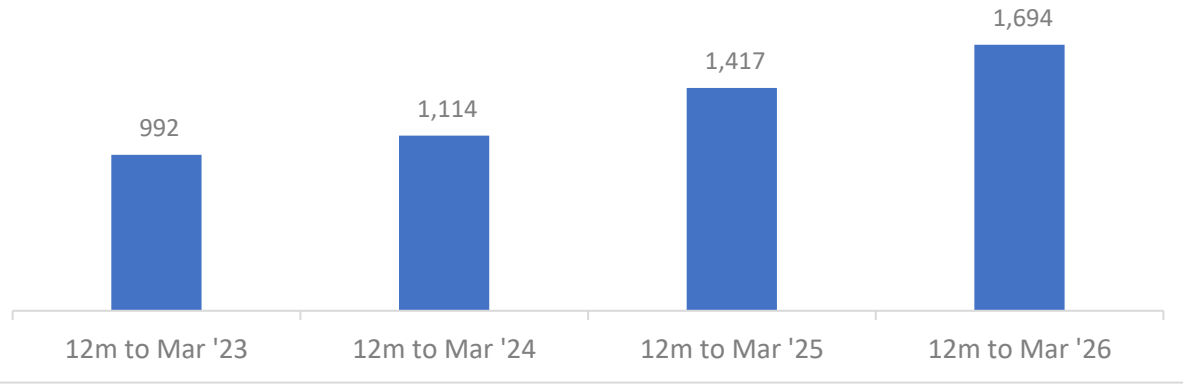


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
4th highest	-23 outcomes	+874 outcomes

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

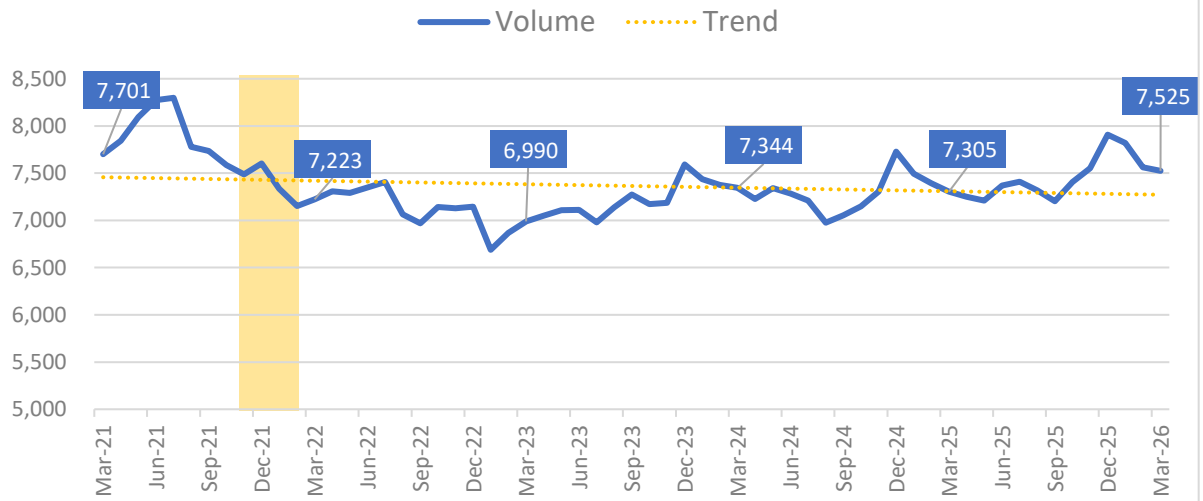
3. Vol of H&T Responses in the 12 months to Mar ('000, A17)



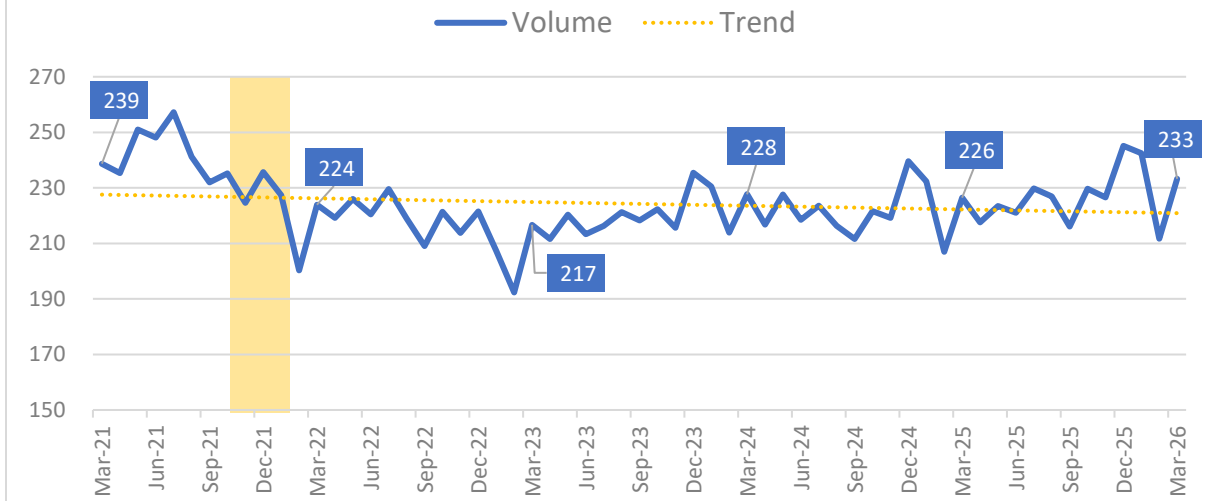
28. See and Treat (measure A55)

See and Treat (S&T) outcomes were also steady in March. As with H&T, S&T outcomes continue to increase over time. There were 2.7-million responses in the most recent 12-month period, 127-thousand more than the same period in 2023.

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



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

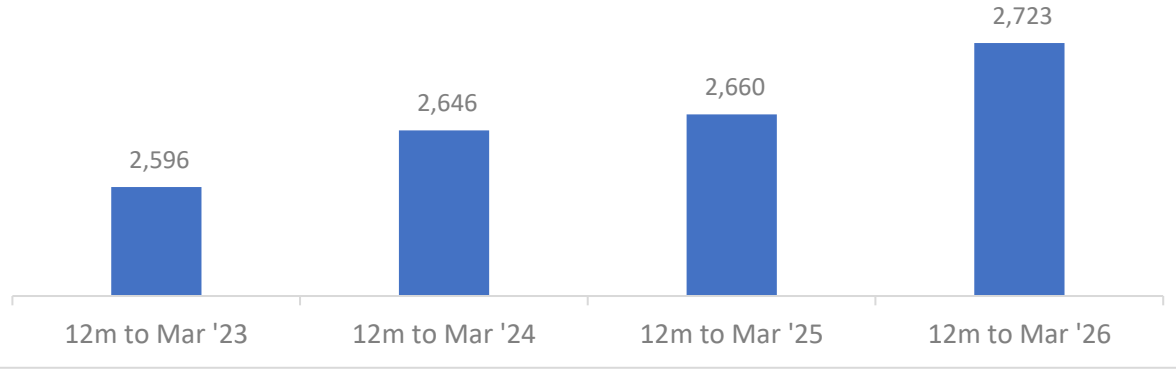


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
24th highest	-36 outcomes	+220 outcomes

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

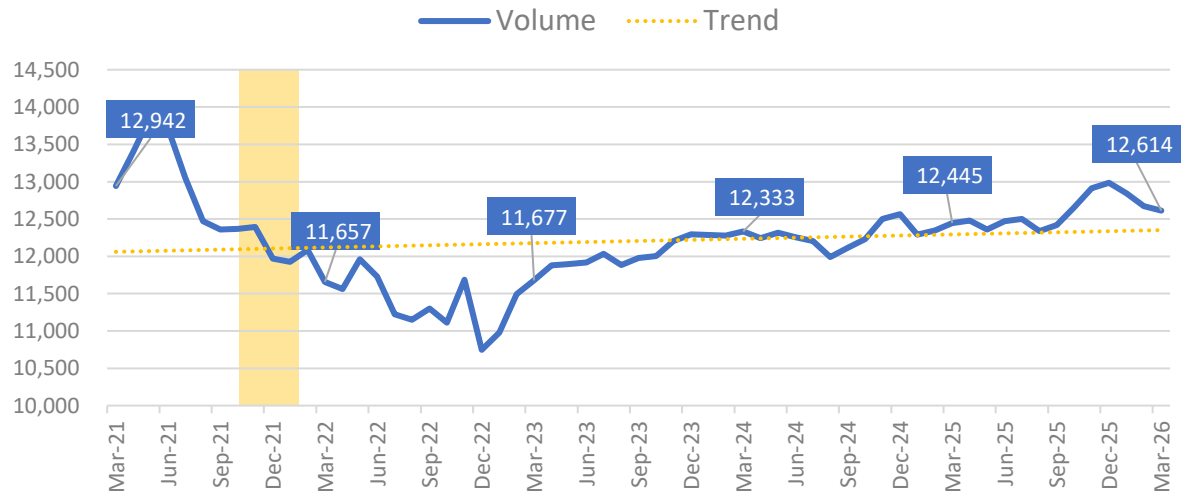
3. Vol of S&T Responses in the 12 months to Mar ('000, A55)



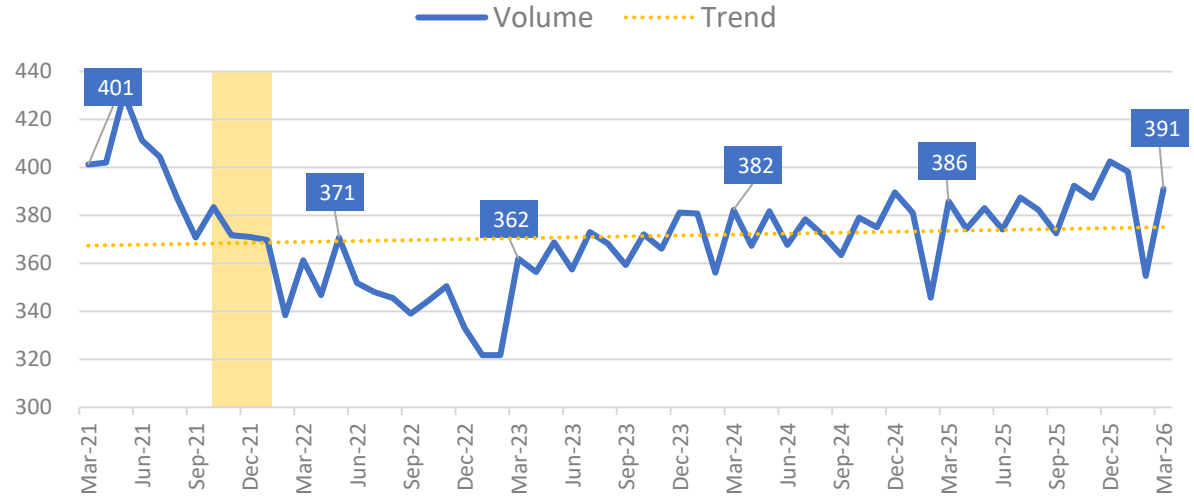
29. Conveyed/ Transported to Emergency Departments (measure A53)

Conveyance volumes saw a small drop in volume in March, but has been increasing since late 2022. There was an increase of 11-percent of Conveyance volumes when comparing the 12-months to March 2023 and the most recent period (this compares with 70-percent for H&T outcome over the same time).

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



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

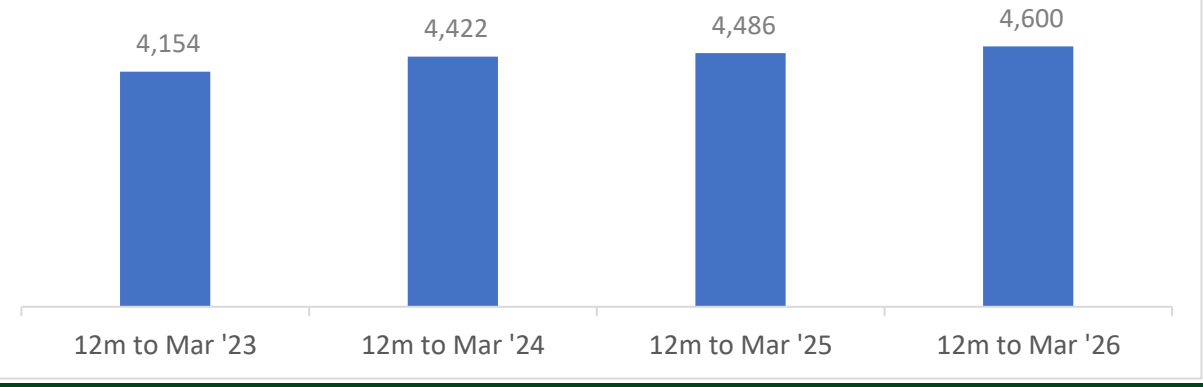


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
36th highest	-57 outcomes	+168 outcomes

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

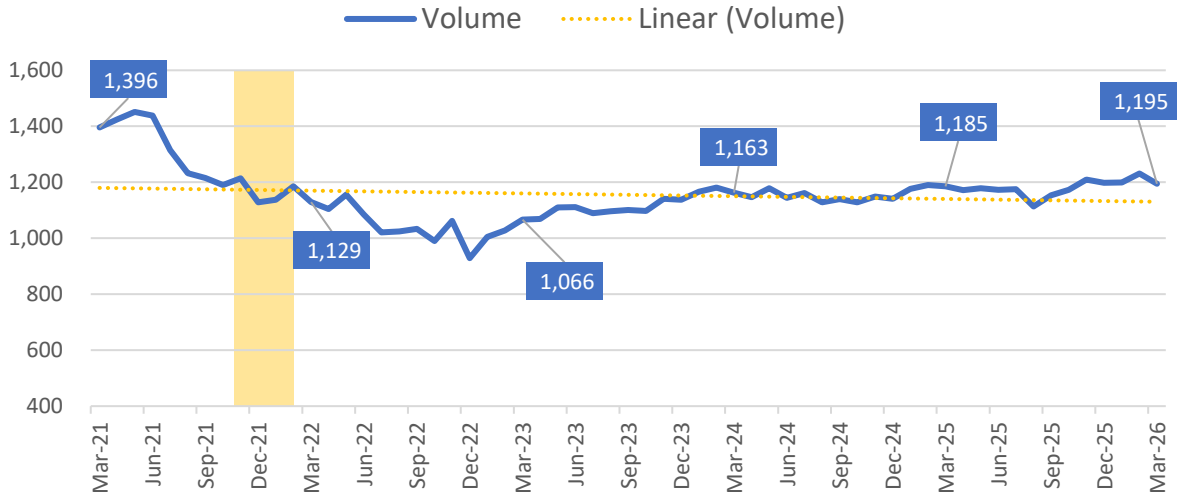
3. Transport/ED Responses in the 12m to Mar ('000, A54)



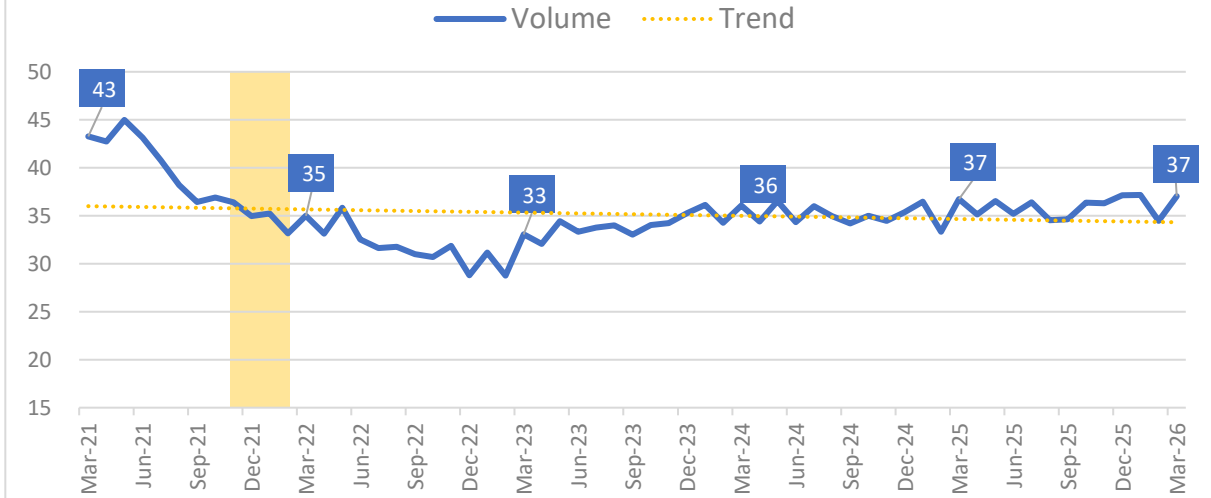
30. Conveyed/ Transported to Destination other than ED (measure A54)

Conveyance to destinations other than EDs follows the pattern seen above – a month-on-month drop in average daily volume, but steady growth across the last four years. Twelve-month volume for this outcome increased 13-percent when comparing the period to March 2024 and March 2026.

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



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

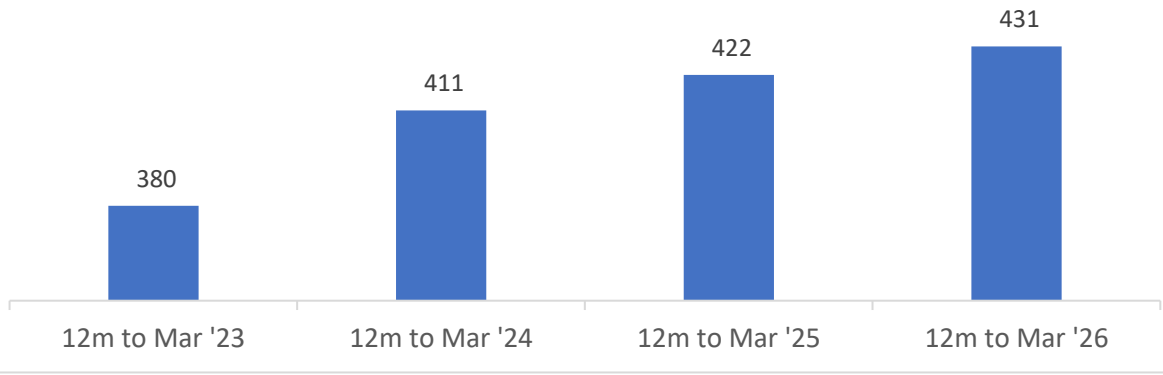


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
40th highest	-37 outcomes	+9 outcomes

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

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

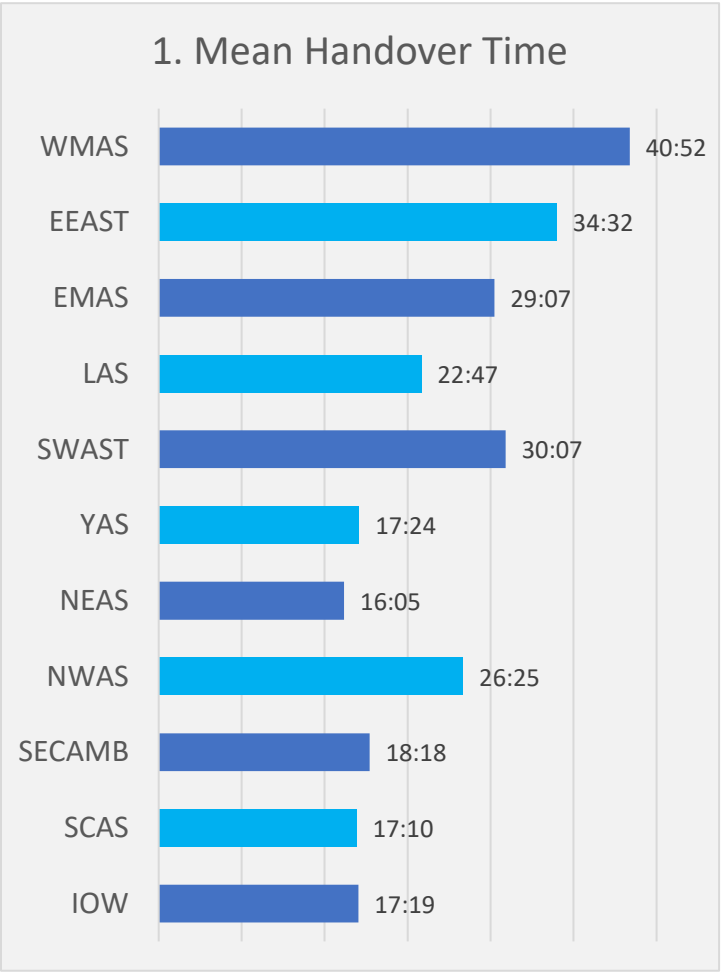


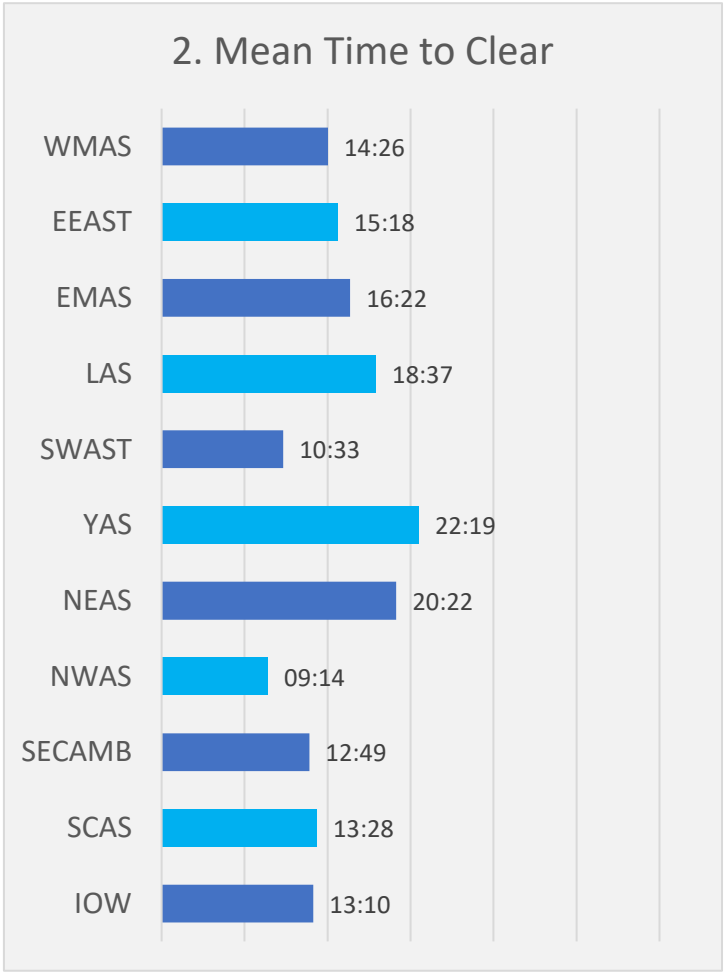
Section 4

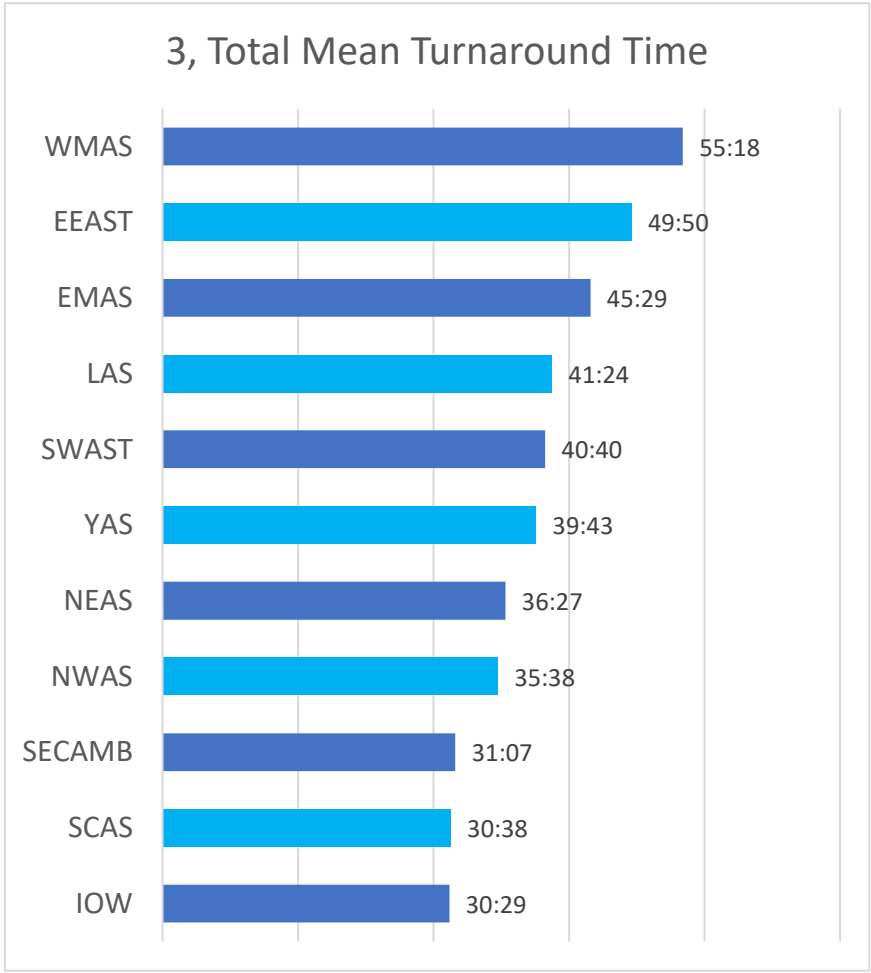
Turnaround Times and Patient Handover Delays

32. NEW: Ambulance Time at Hospital by Trust (March 2026, source, NAIG)

The charts below show how Turnaround time (chart 3) is calculated by trust. For Handovers, there is a 25-minute difference between fastest and slowest trust which has a significant impact on the overall turnaround time, more so than Time-to-Clear where the same difference is 13-minutes.







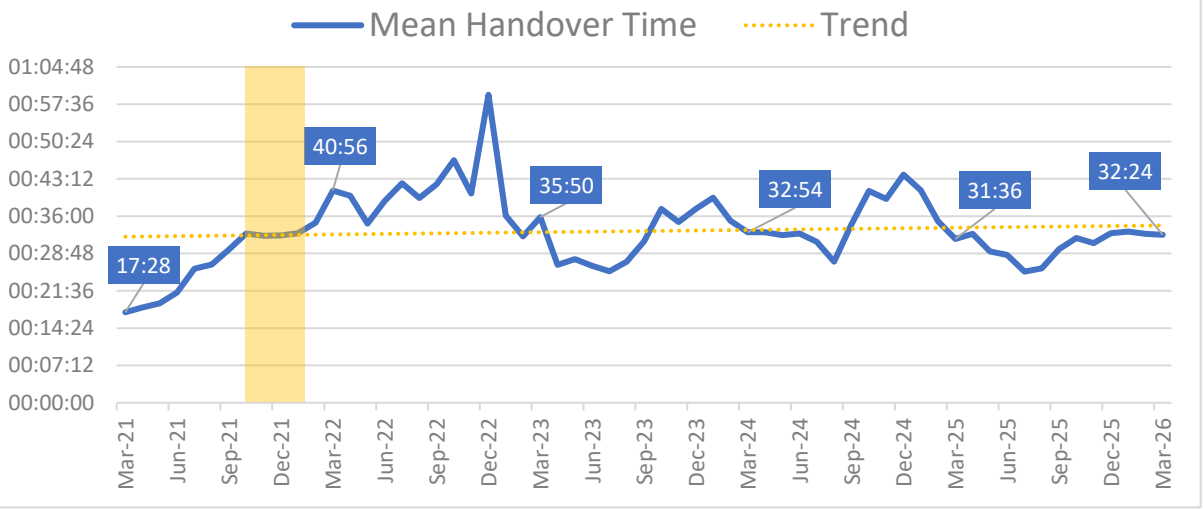
All charts ranked by "Mean Handover Time"

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

33. Mean Hospital Handover Time (source, NAIG)

Mean hospital handover time was 11-seconds faster than February, and 48-seconds faster than March 2025. This faster time is seen across all trusts, with the exception of EEAST, and ranges from a difference of under a minute (IOW, LAS, SECAMB) to 22-minutes (SWAST).

1. Mean Handover Time (mm:ss)

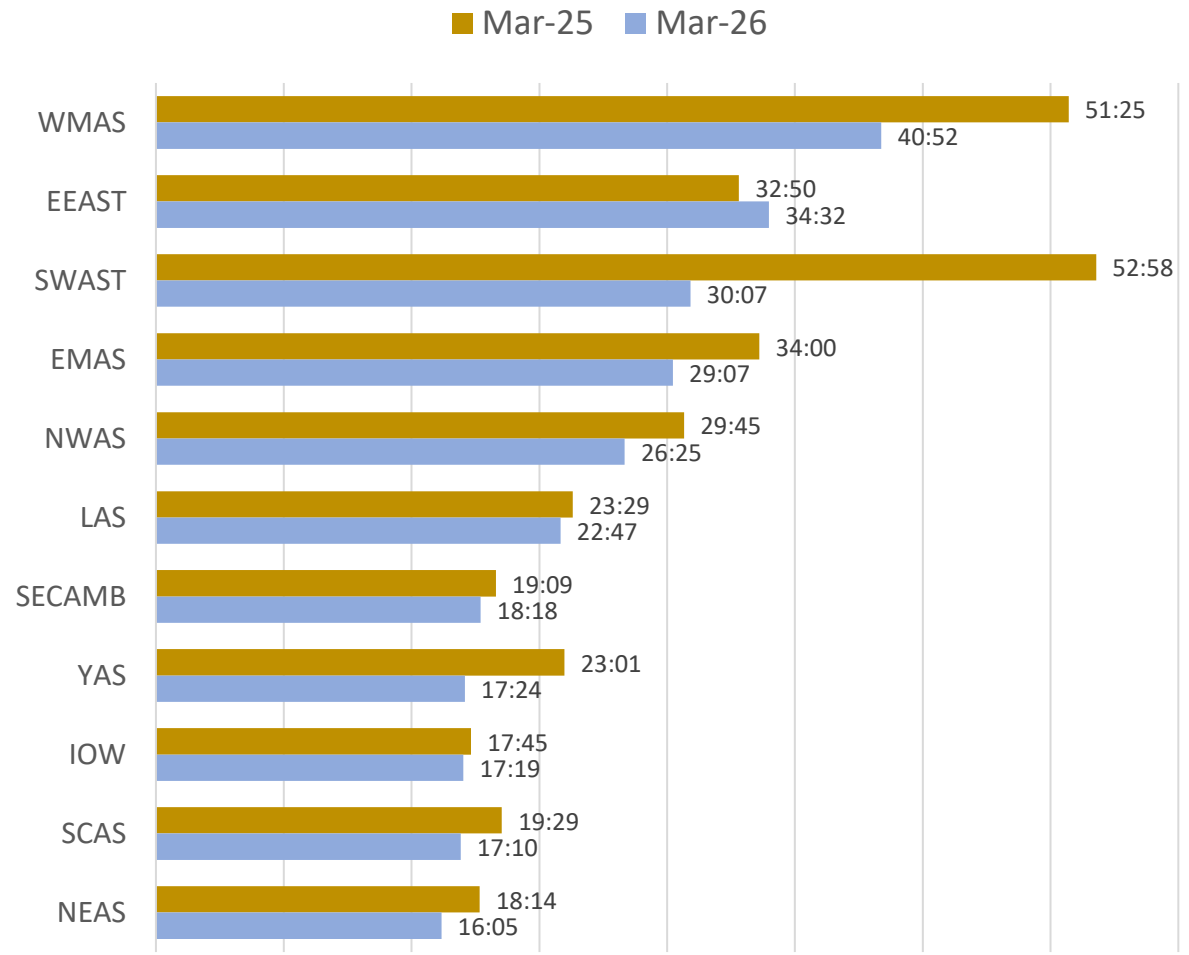


Mean Handover Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
52nd fastest	11 secs faster	48 secs faster

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

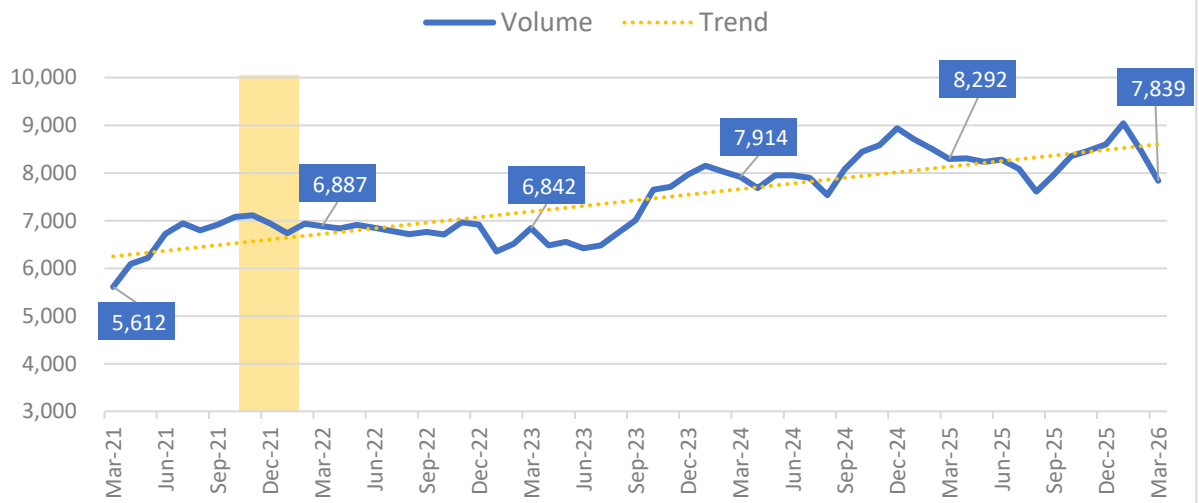
2. Mean Hospital Handover Time by Trust (mm:ss)



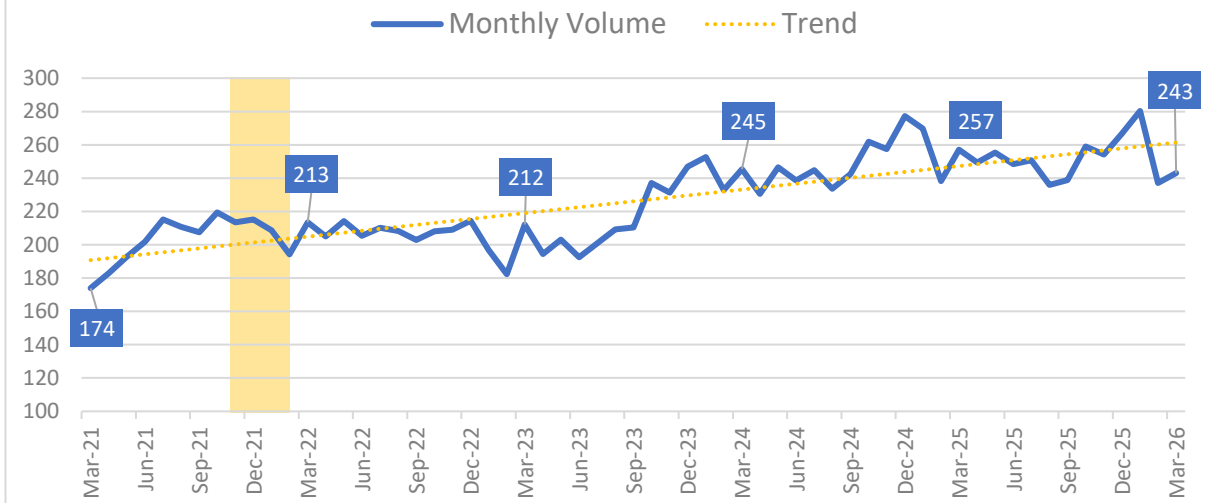
34. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

Handover delays of 15-minutes or more saw a decrease in the average daily volume in March compared with February, and March 2025. While annualised data show growth (3), the following pages show that longer delays (from 30-minutes onwards) have all decreased in the most recent period.

1. Average Daily Volume of Handovers at 15+ Minutes



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

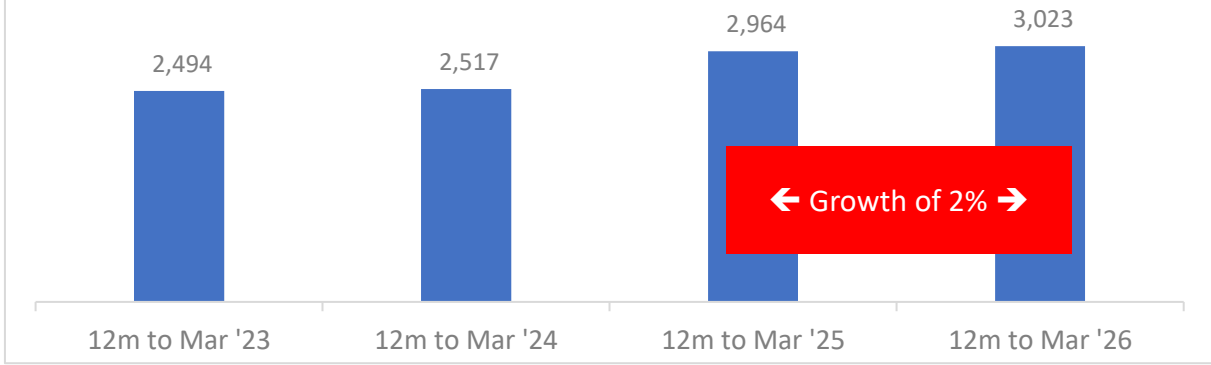


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
19th highest	-626 delays	-453 delays

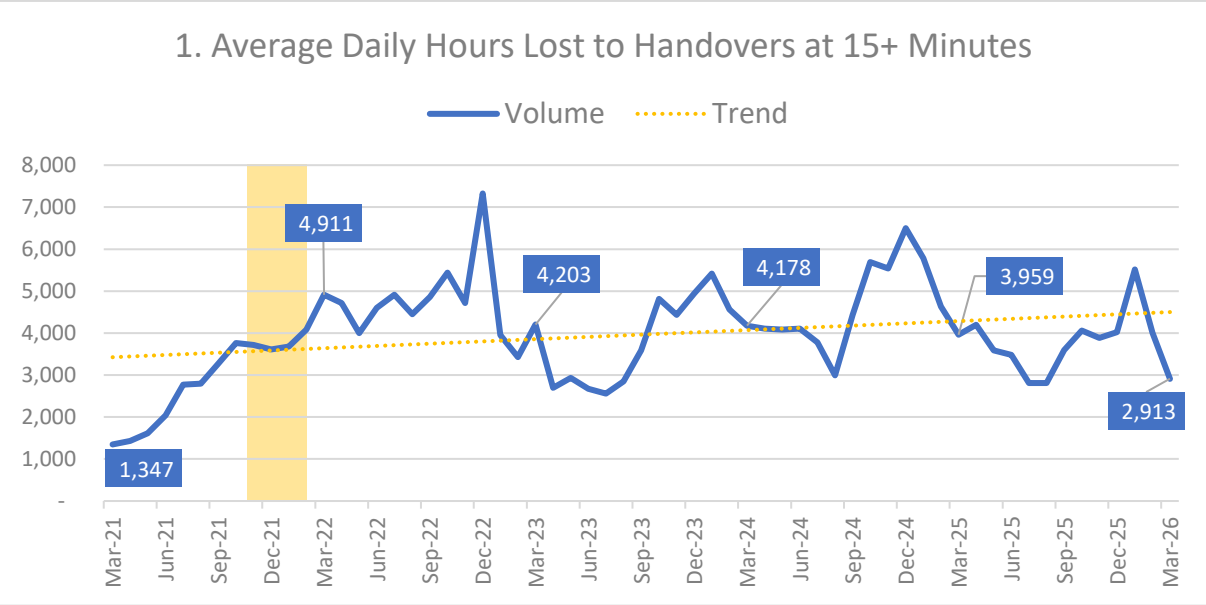
Yellow areas show COVID waves in the UK: source ONS.

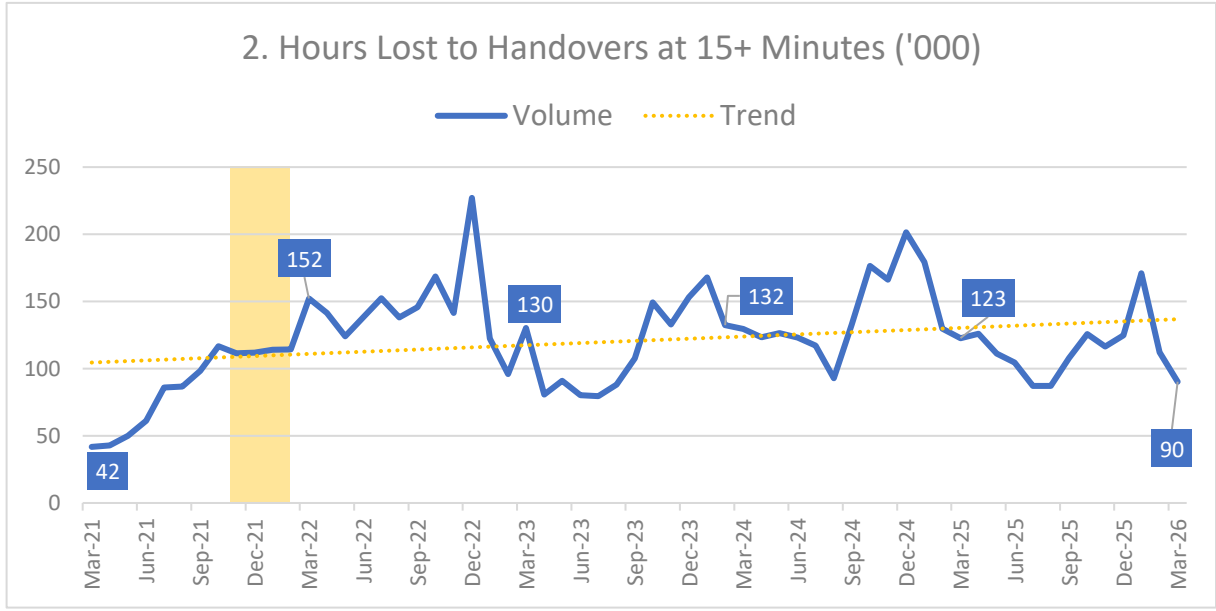
3. Vol of Handovers at 15+ Mins, 12 months to Mar ('000)



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

Hours lost to handover delays of 15-minutes dropped to its lowest volume since August 2025 and was the lowest for any March since 2021. Hours lost saw a drop in annualised volume in the most recent period, a further reflection of the fact that longer delays are contracting.

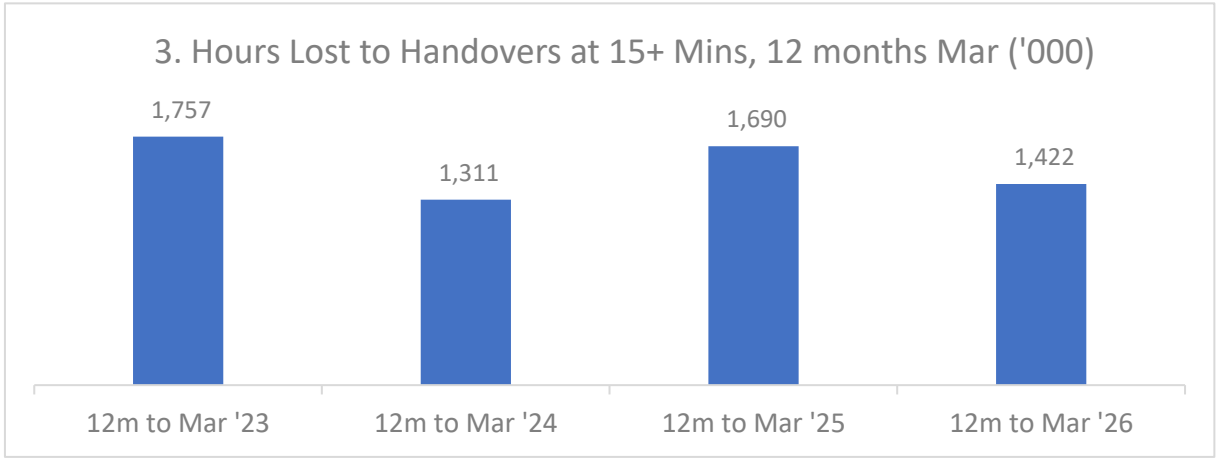




Monthly Hours Lost for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
49th highest	-1.9k hours	-1.5k hours

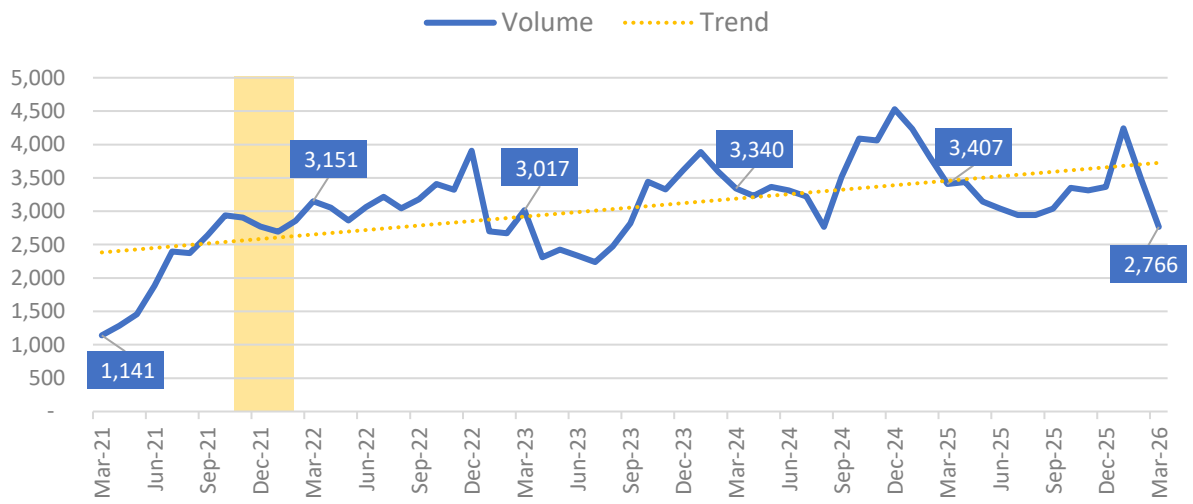
Yellow areas show COVID waves in the UK: source ONS.



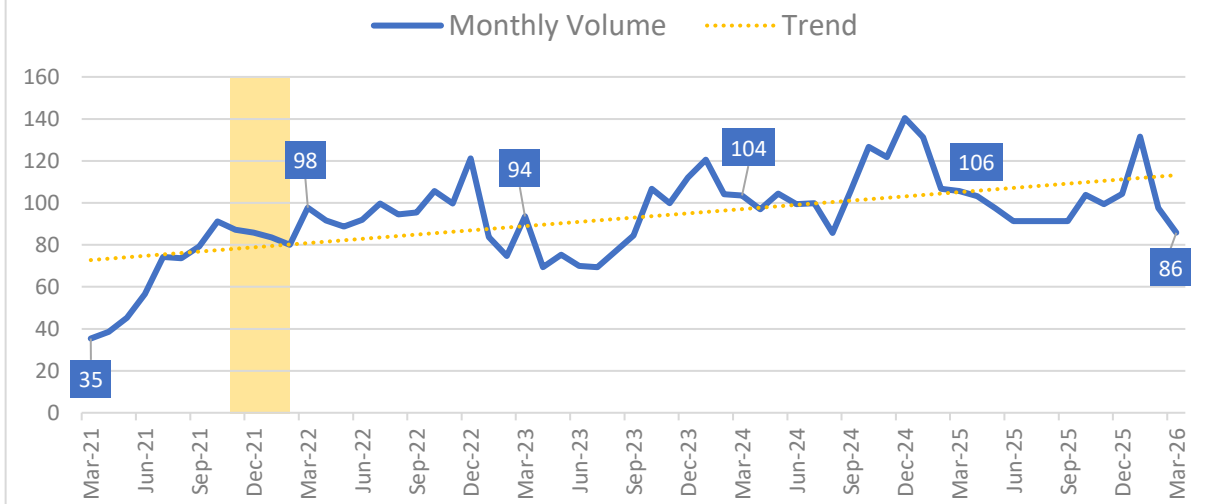
36. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Delays of 30-minutes and over dropped to the lowest volume for any March since 2021. The annualised data show contraction of two-percent between the two most recent periods.

1. Average Daily Volume of Handovers at 30+ Minutes



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

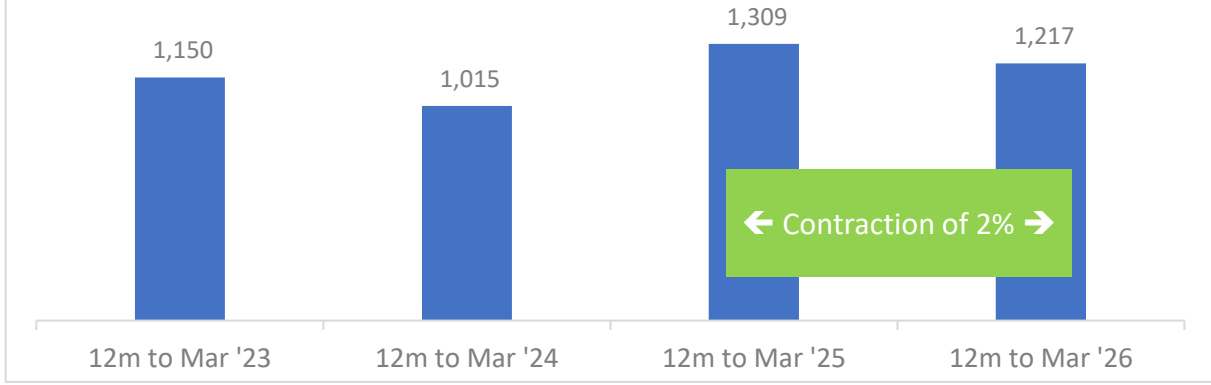


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
43rd highest	-719 delays	-641 delays

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

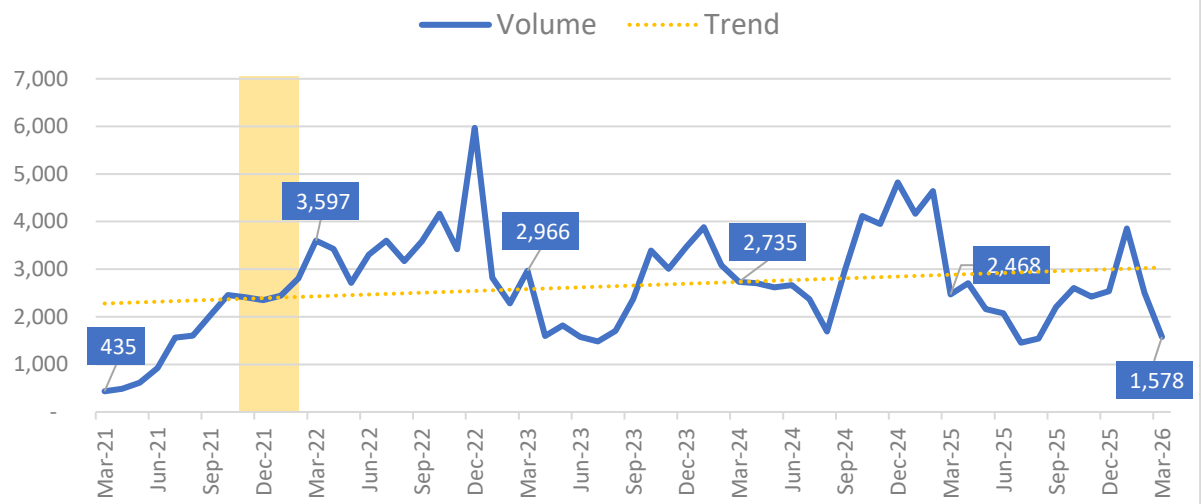
3. Vol of Handovers at 30+ Mins, 12 months to Mar ('000)



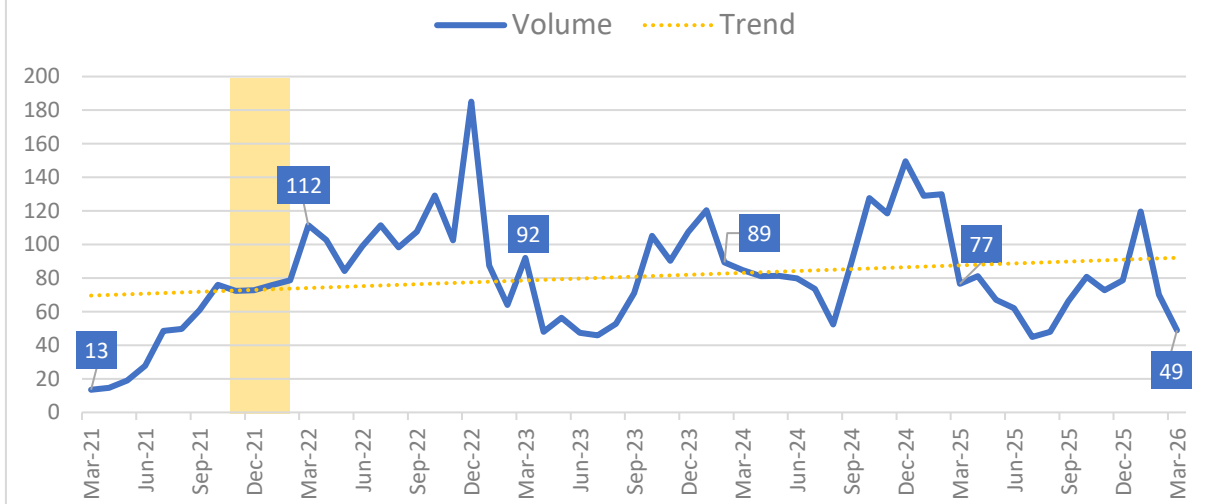
37. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

The average daily hours lost to delays of 30-minutes decreased to 1,578 in March 2026. This is under half the hours lost seen in March 2022.

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



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

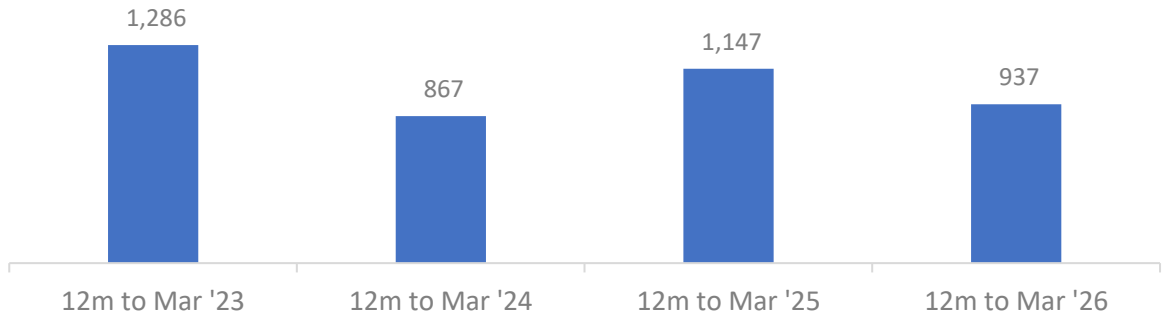


Monthly Hours Lost for March 2026 : Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
51st highest	-925 hours	-890 hours

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

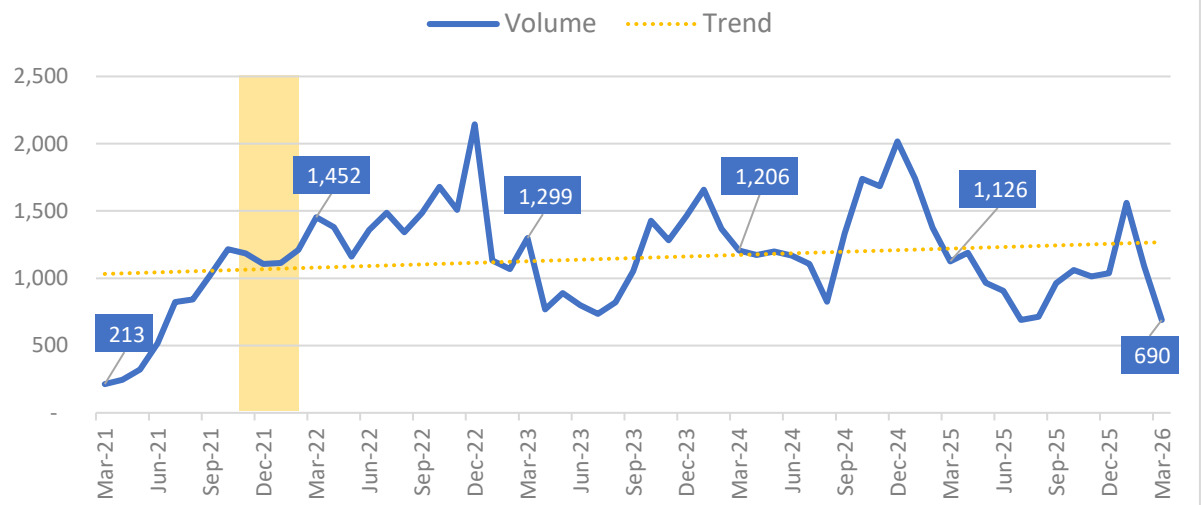
3. Hours Lost to Handovers at 30+ Mins, 12 months to Mar ('000)



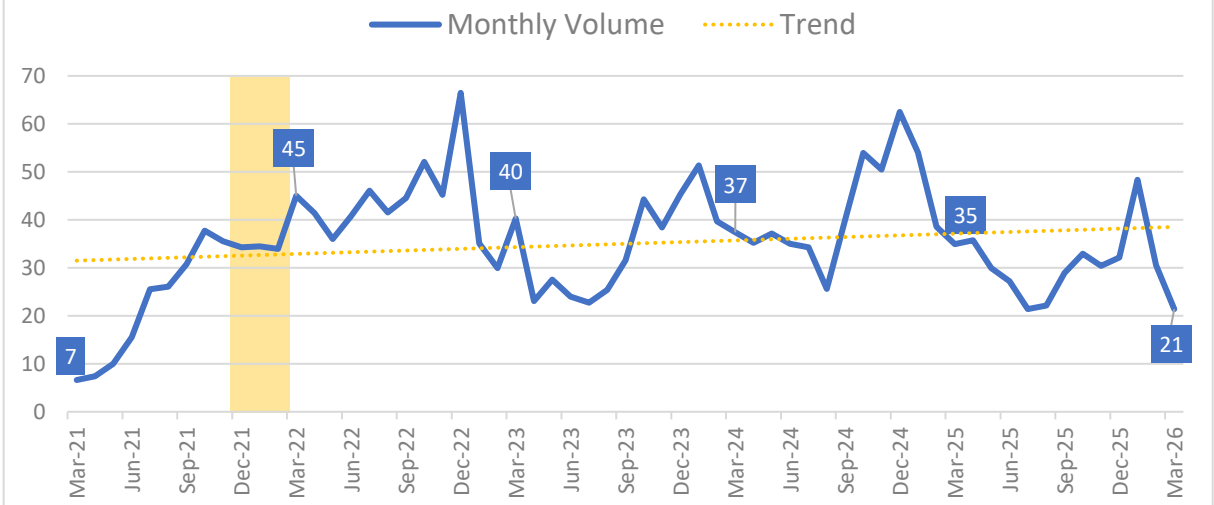
38. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus delays follow the pattern seen above: a decrease in month-on-month volume, and the lowest volume for any March since 2022. The contraction for these delays over the last two 12-month periods is 23% - a figure that increases with even longer handover delay volumes (see page 40).

1. Average Daily Volume of Handovers at 60+ Minutes



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

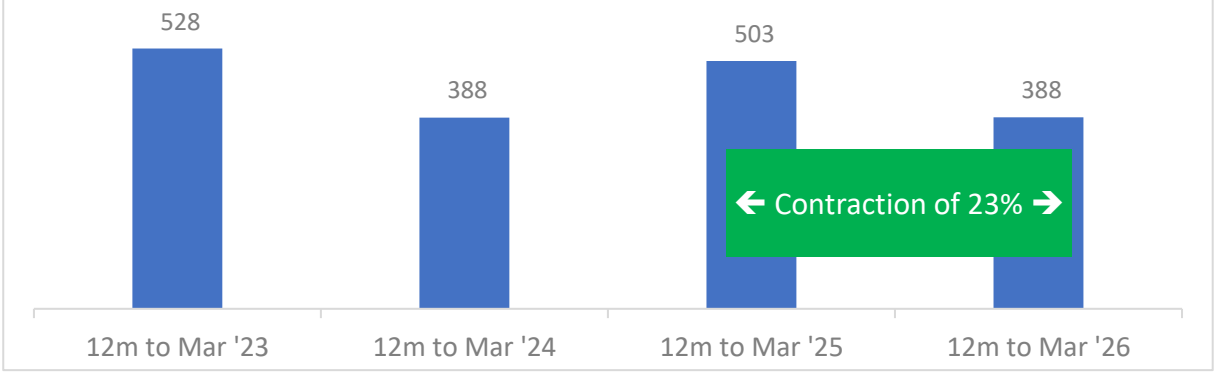


Average Daily Volume for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
57th highest	-399 delays	-436 delays

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

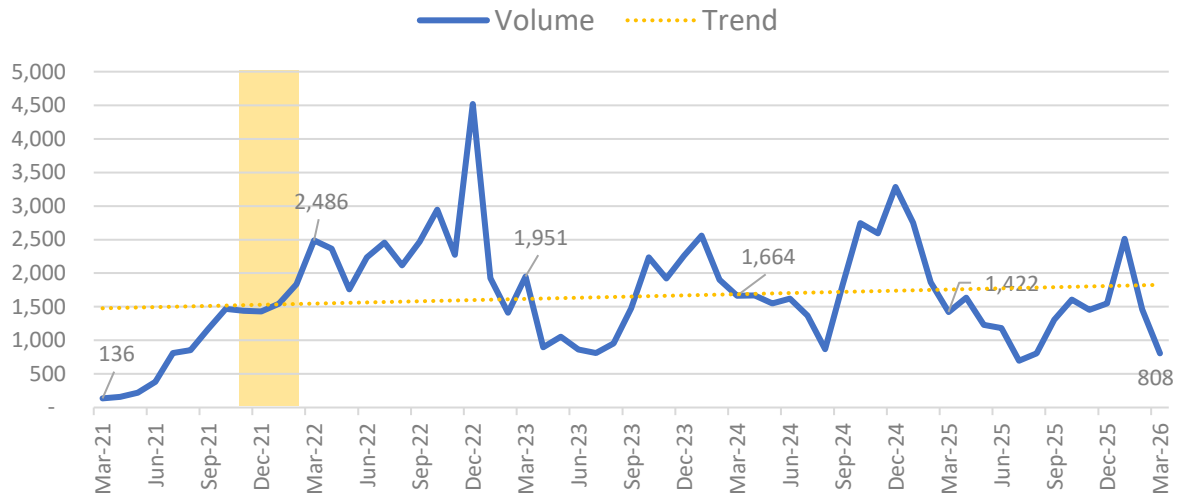
3. Vol of Handovers at 60+ Mins, 12 months to Mar ('000)



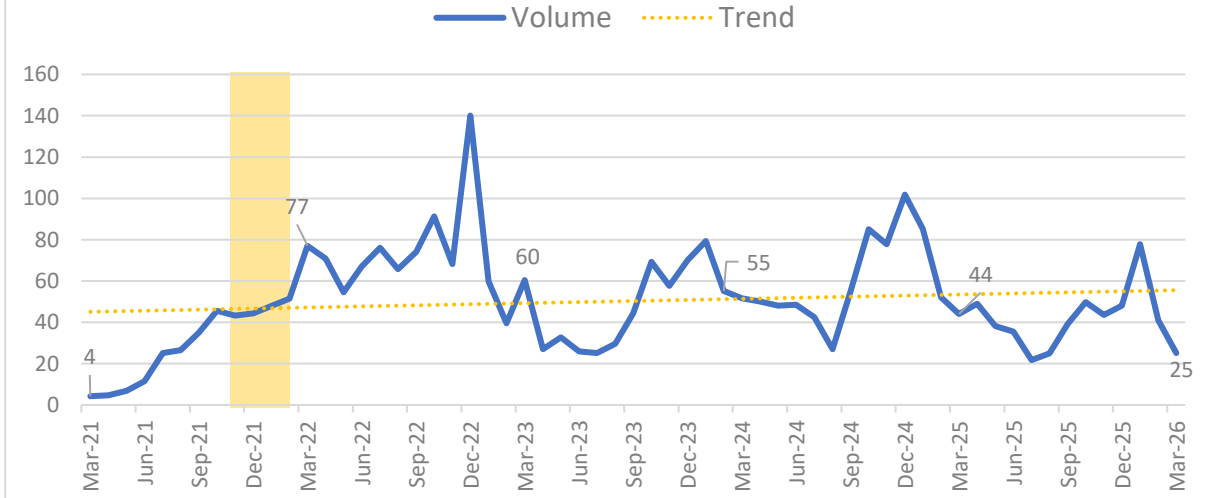
39. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

For hours lost to hour-plus delays, the volume for March 2026 was a third of those lost in March 2022.

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



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

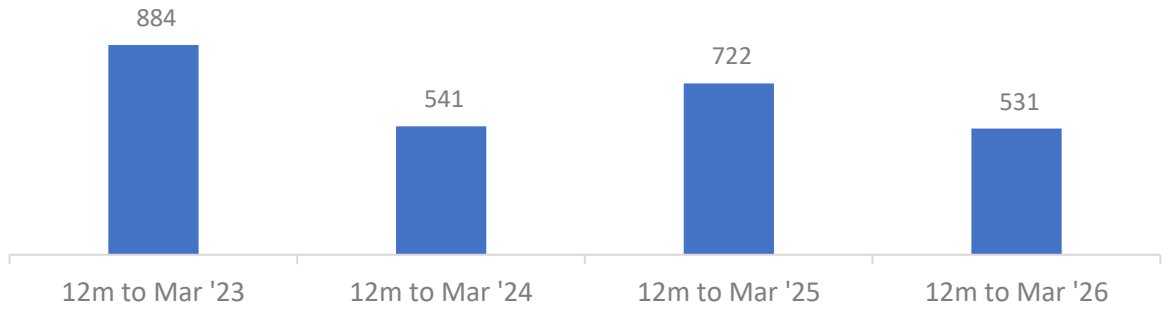


Monthly Hours Lost for March 2026 : Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
55th highest	-653 hours	-613 hours

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

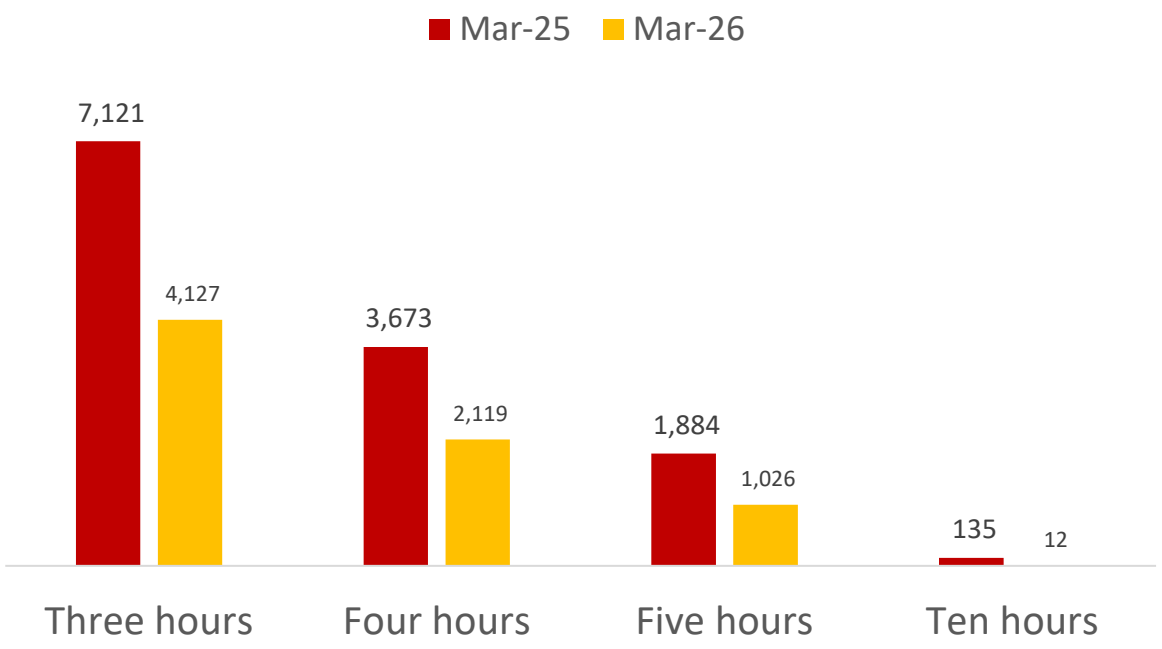
3. Hours Lost to Handovers at 60+ Mins, 12 months to Mar ('000)



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

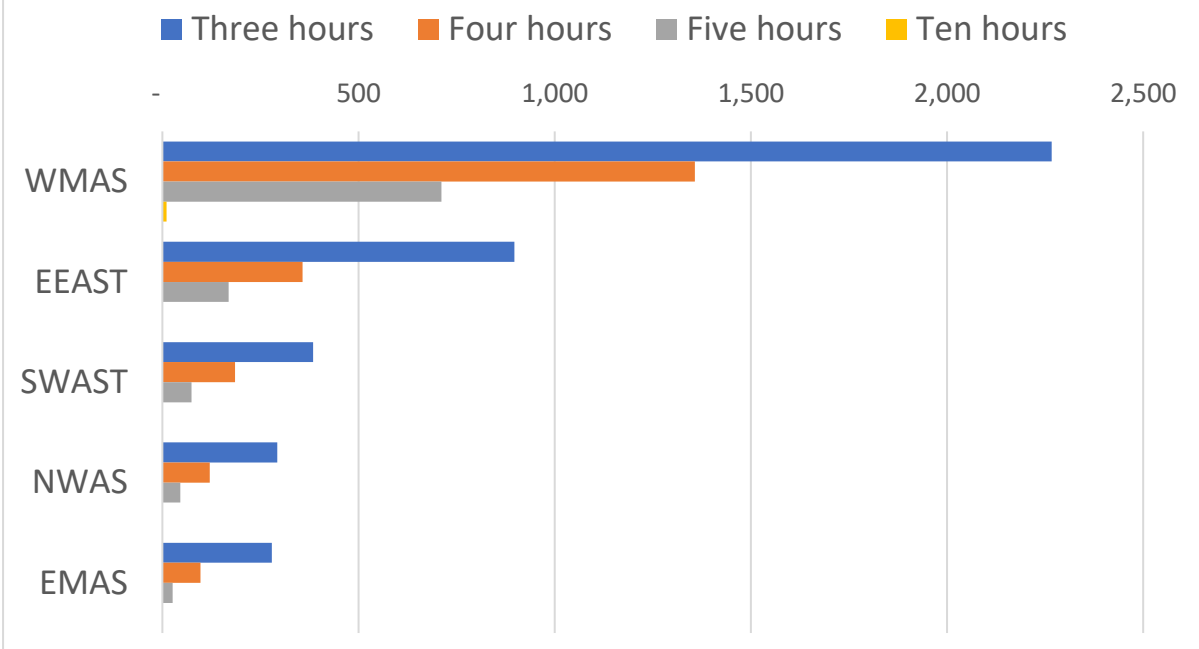
The reduction in handover delays seen on previous pages is reflected in the longest delays recorded. Over the last 12-months, contraction rates for three, four and five hour plus delays were all 42% or higher, while 10-hour delays have contracted by 91% over this time. Meanwhile, four trusts account for nearly all these delays, with over half being accounted for by WMAS alone.

1. Number of handovers equal-to or more than…



Three hours	Four hours	Five hours	Ten hours
Difference: -2,944	Difference: - 1,554	Difference:- 858	Difference: - 123
Contraction: -42%	Contraction: -42%	Contraction: -46%	Contraction: -91%

2. Longest delays by Trust

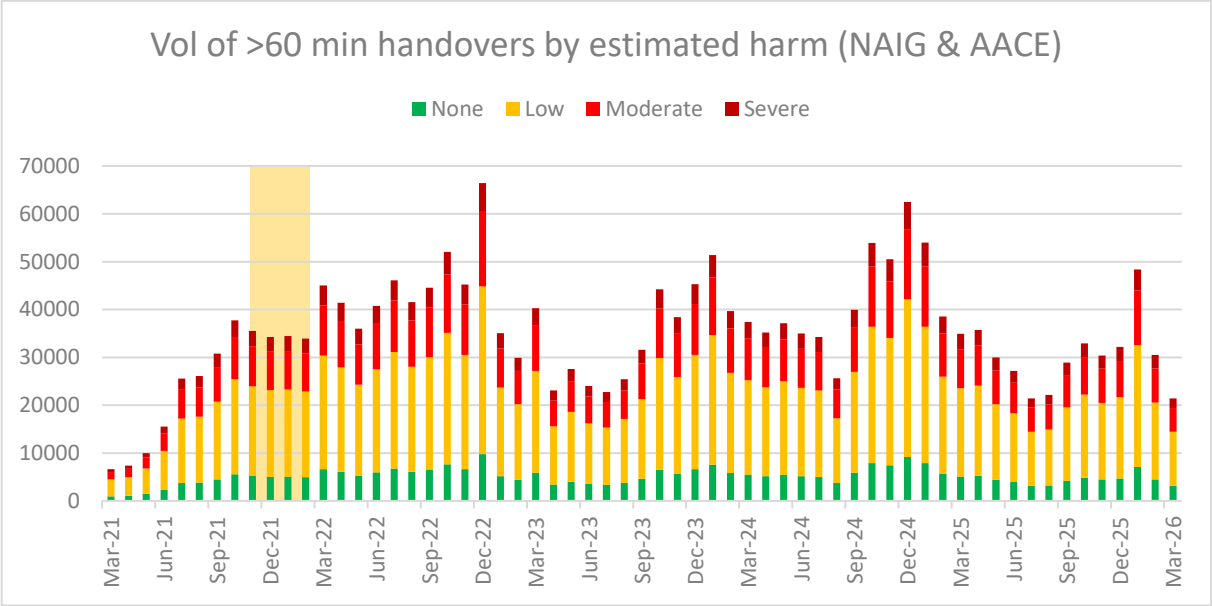


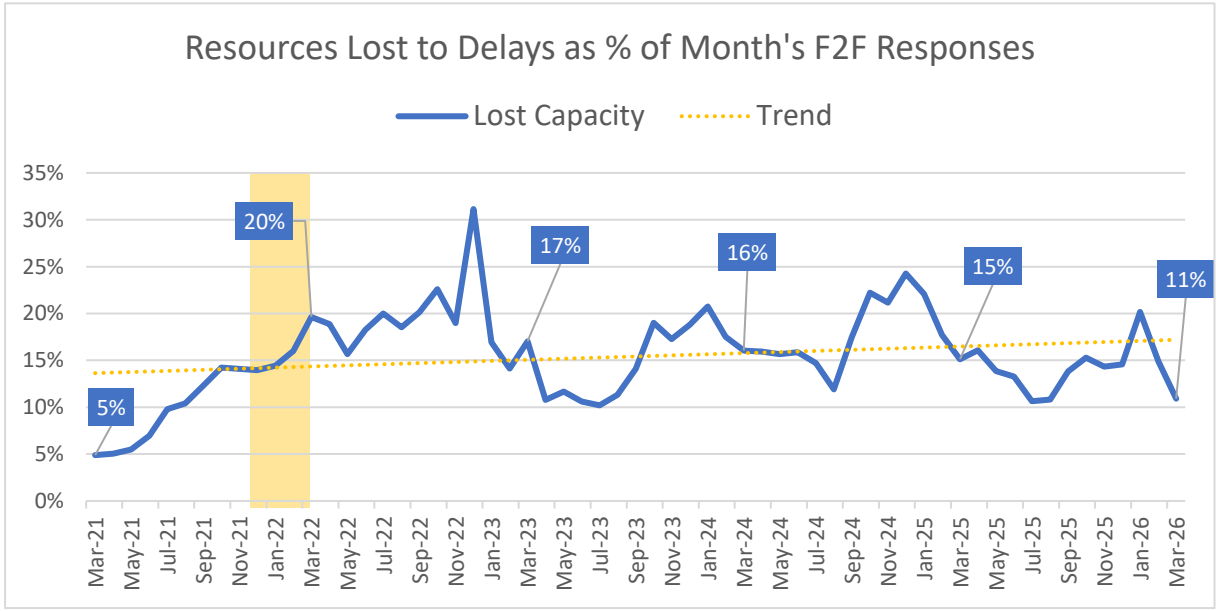
The above trusts account for 99.9% of handover delays of three hours or longer in March 2026

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Around 18-thousand patients experienced potential harm* as a result of hour-plus delays in March 2026. Over the same time, the combined lost hours represent 11-percent of Face-to-Face (F2F) incidents across the whole month - the equivalent of all F2F resources deployed by EEAST or SWAST or WMAS in March 2026.





Estimated Harm, March 2026: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
18.2 thousand	5 thousand	2 thousand

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

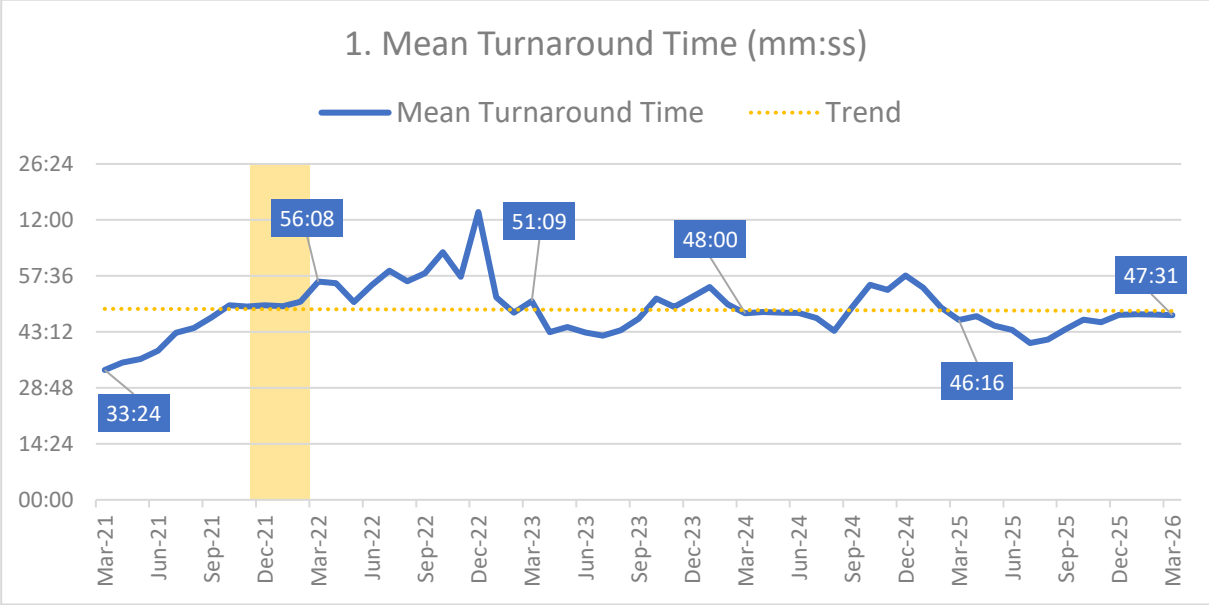
Impact on Capacity, March 2026: Fast Facts

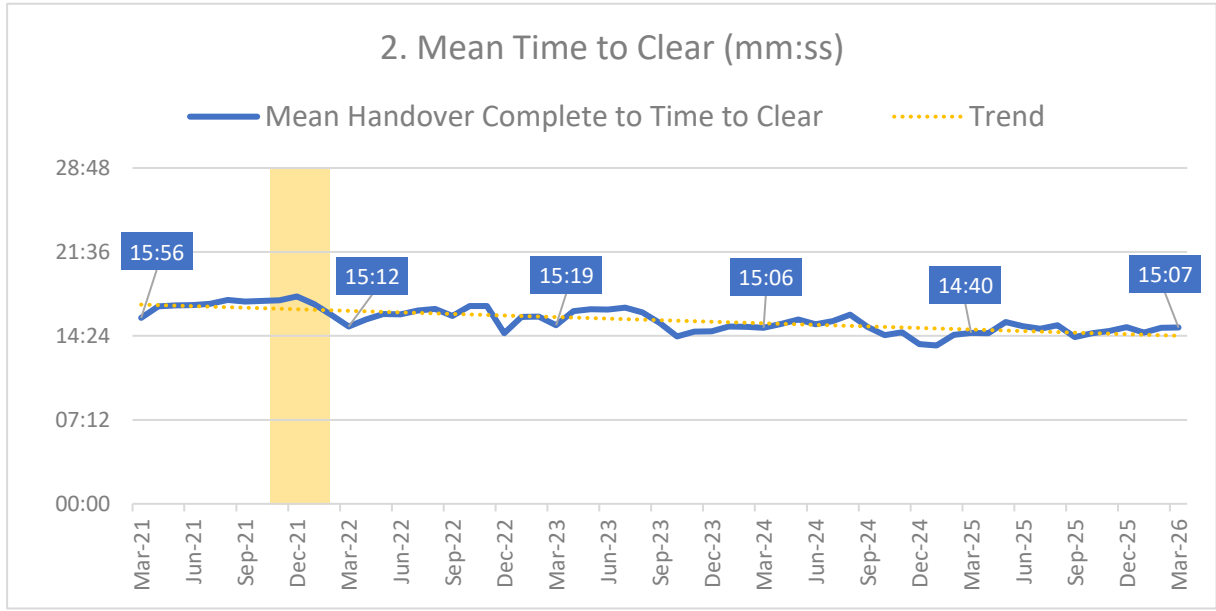
Estimated volume of lost job cycles	Est. lost job cycles as a % of F2F responses	Est. lost job cycles as a % of F2F responses
72 thousand	Mar '26 = 11%	Mar '22 = 20%

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

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

Mean Turnaround time was steady in March, and one minute slower than March 2025. Time to Clear saw little month-on-month change, and was a half minute faster than in March 2025.





Mean Turnaround Time for March 2026: Fast Facts

Rank in series to-date	Change from February 2026	Change from March 2025
55th fastest	11 secs faster	1 min slower

Mean "Time to Clear" for March 2026: Fast Facts

Rank in series to-date:	Change from February 2026	Change from March 2025
58th fastest	1 sec slower	27 secs slower

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

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

43. 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