



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES

Quarterly National Ambulance Data Report

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

Final Draft Published – 15th October 2026. Author, Steve Hearnshaw - Data Analyst

2. Summary and Contents for September 2026

September's data show that demand continues to grow across the sector, both in terms of calls-answered and incidents attended. Despite this, response times remain steady, albeit with some slight increases. Hear-and-treat continues to grow strongly as an outcome, while the number of hour-plus handover delays, although still high, has seen considerable year-on-year reduction.

- Section 1.**
Contact Volume and Call Answer Time
- There were nearly half a million more 999 calls answered in the most recent 12-month period compared with the previous.
 - Despite recording some of the highest call volumes for any September since 2022, answer times continue to remain steady.

- Section 2.**
Incidents and Response Time, by Category
- Cat-1 and Cat-2 incidents increased in September, but all categories show continued growth over time.
 - Response times increased, but for Cat-1 and Cat-2 this increase was not steep. Cat-2 has now been faster than the 30-minute recovery standard for six of the last 12-months.

- Section 3.**
Incidents by Response Outcome
- Looking back over the last half-decade, Hear-and-Treat has seen dramatic growth in volume, more-so than any other outcome group.
 - Comparing September 2026 with September 2022, the outcome group has seen volume growth of 82-percent, compared with five-percent for Conveyances to Emergency Departments.

- Section 4.**
Handover Delays and Turnaround Time
- Two thirds of handovers took 15-minutes or more, a quarter 30-minutes plus, and eight-percent an hour or longer. The hour-plus category saw over 100-thousand fewer delays in the most recent 12-month period.
 - Despite this, around 26-thousand patients risked potential additional harm as a result of handover delays in September, while the equivalent of 14-percent of all face-to-face responses in England were lost due to hours spent waiting for handovers to take place.

Section 1

Contact Volume and Call Answer time

All Contacts to Ambulance Control Rooms

999 Calls Answered

Call Answer Time

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

Demand is steadily increasing. September 2026 recorded the highest volume of contacts for any September since 2021, while 12-month data show over half a million more contacts in the most recent period compared with the last.

Fast Facts

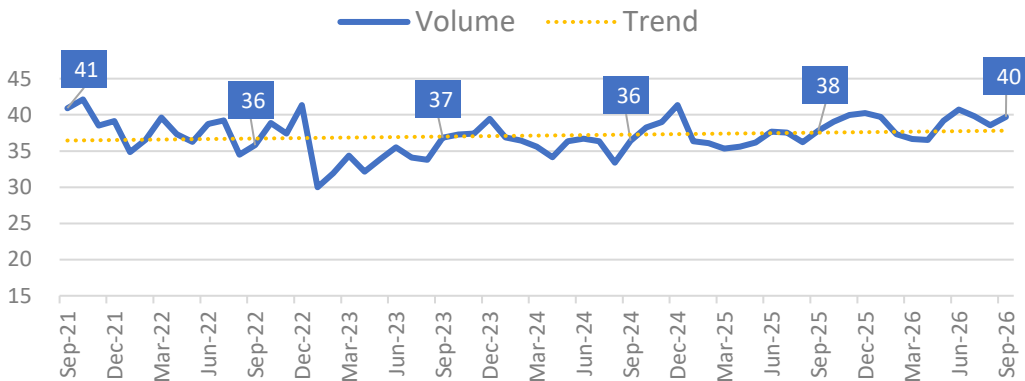
1,177 more contacts each day than Aug 2026

1,911 more contacts each day than Sept 2025

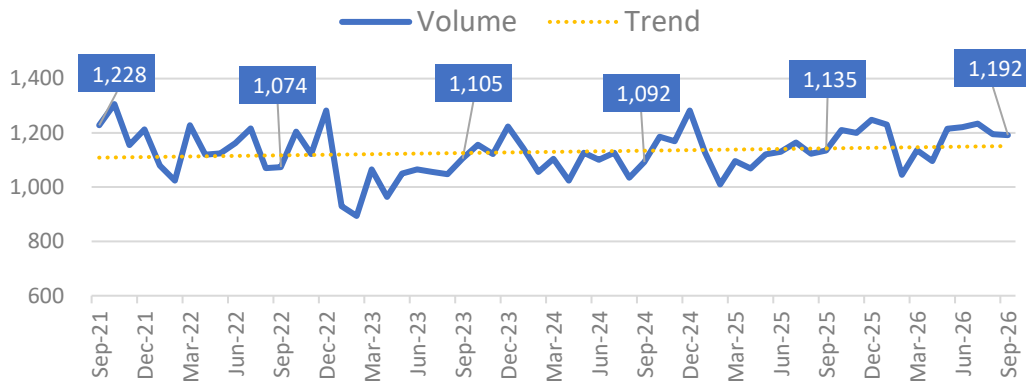
Over half a million more than the last 12m period

Four trusts account for 51 percent of contacts

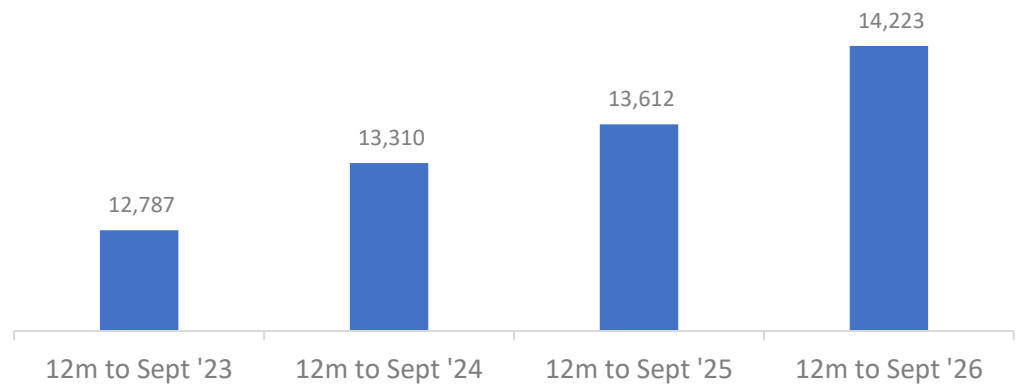
1. Average Daily Volume of Contacts ('000, A0)



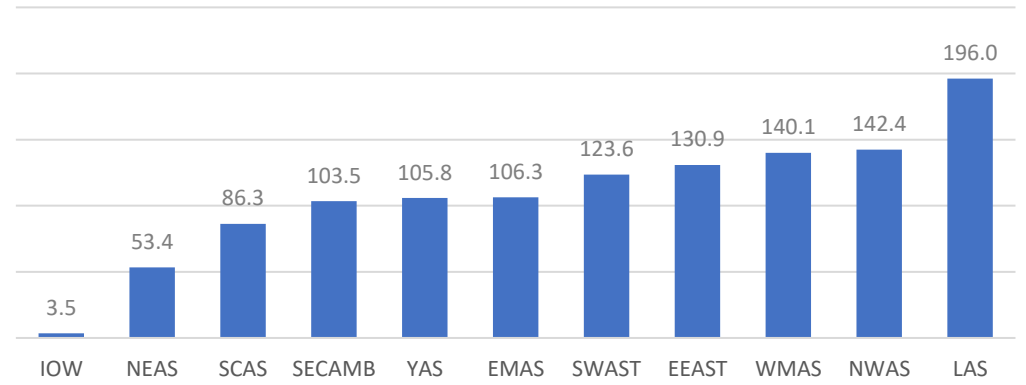
2. Monthly Volume of Contacts ('000, A0)



3. Contacts in the 12 months to Sept ('000, A0)



4. Distribution of Contacts by Trust ('000, A0)



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

999-calls answered follow the same trend as A0 contacts – steady year-on-year increase over the last half decade. The four largest trusts (by population) account for half of all calls answered.

Fast Facts

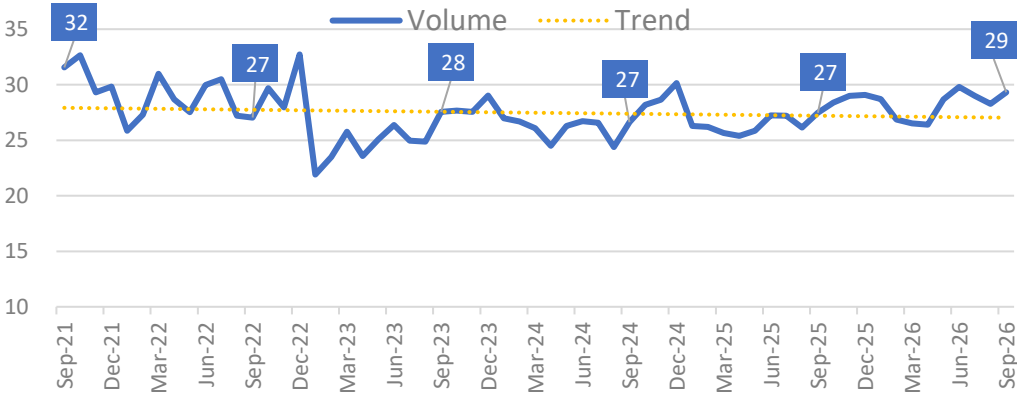
1,040 more calls answered each day than Aug 2026

1,846 more calls answered each day than Sept 2026

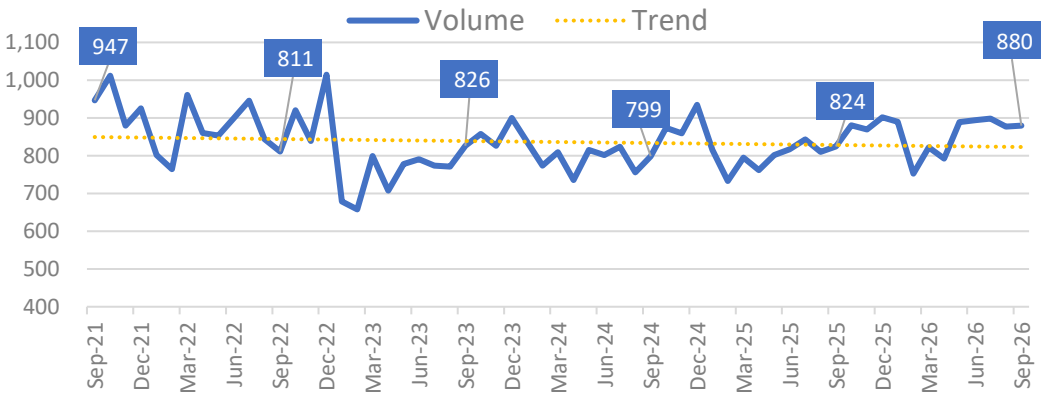
Nearly half a million more than the last 12m period

Four trusts account for 51 percent of calls answered

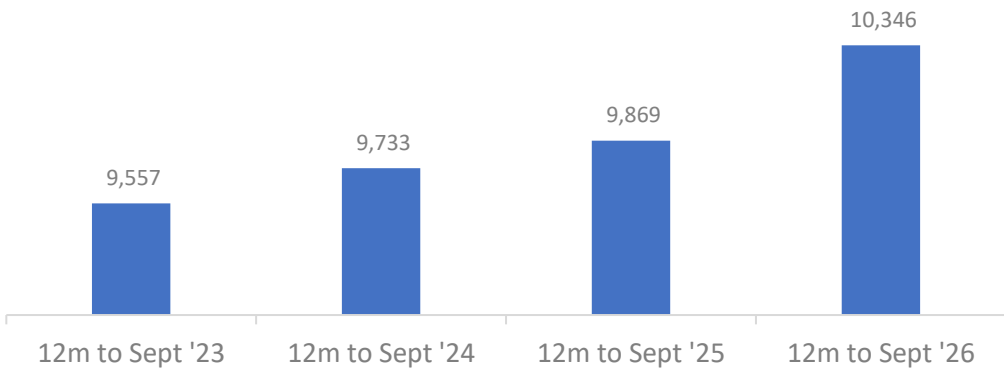
1. Average Daily Volume of Calls Answered ('000, A1)



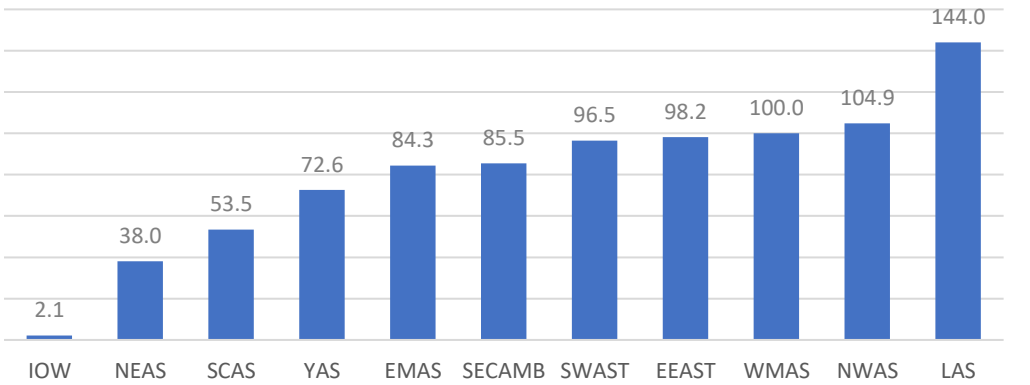
2. Monthly Volume of Calls Answered ('000, A1)



3. Calls Answered in the 12 months to Sept ('000, A1)



4. Distribution of Calls Answered by Trust ('000, A1)



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

Although demand is increasing, mean call answer time has not exceeded ten-seconds for nearly three years (a reflection of the advancement in call-routing over this time). There is considerable variation in answer time by trust, with the fastest (EEAST) being 20-seconds faster than the slowest (SCAS).

Fast Facts

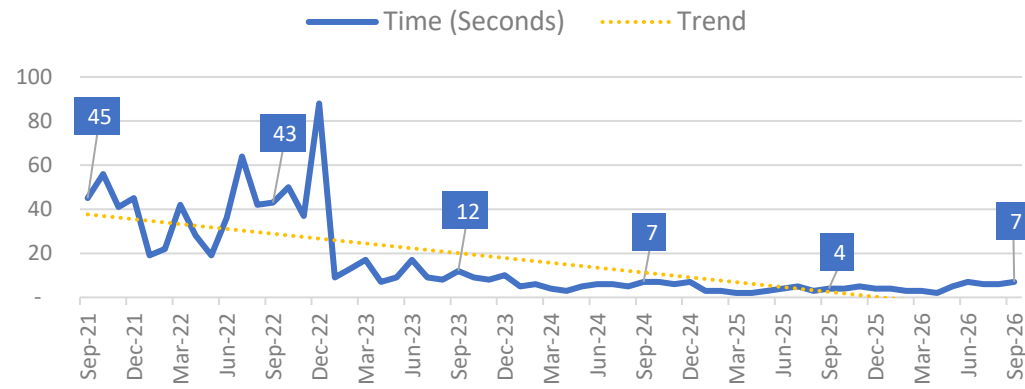
Mean time one second slower than Aug 2026

20 seconds difference between outlying trusts

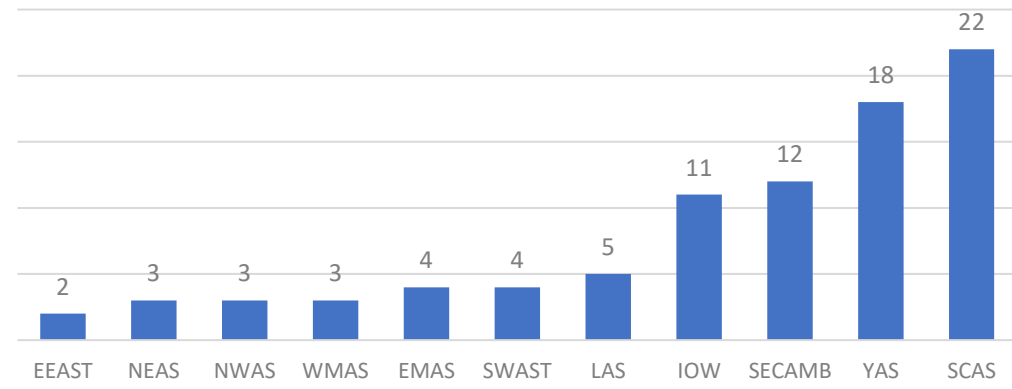
95th centile one second slower than Aug 2026

116 seconds difference between outlying trusts

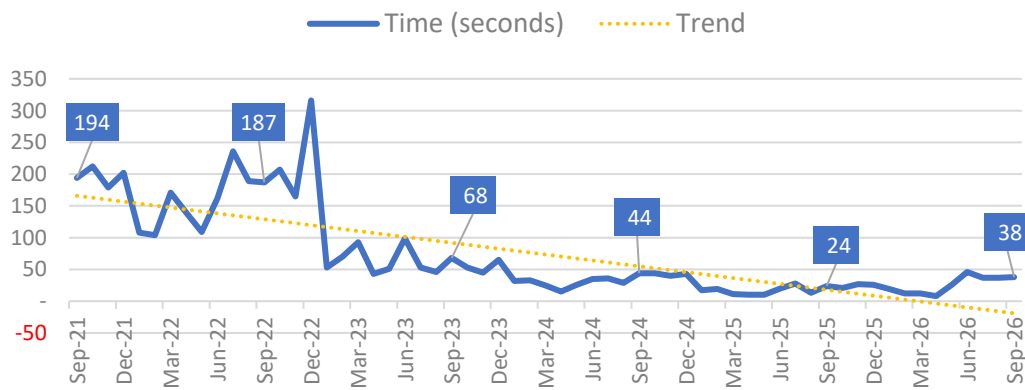
1. Mean Call Answer Time (A3)



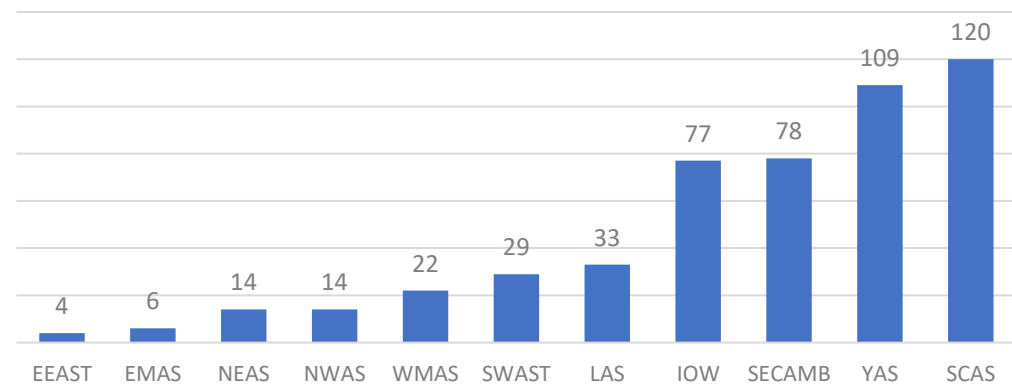
2. Call Answer Time by Trust (mean, seconds)



3. 95th Centile Call Answer Time (A5)



4. Call Answer Time by Trust (95th centile, seconds)



Section 2

Incidents and Response Time, by Category



8. All Incidents and Incident Distribution (A7)

Increases in call demand translate into increases in incidents attended, with graphs one-to-three below all showing steady increases since late 2022. Distribution of categories attended differs by trusts: Cat-1 ranges from eight-percent (IOW) to 16-percent (LAS), and Cat-2 between 54-percent (IOW) and 70-percent (EMAS).

Fast Facts

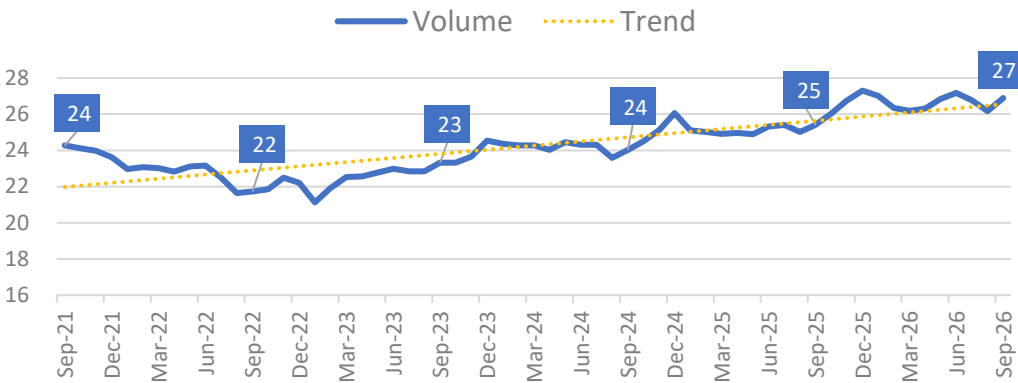
728 more incidents each day than Aug 2026

1,487 more incidents each day than Sept 2025

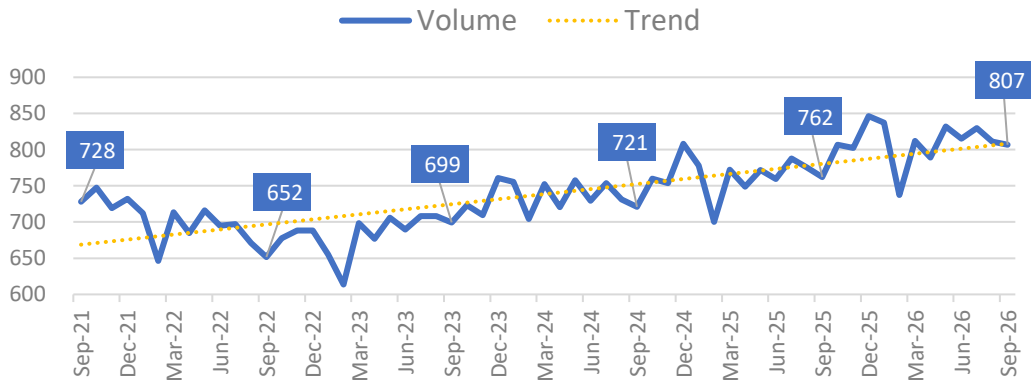
Over half a million more than the last 12m period

17 percent difference in Cat-2 between outlying trusts

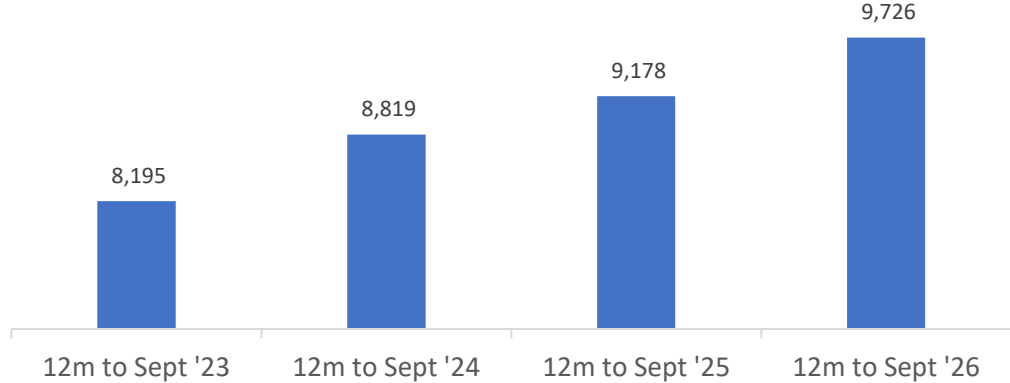
1. Average Daily Volume of Incidents ('000, A7)



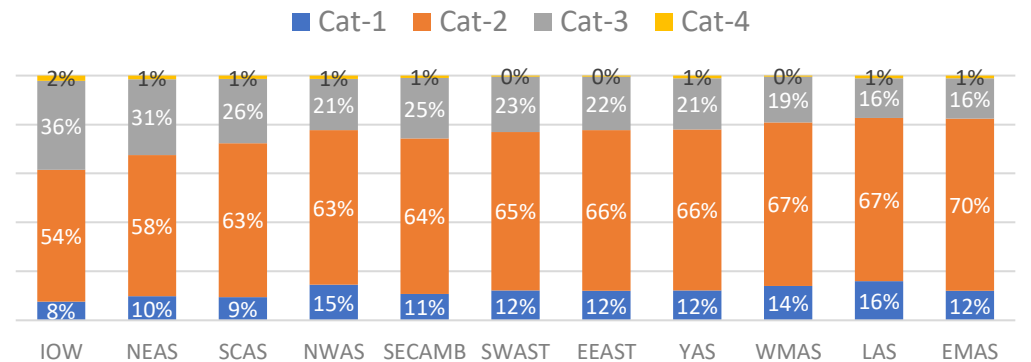
2. Monthly Volume of Incidents ('000, A7)



3. Incidents in the 12 months to Sept ('000, A7)



4. Distribution by Trust (percent, ranked by Cat-2)



9. Demand: Category-1 Incidents (A8)

Cat-1 volume increased between August and September, a trend seen each year since 2023. The latest month had the highest volume for any September since 2021. Meanwhile, the average number of resources allocated, and then arriving on scene, varies between trusts (graph 4).

Fast Facts

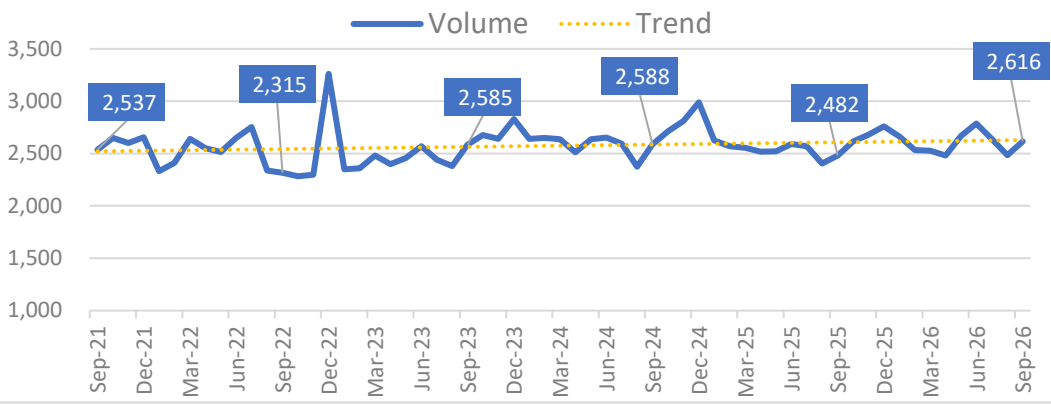
133 more incidents each day than Aug 2026

134 more incidents each day than Sept 2025

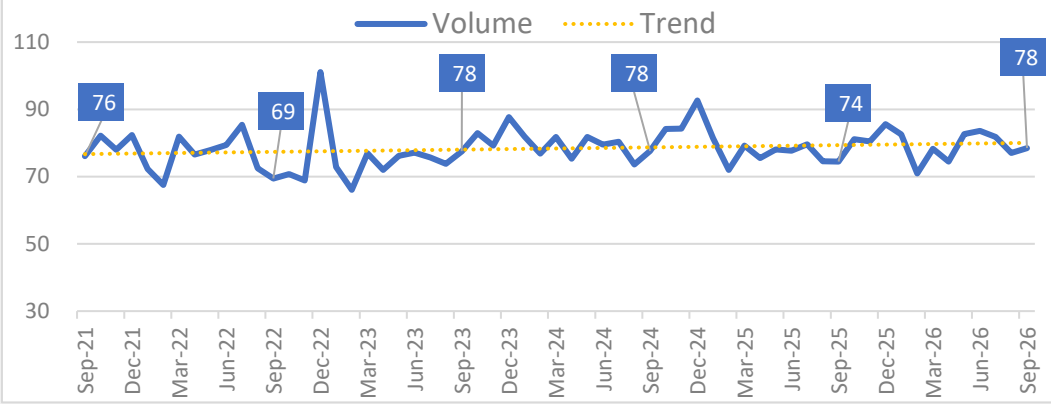
3,121 more than the last 12m period

2.0 average resource allocated vs 1.5 resources arriving on scene

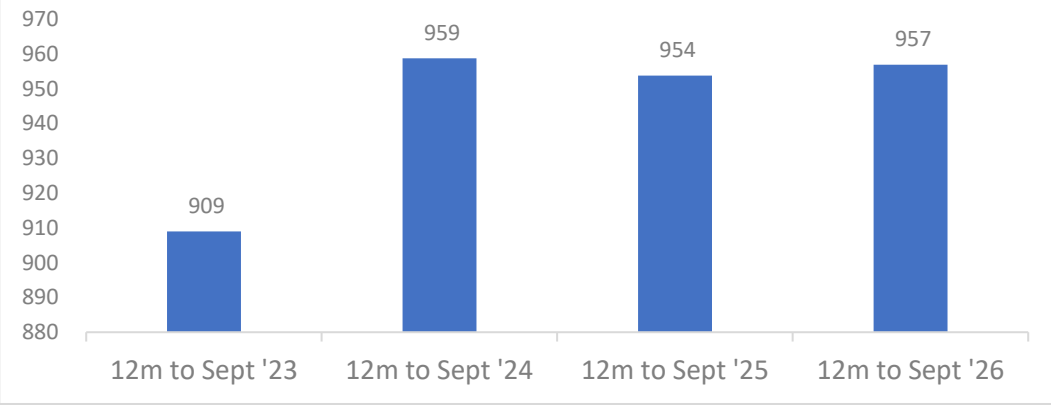
1. Average Daily Volume of Cat-1 Incidents (A8)



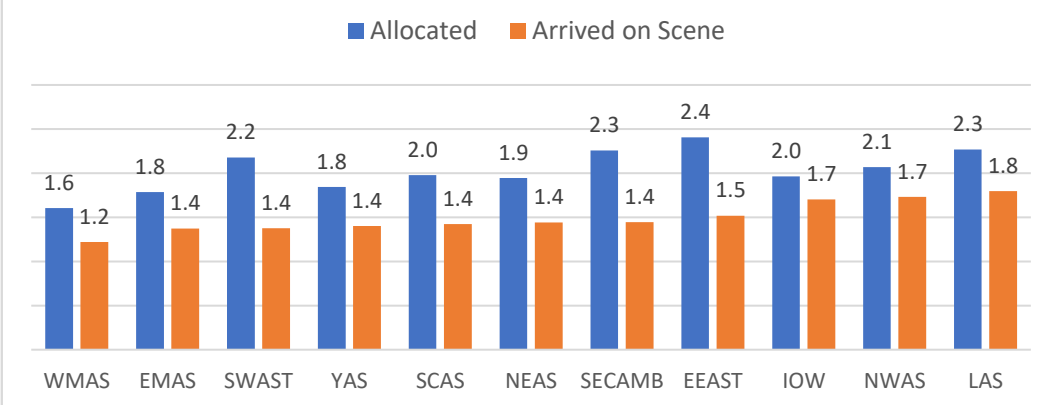
2. Monthly Volume of Cat-1 Incidents ('000, A8)



3. Cat-1 Incidents in the 12 months to Sept ('000, A10)



4. Resources for Cat-1 Incidents by Trust (Mean)



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

Despite an increase in daily demand, Cat-1 mean response time remained relatively steady, slowing by three seconds between August and September, but nevertheless returning the fastest time for any September since 2020. This varies by trust, however, with over four-minutes difference between the fastest and slowest mean times, and over nine-minutes difference for the 90th Centile metric.

Fast Facts

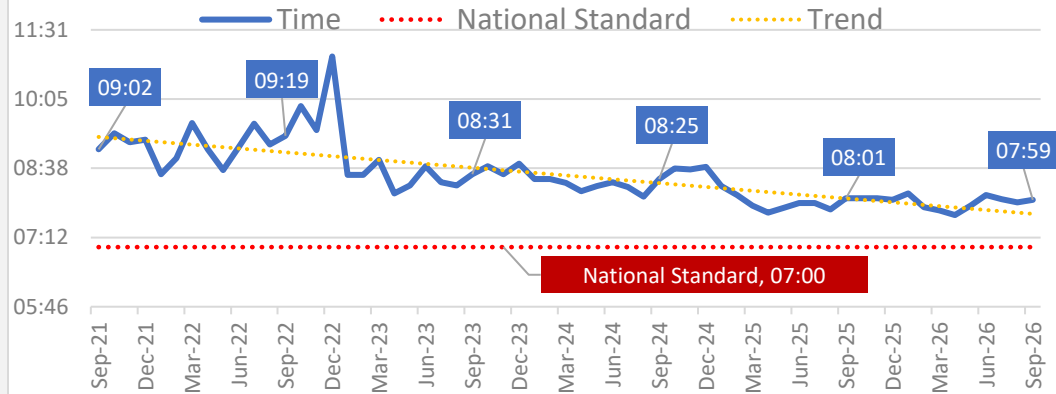
Three seconds slower than August 2026 (mean)

Two seconds faster than Sept 2026 (mean)

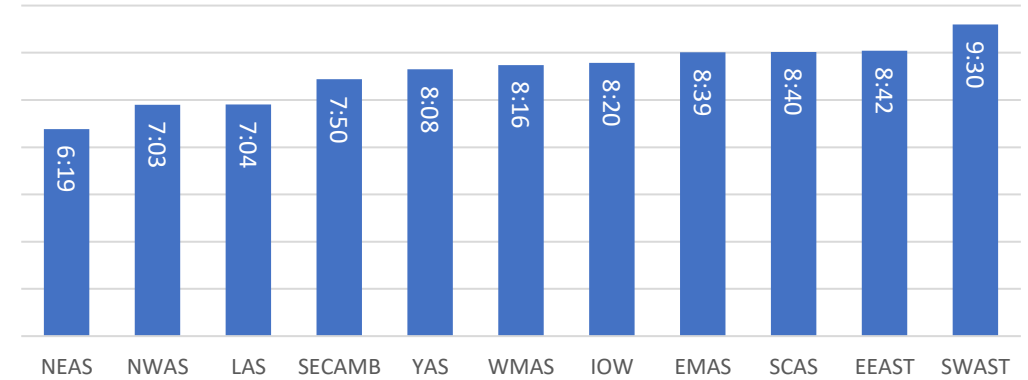
Eight seconds slower than August 2026 (90th centile)

Three seconds slower than Sept 2025 (90th centile)

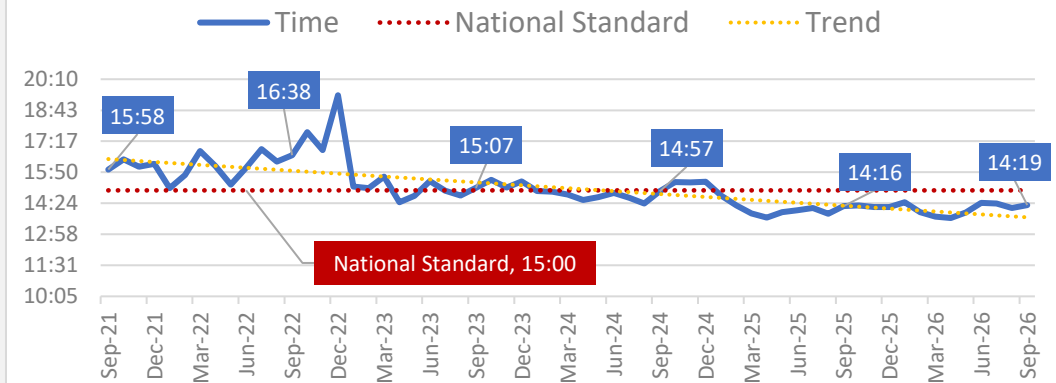
1. Mean Cat-1 Response Time (mm:ss, A25)



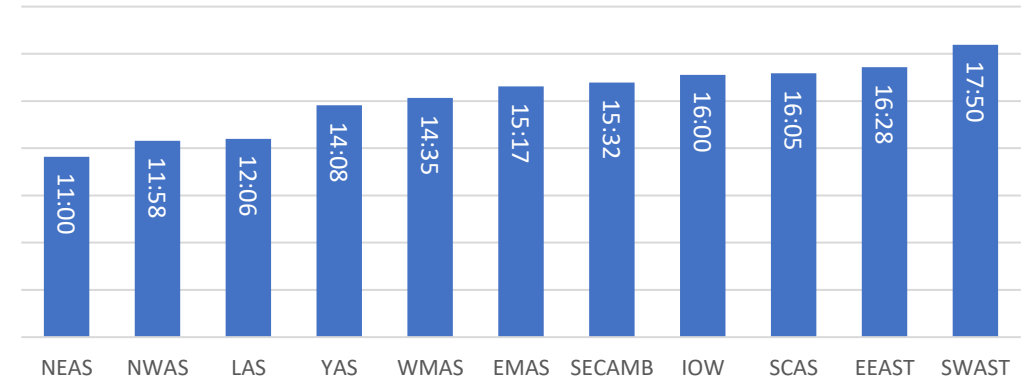
2. Cat-1 Response Time by Trust (mean, mm:ss)



3. 90th Centile Cat-1 Response Time (mm:ss, A26)



4. Cat-1 Response Time by Trust (90th cent, mm:ss)



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

Despite a two percentage-point decrease since 2024, a steady 64-percent of Cat-1 patients continue to be conveyed in ambulance service vehicle. At trust-level, this varies from a low of 59-percent (SWAST) to a high of 70-percent (LAS).

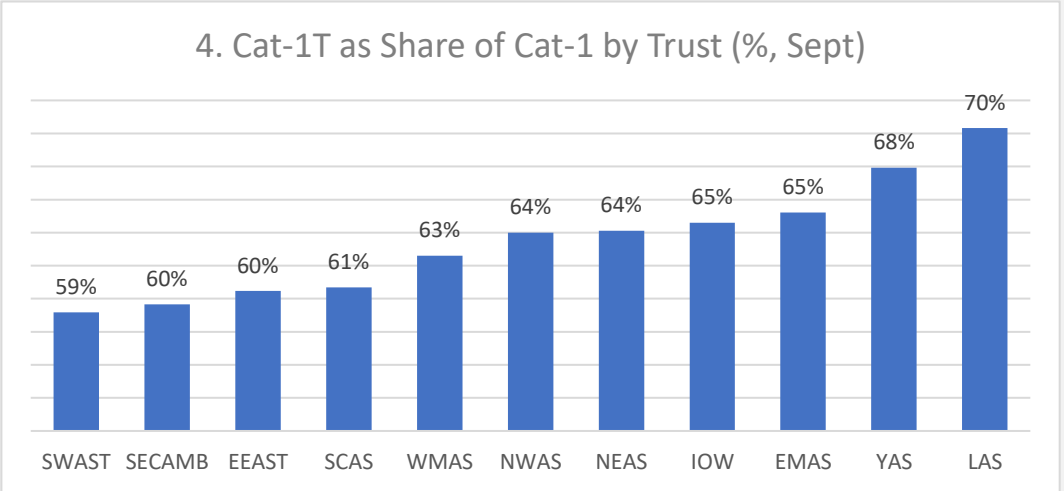
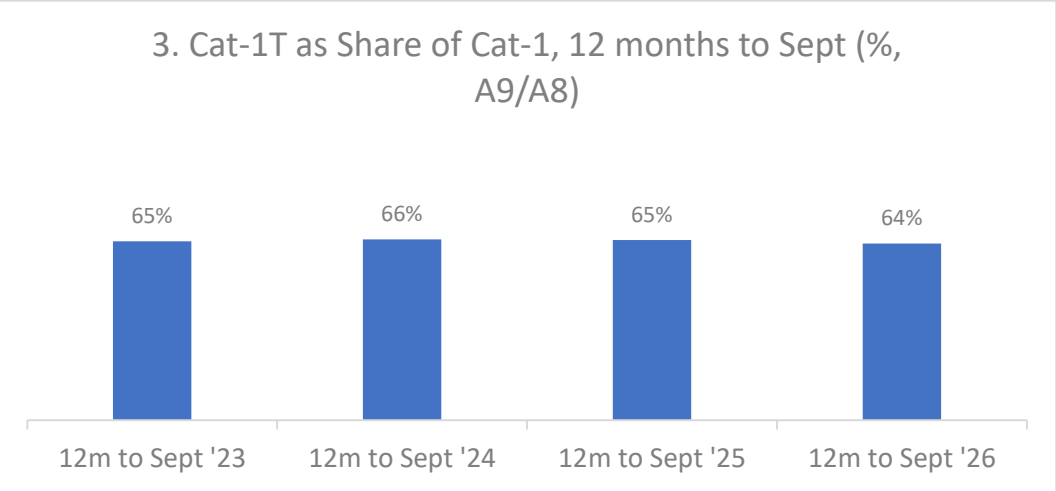
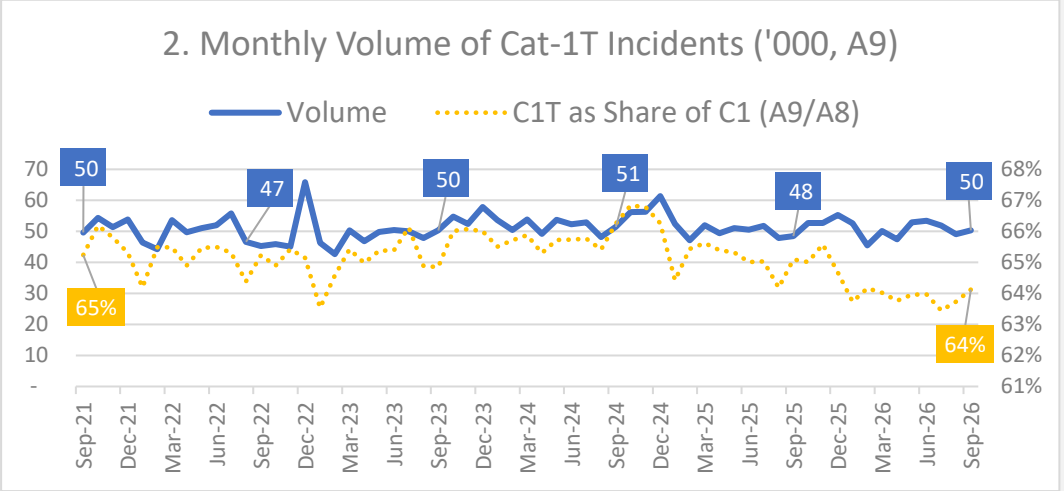
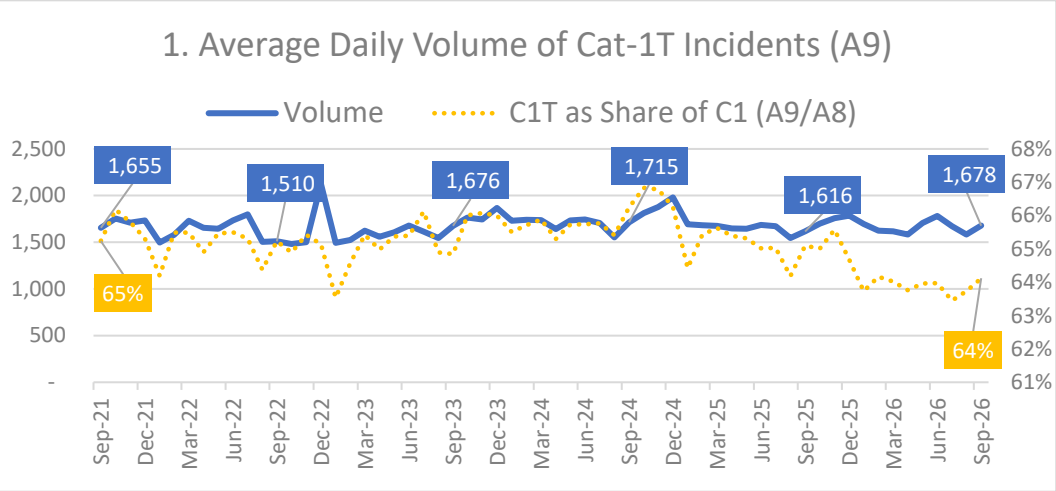
Fast Facts

95 more incidents each day than Aug 2026

62 more incidents each day than Sept 2025

64% of Cat-1 incidents conveyed

One percent decrease in conveyance since 2025



12. Demand: Category-2 Incidents (A10)

As with Cat-1, steady growth in Cat-2 incidents is clear from graphs 1-thru-3, below. The most recent month saw nearly 500 incidents more each day than both August 2026, and September 2025 – and again returned the highest volume for any September in five years. Variation in resources allocated and arriving on scene is less pronounced between trusts for this category, with the exceptions of EEAST and LAS.

Fast Facts

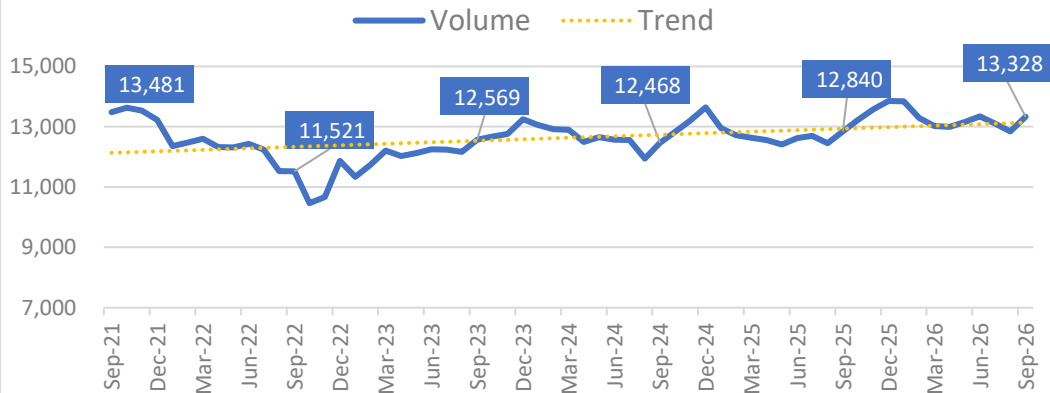
487 more incidents each day than Aug 2026

488 more incidents each day than Sept 2025

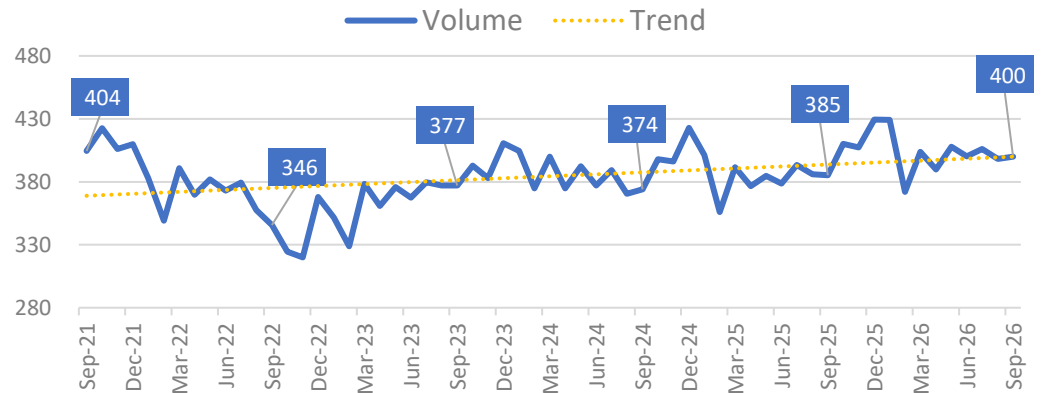
183,193 more than the last 12m period

1.4 average resource allocated vs 1.1 resources arriving on scene

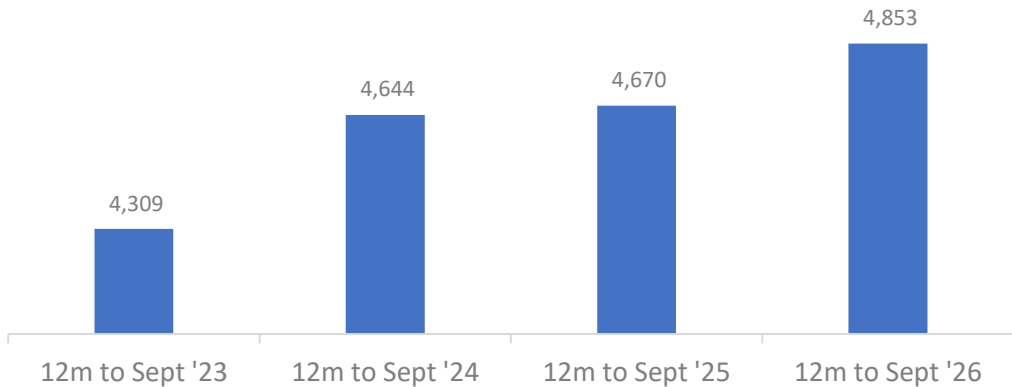
1. Average Daily Volume of Cat-2 Incidents (A10)



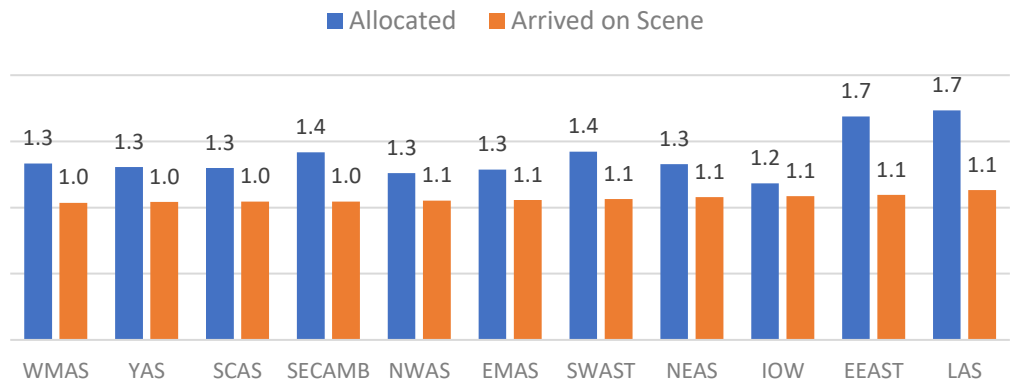
2. Monthly Volume of Cat-2 Incidents ('000, A10)



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



4. Resources for Cat-2 Incidents by Trust (Mean)



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

Cat-2 mean response has been below the 30-minute recovery standard for six months in the last 12. In September, it slowed by over two minutes to 31:18 but this is the fastest for any September since 2021. Response time varies by 10-minutes between the fastest (NEAS) and slowest (EEAST) trusts.

Fast Facts

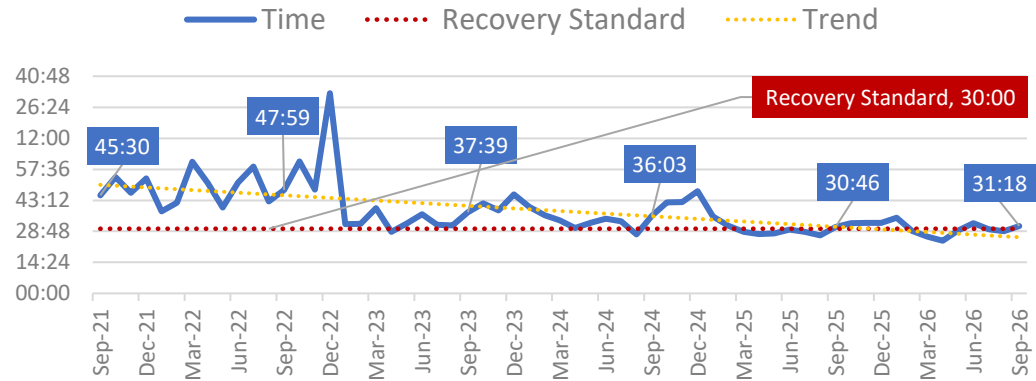
02:26 slower than August 2026 (mean)

00:32 slower than Sept 2026 (mean)

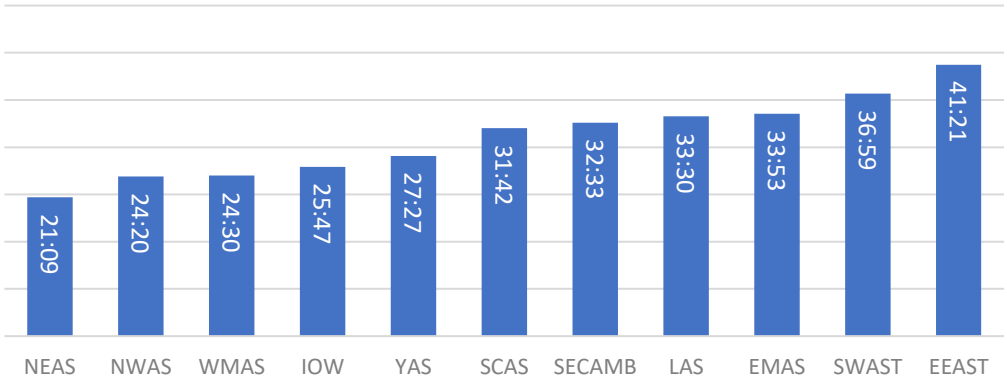
05:18 slower than August 2026 (90th centile)

00:27 slower than Sept 2025 (90th centile)

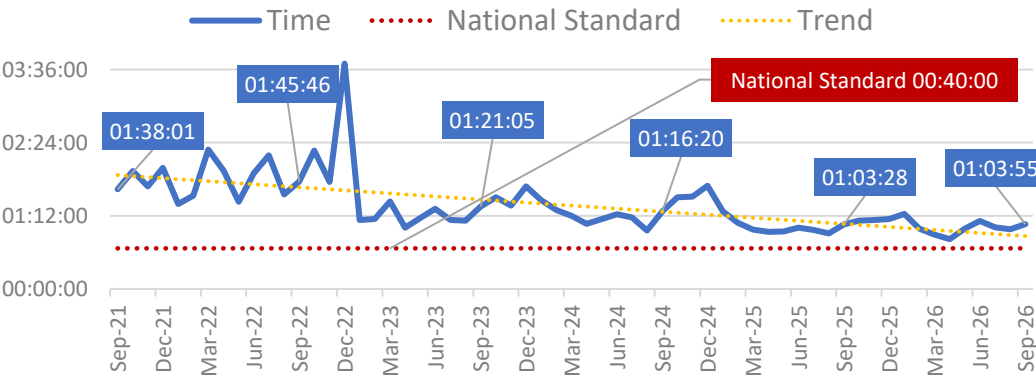
1. Mean Cat-2 Response Time (mm:ss, A31)



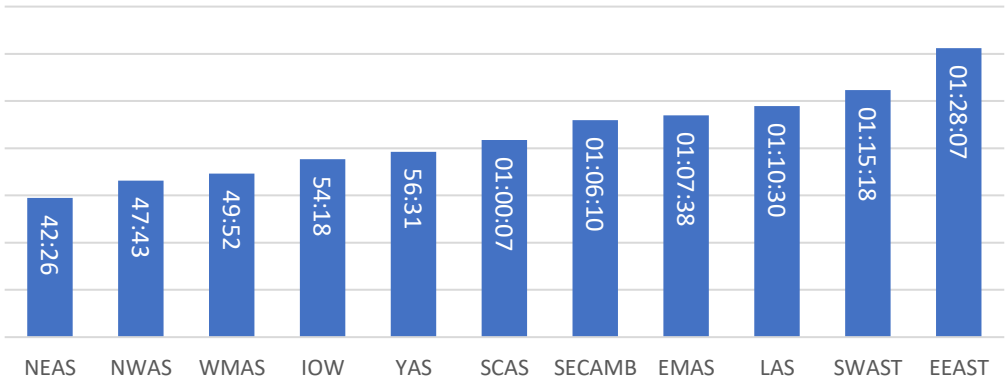
2. Cat-2 Response Time by Trust (mean, mm:ss)



3. 90th Centile Cat-2 Response Time (hh:mm:ss, A32)



4. Cat-2 Response Time by Trust (90th cent, hh:mm:ss)



14. Demand: Category-3 Incidents (A11)

Despite a decrease in incidents in September, Cat-3 continues to grow in volume over time. There were 36-thousand more incidents in the most recent 12-month period compared with the last. There is greater variation between resource allocation, which averages 1.8 vehicles, and resources arriving on scene, an average of 1.1 vehicles – the latter figure being very consistent across all trusts.

Fast Facts

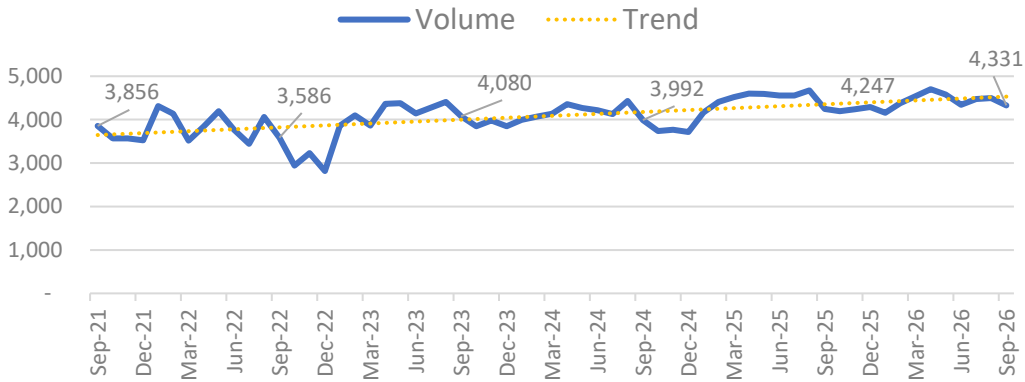
168 fewer incidents each day than Aug 2026

84 more incidents each day than Sept 2025

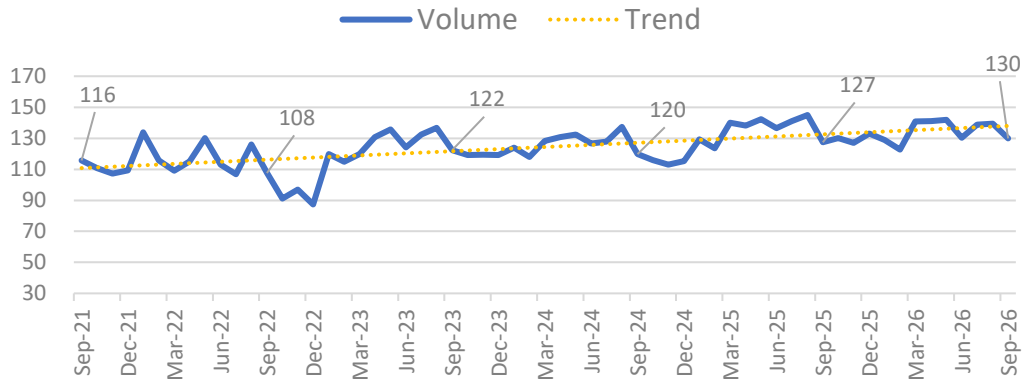
36,467 more than the last 12m period

1.8 average resource allocated vs 1.1 resources arriving on scene

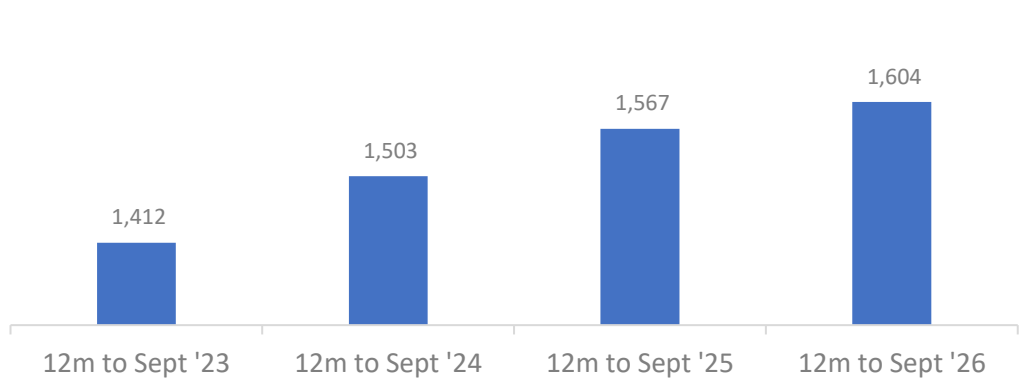
1. Average Daily Volume of Cat-3 Incidents (A11)



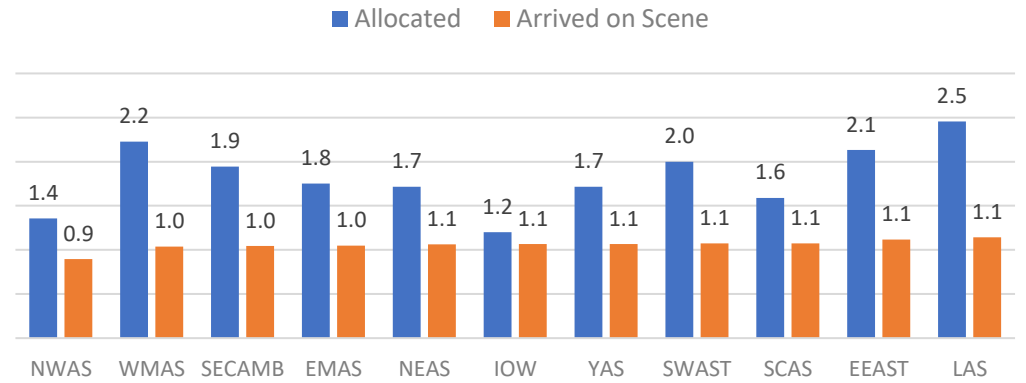
2. Monthly Volume of Cat-3 Incidents ('000, A11)



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



4. Resources for Cat-3 Incidents by Trust (Mean)



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

Mean response slowed by 10-minutes for Cat-3 in September to just under two hours. This figure varies by over 90 minutes between the fastest trust (NEAS) to the slowest (SECAMB) – although these trusts are notably different in both population size and geography.

Fast Facts

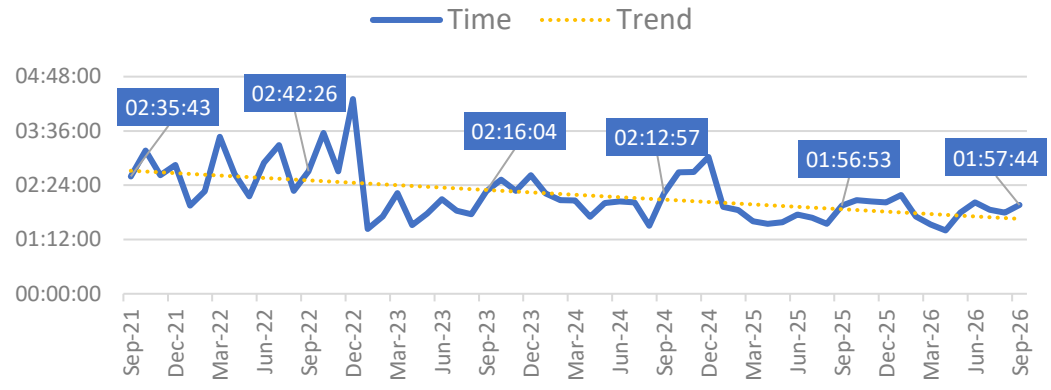
00:10:15 slower than August 2026 (mean)

00:00:51 slower than Sept 2026 (mean)

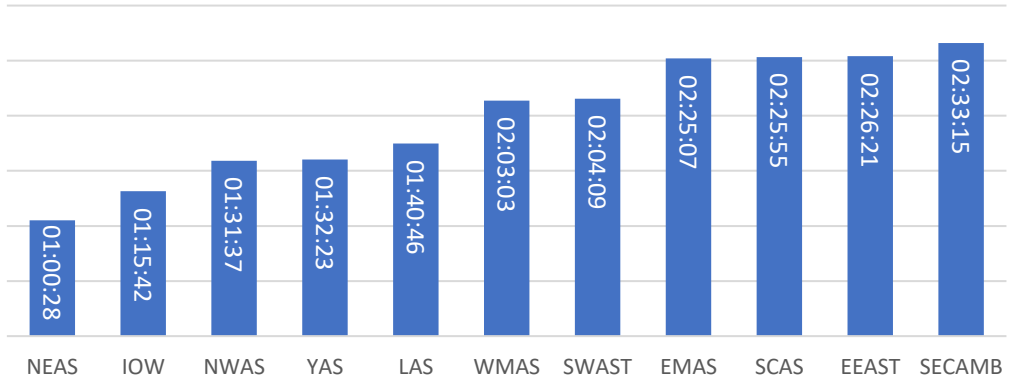
00:22:14 slower than August 2026 (90th centile)

00:01:22 slower than Sept 2025 (90th centile)

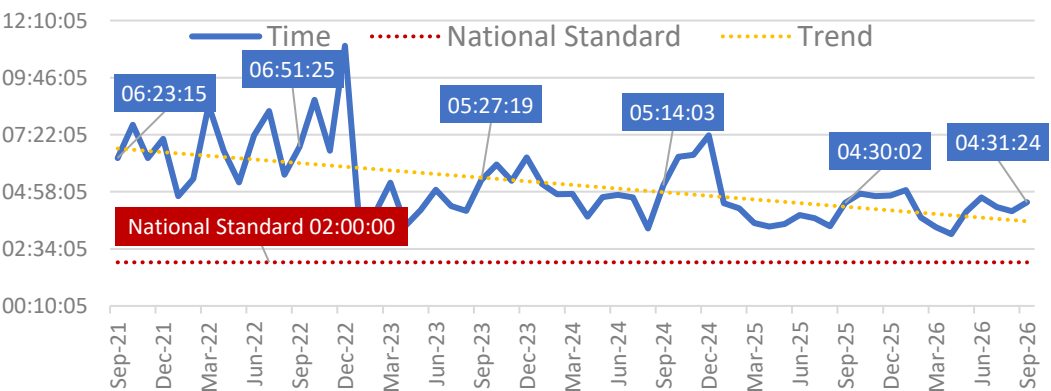
1. Mean Cat-3 Response Time (hh:mm:ss, A34)



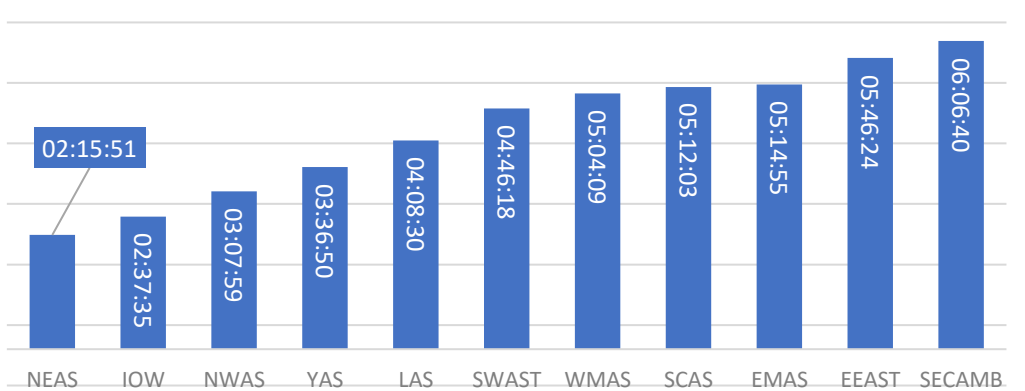
2. Cat-3 Response Time by Trust (mean, hh:mm:ss)



3. 90th Centile Cat-3 Response Time (hh:mm:ss, A35)



4. Cat-3 Response Time by Trust (90th cent, hh:mm:ss)



16. Demand: Category-4 Incidents (A12)

Cat-4 daily volume remained static between August and September, but has been increasing steadily since 2022. As with Cat-3, there was greater variation between average resources allocated (1.8) and those arriving on scene (1.1), which is once again very consistent across all trusts.

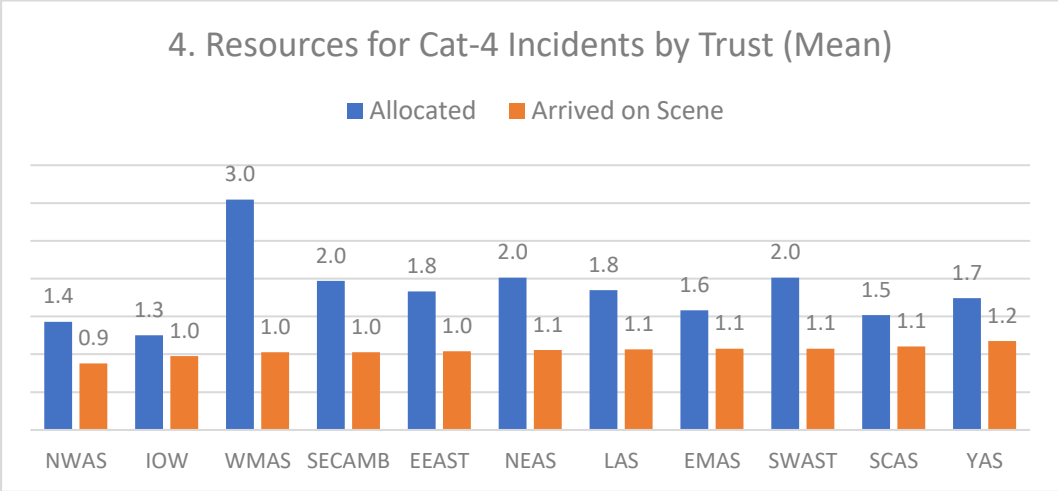
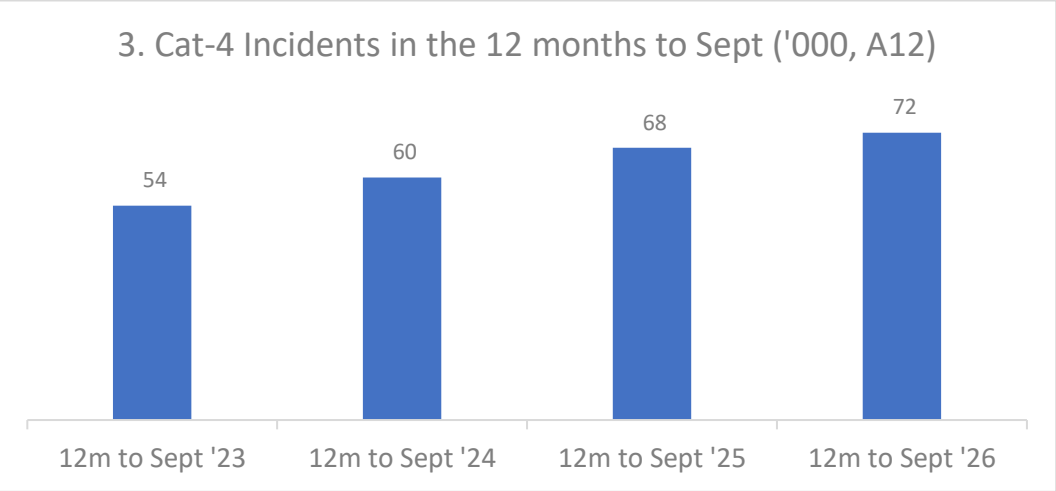
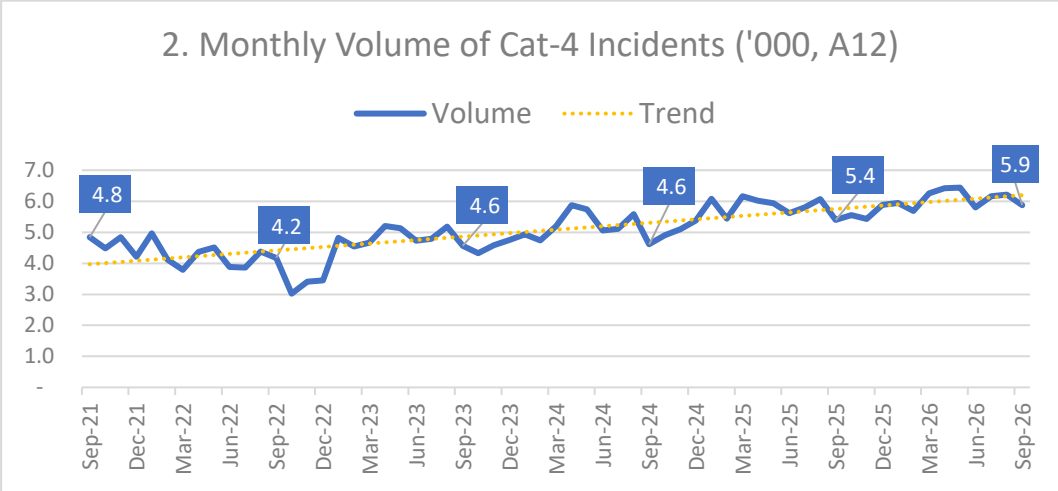
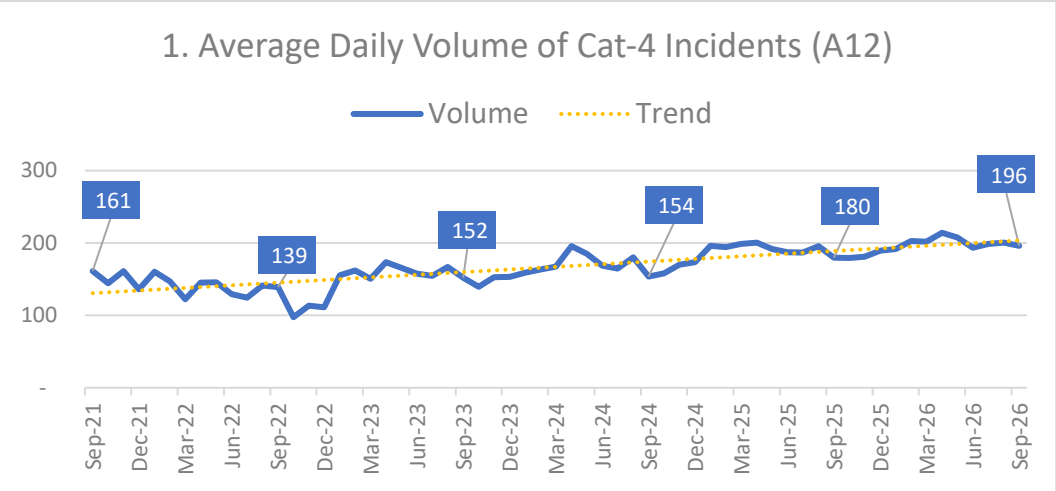
Fast Facts

Four fewer incidents each day than Aug 2026

16 more incidents each day than Sept 2025

3,770 more than the last 12m period

1.8 average resource allocated vs 1.0 resources arriving on scene



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

Cat-4 has a difference of well over two hours between the fastest (NEAS) and slowest trust (EMAS)– although again, differences between the population size and geography should be stressed (for example, EMAS has nearly twice the population of NEAS).

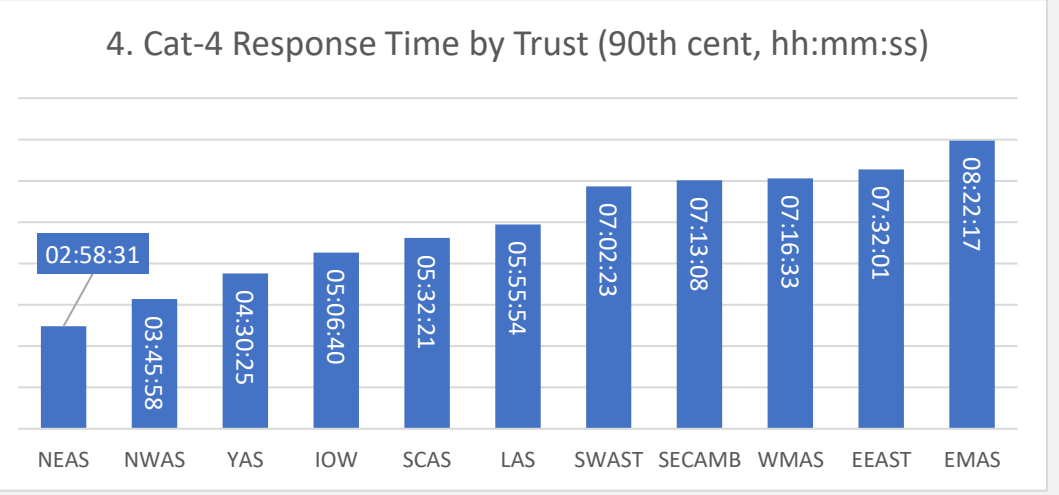
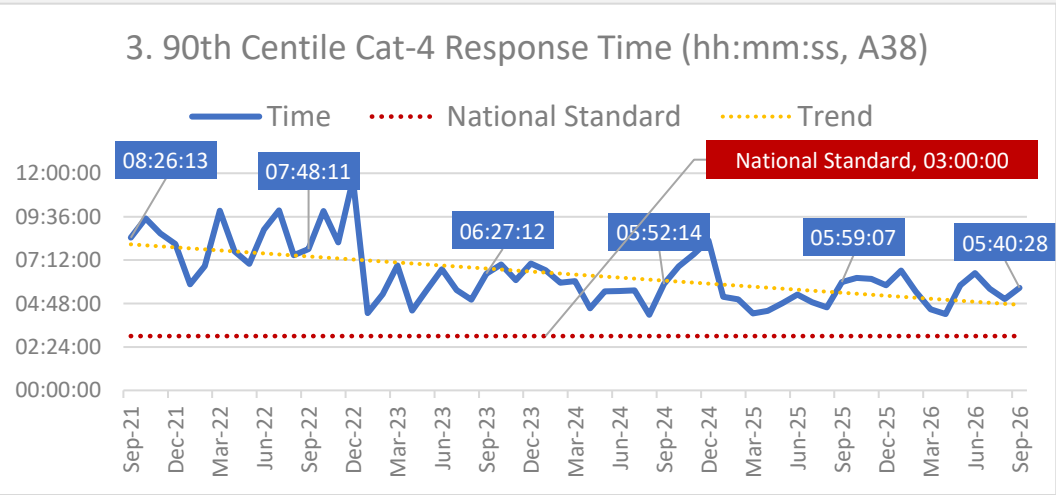
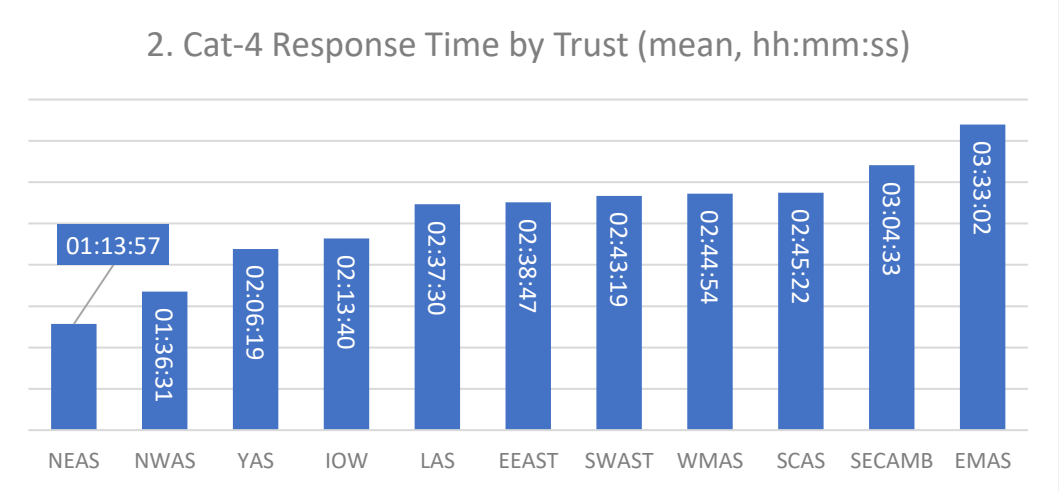
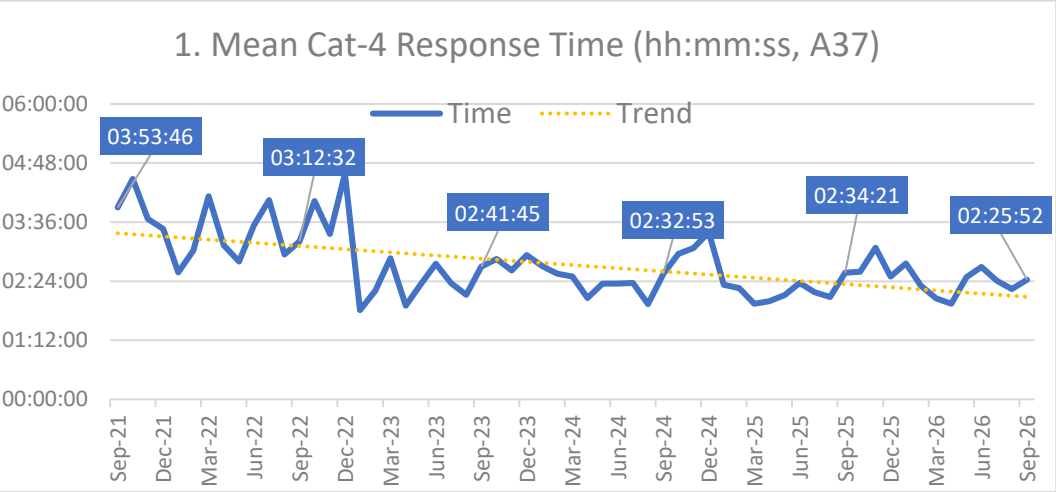
Fast Facts

00:11:20 slower than August 2026 (mean)

00:08:29 faster than Sept 2026 (mean)

00:38:00 slower than August 2026 (90th centile)

00:18:39 faster than Sept 2025 (90th centile)



18. Demand: Section 136 Incidents, Percent Transported and Mean Response (A106, A108 and A110)

Section 136 incidents follow the trends seen above – volume has increased over time, but mean response time has fallen with the latest being ten-minutes faster than the same metric five years ago.

Fast Facts

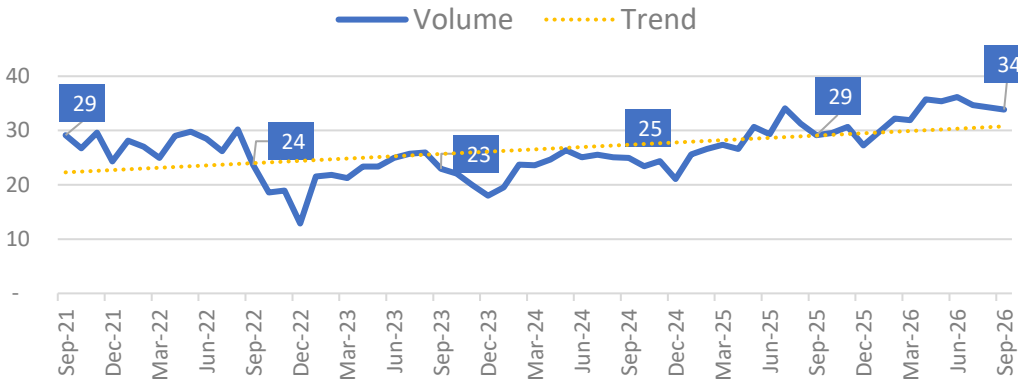
No change in incidents each day vs. Aug 2026

5 more incidents each day than Sept 2025

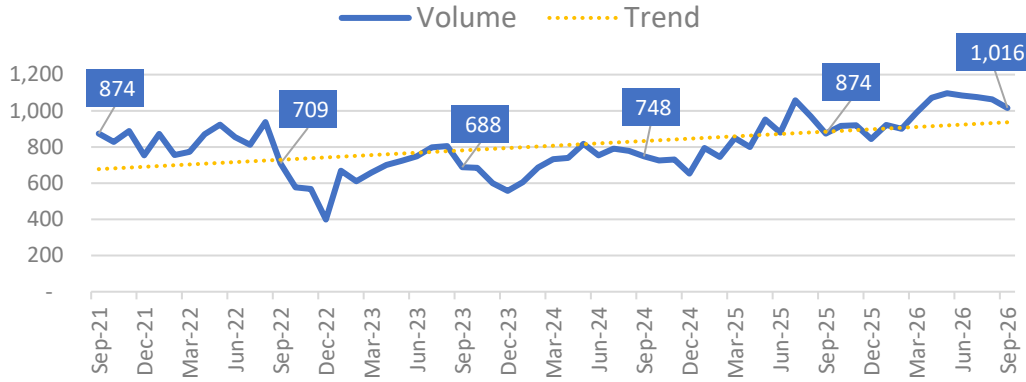
No change in percentage transported vs. Aug 2026

00:03:59 slower than August 2026 (mean)

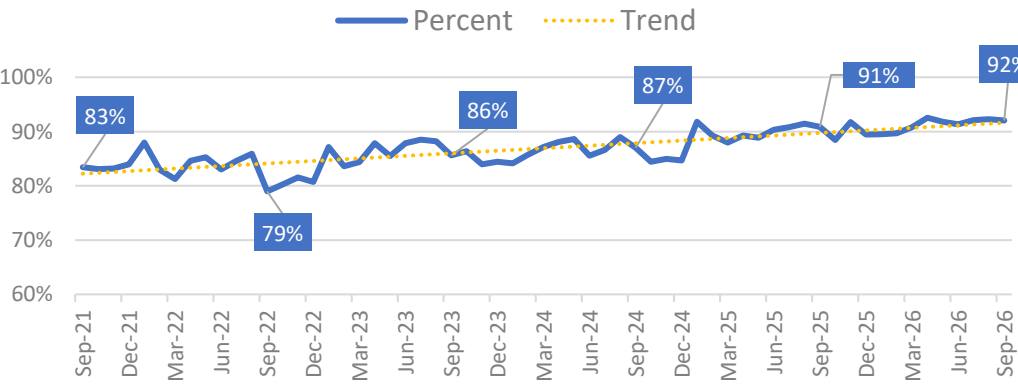
1. Average Daily Volume of S136 Incidents (A106)



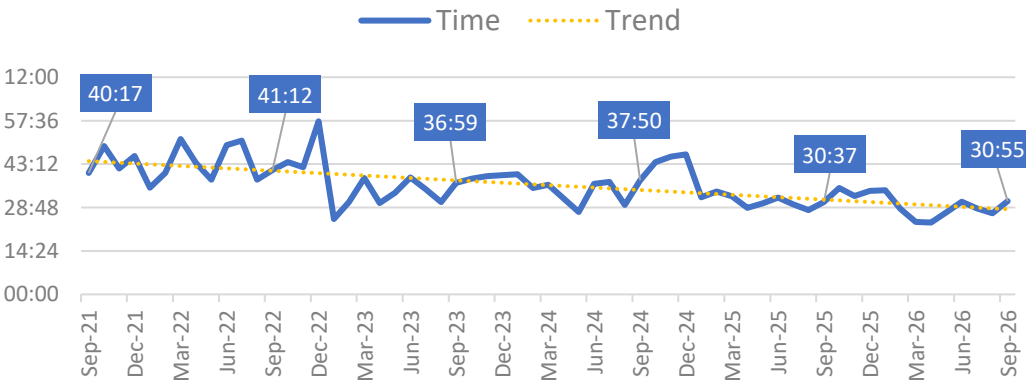
2. Volume of A136 Incidents (A106)



3. Percentage of s136 Incidents Transported (A110)



4. Mean S136 Response Time (mm:ss, A108)



Section 3

Incidents by Response Outcome

Overview of Outcome Distribution and Growth

Hear and Treat

See and Treat

Conveyance to Emergency Departments (ED)

Conveyance to Non-EDs

20. Overview of Outcome Distribution and Growth

Hear-and-Treat (H&T) continues to grow volume of outcomes and the share of total outcomes. In September 2026, H&T volume was 82-percent greater than in September 2022 – this compares with growth of five-percent for Conveyance to Emergency Departments (ED). H&T distribution differs notably by trust, from 13-percent (IOW) to 25-percent (LAS), while Conveyance to ED varies from 41-percent (SWAST) to 56-percent (IOW).

Fast Facts

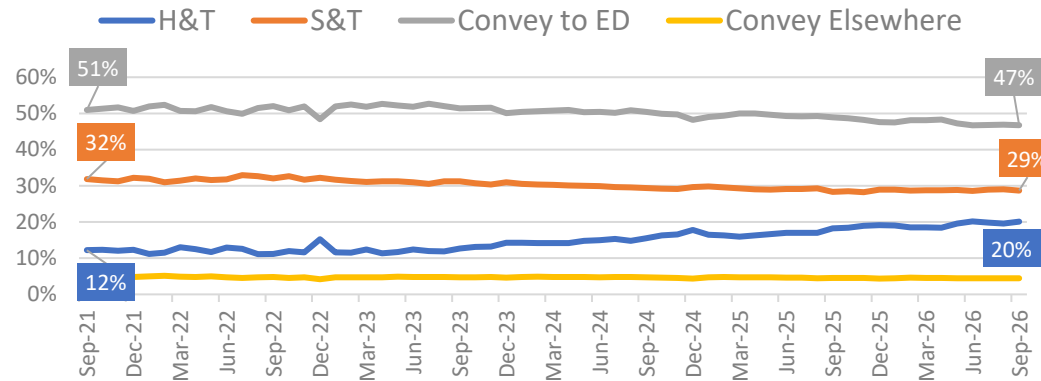
Sept 2026 = second highest proportion of Hear and Treat (H&T) outcomes

Sept 2026 = second lowest proportion of Conveyance to ED outcomes

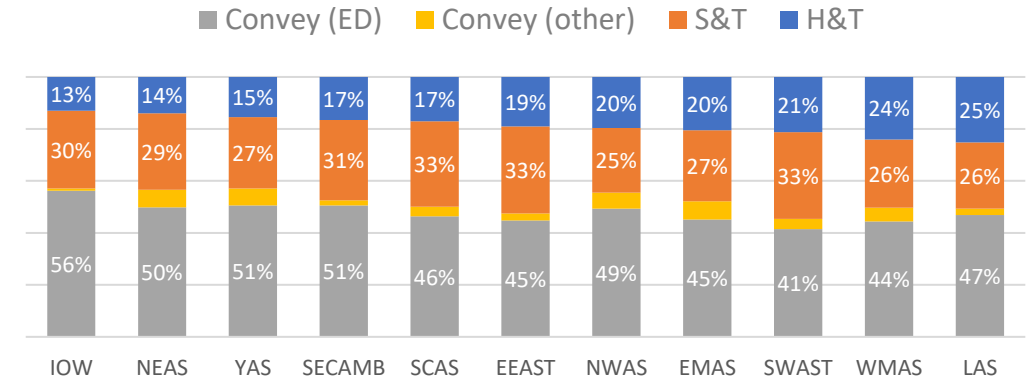
82% growth in H&T volume (Sept '22 vs. Sept '26)

5% growth in Conveyance volume (Sept '22 vs. Sept '26)

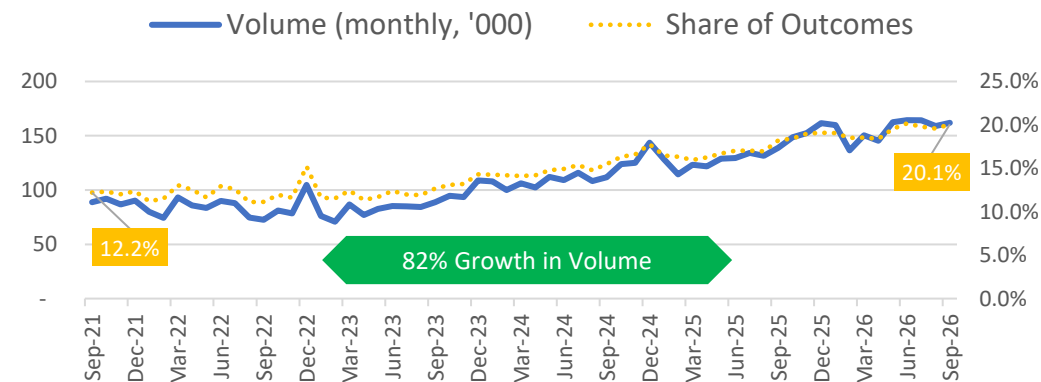
1. Distribution of Outcomes (%)



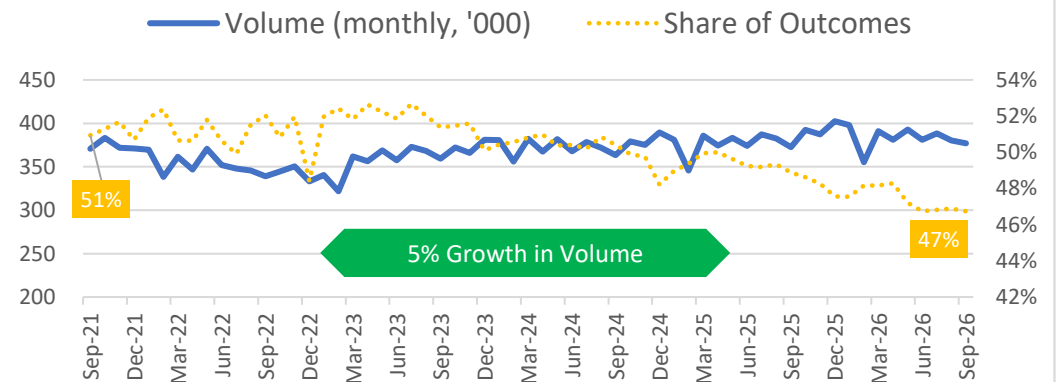
2. Outcome by Trusts (Sept, ranked by H&T)



3. Hear and Treat (Volume and Share of Outcomes)



4. Convey to ED (Volume and Share of Outcomes)



21. Hear and Treat (measure A17)

There were 270 more H&T incidents each day in September 2026 compared with the previous month, and 768 more compared with the previous September. Growth (between September 2022 and September 2026) for H&T is in strong double digits for six trusts, but in triple digits for the remaining five, with EEAST being the highest at 157-percent.

Fast Facts

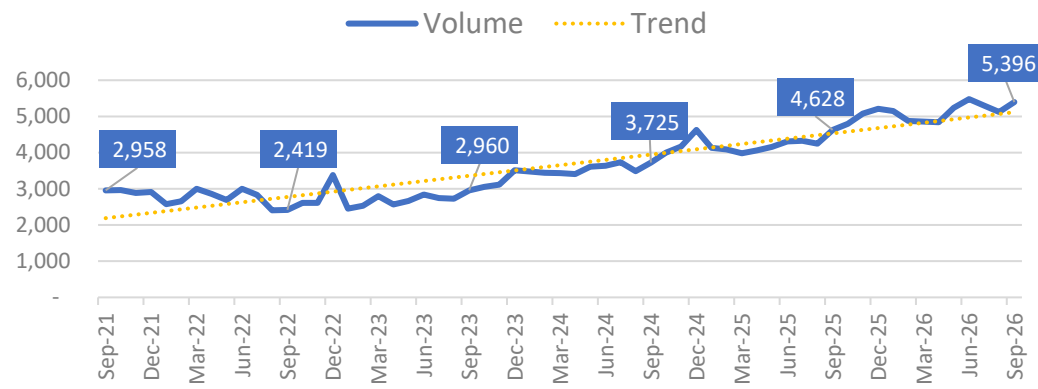
270 more incidents each day than Aug 2026

768 more incidents each day than Sept 2025

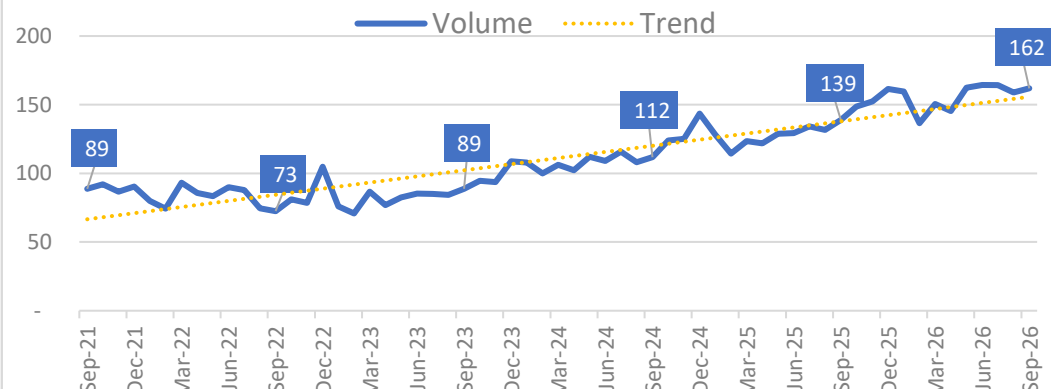
323,356 more than the last 12m period

82% growth in H&T outcomes (England, Sept '22 vs. Sept '26)

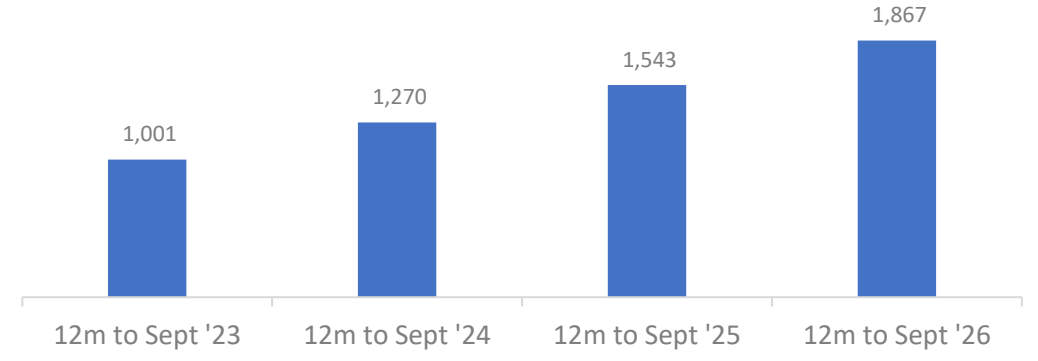
1. Average Daily Volume of H&T Responses (A17)



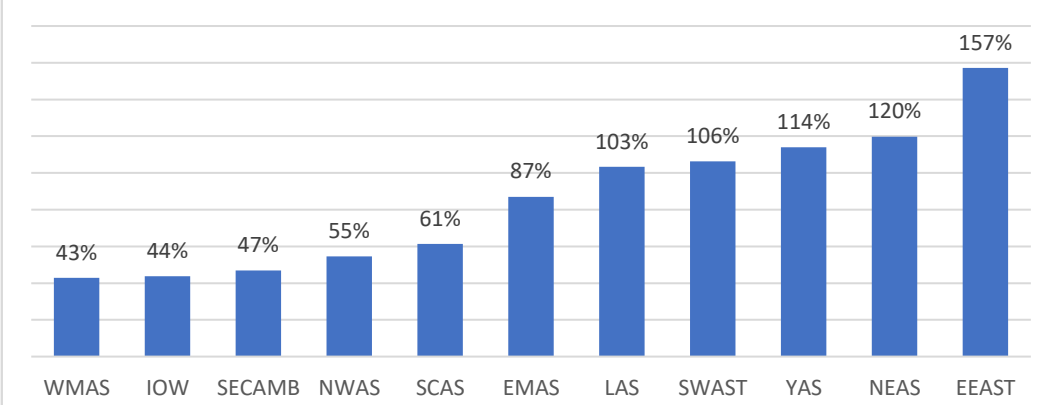
2. Monthly Volume of H&T Responses ('000, A17)



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



4. Growth: H&T by Trust (Sept '22 vs. Sept '26)



22. See and Treat (measure A55)

Seat-and-Treat has a flatter trend, but has still seen growth of six-percent when comparing September 2022 and September 2026. There was contraction over this period for four trusts, with growth in the remaining seven peaking at 17-percent for NEAS.

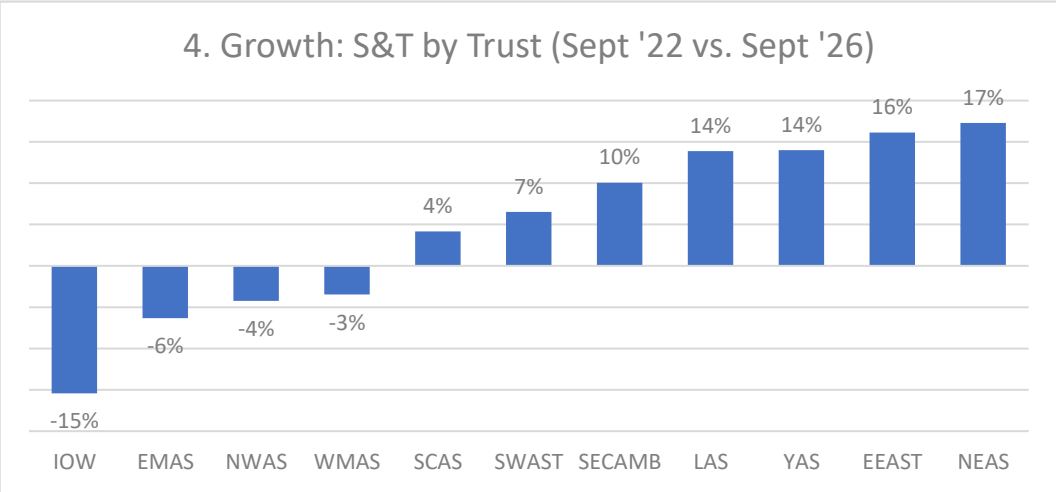
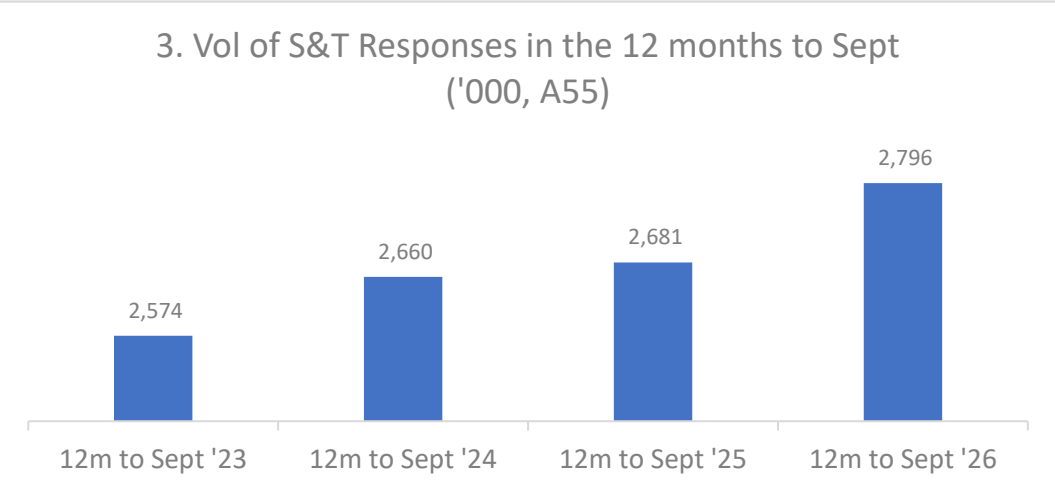
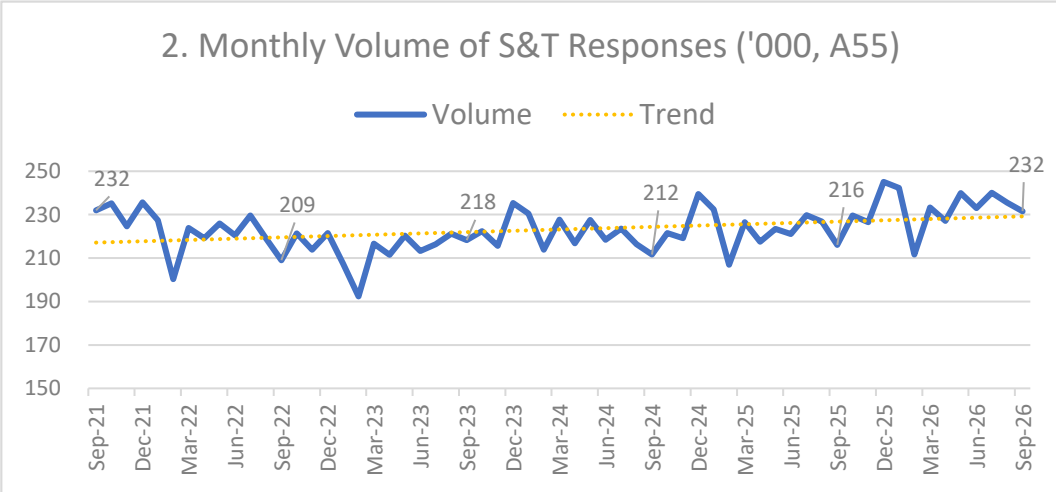
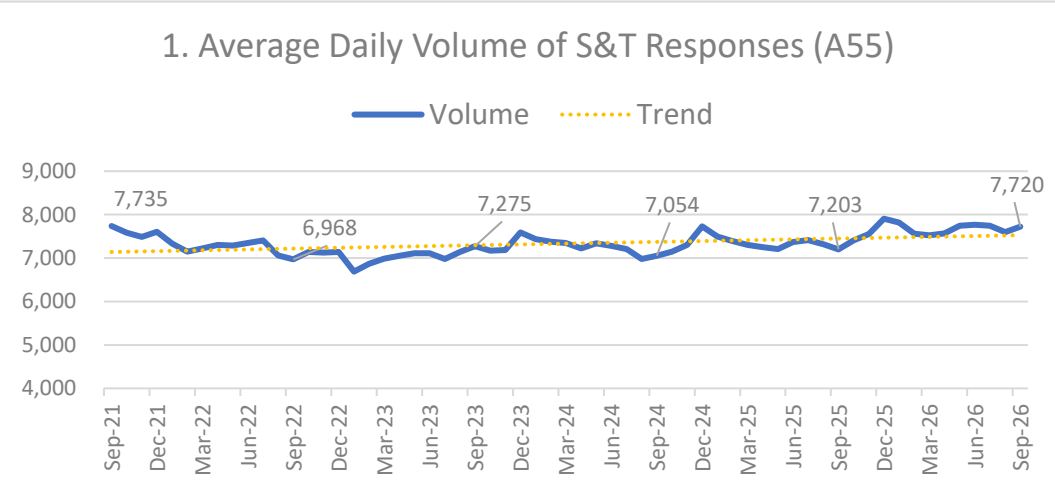
Fast Facts

121 more incidents each day than Aug 2026

518 more incidents each day than Sept 2025

115,343 more than the last 12m period

6% growth in S&T outcomes (England, Sept '22 vs. Sept '26)



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

Conveyance to EDs also has a flatter trend, with growth of five-percent between September 2022 and September 2026. IOW and WMAS both saw contraction in conveyance rates over this time, with growth in the remaining trusts ranging from neutral (SCAS) to modest (SECAMB etc.), peaking at 15-percent with LAS.

Fast Facts

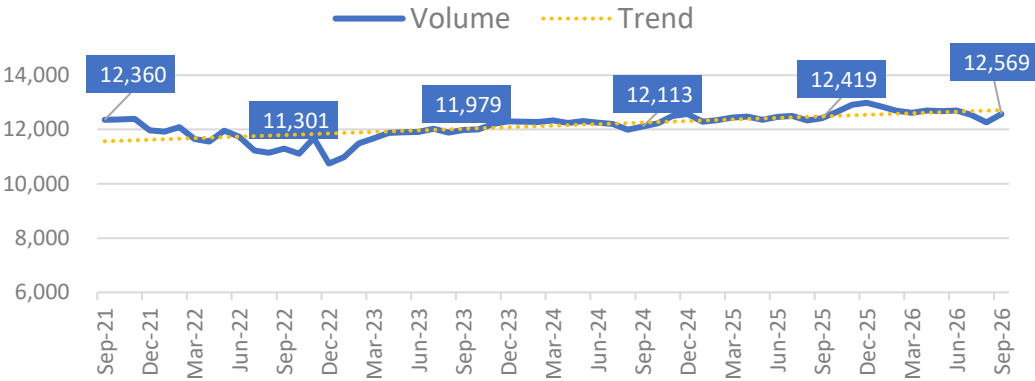
304 more incidents each day than Aug 2026

151 more incidents each day than Sept 2025

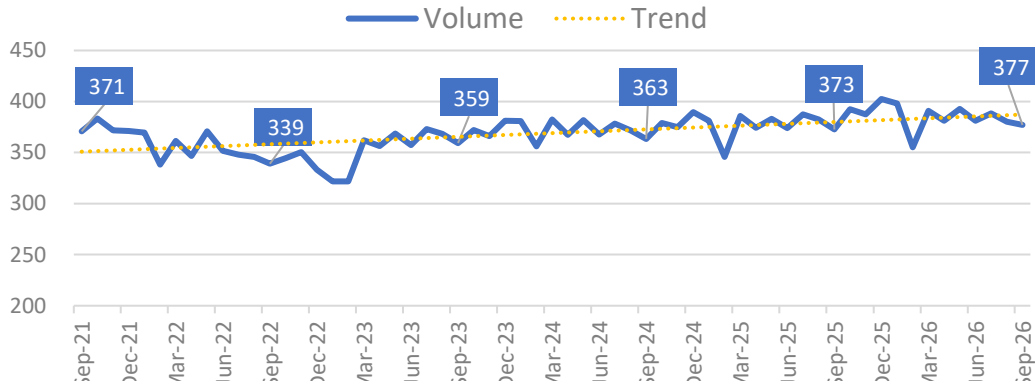
97,113 more than the last 12m period

5% growth (England, Sept '22 vs. Sept '26)

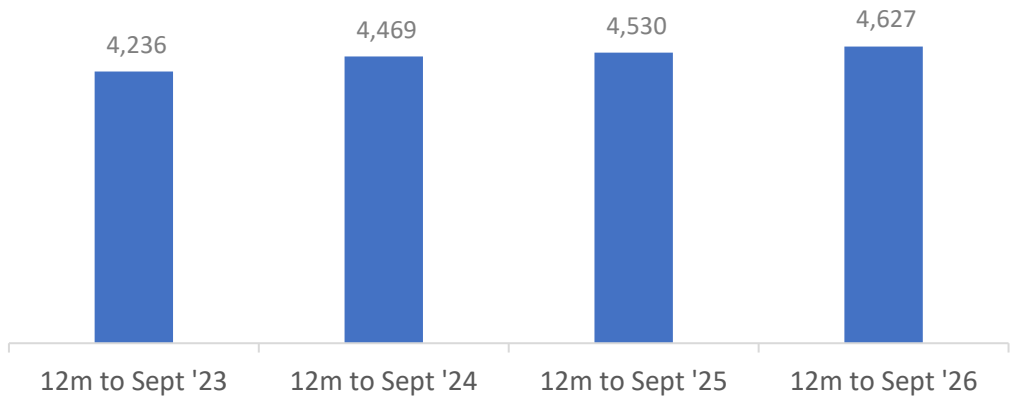
1. Average Daily Volume Conveyance to ED (A53)



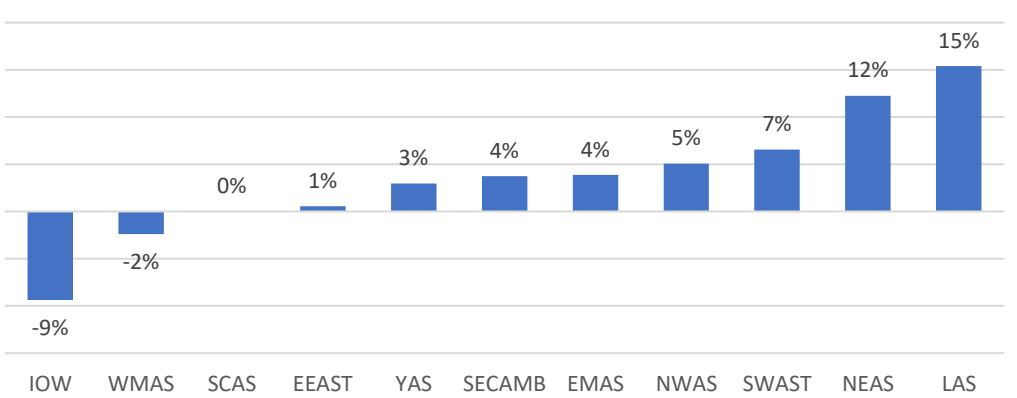
2. Monthly Volume of Conveyance to ED ('000, A53)



3. Conveyance to ED, the 12m to Sept ('000, A54)



4. Growth: Conveyance by Trust (Sept '22 vs. Sept '26)



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

Conveyance to non-ED has grown by nine-percent over the same period covered above. However, within this outcome group there is much greater variety, ranging from contraction of 26-percent (SECAMB) to growth of 52-percent (EMAS).

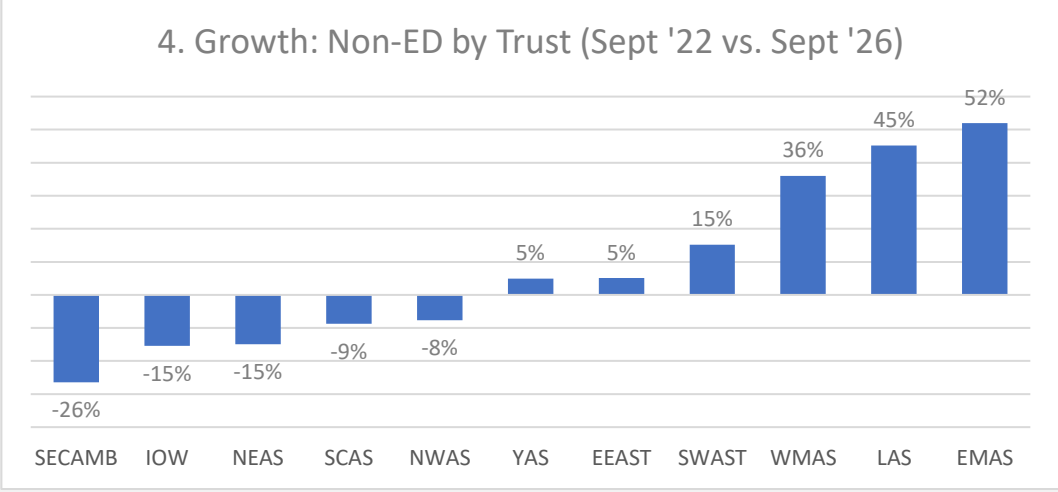
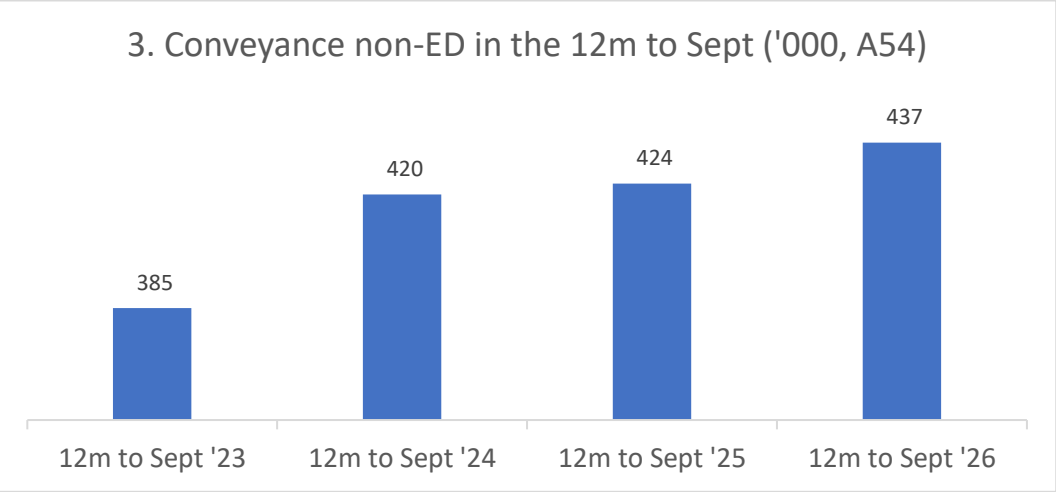
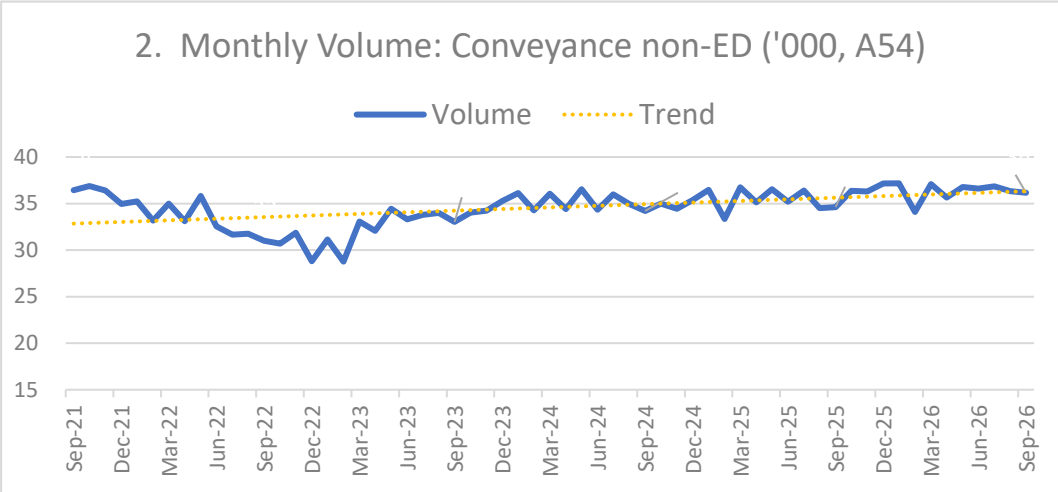
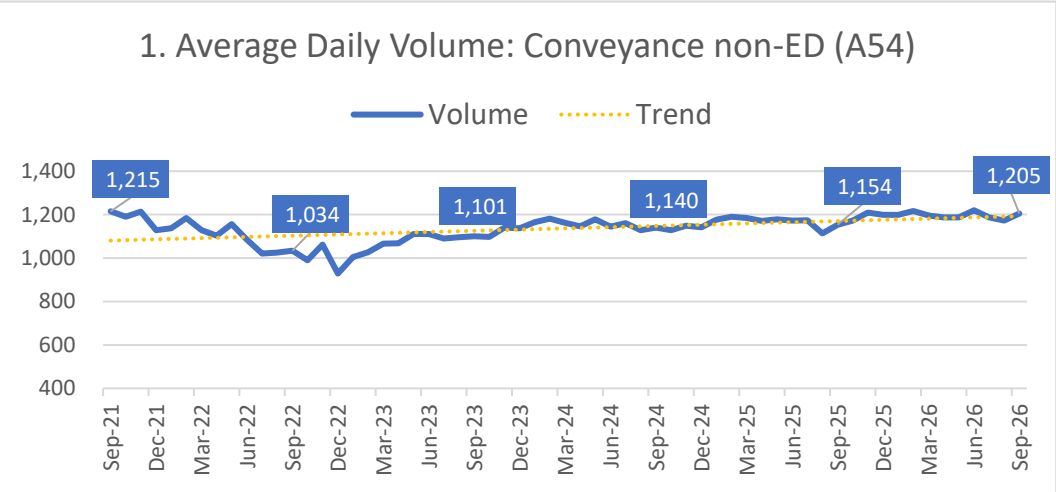
Fast Facts

32 more incidents each day than Aug 2026

51 more incidents each day than Sept 2025

12,734 more than the last 12m period

9% growth (England, Sept '22 vs. Sept '26)



Section 4

Turnaround Times and Patient Handover Delays

Turnaround and Time-to-Clear Mean Times

Hospital Handover Mean Time

Patient Handover Delays: 15 Minutes and Over

Patient Handover Delays: 30 Minutes and Over

Patient Handover Delays: 60 Minutes and Over

Impact on Patients and Crew

26. Turnaround and Time-to-Clear Mean Times (source, NAIG)

Hospital turnaround time slowed by less than a minute in September, but time-to-clear was slightly faster. Variation in turnaround between trusts was notable, with around half an hour between the fastest (IOW, SECAMB, SCAS) and slowest (WMAS) trusts.

Fast Facts

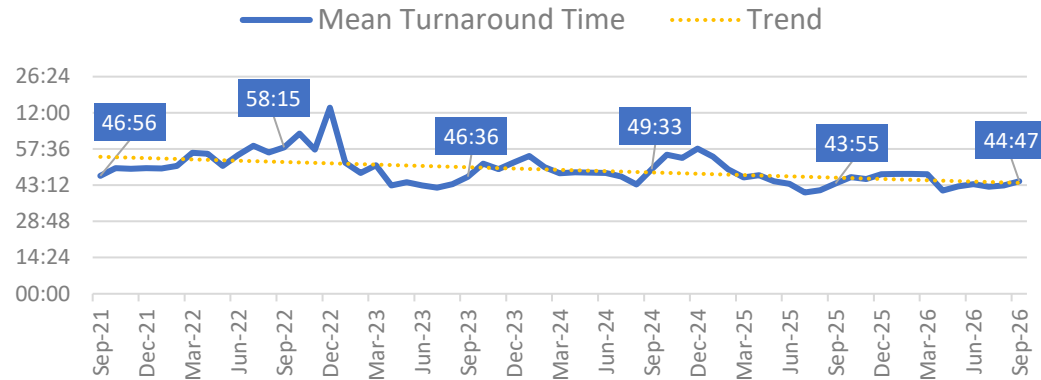
00:00:52 slower
turnaround than
Aug 2026

00:01:43 slower
turnaround than
Sept 2025

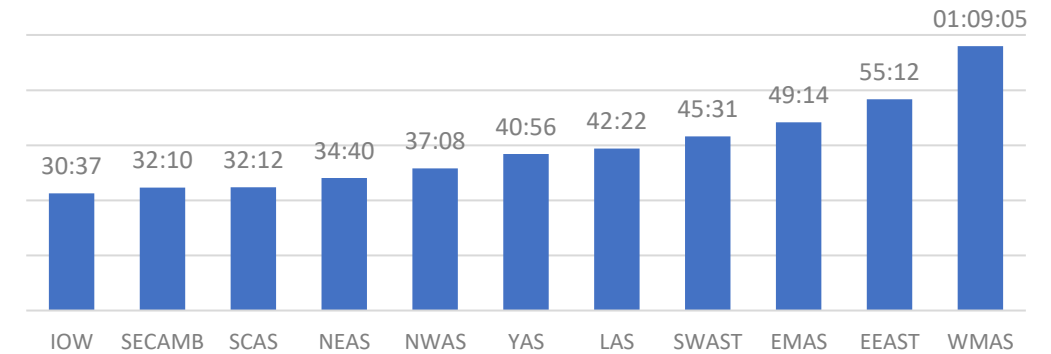
00:00:19 faster
time to clear
than Aug 2026

00:00:14 faster
time to clear
than Sept 2025

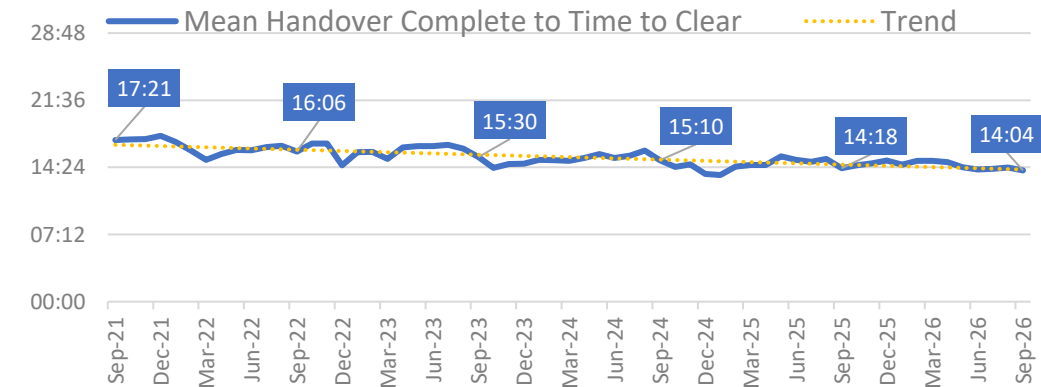
1. Mean Turnaround Time (mm:ss)



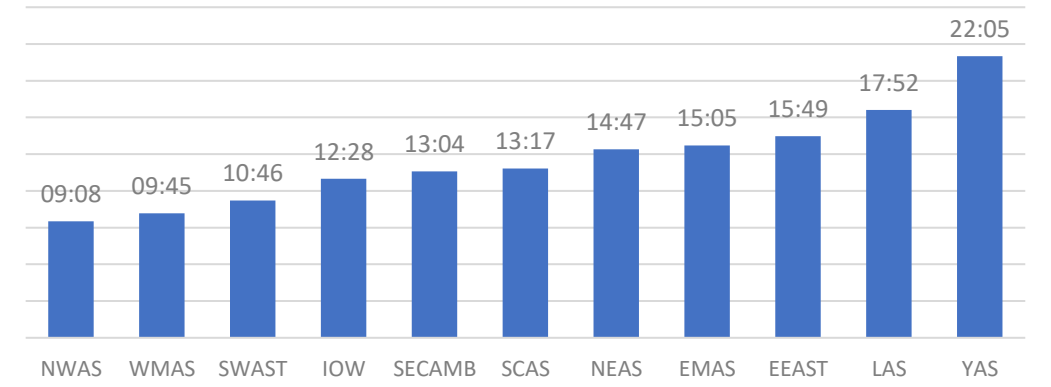
2. Mean Turnaround Time by Trust (hh:mm:ss)



3. Mean Time to Clear (mm:ss)



4. Mean Time to Clear (mm:ss)



27. Hospital Handover Mean Time (source, NAIG)

Mean hospital handover time also slowed, by two-minutes from August, and by one-minute from September 2025. Once again, there is variation between trusts of over half an hour between the fastest (IOW, YAS, SCAS etc.) and slowest (WMAS).

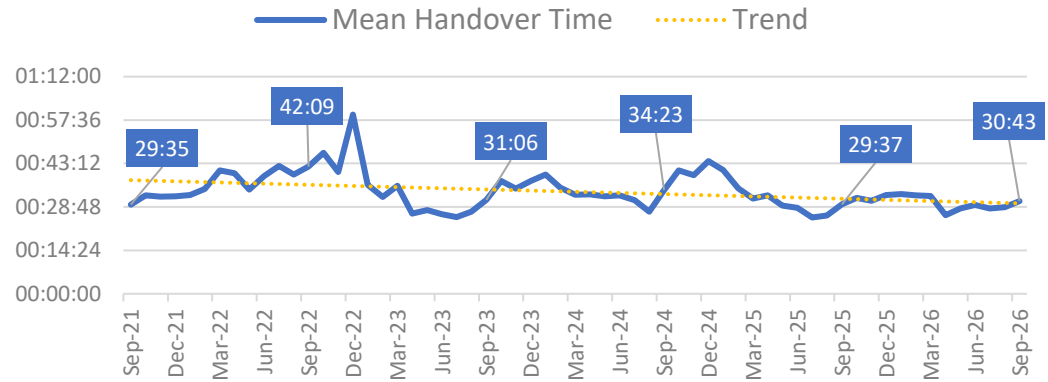
Fast Facts

00:02:01 slower
handover mean
time than Aug
2026

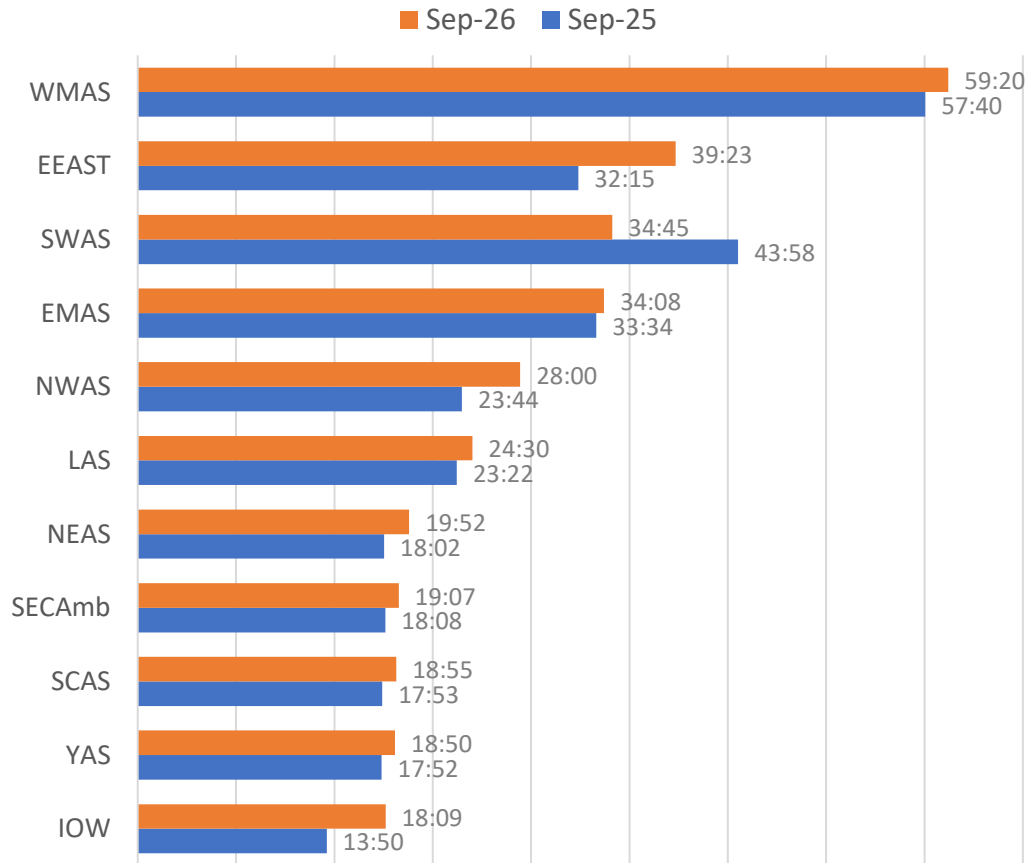
00:01:06 slower
handover mean
time than Sept
2025

00:41:11
difference
between fastest
and slowest trust

1. Mean Handover Time (hh:mm:ss)



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



28. Patient Handover Delays: 15 Minutes and Over (source, NAIG)

Handovers taking 15-minutes or longer accounted for a third of all handovers in September, with this proportion reaching three quarters for LAS and SWAST. There were 428 hours lost each day to these delays, the equivalent of 18-days worth of ambulance face-to-face response time.

Fast Facts

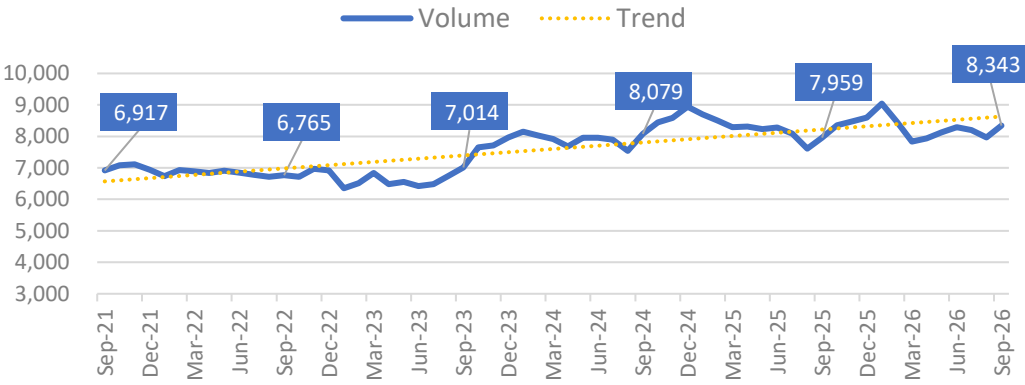
376 more 15min+ delays each day than Aug 2026

383 more 15min+ each day than Sept 2025

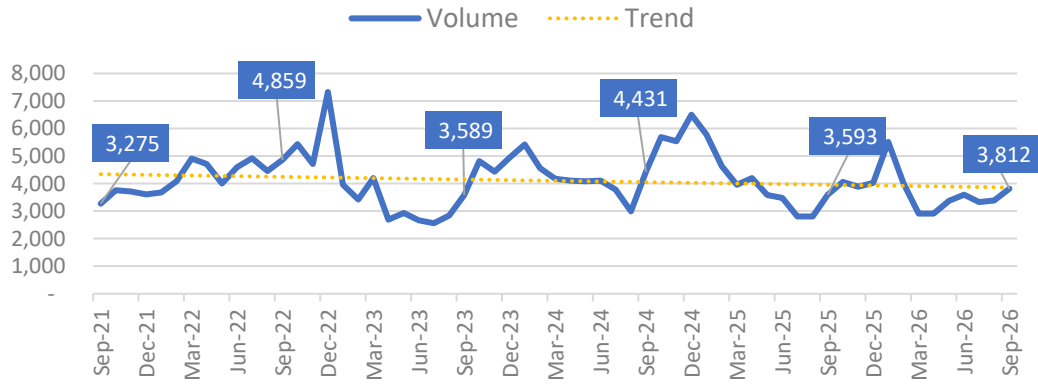
428 hours lost each day to these handovers than Aug 2026

65% of all handovers took 15 mins+ (England, Sept)

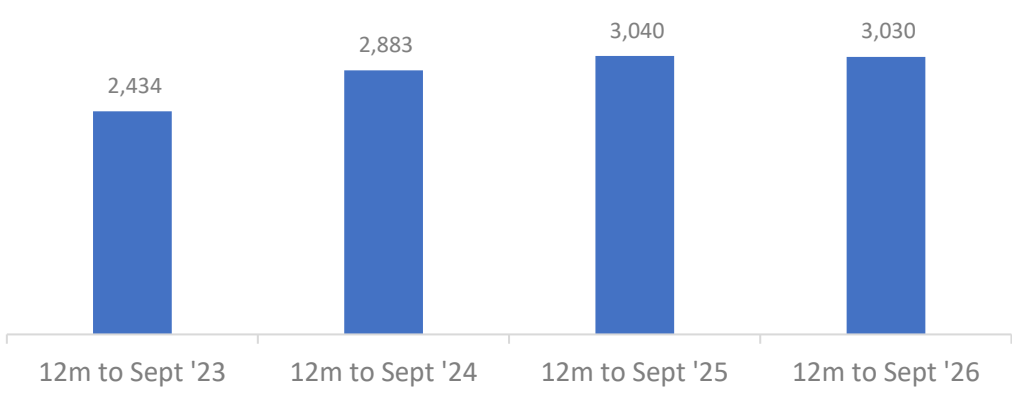
1. Average Daily Volume of Handovers at 15+ Mins



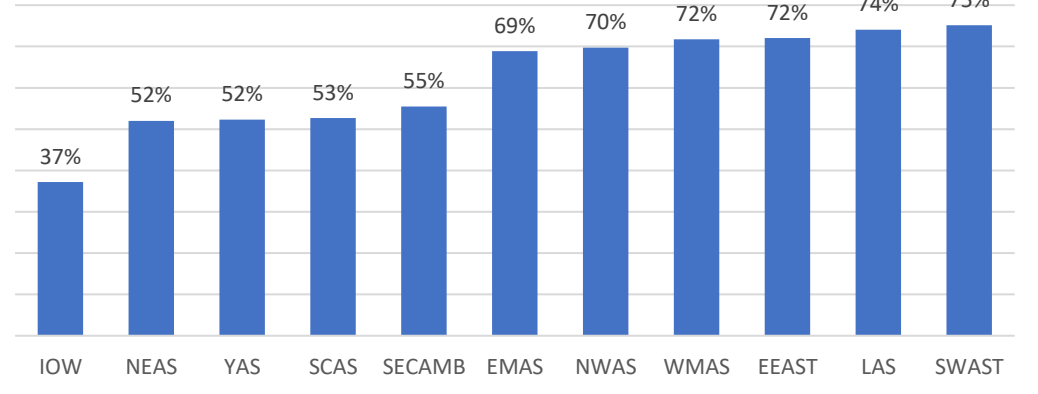
2. Average Daily Hours Lost to Handovers at 15+ Mins



3. Handovers at 15+ Mins, 12 months to Sept ('000)



4. Proportion of Handovers 15 Mins+ by Trust (Sept)



29. Patient Handover Delays: 30 Minutes and Over (source, NAIG)

The 12-months to September show a drop in the volume of 30-minute-plus delays compared with the previous two periods. These delayed hospital handovers account for a quarter of all handovers in England in September, with this ranging from around ten-percent to over a third for four trusts (EEAST, EMAS, SWAST and WMAS).

Fast Facts

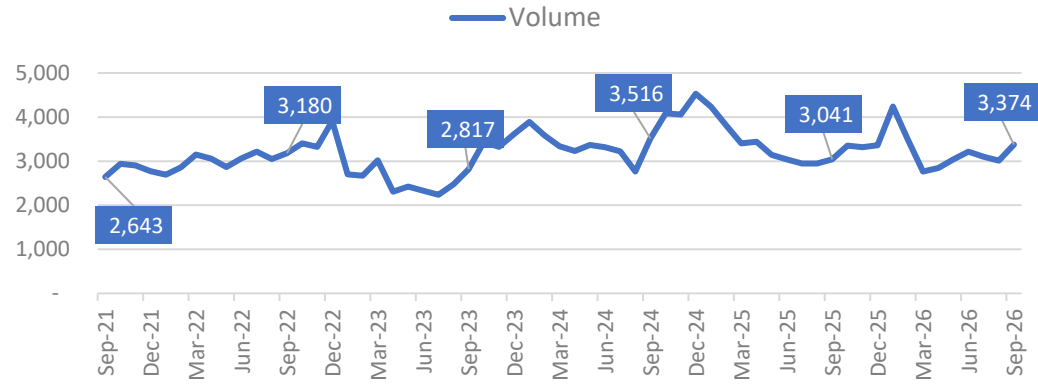
361 more 30min+ delays each day than Aug 2026

345 more 30min+ delays each day than Sept 2025

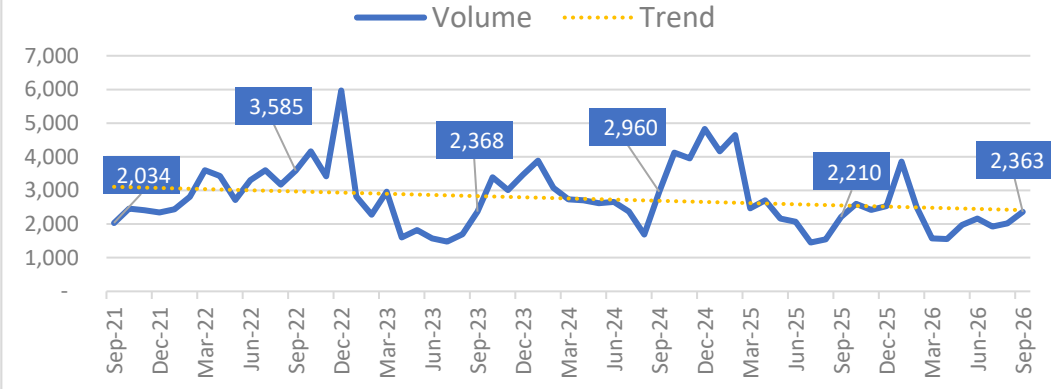
428 hours lost each day to these handovers than Aug 2026

26% of all handovers took 30 mins+ (England, Sept)

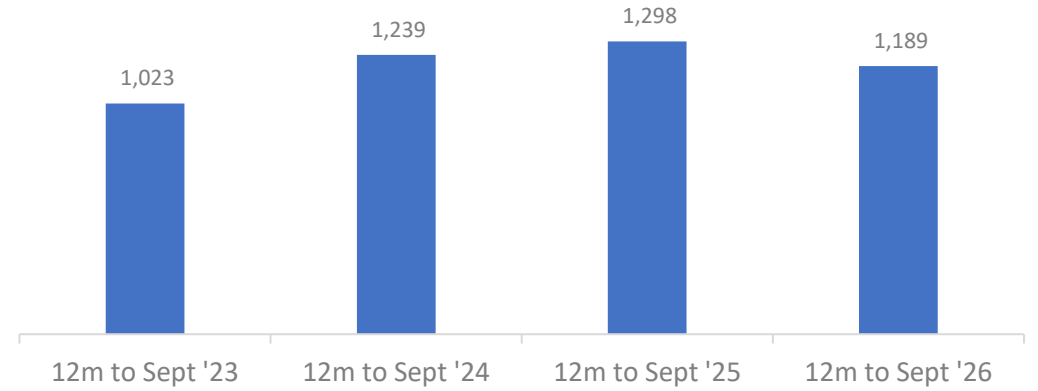
1. Average Daily Volume of Handovers at 30+ Minutes



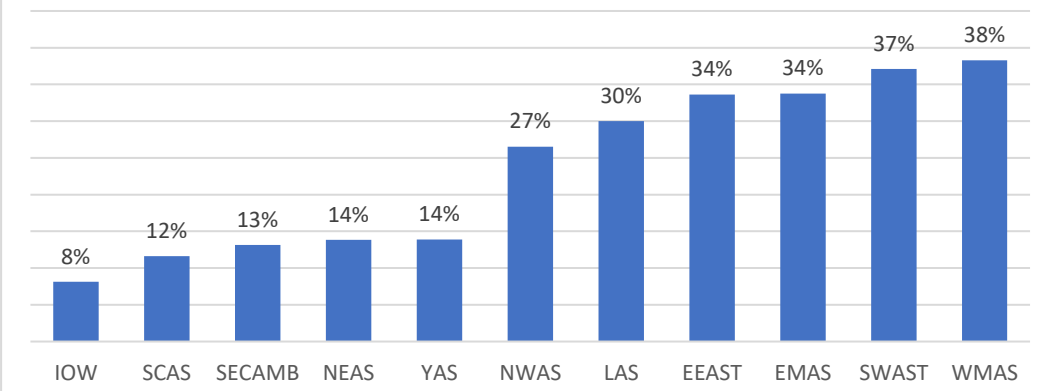
2. Average Daily Hours Lost to Handovers at 30+ Mins



3. Handovers at 30+ Mins, 12 months to Sept ('000)



4. Proportion of Handovers 30 Mins+ by Trust (Sept)



30. Patient Handover Delays 60 Minutes and Over (source, NAIG)

Hour-plus delays are reducing over time, with the latest 12-month period showing over 100-thousand fewer delays than the previous. These delayed handovers account for eight-percent of all handovers in England, but varies from just one-percent for three trusts (YAS, SECAMB and LAS) to nearly a quarter of handovers for WMAS.

Fast Facts

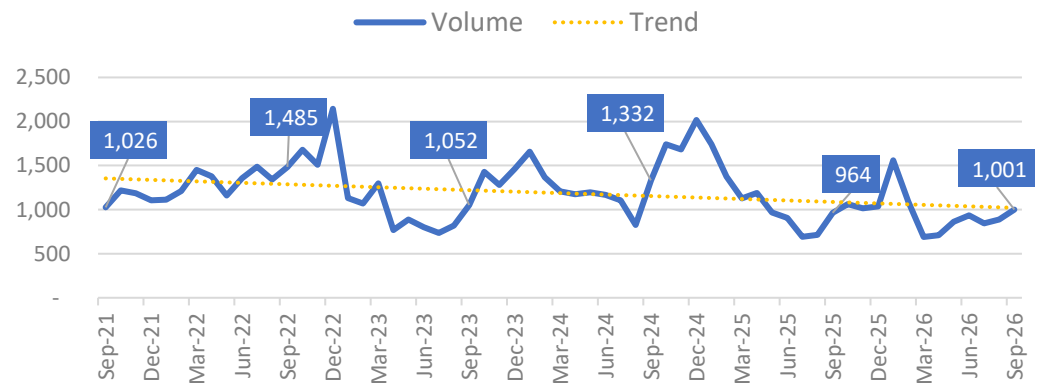
113 more 60min+ delays each day than Aug 2026

37 more 60min+ delays each day than Sept 2025

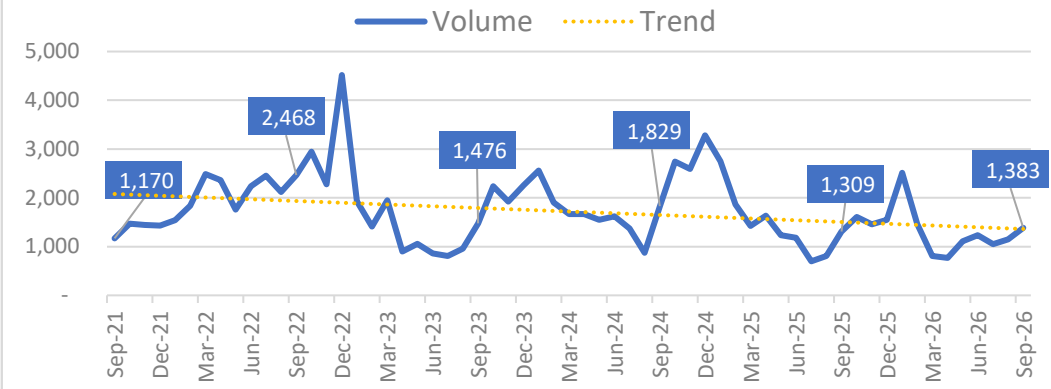
235 hours lost each day to these handovers than Aug 2026

8% of all handovers took 60 mins+ (England, Sept)

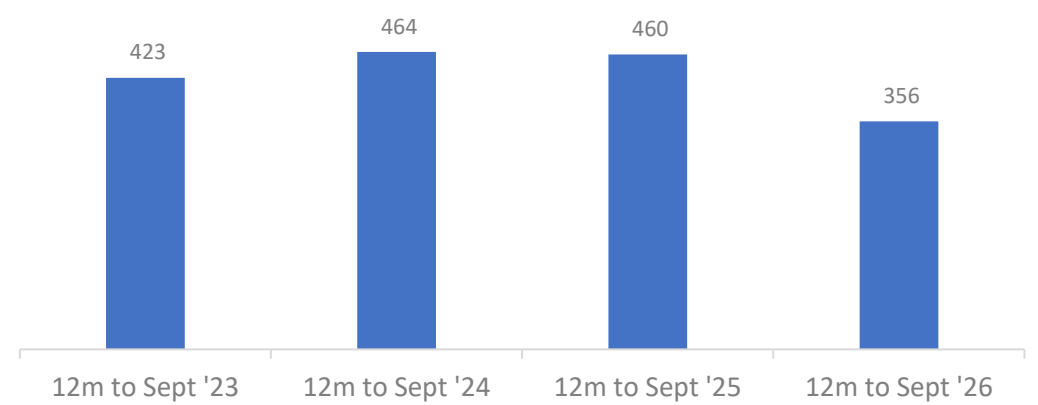
1. Average Daily Volume of Handovers at 60+ Minutes



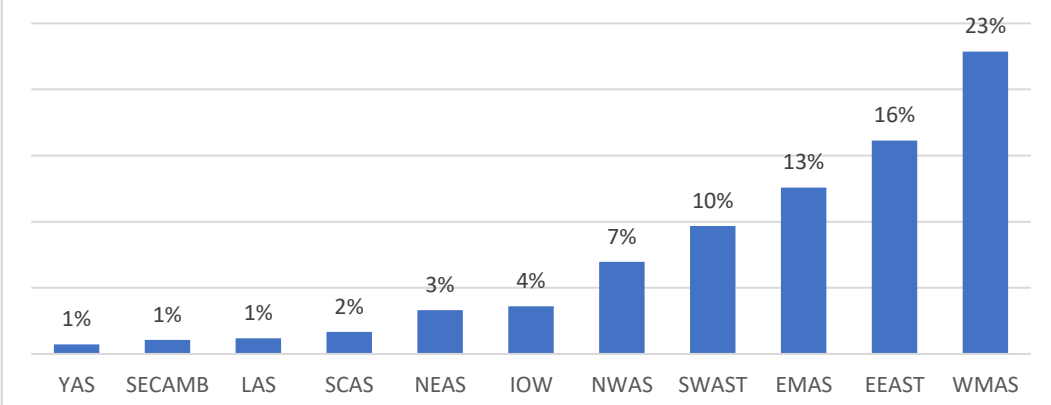
2. Average Daily Hours Lost to Handovers at 60+ Mins



3. Handovers at 60+ Mins, 12 months to Sept ('000)



4. Proportion of Handovers 60 Mins+ by Trust (Sept)



31. Impact on Patients and Crew (source, NAIG, [AQI](#) Data and [AACE](#))

Around 26-thousand patients experienced potential harm* as a result of hour-plus delays in September 2026. Over the same time, the combined lost hours represent 14-percent of Face-to-Face (F2F) incidents across the whole month.

Fast Facts

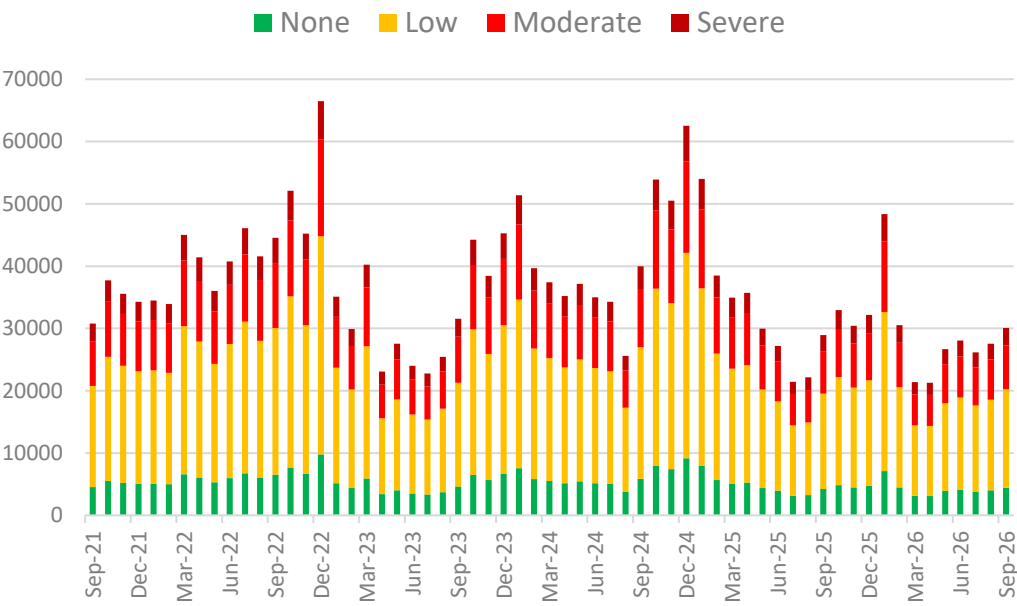
25,631 patients experiencing any potential harm

7,031 patients experiencing potential moderate harm

2,748 patients experiencing potential severe harm

91,482 lost job cycles due to handover delays (estimated)

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



For definitions of “harm”, please refer to [the original report](#), published by AACE in 2021

2. Percent of Face to Face Resource Time Lost to Delays

