



January 2026

Stakeholder Update

Here is our latest briefing for stakeholders from Yorkshire Ambulance Service NHS Trust (YAS), which shares our recent developments, to keep you updated on our work and achievements for our patients and communities.

NHS Oversight Framework – Quarter 2

NHS England have recently published the second quarter of the new [NHS Oversight Framework](#) which has included [performance league tables](#). Yorkshire Ambulance Service the remains in the top Segment (Segment 1) and third in the 'ambulance league table'. Our score has dropped slightly, by 0.02 from 1.86 to 1.88.

The framework gives a view on how NHS organisations are performing and compares trusts with others across England. Trusts are placed into one of four core segments - segment 1, where YAS is placed, represents the organisations with the narrowest range of challenges, while segment 4 contains those with the broadest.

The scores are compiled from a range of measures and at YAS we perform well in a number of areas including our category 2 response time, NHS Staff Survey engagement scores, and finance, among others. However, it has also highlighted areas of focus and improvement including our sickness absence rates and the number of patients we convey to emergency departments. The Trust will be focusing on these areas and continue to reflect on performance as the rankings are recalculated each quarter, to reflect overall changes in relative performance across the NHS.

Operational update

In reviewing our operational performance for December, our key performance measure for our **999 Operations service** (receiving 999 calls and responding to them) of responding to Category 2 calls, was 26 minutes and 54 seconds, around 14 minutes quicker than December 2024, despite the fact that demand is up by 5.6% compared to last year. The national target for response times for Category 2 calls is 30 minutes and for YAS, the category 2 performance for the year to date, (from April to December) is 26 minutes 35 seconds.

As a result of the increase in the rates of flu and respiratory infections circulating in our communities, we introduced the wearing of face masks for all our staff with patient contact from 12 December, although have now reduced this to when attending nursing home patients and those with respiratory symptoms. Staff are also offering masks to patients where appropriate and following infection prevention and control measures. We are keeping this under constant review and working alongside colleagues in other health settings to help reduce the risk to staff and patients.

We continue to work together with partners to improve patient handover delays at emergency departments. The average handover time during December 2025 was 19 minutes 4 seconds, a significant reduction of 18 minutes compared to this time last year (when average handover time was 37 minutes 15 seconds). We continue to focus on achieving the target of 15 minutes to handover patients, but also recognise the challenges across health and social care with increased demand during winter.

In our **Emergency Operations Centre**, (taking emergency 999 calls for the whole region), we took 96,000 calls in December 2025, compared to 102,000 in December 2024. With the implementation of our new triage system, NHS Pathways, we have removed the mutual support received from other ambulance services and we are looking to improve our call answering response time, which for the year to date is an average of 10 seconds, which is the national performance target.

During both November and December 2025, our **Integrated Urgent Care** (IUC) service, which provides our NHS 111 service, received significantly increased calls, compared to the same period in 2024, with demand increasing by 14.4% during November and 6.5% in December. This higher than usual demand has been a trend throughout the autumn, which has impacted our average call answering times, which averaged approximately 1 minute during December 2025. Despite this the service remains in the top quartile nationally for call answering. Calls answered within 60 seconds in December was 81%, an improvement on the previous month of 2.5%.

In our **non-emergency Patient Transport Service**, (PTS) 65,000 patient journeys were delivered in December, as we increased resources over winter to support the discharge of patients from hospital. The service continues to perform well against key performance indicators and our timeliness of telephone response remains good, with 91.5% of calls answered within 3 minutes, an improvement of 7.3% on the same time in December 2024.

As part of our regular review of our escalation levels and as part of our winter response, we moved to REAP (Resource Escalation Action Plan) level 3 from level 2, which is 'severe pressure' and provides the Trust with a number of options to help manage the increased demand and operational pressures we are experiencing, ensuring we can deliver the care our patients need.



Right Pathways First campaign

As part of our work to ensuring we get the right care for our patients, in the right place and at the right time, we are focusing on ensuring our staff can access the right pathways for patients. Our staff can access more pathways than ever before and through this campaign, we are supporting them so they know which pathways are available, where and how to access them and how to make effective referrals. The aim is to ensure our staff can make clinical decisions easier, giving the best care possible.



We're focusing on a range of different pathways, explaining what they can be used for, which patients would benefit from them including Same Day Emergency Care (SDEC), urgent community response and respiratory pathways. Working within our Safer Right Care framework, this ensures that all the relevant alternatives are considered for our patients.

Investment in new equipment in non-emergency Patient Transport Service

As part of investment in our non-emergency Patient Transport Service, (PTS), the Trust has invested in 25 new Compact PowerTraxx Chairs. These chairs provide a powered stair track system which reduces manual lifting and improves safety, supporting patients who need to be moved through narrow staircases and around tight corners. Having trialled the chairs already, feedback from patients and staff has been positive, and led to efficiencies, as the

chairs reduce the numbers of staff required to move some patients and help to reduce muscular-skeletal injuries to staff. The chairs will be rolled across PTS over the next few months.

Assistance dogs in emergency ambulances

The Trust has recently reviewed and refreshed its guidance on transporting patients with an assistance dog, in conjunction with the Association of Ambulance Chief Executives Assistance Dog Project PAWs guiding principles. The guidance ensures that, wherever possible, our staff will take the assistance dog with the patient in an emergency ambulance and that they are safely secured in our vehicles. The Trust already has guidance in place to transport patients and their assistance dogs as part of our Non-Emergency Patient Transport Service, as part of outpatient appointments.



Patient thanks and charity fundraising

Cardiac arrest survivor Mike Duck and his wife Jenny have raised £3,000 for the Yorkshire Ambulance Service Charity following Mike's life-saving treatment by ambulance staff. Their fundraising, supported by matched donations from Jenny's employer, will be used to help fund community defibrillators and CPR training, directly supporting life-saving initiatives across the region, as well as staff wellbeing.



The couple's efforts were celebrated in a reunion with the paramedics who responded to their emergency, as they presented their donation to the YAS Charity, with more information available on our [website](#).



Award for YAS paramedic at Yorkshire Asian Young Achievers

Sheffield-based paramedic Adil Mohammed has recently been awarded the Achievement in Health, Mental Health or Healthcare in recognition for his work leading a campaign to install community defibrillators in Tinsley, raising funds and working with local organisations to make the life-saving equipment accessible for the first time in the area. 24-year-old Adil grew up in a deprived area of Sheffield and, despite the lack of role models, earned a first-class honours degree in Paramedic Practice and wanted to give something back to his community. The awards celebrated the achievements of young people aged 16 to 35 of South Asian heritage who were born in or live and work in Yorkshire, and who have overcome deprivation and disadvantage, or overcome barriers to become successful in their chosen fields.



Adoption of the International Holocaust Remembrance Alliance (IHRA) Definition of Antisemitism

The Trust has adopted the International Holocaust Remembrance Alliance (IHRA) Definition of Antisemitism, as part of our support for staff, volunteers and communities and our commitment to tackle racism, discrimination or abuse of any kind.. You can read more about

our commitment to creating a workplace where everyone feels safe, valued and supported on our [website](#).

King's Ambulance Medal awarded

One of our previous colleagues, Dr Alison Walker, received the Kings Ambulance Medal for her work in the ambulance sector in the New Years Honours list. Alison became Medical Director with West Yorkshire Metropolitan Ambulance Service in 2005 before taking up the same role with YAS the following year, then moving on to become Medical Director for West Midlands Ambulance Service in 2010. She also responds as a BASICS (British Association for Immediate Care) emergency doctor and continues to work as Consultant in Emergency Medicine at Harrogate and District NHS Foundation Trust. Congratulations to Alison on the well-deserved recognition of her role in the development of ambulance services and paramedic profession.



BBC Ambulance

Series 16 of the BBC's Ambulance programme was filmed in Yorkshire during 2025 and the series is expected to be broadcast in Spring of this year. Following the success of the filming last year, the BBC have commissioned a further two series of the programme based in Yorkshire and filming for series 17 and 18 by Dragonfly Productions, will begin filming in February 2026. Based across South, West and North Yorkshire, cameras will be following our staff out in communities, as well as following our colleagues as they take calls and dispatch ambulances in our Emergency Operations Centres in Wakefield and York. We will be providing more detailed briefings for partners to ensure the necessary agreements are in place around any filming and confidentiality and look forward to again showcasing the work of our staff and volunteers. All previous episodes are available on [BBC iPlayer](#)



Latest Community Engagement activity

A summary of the latest round-up of community engagement for the period covering October to December 2025 has just been published. The report highlights the number and range of activities that have been undertaken over the autumn period, with 3,109 people reached through 69 different events and activities. During this quarter, we delivered the final session of our engagement course at HMP Wealstun, a unique programme working with offenders due for release. We also worked with community groups including Together Women Bridlington, the Refugee Council in Leeds and a range of community groups delivering first aid training.

During Autumn 2026, we delivered the latest of our King's Trust 'Get Started' programmes which sees a week-long programme to support young people not in work or education to gain a range of skills. The Trust has developed the programme to provide support in completing job applications and practice interview sessions. The support is translating into success with 11 of the October attendees applying for roles across the Trust, and previous course attendee, Trayvon Allen, shared his experience and success in becoming an Ambulance Support Worker. You can read the [report](#) on our website.





Our Planet and Pounds

Solar panels and battery storage installation

In 2025, the Trust was awarded £1.4m to install solar panels and battery storage across several sites and work begins this month to install the panels, approximately 1,200 in total. Work will start on our contact centres at Fairfield in York and at Callflex in Rotherham, before moving to our Headquarters in Wakefield. They will generate approximately 500 MWh of power, making savings in our energy costs, enabling funds to be redirected to patient care and improving energy resilience with battery storage. As part of our new ambulance station in Hull, a solar panel canopy is being created alongside the installation of electric vehicle charging, contributing to our progress of achieving net zero.



Station investments and improvements

Improvements are underway at a number of our ambulance stations, which have been prioritised for investment. Work is progressing well on our new station in Hull, as work now moves inside the building to prepare it for our staff to move in later in Summer 2026. Following damage from a fallen tree to our station in Thirsk in December 2024, our new building is expected to be completed by the end of March with much improved facilities for staff and a carbon neutral design progressing well

In Scarborough, work is beginning on converting an existing building across the road from our current station into a new station which will provide new staff welfare facilities, training room and increased parking, accommodating approximately 90 staff across our 999 Operations and Patient Transport Service. The site should be ready for colleagues to move in by April.

Award for PTS green fleet

YAS has been recognised for the roll-out of our fleet of [35 electric Patient Transport Service vehicles](#), the largest ambulance-sized electric PTS fleet in any ambulance Trust. At the GREENFLEET Awards in December, the Trust was awarded the Public Sector Commercial Fleet of the Year award and with a further 25 vehicles now being procured, the fleet is being further expanded, ensure that we improve patient experience in modern and up to date vehicles.

Other updates

Chair re-appointment

Martin Havenhand has been re-appointed as Chair of Yorkshire Ambulance Service for a further three years, until 31 March 2029. His current tenure as Chair was due to finish at the end of March 2026 and his re-appointment by NHS England from 1 April 2026 will mean the Trust will continue to benefit from Martin's extensive experience and strong leadership of the Board. More information about Martin's re-appointment is available on our [website](#).

We hope you find this update helpful.
With best wishes

Peter Reading
Chief Executive