



May 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.

Operational update

We completed the 2025/26 financial year with a significant improvement in our operational performance compared to the previous year. Our key performance measure for our **999 Operations service** (receiving 999 calls and responding to them) for Category 2 incidents for last year was 26 minutes and 15 seconds (just under six minutes quicker than last year) and within the NHS England adjusted Category 2 target of a mean of 30 minutes, meaning that we are reaching our poorly patients more swiftly.

In the first month of 2026/27, our Category 2 mean performance has continued to perform well, with an average response time of 22 minutes and 27 seconds for April (2 minutes 29 seconds quicker than April 2025) and we will be focused on improving this performance throughout the year.

We continue to work with partners to improve patient handover delays at emergency departments and we're continuing to see good progress with an average of 19 minutes and 15 seconds for 2025/26. This is 58.8% lower than 2024/25 which is a significant improvement and great progress on the previous delays, providing a significant improvement for our patients.

In our **Emergency Operations Centre**, (taking emergency 999 calls for the whole region), we handled approximately 1.126 million calls last year, with an average answer time of 10 seconds, compared with 1.081 million in the previous year, (up 4.1%), with an average call answer time of 4 seconds. The introduction of a new triage tool in 999, NHS Pathways, during the last year has impacted our performance time, with longer call times due to the more detailed triage, but we are seeing answer times continuing to improve and below the 10 second national performance target.

In our **Integrated Urgent Care** (IUC) service, which provides the region's NHS 111 service, a total of 1,910,756 calls offered throughout the year (up 5.9% on the previous year) and the average call answer time for the year was 39 seconds.

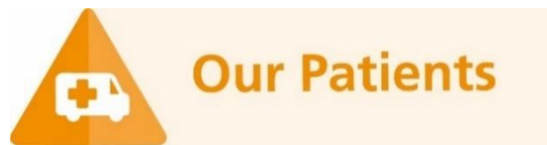
In our **non-emergency Patient Transport Service** (PTS), we provided 675,000 in 2025/26. With the revised eligibility criteria now embedded, the number of journeys reduced compared to last year, so we are able to focus our services on those who really need transport. There was an improvement of 4.8% in the number of calls answered within 180 seconds, compared with last year (at 84.5%).

Business priorities, 2026/27

For this new financial year, the Trust has three priorities. These are:

1. Providing the right response: increasing ‘hear and treat’ rates in 999 and reducing the number of patients we convey to hospital (when alternative pathways are more suitable).
2. Improve operational productivity and performance, including improving our Category 2 average response times, and minimising variability across the day and across our geography)
3. Supporting our people, by reducing sickness absence and improving workforce wellbeing, reliability and engagement).

These will enable us to improve patient care and contribute to the delivery of our [strategy](#).



NHS 111 service contract awarded

The Trust has been awarded a contract to continue to provide integrated urgent care services across the Yorkshire and Humber region for the next five years, which incorporates the NHS 111 service.



The contract is worth £27.3 million per year and will provide the region’s population of 5.4 million with access to clinical advice, signposting and treatment when they have an urgent healthcare need. The contract began on 1 April 2026 for five years and has the option to be extended for a further two years. The Trust has hosted the NHS 111 service across Yorkshire and the Humber, Bassetlaw, North Lincolnshire and North East Lincolnshire for the last 13 years and is one of the best performing NHS 111 providers in the country.

Securing the contract is a reflection of the dedication and hard work of staff who deliver the service 24/7, through contact centres in Wakefield and Rotherham. The service employs around 900 staff, taking approximately 4,900 calls every day, approximately 1.8 million calls in the last year.

The majority of calls, around 80%, provide patients with advice on managing their symptoms or are referred to another service to support their treatments, such as an out of hours GP, urgent treatment centres or pharmacies. Around 12% of calls result in a referral to attend an emergency department at hospital and approximately 11% of calls result in an ambulance being required, dispatched through our 999 emergency service.

Community engagement summary – 2025-26

The Trust has published a [summary of community engagement](#) activity delivered across 2025–2026, highlighting work to connect with communities experiencing the greatest health inequalities. Building on the Trust’s two-year community engagement plan launched in 2024, activity has focused on increasing awareness of life-saving skills, strengthening relationships with communities, and supporting improved outcomes through targeted interventions that combine emergency preparedness with wider life skills and employability support. Over the last year, YAS delivered 360 community engagement events and activities, engaging around 18,000 people across Yorkshire.



Delivery has been enabled through established partnerships with grass-roots community organisations, helping the Trust reach a broad range of localities and communities. Targeted work has prioritised people with multiple unmet needs (including homelessness, addiction and offending), Refugees and Asylum Seekers, young people not in work, education or training, and communities where English is not the first language. An increasing number of volunteers, community organisations and schools are being supported with equipment and training to deliver life-saving skills within their own settings, strengthening local capability and reach. Community engagement projects are funded by Yorkshire Ambulance Service Charity, enabling continued investment in preventative, community-based activity that complements core ambulance service provision.

Patient choice information

The Trust has published new information on its website to support members of the public in understanding how [patient choice](#) works in emergency and urgent care. This dedicated content will be used by our staff when caring for patients, to aid conversations and direct patients for further information.

The information explains that an ambulance will usually take you to the nearest suitable hospital to provide the treatment needed and sometimes this may involve specialist centres for certain conditions. The information emphasises that while patients and families are involved in decision-making, this is always based on a patient's health needs, available resources, and safety for everyone, and within a clinically led, safety-first framework.

Deaf awareness

YAS frontline staff joined colleagues from South Yorkshire Fire and Rescue Service and South Yorkshire Police to take part in a British Sign Language (BSL) lesson as part of Doncaster Deaf Trust's Sign Language Week celebrations.

A team from each of the local 999 services learnt BSL signs specific to emergencies alongside basic greetings and other useful signs as part of the lesson delivered by the BSL team at the Foundation. They then met with Deaf pupils from Doncaster School for Deaf Children and Deaf students from Communication Specialist College Doncaster to share their learnings.

The event enabled YAS and emergency services staff to learn relevant signs that could help them to support Deaf people in an emergency, as well as learn about accessing more information, and sharing details of how staff can use online platforms to improve patient experience and care.

Dying Matters awareness

The Trust has used Dying Matters Awareness Week (4-10 May) to highlight the importance of open conversations between healthcare professionals and their patients, relatives, and carers about death and dying.

As an ambulance service, the Trust is uniquely positioned to help start these conversations - even if it simply prompts patients to reflect on what will matter most to them when the time arrives. Led by the Trust's Palliative and End of Life Care team, the campaign aims to raise awareness and encourage open discussions about death and dying, so patients can have their wishes discussed and respected during this crucial phase of life.

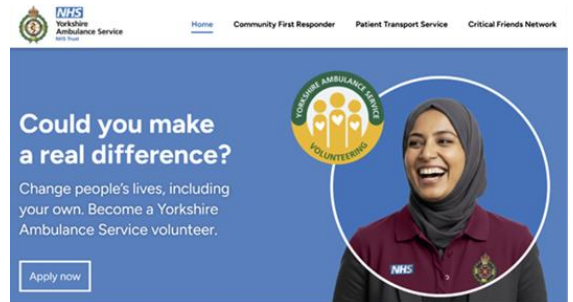




Our People

Volunteer recruitment campaign

The Trust has launched a campaign to recruit more volunteers, looking for caring and compassionate individuals to make a real difference in their communities. The campaign is funded by the YAS Charity and NHS Charities Together and is looking to recruit volunteers into three different roles - Community First Responders, Patient Transport Service Volunteers and the Critical Friends Network.



The volunteer roles are to help people to reach vital medical appointments, respond to emergencies in their local neighbourhood or shape service developments. The Trust has over 1,000 volunteers who come from all walks of life, many of whom have gone on to careers in the Trust or in the wider health service.

The volunteering opportunities are flexible, giving people the chance to make an impact and gain new skills. A new [volunteer website](#) has been launched, providing the opportunity to explore how to join and become a volunteer. It features inspiring stories from existing volunteers, role and training information as well as detailing how volunteering can open doors to a variety of future opportunities and careers in healthcare.

New national ambulance volunteering strategy

The Association of Ambulance Chief Executives (AACE) has published its new [National Ambulance Volunteering Strategy](#) and YAS has been a key part of its development. Along with other English ambulance Trusts, we will be working to develop the support and opportunities we offer to volunteers, aligned to the key themes of the strategy, which are:

- Tackling health inequalities and improving diversity, recognising the unique role volunteers play in the communities we serve;
- Stronger leadership, better data and clearer impact, to understand and evidence the difference volunteers make for patients, staff and services;
- Greater national consistency, while allowing flexibility to meet local need; and
- A continued focus on volunteer experience, development and recognition.

Celebrating our Staff Networks

National Staff Networks Day on 13 May, provided an opportunity to recognise and celebrate the contribution of our Equality Support Networks across the Trust. Our five networks are led by staff, for staff, alongside their day jobs. They create spaces for lived experience, peer support, learning, and constructive challenge. They also play a vital role in helping us listen better, improve workplace experiences, and build a more inclusive Trust. The contribution from our networks make a difference to our culture and to the care we provide to patients.



Our Partners

Appeal for Restart a Heart Day volunteers

Volunteers can now sign up to teach cardiopulmonary resuscitation (CPR) on our 13th annual Restart a Heart Day. 162 secondary schools have registered for the free life-saving training on Friday 16 October 2026.

The event is supported by the [Yorkshire Ambulance Service Charity](#) which is committed to providing young people with life-saving education.

Partners are encouraged to share information and volunteers will be able to register to provide the CPR training. Information is available on our [Restart a Heart website](#) or by emailing yas.restartaheart@nhs.net



NHS Global Fellowship programme

A group of YAS staff have recently completed their [NHS Global Fellowship Programme](#) which involved participation in overseas leadership and quality improvement work in Zambia last year. Staff from across the Trust have been involved in a range of work which included improving trauma treatment in hospital, surgical referrals and enhancing patient flow as well as paediatric dental care. They have shared their learning and experiences and the benefits they have gained. The programme is supported by the Global Health Unit at NHS England and a second group of Trust staff are participating in the programme.



Our Green Plan 2025/26-2027/28

The YAS Green Plan 2025/26-2027/28 sets out how we will reduce our environmental impact while supporting the delivery of safe, high-quality patient care across Yorkshire and the Humber. Covering a three-year period, the Plan refreshes YAS's approach to sustainability in line with the Greener NHS Strategy and national requirements.

The NHS has committed to reaching net zero and, under the Health and Care Act 2022, trusts must have Board-approved Green Plans and consider environmental impacts in decision-making. YAS's Green Plan therefore focuses on practical delivery: embedding sustainability into strategy, operations and investment planning; improving the quality and availability of environmental data; and implementing a prioritised programme of actions to reduce emissions and improve organisational resilience over the next three years.

Work is already underway, including expanding renewable and low-carbon energy solutions across the estate, improving building controls, introducing low-carbon heating, and more. Progress will be tracked through defined measures and regularly reviewed, with the Green Plan reviewed and refreshed on a three-year cycle, ensuring it remains aligned with evolving national guidance, emerging climate risks and innovation opportunities. [You can read the Green Plan on our website.](#)

We hope you find this update helpful.

With best wishes

Peter Reading
Chief Executive