

NHS
Yorkshire
Ambulance Service
NHS Trust

Integrated Performance Report

September 2026

Published 19 October 2026

Icon Guide

Exceptions, Variation and Assurance

Statistical Control Charts (SPC) are used to define variation and targets to provide assurance. Variation that is deemed outside the defined lower and upper limit will be shown as a red dot. Where available variation is defined using weekly data and if its not available monthly charts have been used. Icons are used following best practice from NHS Digital and adapted to YAS. The definitions for these can be found below.

Variation			Assurance		
					
Common cause No significant change	Special cause of concerning nature or **higher** pressure due to (H)igh or (L)ow values	Special cause of improving nature or **lower** pressure due to (H)igh or (L)ow values	Variation indicates inconsistently passing or falling short of target	Variation indicates consistently (F)alling short of target	Variation indicates consistently (P)assing target

Variation icons: **Orange** indicates concerning **special cause variation** requiring action.
Blue indicates where improvement appears to lie.
Grey indicates no significant change (**common cause variation**).

Assurance icons: **Orange** indicates that you would consistently expect to **miss** a target.
Blue indicates that you would consistently expect to **achieve** a target.
Grey indicates that sometimes the target will be achieved and sometimes it will not, due to random variation. In a RAG report, this indicator would flip between red and green.

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Strategy, Ambitions & Key Priorities

NHS Yorkshire Ambulance Service NHS Trust

Our Purpose	To provide and co-ordinate safe, effective, responsive and patient-centred out-of-hospital emergency, urgent and non-emergency care, so all our patients can have the best possible experience and outcomes
Our Vision	What we want to achieve: **Great Care | Great People | Great Partner**
Our Values	What do we want to be and what behaviours do we expect? **Kindness | Respect | Teamwork | Improvement**
YAS Together	A way of working collaboratively to achieve our vision: **Care | Lead | Grow | Excel | Everyone**
Our Enabling Plans	The drivers of success: **Clinical and Quality | People | Partnership | Sustainable Services**

4 Bold Ambitions

Our Patients

Our ambition is to deliver **exceptional patient-centred out-of-hospital emergency, urgent and non-emergency care**, which is safe, kind and responsive, seamlessly integrating services and utilising technology to deliver a high-quality patient experience.

Our People

Our ambition is to be a **diverse and inclusive organisation** with a culture of continuous improvement, where everyone feels valued, included, proud to work and can thrive.

Our Partners

Our ambition is to be a **collaborative, integral and influential partner** across a joined-up health and social care network that works preventatively, reduces inequality and improves population health outcomes, supporting all our communities.

Our Planet and Pounds

Our ambition is to be a **responsible and sustainable** organisation in the use of our financial and physical resources, reducing our environmental impact and ensuring the most effective use of all our resources.

Today → **2029**

999 IPR Key Exceptions - September 26

Indicator	Target	Actual	Variance	Assurance
999 - Answer Mean		00:00:17		
999 - Answer 95th Percentile		00:01:49		
999 - AHT		00:07:39	H	
999 - Calls Ans in 5 sec	95.0%	72.1%		F
999 - C1 Mean (T < 7 Mins)	00:07:00	00:08:08		F
999 - C1 90th (T < 15 Mins)	00:15:00	00:14:08		P
999 - C2 Mean (T < 18 Mins)	00:18:00	00:27:27		F
999 - C2 90th (T < 40 Mins)	00:40:00	00:56:31		F
999 - C3 Mean (T < 1 Hour)	01:00:00	01:32:22		F
999 - C3 90th (T < 2 Hour)	02:00:00	03:36:50		F
999 - C1 Responses > 15 Mins		592		
999 - C2 Responses > 80 Mins		1,384		
999 - Job Cycle Time		01:44:03		
999 - C1%		11.2%		
999 - C2%		60.0%		

Exceptions - Comments (Director Responsible - Marc Thomas)

Call Answer - The call answer figures are for Trust level only and do not change based on the area selection. The mean call answer was 17 seconds for September, an increase from August of 6 seconds. The median remained the same, and the 90th increased by 26 seconds. The 95th increased from 1 minute 24 seconds in August to 1 minute 49 seconds in September, and the 99th increased from 2 minutes 34 to 2 minutes 49.

Cat 1-4 Performance - The mean performance time for Cat1 worsened from August by 15 seconds and the 90th percentile worsened by 28 seconds. The mean performance time for Cat2 worsened from August by 3 minutes and the 90th percentile worsened by 6 minutes 54 seconds. Compared to September of the previous year, the Cat1 mean worsened by 13 seconds, the Cat1 90th percentile worsened by 37 seconds, the Cat2 mean improved by 27 seconds and the Cat2 90th percentile improved by 2 minutes 7 seconds.

Call Acuity - The proportion of Cat1 and Cat2 incidents was 71.2% in September (11.2% Cat1, 60.0% Cat2) after a 2.1 percentage point (pp) increase compared to August (0.1 pp increase in Cat1 and 2.0 pp increase in Cat2). Comparing against September for the previous year, Cat1 proportion decreased by 0.3 pp and Cat2 proportion decreased by 0.5 pp.

Responses Tail (C1 and C2) -The number of Cat1 responses greater than the 90th percentile target increased in September, with 592 responses over this target. This is 92 (18.4%) more compared to August. The number for last month was 18.9% higher than September 2025. The number of Cat2 responses greater than 2x 90th percentile target increased from August by 552 responses (66.3%). This is a 3.3% decrease from September 2025.

Hospital & Job Cycle Time - Last month the average handover time increased by 39 seconds and overall turnaround time increased by 11 seconds. The number of conveyances to ED was 0.8% higher than in August. Overall, the average job cycle time increased by 1 minute 6 seconds from August.

Demand - On scene response demand was 0.5% above forecasted figures for September. It was 0.2% lower compared to August and 2.8% higher compared to September 2025. All response demand (HT + STR + STC) was 0.0% lower than August.

Outcomes - Comparing incident outcome proportions within 999 for September against August, the proportion of hear & treat increased by 0.1 percentage points (pp), see treat & refer decreased by 0.6 pp and see treat & convey increased by 0.5 pp. The proportion of incidents with conveyance to ED increased by 0.4 pp and the proportion of incidents conveyed to non-ED increased by 0.0 pp.

IUC IPR Key Indicators - September 26

Indicator	Target	Actual	Variance	Assurance
IUC - Calls Answered		136,742		
IUC - Answered vs. Last Month %		-2.2%		
IUC - Answered vs. Last Year %		3.7%		
IUC - Calls Abandoned %	3.0%	5.4%	H	F
IUC - Answer Mean	00:00:20	00:01:40		F
IUC - Answered in 60 Secs %	90.0%	67.1%	L	F
IUC - Answered in 120 secs %	95.0%	79.5%	L	F
IUC - Callback in 1 Hour %	60.0%			
IUC - ED Validations %	50.0%			
IUC - 999 Validations %	95.0%			

IUC Exceptions - Comments (Director Responsible - Nick Smith)

YAS received 161,771 calls in September, 13.8% above the annual business plan baseline demand. 136,742 (84.5%) of these were answered, 2.2% below last month and 3.7% above the same month last year.

The reporting rules for telephony performance were updated in August 2024 to be in line with the decision paper approved in TEG on 24/07/24. These updated figures have been backdated to March 2023. Whilst it is no longer a national KPI, we are continuing to monitor the percentage of calls answered in 60 seconds, as it is well recognised within the IUC service and operations as a benchmark of overall performance. This measure decreased to 67.1% from 72.4% in September. Average speed to answer has increased by 19 seconds to 1 minute 40 seconds compared with 1 minute 21 seconds last month. Abandonment rate increased to 5.4% from 4.4% last month.

The clinical and outcome data is currently unavailable due to the move to common CAD.

PTS IPR Key Indicators - September 26

Indicator	Target	Actual	Variance	Assurance
PTS - Answered < 180 Secs	90.0%	97.6%		P
PTS - % Short notice - Vehicle at location < 120 mins	90.8%	81.0%		F
PTS - % Pre Planned - Vehicle at location < 90 Mins	90.4%	88.6%		F
PTS - Arrive at Appointment Time	90.0%	85.3%		F
PTS - Journeys < 120Mins	90.0%	97.0%	L	P
PTS - Same Month Last Year		-6.9%		
PTS - Increase - Previous Month		5.6%		
PTS - Demand (Journeys)		64,299		

PTS Exceptions - Comments (Director Responsible - Nick Smith)

September saw 64,299 journeys operated, including Aborts and Escorts, representing a 5.6% increase on August, in line with expectations following the Bank Holiday period.

Compared with September 2025, Total Activity was 6.9% lower. Delivered journeys decreased by 3.9%, while Aborts were 6.8% lower. Escort activity saw the largest year-on-year variance, with the number of Escorts travelling on journeys 26.1% lower than September 2025, equating to approximately 2,300 fewer Escorts.

Whilst low-acuity journeys continue to decline month-on-month, higher-complexity mobilities, such as T1 and T2, have seen an increase compared with the previous year, with approximately 1,100 additional journeys operated in September.

Total Activity was 8.3% below Business Plan last month, bringing the YTD position to -7.7%. Journey activity remained within 5.0% of plan, while Escort activity was 30.6% below plan.

Short Notice Outwards performance improved for the second month running, with 81.0% of patients picked up in 120 minutes.
Note: South ICB amended KPIs 3 and 4 in July. The service time for KPI 3 increased from 90 to 120 minutes, while KPI 4 increased from 120 to 180 minutes. These revised service times do not currently align with the IPR-agreed KPIs. Based on the new contract service times, KPI 4 performance for August was 86.4%, the highest KPI achieved this financial year.

Following the same trend as Total Activity, call demand also increased in September, with approximately 35,000 calls received by Reservations, representing an 11.0% increase on August.

Average Handling Time (AHT) increased by 10 seconds, alongside a slight increase in NRRCs to 16.6%. Despite these factors, service performance remained strong, with 97.6% of calls answered within 180 seconds, exceeding the target by 7.6%.

Workforce Summary

A&E | IUC | PTS | EOC | Other | Trust

NHS Yorkshire Ambulance Service NHS Trust

Key KPIs

Name	Sep-25	Aug-26	Sep-26
FTE in Post %	94.5%	96.0%	95.4%
Turnover (FTE) %	8.4%	7.7%	8.0%
Vacancy Rate %	5.5%	4.0%	4.6%
Apprentice %	9.3%	7.6%	8.7%
BME %	8.8%	9.3%	9.5%
Disabled %	10.5%	11.6%	11.5%
Sickness - Total % (T-5%)	6.9%	7.7%	7.7%
PDR / Staff Appraisals % (T-90%)	73.6%	86.4%	85.2%
Essential Learning	89.8%	86.0%	86.3%

Assurance: All data displayed has been checked and verified

YAS Commentary

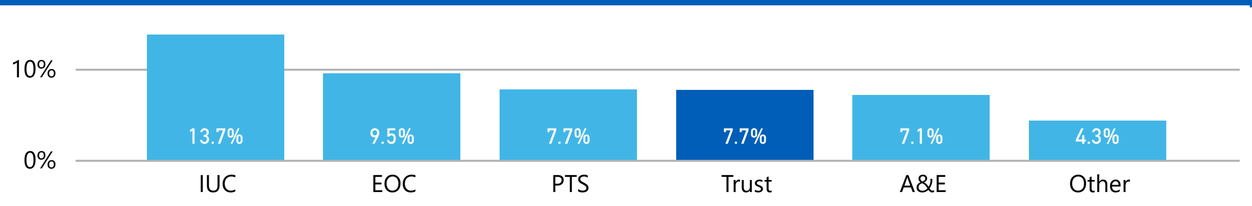
FTE, Turnover, Vacancies and BME – Compared to August 2026, vacancy rate has deteriorated by 0.6 percentage points to be 4.6% in September, but an improvement by 0.9 percentage points, compared with the same month last year. Turnover for IUC has remained stable but high at 20.1%, with vacancies of 9.2% (Note: IUC figures are for those employed staff leaving the Trust only). The numbers of BME is now at 9.5% and staff living with disabilities is 11.5%; both improving compared with the same months last year. Note: The vacancy rate shown is based on the budget position against current FTE establishment with some vacancies being covered by planned overtime or bank.

Sickness – Sickness absence remains at 7.7%, unchanged from the previous month. Although in line with the ambulance sector average, it remains above the Trust's target and continues to be a key priority within the Trust Business Plan. Work is focused on strengthening case management, improving manager support, increasing access to alternative duties, and enhancing wellbeing and rehabilitation support to help reduce absence and support staff to remain in or return to work safely. Updates are reported through the People & Culture Group

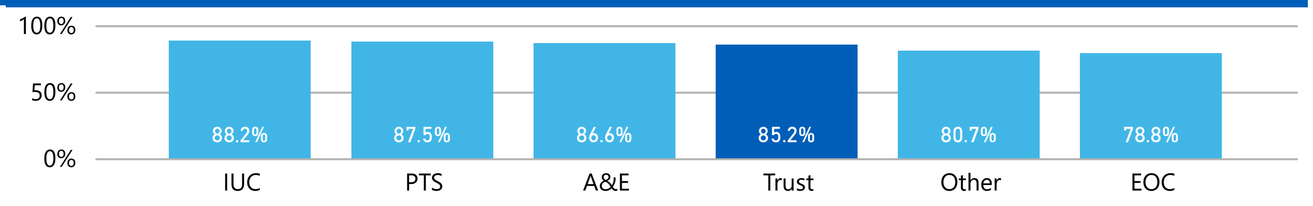
Appraisals – The overall compliance rate shows a downward trend since the start of 2026/27 at 85% showing a decrease of 4.1% since the end of March 2026. Directorates are being held to account in Performance Reviews to provide achievement and maintenance assurance of the target. In addition, we have made adjustments to the online tool to enable appraisers to plan and facilitate appraisal and career conversations more effectively by opening all remaining forms for this financial year and creating an 11-month window for B7 and below commencing in 2027.

Essential Learning – Essential Learning compliance increased from 86.0% to 86.3% during the month. Whilst the revised Trust-wide reporting methodology has reduced the overall compliance position, it provides a more accurate assessment of compliance. Targeted improvement work is underway with operational services and Subject Matter Experts, including focused interventions to address long-term non-compliance among staff who have never been compliant or whose training is several years out of date. Progress is monitored through Education Portfolio Governance Boards, and YAS remains actively engaged in the national review of Statutory and Mandatory Training.

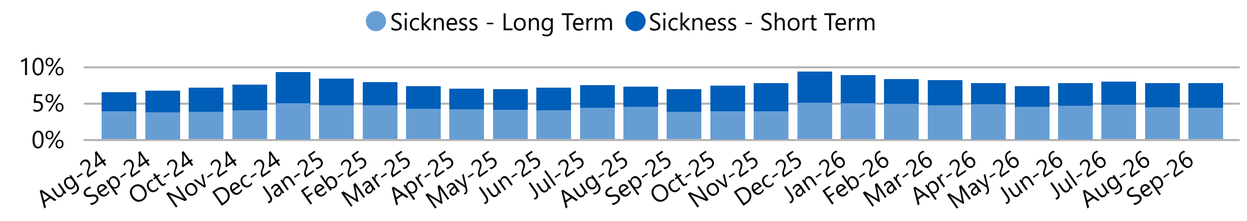
Sickness Benchmark for Last Month (Trust)



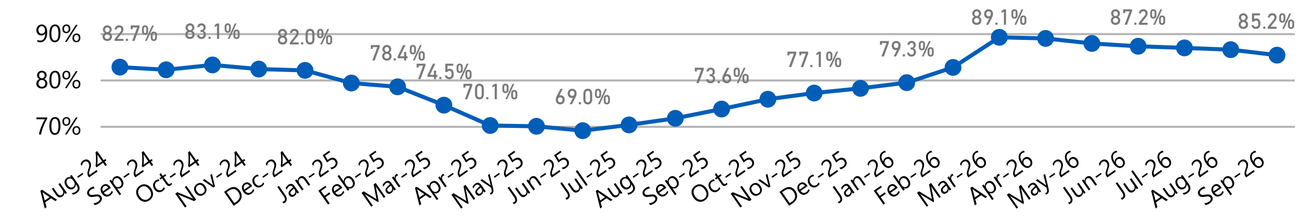
PDR Benchmark for Last Month (Trust)



Sickness



PDR - Target 90%



YAS Finance Summary (Director Responsible Kathryn Vause) - September 26

Overview - Unaudited Position

Overall -
The Trust has a month 6 Surplus position of £2,250k, £751k ahead of plan as shown below. The Trust plan is to achieve a breakeven position for 2026/27.

Capital -
The net charge against capital charge is behind plan YTD but forecast to be ahead of the allocation provided as agreed.

Cash -
As at the end of September 26, the Trust had £40,884m cash at bank. (£49.9m at the end of 25/26). Income behind plan due in part to delayed block contract income and capital expenditure.

Risk Rating -
There is currently no risk rating measure reporting for 2026/27.

Full Year Position (£000s)

Name	YTD Plan	YTD Actual	YTD Plan v Actual
Surplus/ (Deficit)	£1,498	£2,249	£751
Cash	£46,463	£40,884	-£5,579
Capital	£8,046	£3,343	-£4,703

Monthly View (£000s)

Indicator Name	2026-04	2026-05	2026-06	2026-07	2026-08	2026-09
Surplus/ (Deficit)	£518	£569	£410	£601	£354	-£204
Cash	£46,952	£44,716	£41,976	£46,035	£47,931	£40,884
Capital		£1,046	£1,118	£664	£81	£434

Patient Demand Summary

Demand Summary

Indicator	Sep-25	Aug-26	Sep-26
999 - Incidents (HT+STR+STC)	73,193	76,903	76,883
999 - Calls Answered	69,691	94,534	93,071
IUC - Calls Answered	131,810	139,874	136,742
IUC - Calls Answered vs. Ceiling %	-4.1%	-6.8%	-5.7%
PTS - Demand (Journeys)	69,087	60,893	64,299
PTS - Increase - Previous Month	7.8%	-10.8%	5.6%
PTS - Same Month Last Year	-14.6%	-5.0%	-6.9%
PTS - Calls Answered	35,222	30,521	33,636

Commentary

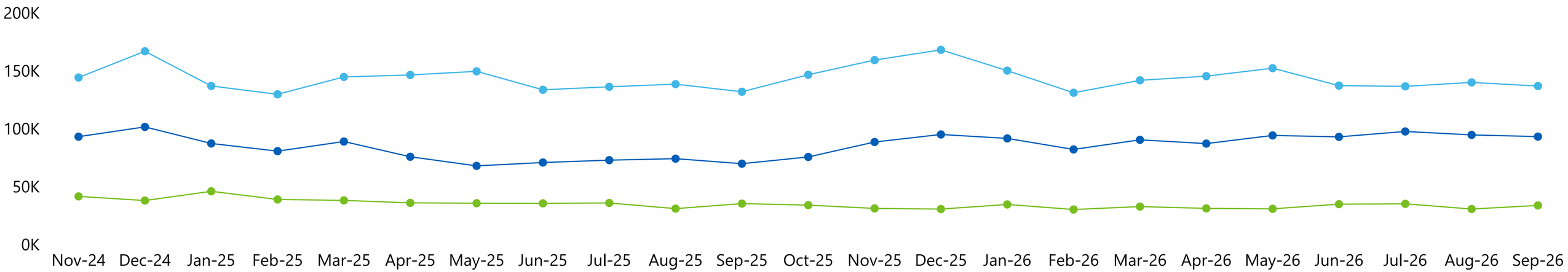
999 - On scene response demand was 0.5% above forecasted figures for September. It was 0.2% lower compared to August and 2.8% higher compared to September 2025.

IUC - YAS received 161,771 calls in September, 13.8% above the annual business plan baseline demand. 136,742 (84.5%) of these were answered, 2.2% below last month and 3.7% above the same month last year.

PTS -Total Activity was 8.3% below Business Plan last month, bringing the YTD position to -7.7%. Journey activity remained within 5.0% of plan, while Escort activity was 30.6% below plan.

Overall Calls and Demand

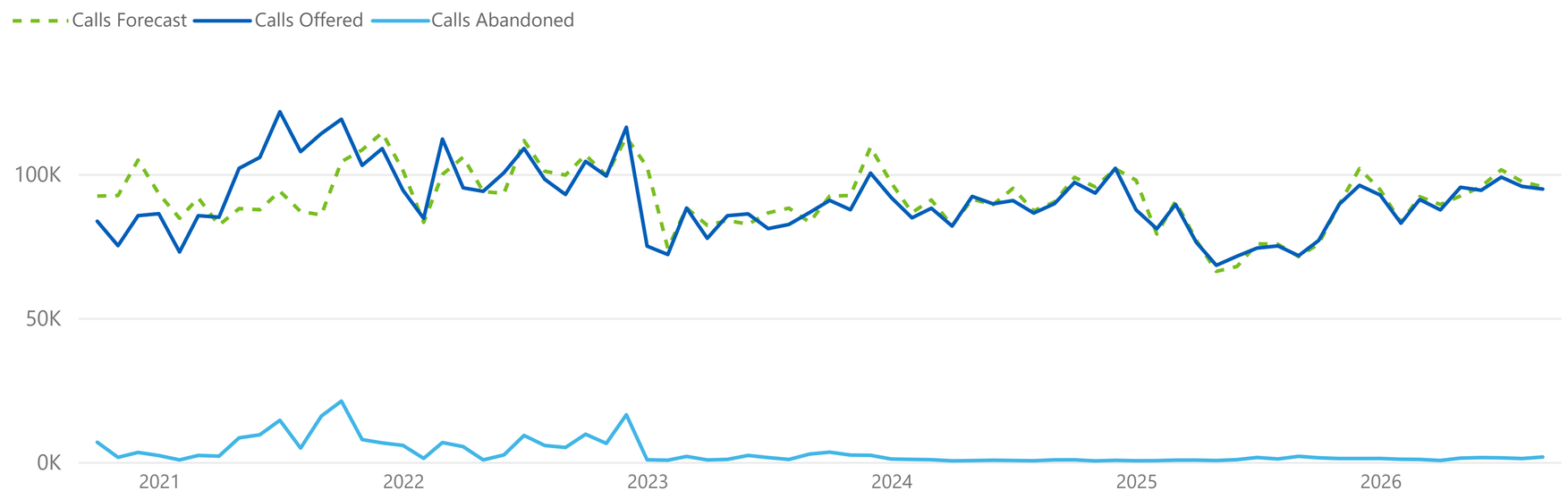
Figure 999 - Calls Answered IUC - Calls Answered PTS - Calls Answered



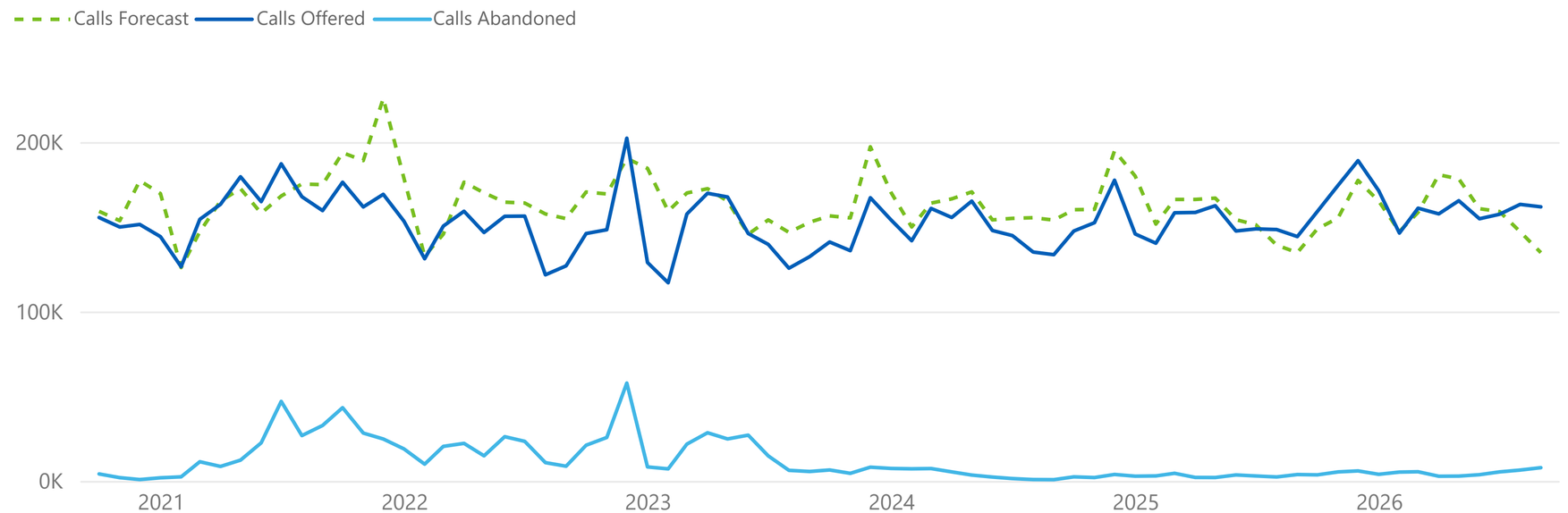
999 and IUC Historic Demand

999 and IUC call demand broken down by calls forecast, calls offered and calls abandoned.

999 Historic Call Demand



IUC Historic Demand



999

999 data on this page includes calls on both the emergency and non-emergency applications within EOC. The forecast relates to the expected volume of calls offered in EOC, which is the total volume of calls answered and abandoned. The difference between calls offered and abandoned is calls answered.

In September 2026, there were 94,774 calls offered which was 0.8% below forecast, with 93,069 calls answered and 1,705 calls abandoned (1.8%). There were 1.0% fewer calls offered compared with the previous month and 29.1% more calls offered compared with the same month the previous year.

Historically, the number of abandoned calls has been very low, however, this has increased since April 2021 and remains relatively high, fluctuating each month. There was a 46.0% increase in abandoned calls compared with the previous month.

IUC

YAS received 161,771 calls in September, 13.8% above the annual business plan baseline demand. 136,742 (84.5%) of these were answered, 2.2% below last month and 3.7% above the same month last year.

Abandonment rate increased to 5.4% from 4.4% last month.

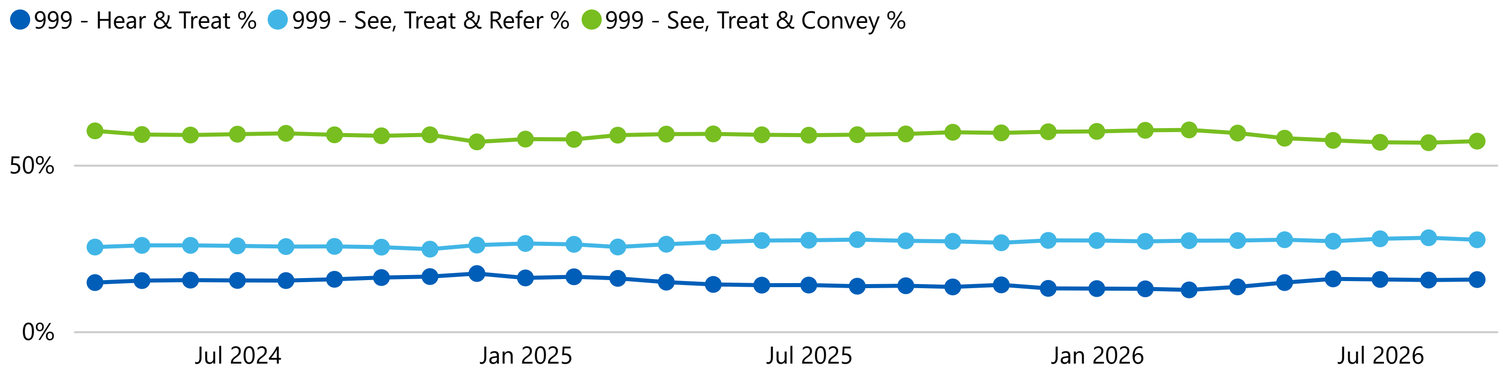
Patient Outcomes Summary

NHS Yorkshire Ambulance Service NHS Trust

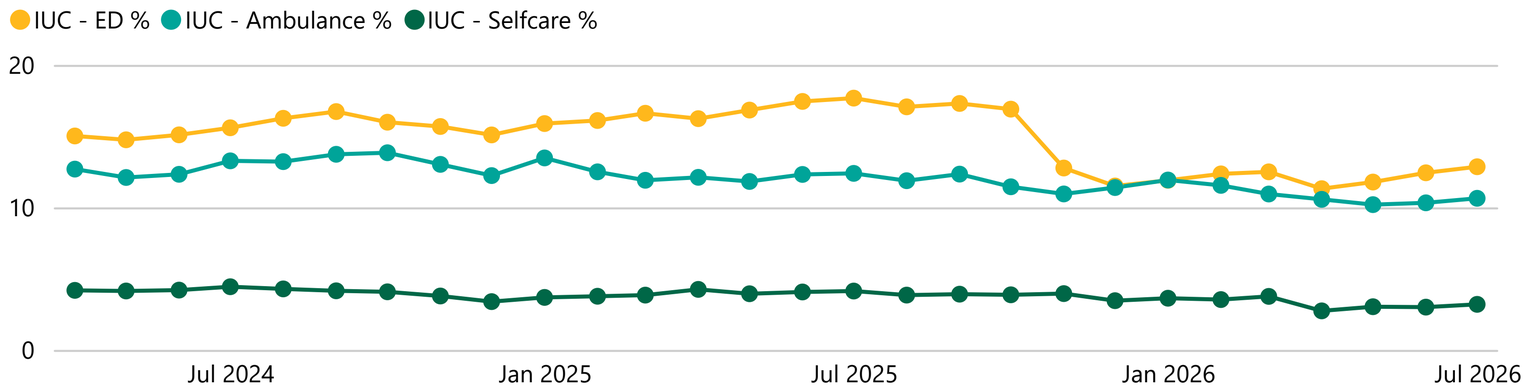
Outcomes Summary

ShortName	Sep-25	Aug-26	Sep-26
999 - Incidents (HT+STR+STC)	73,193	76,903	76,883
999 - Hear & Treat %	13.6%	15.4%	15.5%
999 - See, Treat & Refer %	27.1%	28.1%	27.4%
999 - See, Treat & Convey %	59.2%	56.6%	57.1%
999 - Conveyance to ED %	52.5%	50.2%	50.6%
999 - Conveyance to Non ED %	6.7%	6.4%	6.5%
IUC - Calls Triaged	125,176		
IUC - ED %	17.3%		
IUC - Ambulance %	12.3%		
IUC - Selfcare %	3.9%		
IUC - Other Outcome %	15.2%		
IUC - Primary Care %	44.1%		
PTS - Demand (Journeys)	69,087	60,893	64,299

999 Outcomes



IUC Outcomes



Commentary

999 - Comparing incident outcome proportions within 999 for September against August, the proportion of hear & treat increased by 0.1 percentage points (pp), see treat & refer decreased by 0.6 pp and see treat & convey increased by 0.5 pp. The proportion of incidents with conveyance to ED increased by 0.4 pp and the proportion of incidents conveyed to non-ED increased by 0.0 pp.

IUC - **The clinical and outcome data is currently unavailable due to the move to common CAD.**

Patient Experience (Director Responsible - Dave Green)

A&E | EOC | IUC | PTS | YAS

Yorkshire Ambulance Service NHS Trust

Patient Relations

Indicator	Sep-25	Aug-26	Sep-26
Service to Service	88	107	112
Concern	39	22	21
Compliment	60	102	136
Complaint	38	47	64
Total	**88**	**107**	**136**

YAS Comments

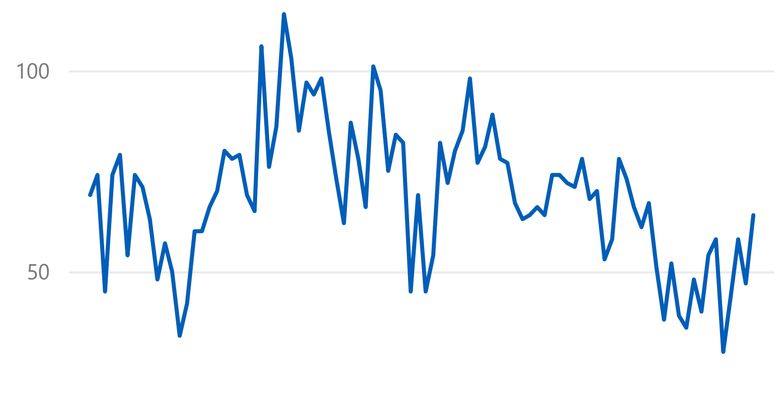
Service-to-service contacts increased by 27% to 112, compared with 88 in the same period last year. EOC recorded a small increase, while IUC saw the largest rise, increasing by 39% from 31 in August to 43 in September and by 54% compared with 28 in September last year.

Concerns remained broadly in line with the average at 21 and were 46% lower than the 39 recorded in the same period last year. This reduction may reflect more concerns being managed by local teams through early local resolution, with notable decreases in A&E and PTS.

Compliments increased by 127% to 136, compared with 60 in the same period last year. The increase was primarily within A&E, where 118 compliments were recorded in September—an increase of 40% from 84 in August and 115% from 55 in September last year.

Year-on-year analysis shows that complaints have reduced by 25% across YAS; however, complaints rose to 64 in September, from 47 in August, and were 68% higher than the 38 recorded in the same period last year. A&E recorded the largest volume at 38, while PTS complaints rose by 175% to 11, compared with four in September last year. Complaint volumes within IUC and EOC remained stable. These figures provide a snapshot of the current month, the previous month and the same month last year; therefore, the increases should be considered alongside the longer-term trend, which indicates an overall year-on-year reduction.

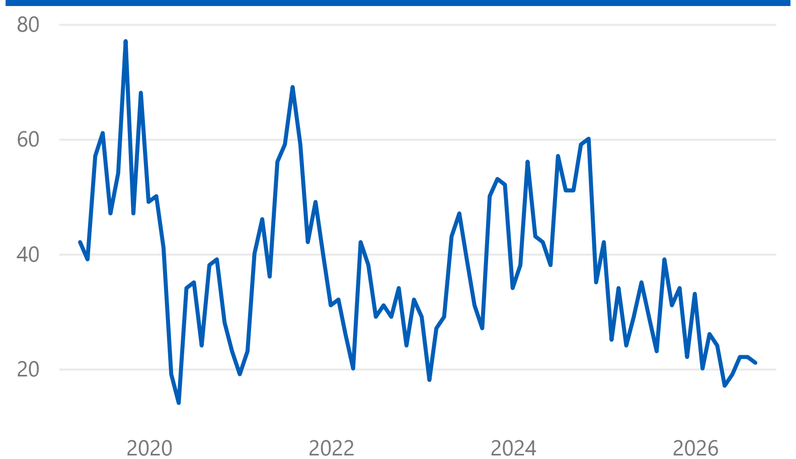
Complaint



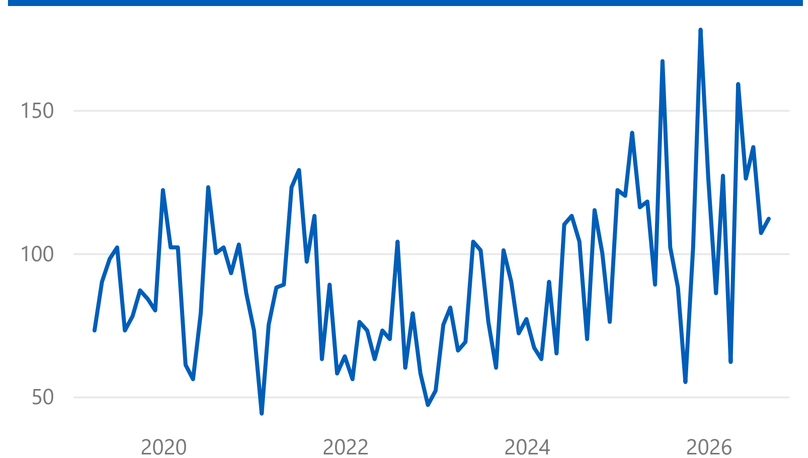
Compliment



Concern



Service to Service



Patient Safety - Quality (Director Responsible - Dave Green)

A&E | EOC | IUC | PTS | YAS

NHS Yorkshire Ambulance Service NHS Trust

Incidents

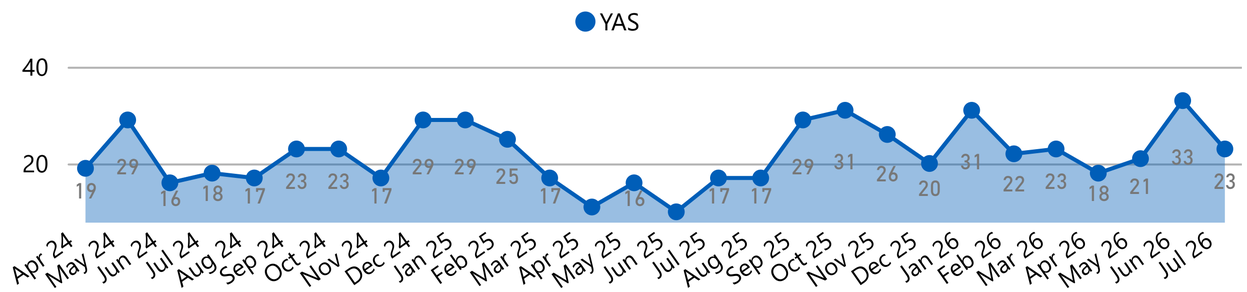
Indicator	Sep-25	Aug-26	Sep-26
All Incidents Reported	1,000	1,127	1,060
Number of duty of candour contacts	7	7	7
Number of RIDDORs Submitted	1	8	4
Patient Safety Indicator Incident Investigation			1

	Jul 25	Jun 26	Jul 26
Moderate & Above Harm (verified)	17	33	23
Patient Incidents - Major, Catastrophic, Catastrophic (death) (verified)	1	2	3

Hygeine

Indicator	Sep-25	Aug-26	Sep-26
% Compliance with Hand Hygiene	98.5%	86.9%	89.2%
% Compliance with Premise	98.3%	95.4%	95.7%
% Compliance with Vehicle	99.0%	87.9%	93.2%

Incidents - Verified Moderate and Above Harm



Safeguarding

Indicator	Sep-25	Aug-26	Sep-26
Rapid Review		3	2
Child Safeguarding Practice Review			
Domestic Homicide Review (DHR)	7	2	1
Safeguarding Adult Review (SAR)	10	10	10
Child Death	9	16	27

A&E Long Responses

Indicator	Sep-25	Aug-26	Sep-26
999 - C1 Responses > 15 Mins	498	500	592
999 - C2 Responses > 80 Mins	1,431	832	1,384

YAS Comments

Domestic Homicide Reviews (DHR) – 1 request for information in relation to a DHR was received this month.

Safeguarding Adult Review (SAR) – 10 requests for information in relation to SAR's were received this month.

Child Safeguarding Practice Review (CSPR) - no requests were received to support a CSPR this month.

Rapid Review (RR) – The team contributed information in relation to 2 Rapid Reviews this month.

Child death - The Safeguarding team contributed information in relation to 27 children who died this month.

Patient Clinical Effectiveness

YAS | HC&V | SYB | WY

NHS Yorkshire Ambulance Service NHS Trust

Cardiac Arrest

No. Cardiac Arrests Jun-26	Bystander CPR Jun-26	ROSC Jun-26	ROSC Care Bundle Jun-26	Survival to Discharge Jun-26	Cardiac Survivors Jun-26
258	64.7%	43.4%	58.4%	8.5%	22



Cardiac Arrest - In June , YAS continued or commenced resuscitation for 258 patients who were in cardiac arrest. The post ROSC care bundle achieved in June was 58.4%. Survival to discharge rate is recorded at 8.5% for the month of June and this equates to 22 patients who have been discharged from hospital following a cardiac arrest. The AmbCo plan continues with stakeholders to improve local reporting and promote awareness amongst all staff. A BI dashboard has been developed specifically for clinical outcome data relating to the national audits and this has been published on the BI app and has been rolled out across all local areas. This includes benchmarking for comparison with the rest of the ambulance sector.

Stroke

No. of Patients Jun-26	Avg Call to Door Minutes Jun-26
521	86



Heart Attack

No. of Patients Apr-26	Avg Call to Door Minutes Apr-26	Care Bundle Compliance Apr-26
158	89	78.5%



STEMI care (ST segment elevation myocardial infarction) (Heart Attack) - 158 patients were recorded as having a STEMI in April . Care bundle compliance has remained similar since the last data collected in January and is 78.5%. There is still improvement required and this will also be part of the AmbCo plan to improve the care delivered and the correct documentation of that care. A pain management audit has recently been completed, which includes patients with a presenting complaint of chest pain. This has identified gaps in the care delivery of analgesia across several patient groups including those with chest pain.

Recontacts

Total Calls % Sep-26	STR % Sep-26	STC % Sep-26
9.3%	13.2%	5.4%



Stroke - The number of stroke patients in June is recorded at 521. The call to door time is 86 minutes.

Fleet and Estates

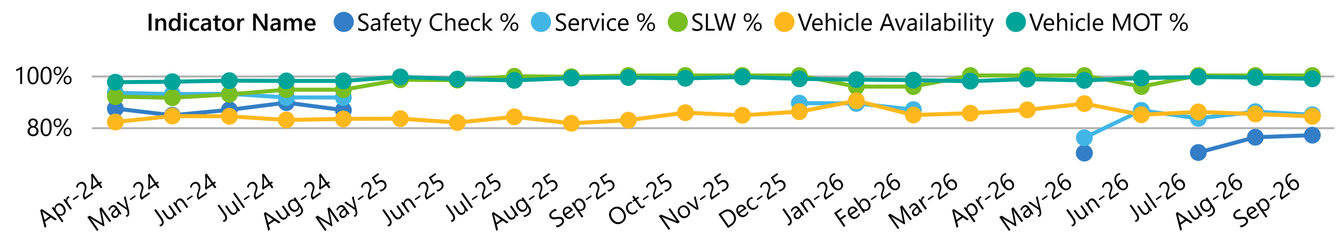
Estates

Indicator	Sep-25	Aug-26	Sep-26
Planned Maintenance Complete	97.0%		
P1 Emergency (<4Hrs) – Attendance		60.0%	98.0%
P2 Non-Emergency (<3 Days) - Attendance		63.0%	83.0%
P3 Non-Emergency (<7 Days) - Attendance		73.0%	93.0%
P4 Non-Emergency (<20 Days) - Attendance		75.0%	100.0%
Avg. Caretaker Productivity		5.3	6.0

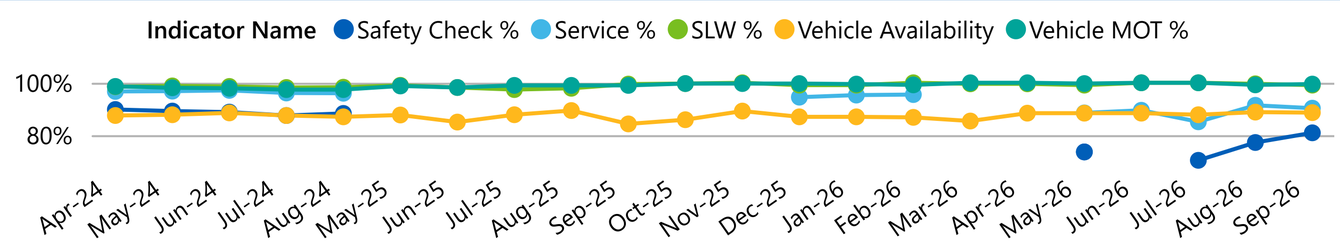
Estates Comments

Estates performance reporting is currently being reviewed and new measures implemented.

999 Fleet



PTS Fleet



999 Fleet Age

Indicator	Sep-25	Aug-26	Sep-26
Vehicle age +7	12.1%	23.9%	21.9%
Vehicle age +10	0.6%	0.6%	0.6%

PTS Age

Indicator	Sep-25	Aug-26	Sep-26
Vehicle age +7	11.5%		
Vehicle age +10	0.3%	0.8%	0.8%

Fleet Comments

Technical issues with the fleet management system have now been successfully resolved. Legal compliance remains high, and work is underway to address some slippage identified in Safety Checks and Servicing and further improve compliance levels. New Double Crew Ambulance conversions are now in production, with deliveries of four vehicles per week planned through to the end of January 2027. PTS orders are also in place, with vehicle conversions scheduled for Q4 of this financial year.

Glossary - Indicator Descriptions (A&E)

NHS Yorkshire Ambulance Service NHS Trust

A&E

mID	ShortName	IndicatorType	AQIDescription
AMB01	999 - Total Calls via Telephony (AQI)	int	Count of all calls answered.
AMB07	999 - Incidents (HT+STR+STC)	int	Count of all incidents.
AMB59	999 - C1 Responses > 15 Mins	int	Count of Cat 1 incidents with a response time greater than the 90th percentile target.
AMB60	999 - C2 Responses > 80 Mins	int	Count of Cat 2 incidents with a response time greater than 2 x the 90th percentile target.
AMB56	999 - Face to Face Incidents (STR + STC)	int	Count of incidents dealt with face to face.
AMB17	999 - Hear and Treat (HT)	int	Count of incidents not receiving a face-to-face response.
AMB53	999 - Conveyance to ED	int	Count of incidents with any patients transported to an Emergency Department (ED), including inciden the department transported to is not specified.
AMB54	999 - Conveyance to Non ED	int	Count of incidents with any patients transported to any facility other than an Emergency Department.
AMB55	999 - See, Treat and Refer (STR)	int	Count of incidents with face-to-face response, but no patients transported.
AMB75	999 - Calls Abandoned	int	Number of calls abandoned
AMB74	999 - Calls Answered	int	Number of calls answered
AMB72	999 - Calls Expected	int	Number of calls expected
AMB76	999 - Duplicate Calls	int	Number of calls for the same issue
AMB73	999 - Calls Offered	int	Number of calls offered
AMB00	999 - Total Number of Calls	int	The count of all ambulance control room contacts.
AMB88	999 - Calls Answered over 2 mins	int	The number of calls answered after more than 2 minutes
AMB147	999 - Total lost handover time (ED and non ED)	int	The total lost handover time over 30 minutes (ED and non ED)
AMB94	999 - Total lost handover time (ED)	int	The total lost handover time over 30 minutes (ED only)
AMB102	999 - Total Hospital Lost Time (TA) (ED and non ED)	int	The total lost time for hospital turnarounds (time over 30 minutes) (ED and non ED)
AMB90	999 - Total Hospital Lost Time (TA) (ED)	int	The total lost time for hospital turnarounds (time over 30 minutes) (ED only)

Glossary - Indicator Descriptions (IUC and PTS)

NHS Yorkshire Ambulance Service NHS Trust

IUC and PTS

mID	ShortName	IndicatorType	AQIDescription
IUC12	IUC - ED Validations %	percent	Proportion of calls initially given an ED disposition that are validated
IUC14	IUC - ED %	percent	Percentage of triaged calls that reached an Emergency Department outcome
IUC15	IUC - Ambulance %	percent	Percentage of triaged calls that reached an ambulance dispatch outcome
IUC16	IUC - Selfcare %	percent	Percentage of triaged calls that reached an self care outcome
IUC17	IUC - Other Outcome %	percent	Percentage of triaged calls that reached any other outcome
IUC18	IUC - Primary Care %	percent	Percentage of triaged calls that reached a Primary Care outcome
PTS01	PTS - Demand (Journeys)	int	Count of delivered journeys, aborted journeys and escorts on journeys
PTS02	PTS - Journeys < 120Mins	percent	Patients picked up and dropped off within 120 minutes
PTS03	PTS - Arrive at Appointment Time	percent	Patients dropped off at hospital before Appointment Time
PTS06	PTS - Answered < 180 Secs	percent	The percentage of calls answered within 180 seconds via the telephony system

Glossary - Indicator Descriptions (Quality and Safety)

Yorkshire Ambulance Service NHS Trust

Quality and Safety

mID	ShortName	IndicatorType	AQIDescription
QS24	Staff survey improvement question	int	(TBC, yearly)
QS75	Child Safeguarding Practice Review	int	Child Safeguarding Practice Review
QS74	Rapid Review	int	Rapid Review
QS21	Number of RIDDORs Submitted	int	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
QS27	Serious incidents (verified)	int	The number of verfied Serious Incidents reported on DATIX

Glossary - Indicator Descriptions (Workforce)

NHS Yorkshire Ambulance Service NHS Trust

Workforce

mID	ShortName	IndicatorType	AQIDescription
WF40	Essential Learning	percent	Essential Learning to Replace Bundles
WF05	PDR / Staff Appraisals % (T-90%)	percent	Percentage of staff with an in date Personal Development Review, also known as an Appraisal
WF35	Special Leave	percent	Special Leave (eg: Carers leave, compassionate leave) as a percentage of FTE days in the period.
WF07	Sickness - Total % (T-5%)	percent	All Sickness as a percentage of FTE days in the period
WF16	Disabled %	percent	The percentage of staff who identify as being disabled
WF02	BME %	percent	The percentage of staff who identify as belonging to a Black or Minority Ethnic background
WF17	Apprentice %	percent	The percentage of staff who are on an apprenticeship
WF19	Vacancy Rate %	percent	Full Time Equivalent Staff required to fill the budgeted amount as a percentage
WF04	Turnover (FTE) %	percent	The number of Fixed Term/ Permanent Employees leaving FTE (all reasons) relative to the average FTE in post in a 12 Months rolling period
WF36	Headcount in Post	int	Headcount of primary assignments
WF18	FTE in Post %	percent	Full Time Equivalent Staff in post, calculated as a percentage of the budgeted amount

Glossary - Indicator Descriptions (Clinical)

Yorkshire Ambulance Service NHS Trust

Clinical

mID	ShortName	IndicatorType	Description
CLN59	Re-contacts - STC	int	Total number of conveyed calls which resulted in a re-contact to YAS within 72 hours. Managed frequent callers removed.
CLN57	Re-contacts - ST	int	Total number of see and treat calls which resulted in a re-contact to YAS within 72 hours. Managed frequent callers removed.
CLN55	Re-contacts - HT	int	Total number of hear and treat calls which resulted in a re-contact to YAS within 72 hours. Managed frequent callers removed.
CLN53	Re-contacts - Total Calls	int	Total number of calls which resulted in a re-contact to YAS within 72 hours. Managed frequent callers removed.
CLN50	Number of Fall Patients	int	Number of Fall Patients
CLN48	Average Time From Call to Catheter Insertion For Angiography (STEMI)	int	Average Heart Attack Call to Door Minutes
CLN47	Average Stroke On Scene Time Minutes	int	Average Stroke On Scene Time Minutes
CLN44	Number of Cardiac Arrests	int	Number of Cardiac Arrests
CLN42	STEMI Pre & Post Pain Score	int	Number of patients with a pre-hospital clinical working impression of STEMI who had a pre & post analgesia pain score recorded as part of their patient record
CLN40	Number of patients who received appropriate analgesia (STEMI)	int	Number of patients with a pre- hospital clinical working impression of STEMI who received the appropriate analgesia
CLN32	Survival UTSTEIN - Patients Discharged Alive	int	Survival UTSTEIN - Of R4n, patients discharged from hospital alive.
CLN28	ROSC UTSTEIN Patients	int	ROSC UTSTEIN - Patients with resuscitation commenced / continued by Ambulance Service.
CLN21	Call to Balloon Mins for STEMI Patients (90th Percentile)	int	MINAP - For M3n, 90th centile time from call to catheter insertion for angiography.
CLN20	Call to Balloon Mins for STEMI Patients (Mean)	int	MINAP - For M3n, mean average time from call to catheter insertion for angiography.
CLN18	Number of STEMI Patients	int	Number of patients in the MINAP dataset an initial diagnosis of myocardial infarction.
CLN17	Average Stroke Call to Door Minutes (SSNAP)	int	SSNAP - Avg Time from call to hospital.
CLN16	Number of Stroke Patients (SSNAP)	int	Total number of patients included in the SSNAP hospital data sample.
CLN08	Number of STEMI Patients	int	Number of patients with a pre-hospital clinical working impression of STEMI
CLN04	Number of Patients Surviving to Discharge	int	Number of patients who survived to discharge or were alive in hospital after 30 days following an out of hospital cardiac arrest during which YAS continued or commenced resuscitation

Glossary - Indicator Descriptions (Fleet and Estates)

NHS Yorkshire Ambulance Service NHS Trust

Fleet and Estates

mID	ShortName	IndicatorType	Description
FLE07	Service %	percent	Service level compliance
FLE06	Safety Check %	percent	Safety check compliance
FLE05	SLW %	percent	Service LOLER (Lifting Operations and Lifting Equipment Regulations) and weight test compliance
FLE04	Vehicle MOT %	percent	MOT compliance
FLE03	Vehicle Availability	percent	Availability of fleet across the trust
FLE02	Vehicle age +10	percent	Vehicles across the fleet of 10 years or more
FLE01	Vehicle age 7-10	percent	Vehicles across the fleet of 7 years or more
EST20	Avg. Caretaker Productivity	decimal	Average productivity (jobs per day per caretaker)
EST19	P4 Non-Emergency (<20 Days) - Attendance	percent	P4 Non-Emergency attended within 20 days compliance
EST18	P3 Non-Emergency (<7 Days) - Attendance	percent	P3 Non-Emergency attended within 7 days compliance
EST17	P2 Non-Emergency (<3 Days) - Attendance	percent	P2 Non-Emergency attended within 3 days compliance
EST16	P1 Emergency (<4Hrs) – Attendance	percent	P1 Emergency attended within 4 hours compliance
EST10	Planned Maintenance Complete	percent	Planned maintenance completion compliance
EST15	P5 Non Emergency - Logged to Wrong Category	percent	P5 Non Emergency - Logged to Wrong Category
EST14	P6 Non Emergency (4 Weeks) - Completed	percent	P6 Non Emergency - Complete within 4 weeks
EST13	P6 Non Emergency (<2 Weeks) - Attendance	percent	P6 Non Emergency - Attend within 2 weeks
EST05	Planned Maintenance Attendance	percent	Average attendance compliance across all calls
EST09	All calls (Completion) - average	percent	Average completion compliance across all calls
EST04	All calls (Attendance) - average	percent	All calls (Attendance) - average
EST08	P4 Non Emergency (<14 Days) – Completed	percent	P4 Non Emergency completed within 14 working days compliance
EST03	P4 Non Emergency (<2 Working Days) - Attendance	percent	P4 Non Emergency attended within 2 working days compliance
EST07	P3 Non Emergency (<72 Hrs) – Completed	percent	P3 Non Emergency completed within 72 hours compliance
EST02	P3 Non Emergency (<24Hrs) - Attendance	percent	P3 Non Emergency attended within 24 hours compliance