

Item 3.2.2 Appendix 1

EMS Winter Scorecard Measures

July 2026			
	Target/Prediction/Ambition	Actual	Difference
999 Call Demand	48,910	46,436	5.1%
EMS Verified Demand	37,147	37,057	-0.2%
Consult & Close	22%	15.8%	-6.2%
See & Treat	20%	17.1%	-2.9%
W45 Compliance Rate	0	3,840	3,840
Average Handover to Clear Time	15 minutes	8 minutes	-46.7%
EA Planned v Actual Hours	86,196	76,535	-11.2%
Sickness Absence	<6.0%	7.70%	1.7%
Flu Vaccination	30.80%	-	-
Call to Door (Stroke)	01:30:00	02:14:00	44.0%
Call to Door (STEMI)	01:30:00	02:27:00	57.0%
ROSC	25% to 30%	23.4%	-1.6%
NRIs	Measure of Activity	2	MOA
Arrest (Purple) Median	6-8 minutes	00:07:39	-4.4%
Emerg (Red) Median	6-8 minutes	00:09:13	15.2%
Now (Orange) Median	<60 minutes	65 minutes	8.3%
Now (Orange) 90th	<4 hours	4 hrs 30 mins	12.5%

111 Winter Scorecard Measures

July 2026			
	Target/Prediction/Ambition	Actual	% Difference
Call Demand per Day	2,450	3,137	21.9%
Call Handlers Weekly Production	5,114	4,358	-14.8%
Call Abandonment Rate	15%	15.0%	0.0%
Make Your Way to ED/Referred to 999	19%	16.4%	-2.6%

D&T Winter Scorecard Measures

July 2026			
	Target/Prediction	Actual	% Difference
D&T Demand	MoA	2,070	MOA
CMP Cancellations	-	0.0%	-
Cancelled Journeys	-	29.2%	-
Cancelled on the Day	-	28.2%	-
D&T Advanced <60 mins	95%	72.7%	-22.3%
D&T Same Day <4 Hours	95%	94.5%	-0.5%