



# Freedom of Information Request

**8<sup>th</sup> August 2024**

## Question

Please provide the following information:

1. A list of all current Scottish Ambulance Service targets relating to ambulance response times, ambulance turnaround times, and call response times.
2. A list of all Scottish Ambulance Service targets relating to ambulance response times, ambulance turnaround times, and call response times from January 2015 to present, with dates for when targets were introduced, withdrawn, replaced, phased out or otherwise made active or inactive. Please also include, for each, the body that was responsible for setting out that target, and please list the body currently responsible for setting targets for each area.
3. An account of whether the response time targets in the following link are accurate, and if not, whether they are accurate to any previous time period's targets, and if not, why an official civil service website has information that is neither currently accurate nor ever so . <https://analysisfunction.civilservice.gov.uk/government-statistical-service-and-statistician-group/user-facing-pages/health-and-care-statistics/summary-of-ambulance-response-time-data-in-the-uk/#ambulance-response-standards-~:text=Ambulance%20response%20standards%20for%20Scotland,responded%20to%20within%2060%20minutes>
4. An account of why the Scottish Ambulance Service website does not list its target response and turnaround times
5. A list of all other current Scottish Ambulance Service targets not included in answers to 1 and 2, the body that was responsible for setting them, and the body that would be responsible for changing them.

## Answer

1. The Scottish Ambulance Service (SAS) measures and improvement aims are presented to and approved by our Board on an annual basis. Once approved the measures are submitted to the Scottish Government in line with the SAS Annual Delivery Plan.

The measures and aims were presented to and approved by the SAS Board on 29 May 2024, details of the measures and improvement aims can be found in the following published paper: [Microsoft Word - 2024-05-29 Item 05 Board Measurement Framework 202425.docx \(scottishambulance.com\)](#).

2. Please see below a list of ambulance response time, turnaround time and call pickup time aims between April 2015 and March 2024 by financial year. In each financial year the process detailed in response to Q1 was followed.



Unscheduled Care	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
% Category A in 8 mins	75.0%								
% ILT incidents in 8 mins		75.0%	75.0%						
Purple Median			≤00:06:00	≤00:06:00	≤00:06:00	≤00:06:20	≤00:06:20	≤00:07:05	≤00:07:00
Purple 90th Centile				≤00:15:00	≤00:15:00				
Purple in 8 mins						67.0%	67.0%		
Purple in 15 mins						90.0%	90.0%		
Purple 95th Centile								≤00:20:30	≤00:20:00
Red Median				≤00:07:00	≤00:07:00	≤00:07:30	≤00:07:30	≤00:08:45	≤00:08:00
Red 90th Centile				≤00:15:00	≤00:15:00				
Red in 18 mins						90.0%	90.0%		
Red 95th Centile								≤00:30:30	≤00:25:00
% Category B in 8 mins	95.0%								
Amber Median				≤00:15:00	≤00:15:00	≤00:15:00	≤00:15:00	≤00:18:30	≤00:16:00
Amber 90th Centile				≤00:30:00	≤00:30:00				
Amber in 30 mins						90.0%	90.0%		
Amber 95th Centile								≤01:31:00	≤00:50:00
Yellow Median				≤00:20:00	≤00:20:00	≤00:20:00	≤00:20:00	≤00:36:30	≤00:31:00
Yellow 90th Centile				≤01:00:00	≤01:00:00				
Yellow in 60 mins						86.5%	86.5%		
Yellow 95th Centile								≤04:18:00	≤03:30:00
999 Call Pickup in 10Seconds	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Average Turnaround Time								<00:50:00	<00:40:00

3. The response times quoted in the link provided in your request are accurate and relate to the Service's Ultimate Improvement Aims.

4. Our measures and improvement aims are available on our website through the Board Paper presented to the SAS Board on 29 May 2024 (see link to the paper provided in response to Q1)

5. In addition to measures about ambulance response times, turnaround times and call pickup times, the paper presented to the Board on 29 May 2024 contains measures relating to the following areas:

- a. People
- b. Ambulance Control Centre
- c. Critically Unwell Patients
- d. Patients at High Risk of Acute Deterioration
- e. Patients Requiring Further Specialist Intervention
- f. Emergency Incidents with the Highest Potential for Non-ED Management
- g. Turnaround Time
- h. Planned Care
- i. Other Areas (complaints and greenhouse gas emissions)

For further information please see the link to the paper provided in response to Q1