PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

AN ANALYSIS OF THE LONDON AMBULANCE SERVICE'S REFUSAL TO PROVIDE ACCESS TO MONTHLY PERFORMANCE DATA & THE DUTY OF THE LAS TO REINSTATE BOROUGH LEVEL MONTHLY AMBULANCE RESPONSE TIME PERFORMANCE DATA

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PATIENTS' FORUM FOR THE LAS

EVIDENCE REGARDING PERFORMANCE OF THE LONDON AMBULANCE SERVICE - SUBMISSION TO THE LONDON ASSEMBLY HEALTH COMMITTEE – 11/1/23

Duty of the LAS to Comply with the NHS Constitution for England

The Patient will be at the heart of everything the NHS does

"NHS services must reflect - and should be co-ordinated around and tailored to the needs and preferences of patients, their families and their carers. The NHS (LAS) will actively encourage feedback from the public, patients and staff, welcome it and use it to improve its services".

NHS Constitution

Call for Evidence on London Ambulance Service (LAS) strategy 2023-28.

Call for Evidence on London Ambulance Service (LAS) strategy 2023-28.

For submission to scrutiny@london.gov.uk on Wednesday 11 January, Mark as "Health Committee Call for Evidence – London Ambulance Service".

Martha Clarke, Stakeholder and Events Officer for the London Assembly.

Background note

All London ambulances are despatched from a single London-wide pool of 'available' ambulances, i.e. those ambulances which have completed their hospital handovers.

While hospital handover delays will reduce the total number of ambulances 'available' to be despatched to new calls, i.e. the size of the pool of 'free' ambulances – these handover delays should not influence the choice of boroughs to which the London-wide pool of 'available' ambulances are despatched. So, a smaller pool of 'available' ambulances should result in a similar and equal deterioration in the response times for each call category for the residents of every borough.

Therefore, hospital handover delays cannot provide an adequate explanation for the wide variations in ambulance response times between different London boroughs. These variations are set out on the following pages.

The publication of monthly borough level response time performance information for each category of ambulance call is essential as a means of monitoring and ensuring that all London residents and patients receive an equal response from the LAS.

AN ANALYSIS OF THE LONDON AMBULANCE SERVICE'S REFUSAL TO PROVIDE ACCESS TO MONTHLY PERFORMANCE DATA & THE DUTY OF THE LAS TO REINSTATE BOROUGH LEVEL MONTHLY AMBULANCE RESPONSE TIME PERFORMANCE DATA

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1.0 INTRODUCTORY OVERVIEW

The available information clearly shows the following:

- Average ICB level response time performance information is highly misleading and fails to reflect the wide range in performance which is provided to the residents of the different boroughs which comprise each ICB. This is summarised in the table on **page 26**, which also shows for each ICB the variance between the 'best' and 'worst' borough response times for each NHS ARP measure.

- The charts on **pages 15 to 21** identify a widening gap over time between the 'best' and 'worst' borough response times. This is compounded by a failure in the later months for any of the 32 borough call category response times to be completed within the ARP performance standards. A performance which is at odds with the earlier months when at least some boroughs benefited from response times which fell within the ARP performance standards.

- Some boroughs consistently benefit from better response times, while other boroughs consistently experience worse response times. This can be seen on the colour shaded 'heat map' table of borough responses over time to C2 Mean calls on **page 23**. The supporting values are on **page 24**.

- There is a significant range in borough response times across each category of Call. This is shown on the graphs on **pages 30 to 36**. Some boroughs are consistently ranked at around the same point in the 32 borough distribution regardless of the category of Call. Other boroughs record a deterioration in 'best' v 'worst' performance ranking as the acuity of call diminishes. For example, 'West London' is ranked as follows. C1 Mean : **5**th (page 30), C1 90% : **3**rd (page 31), C2 Mean : **16**th (page 32), C2 90% : **14**th (page 33), C3 Mean : **22**nd (page 34), C3 90% : **22**nd (page 35), C4 90% : **32**nd (page 36). This could suggest that C3 and C4 residents of this borough are receiving a relatively poorer response than the C1 callers who are residents of the same borough. We would have hoped that all the residents of a London borough would have received a similarly ranked response regardless of the ARP call category. So, in this instance, one would have hoped that all the call category responses would have resulted in a ranking of between 3rd and 5th out of the 32 London boroughs.

- Monthly borough level response times for lower acuity ARP categories is likely to provide invaluable insights into the effectiveness of pilot local borough alternatives to ambulance responses, for example local 'fallers' and mental health response services.

In summary, there appear to be compelling reasons for the early reinstatement by the LAS of monthly borough level ARP call category response time performance information.

2.0 KEY CONCERNS

2.1 The London Ambulance Service (LAS) used to publish monthly response time performance for every London borough. These data packs were sent to the Patients' Forum each month. The LAS ceased to provide this data to the Patients' Forum in September 2021. The data is still provided to the LAS Commissioners.

2.2 Monthly borough level response time performance information is essential for four reasons:

- It identifies those boroughs of London in which the residents are receiving a poorer ambulance response time service than the residents of other boroughs. These variations in performance are at odds with the elimination of health inequalities – which is a core aspiration of the 2022 health and care reforms.
- It enables stakeholders to identify emerging patterns in worst and best response time performance.
- It provides a baseline for borough performance information against which the effectiveness of borough level pilots of alternative provision for lower acuity ambulance calls can be assessed, e.g. fallers at home and the LAS mental health service, can be assessed.
- The national NHS and the North West London Integrated Care Board (ICB) is committed to the provision of borough level (place) performance information, in order to inform the development, provision, and monitoring of health and care by the post 1st July 2022 borough 'Place Based Partnerships' (PBPs). There are eight separate PBPs in North West London, each of which conforms to the geographic boundaries of the local council responsible for social care, and the former borough based Clinical Commissioning Groups (CCGs).

2.3 The analysis pack (September 2021) attached to this document reveals sustained variations in ambulance response times at borough level. These variations in performance exist both between different boroughs and over time.

2.4 We do not believe that the variations between borough response times can be explained by ambulance handover delays at hospitals. This is because all available ambulances, including those which have completed their hospital handovers, are allocated to a single London-wide pool of available ambulances which is then used to respond to calls from across London.

2.5 It should be noted that hospital ambulance handover delays have been a feature of the NHS 'winter pressures' for many years and predate Covid. While increases in the scale of handover delays may have contributed to reductions in the number of ambulances 'available' to respond to emergency calls – they cannot explain why the residents of some boroughs receive a poorer ambulance response than the residents of other boroughs.

2.6 Intuitively, the single London-wide pool of 'available' ambulances, which is controlled from just two central control rooms, should be expected to achieve similar borough response times for each category of call throughout London.

2.7 The attached analysis pack, along with extensive media reports, suggests that there has been a major deterioration in response time performance by the LAS over recent years.

2.8 Apart from the most urgent category of ambulance call 'C1', the LAS appears to be consistently failing to achieve the response time standards which were adopted by NHS England under the Ambulance Response Programme (ARP) in 2017. These response time standards were adopted after extensive research which included the evaluation of 14 million ambulance calls. They have been developed in order to ensure that patients receive ambulance support within a timescale which is appropriate to their level of medical need.

2.9 It is a matter of great concern that the LAS appears to be justifying its below ARP standard performance on the grounds that its performance is usually better than the other English ambulance services. This explanation ignores the fact that the LAS is the only English ambulance service which covers an almost exclusively urban and suburban area. All the other ambulance services embrace large areas of rural sparsity – which inherently has implications for ambulance response times. The LAS area also benefits from a higher geographic density of emergency department hospitals than any other English ambulance service.

2.10 It is difficult to identify a reason for the LAS's decision to cease the publication of borough level response time performance information. This seems diametrically opposed to the direction of travel set out by Amanda Pritchard, the NHS Chief Executive, who has said: that under her leadership the message was clear that **"transparency is good"**, adding that she wanted a **"culture that seeks to know and doesn't try to hide away from bad news"**. Sunday Times 16th October 2022, page 15 – Interview with the NHS Chief Executive.

2.11 Funding for the ambulance service reaches the LAS via the former London CCGs and now the London ICBs. Initially Brent CCG coordinated the LAS contract on behalf of the 32 London CCG's. This responsibility was then passed to the North West London CCG when the operation of the borough CCGs was consolidated into the five London sub-region CCGs. Since 1st July 2022 the responsibility for the LAS contract has passed to the North West London ICB, working in liaison with the other four London ICBs.

2.12 The LAS provided Bent CCG with a monthly Contract Monitoring Report, which Brent then shared with its fellow CCGs. This report included a detailed ambulance response time schedule which recorded the monthly response times for each borough.

2.13 We believe it is essential that the LAS be required to resume the preparation and publication of monthly borough level ambulance response time performance reports, that are freely available to Healthwatch, community bodies that monitor the LAS, e.g. the Patients' Forum for the LAS, other community groups monitoring the LAS, and other lay people concerned about LAS performance.

2.14 We suggest that if the LAS has resourcing difficulties, which inhibit its ability to share performance data, that one of the commissioning ICBs, e.g. North West London ICB, assumes responsibility for the publication of monthly borough level ambulance response time performance information.

3.0 COMMENTARY

3.1 There is a clear expectation that resource allocation in the NHS should be informed by transparent performance information which reports both good and bad news. This expectation is summarised in the following quotes.

- Amanda Pritchard said that under her leadership the message was clear that **"transparency is good"**, adding that she wanted a **"culture that seeks to know and doesn't try to hide away from bad news"**.
  Sunday Times 16th October 2022, page 15 – Interview with the NHS Chief Executive.

- The Prime Minister, Rishi Sunak is also a driven by access to high quality information. He is an admirer of his father-in-law's saying: **"In God we trust. Everyone else must bring data to the table."**
  Times Friday 28th October 2022, page 25 – article about The Prime Minister, Rishi Sunak.

3.2 Similar sentiments have been expressed at the post-July 2022 meetings of the North West London Integrated Care Board (ICB).

3.3 ICBs have repeatedly stated that they expect to devolve performance monitoring and decision-making wherever possible to their component borough 'Place Based Partnerships' (PBPs). The borough PBPs are an evolution of the former borough Clinical Commissioning Groups (CCGs) and the Social Care functions of the local Councils.

3.4 ICBs have made a repeated commitment to implementing a management culture which is based on local 'fine grained' performance information.

3.5 ICBs have also raised the need to identify and address inequalities in the provision of health and social care across the boroughs which comprise the footprint of the London ICBs.

3.6 Until September 2021, the London Ambulance Service (LAS) prepared and shared a monthly borough level performance report with us, which recorded how long it took for an ambulance to reach a patient in each of London's 32 boroughs. These reports are no longer made available by the LAS.

3.7 The monthly 'Borough Response Time Report' also recorded the borough response times for each of the ambulance call categories and performance standards which were adopted, after extensive analysis of over 14 million ambulance calls, by the NHS in 2017 under the Ambulance Response Programme (ARP). See Section 4 below for information on the ARP and its performance standards.

3.8 The media continues to report that ambulance services are continuing to operate under considerable pressure and are regularly failing to achieve the ARP performance standards. Response time performance has deteriorated in recent years. This is having serious implications for residents and patients.

3.9 Even more concerning are the sustained inequalities in ambulance response times across London. The residents of some boroughs, for example: Camden, Westminster, Hammersmith & Fulham, Lambeth, Southwark, Merton, Sutton, and Wandsworth, appear to consistently benefit from faster response times than the residents of other boroughs. At the same time, the residents of: Barnet, Enfield, Haringey, Waltham Forest, Hillingdon, Bexley, and Croydon consistently receive the poorest response times – **see the colour shaded 'heat map' table of Category 2 response times on page 23 of the data pack below**. These variations in borough response times suggest a potential inequality in ambulance allocation.

3.10 It appears that those boroughs which benefited from the fastest response times also have a hospital emergency department located in or close to them. The possibility therefore exists that when ambulances have completed their hospital handover, they are being directed to respond to nearby callers. A practice which could disadvantage callers who are located at some distance from hospitals with emergency departments.

3.11 Summarised ICB level average response time performance information does not provide an adequate indication of the wide range of borough ambulance response times. The ICB averages 'smooth out' and render invisible the best and worst borough level response performance. Please see the schedule on page 26 of the data pack titled **'Summarised ICB averages fail to reflect the wide range in borough response times'**.

3.12 The continued production of the overly summarised ICB response time performance averages by the LAS confirms that the LAS is still collecting response time data and therefore has the capability to reinstate the production and publication of monthly borough level response time performance information.

3.13 The attached analyses confirm that wide variations in borough ambulance response times predate Covid. While the pool of 'available' ambulances may have been diminished by increased hospital handover delays during Covid, the pandemic cannot explain the variations in the borough response times of those ambulances which were available to respond to calls.

3.14 It is important to differentiate between ambulance response time performance and ambulance handover delays at hospitals. The latter should not have any bearing on significant variations between boroughs in response times. This is because all available ambulances, including those which have completed their hospital handovers, are

allocated to a single London-wide pool of available ambulances which is then used to respond to calls from across London.

3.15 While hospital handover delays can reduce the total size of the pool of 'available' ambulances, they shouldn't result in significant, and apparently sustained, variations in response times between boroughs. This is because London-wide ambulance responses are despatched from a single London-wide pool of 'available' ambulances.

3.15 The accompanying data pack includes an analysis of a sample of historic monthly 'Borough Response Time Reports'. The unfortunate decision of the LAS to suspend the production and/or sharing of this key performance report means that it has not been possible to include the latest borough results in the analysis.

3.16 The suspension of borough level performance information could be indicative that the previous sustained variations between borough response times are continuing.

3.17 It should be noted that the NHS Chief Executive has stated that she wants a **"culture that seeks to know and doesn't try to hide away from bad news"** – see above.

3.18 As all ambulances which are available to respond to calls form part of a single, centrally controlled, pool of ambulances - the variations in borough response times are concerning.

4.0 THE AMBULANCE RESPONSE PROGRAMME (ARP) PERFORMANCE STANDARDS

4.1 In 2017 the NHS implemented national standards for ambulance response times, namely the time it takes for a paramedic with appropriate clinical skills to reach a patient. These standards have been incorporated as an Addendum to the NHS Constitution.

4.2 The standards were developed after extensive research. They are intended to ensure that each category of emergency receives appropriate paramedical support within a predetermined timescale. The timescales have been specified by the NHS in order to minimise the deterioration of patients in need of emergency medical care.

4.3 Emergencies are classified into four categories of call. The national NHS response time standards are as follows.

ARP Category	Response Time Standard
Category 1 Calls – Life threatening	
• Average response time	7 minutes
• Response time for 90% of calls	15 minutes
Category 2 Calls – Emergency	
• Average response time	18 minutes
• Response time for 90% of calls	40 minutes
Category 3 Calls - Urgent	
• Average response time	-
• Response time for 90% of calls	120 minutes
Category 4 Calls – Non-urgent	
• Average response time	-
• Response time for 90% of calls	180 minutes

a. The Nuffield Trust published a useful overview of the ARP and its performance standards in October 2022, the weblink is: Ambulance response times | The Nuffield Trust

b. House of Lords Library published an introduction to the ARP in January 2022 at: Ambulance response times in England: an emergency? - House of Lords Library (parliament.uk)

c. The Bruce Keogh NHS13 July 2017 letter implementing the ARP standards is at: Microsoft Word - 13.7.17 Jeremy Hunt - Ambulance Response Programme letter (england.nhs.uk)

d. The NHS website ARP home page is at: NHS England » Ambulance Response Programme

e. Pre-implementation research is at: NHS England » Ambulance Response Programme – Evaluation of Phase 1 and Phase 2 Final Report and ARPReport_Final.pdf (england.nhs.uk)

f. Post-Implementation research is at: ambulance-response-programme-review.pdf (england.nhs.uk)

DATA PACK OF CHARTS AND TABLES

5 TRENDS OVER TIME

BOROUGH RESPONSE TIMES FOR EACH CATEGORY OF AMBULANCE CALL SORTED BEST TO WORST FOR SAMPLE MONTHS

6 EXAMPLE OF VARIATIONS BETWEEN BOROUGHS AND OVER TIME

'HEAT MAP' SHADED TABLE SHOWING VARIATIONS IN RESPONSE TIMES FOR CATEGORY 2 MEAN CALLS

7 SUMMARISED ICB AVERAGES FAIL TO REFLECT THE WIDE RANGE IN BOROUGH RESPONSE TIMES

ICB AVERAGES COMPARED TO THE: BEST, WORST, AND VARIANCE BETWEEN BEST AND WORST, BOROUGH RESPONSE TIMES

TABLE FOR SEPTEMBER 2021 WHICH IDENTIFIES THE BOROUGHS WITH THE BEST AND WORST RESPONSE TIMES

8 SEPTEMBER 2021 'DEEP DIVE' PERFORMANCE

MONTHLY CHARTS SHOWING RANGE OF BOROUGH RESPONSE TIMES COMPARED TO ARP STANDARD

9 SAMPLE MONTHLY BOROUGH RESPONSE TIME PAGES FROM LAS CONTRACT MONITORING REPORTS

5 TRENDS OVER TIME

BOROUGH RESPONSE TIMES FOR EACH CATEGORY OF AMBULANCE CALL SORTED BEST TO WORST FOR SAMPLE MONTHS

Notes

Two trends need to be considered:

- There appears to have been a general deterioration in response times, with the LAS now failing to achieve the consistently higher response times of earlier years.
- The results plotted on following charts also indicate that there appears to have been a significant widening of the 'gap' between the Best and Worst borough response times for each category of ambulance call in recent years.

Charts

Category 1 Calls – Mean Response Times (chart).

Category 1 Calls – 90% Response Times (chart).

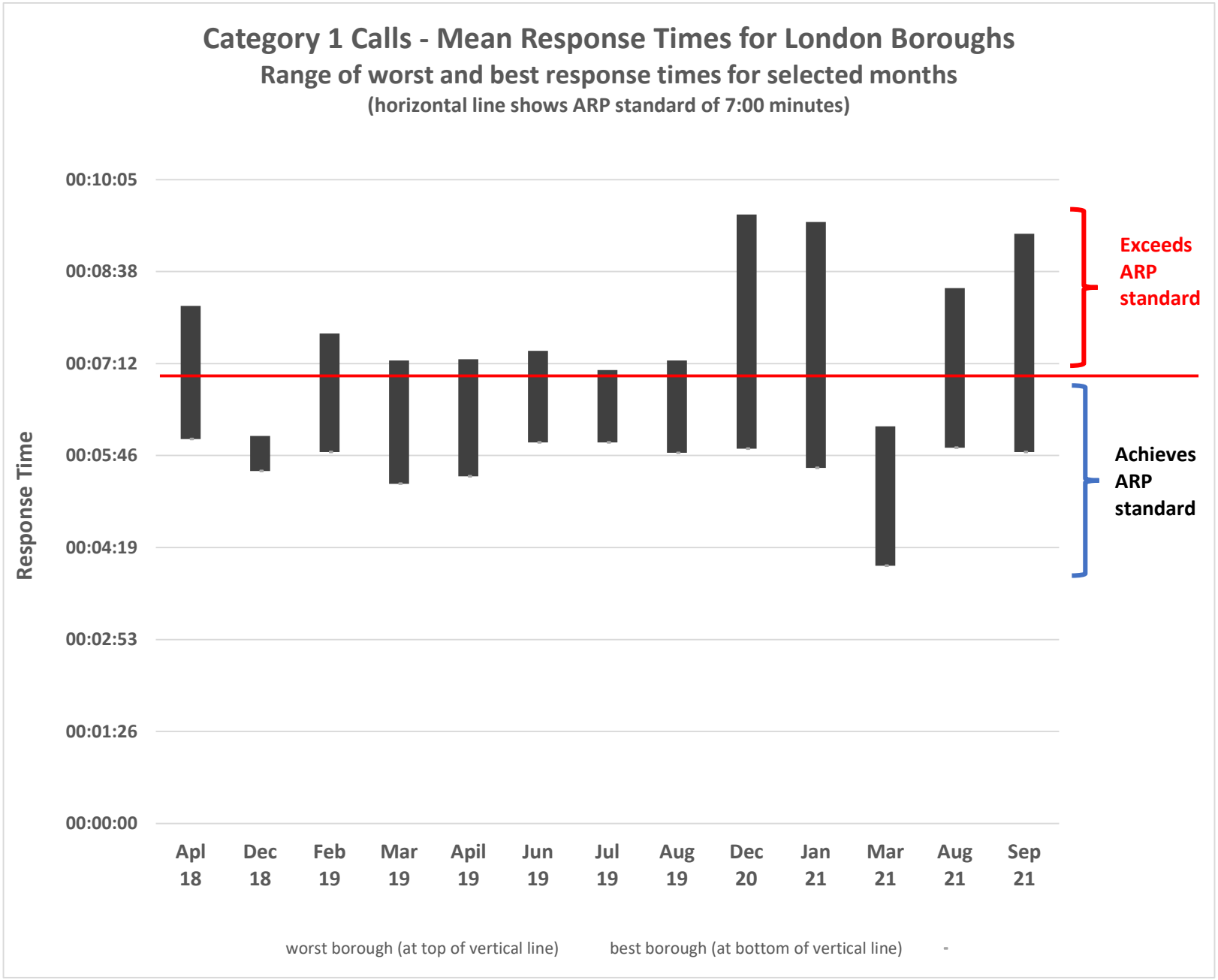
Category 2 Calls – Mean Response Times (chart) – recent performance exceeds ARP standard.

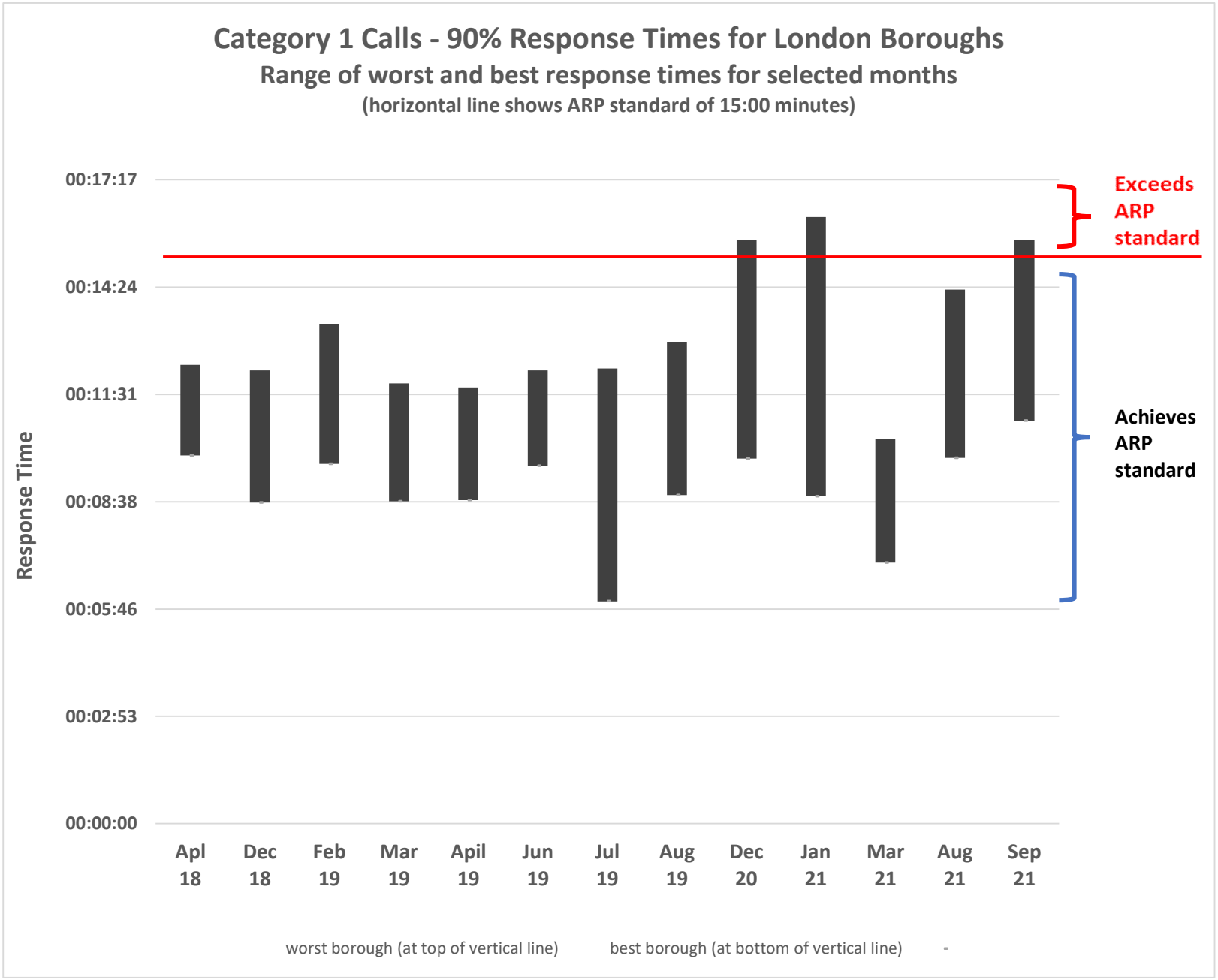
Category 2 Calls – 90% Response Times (chart) – recent performance exceeds ARP standard.

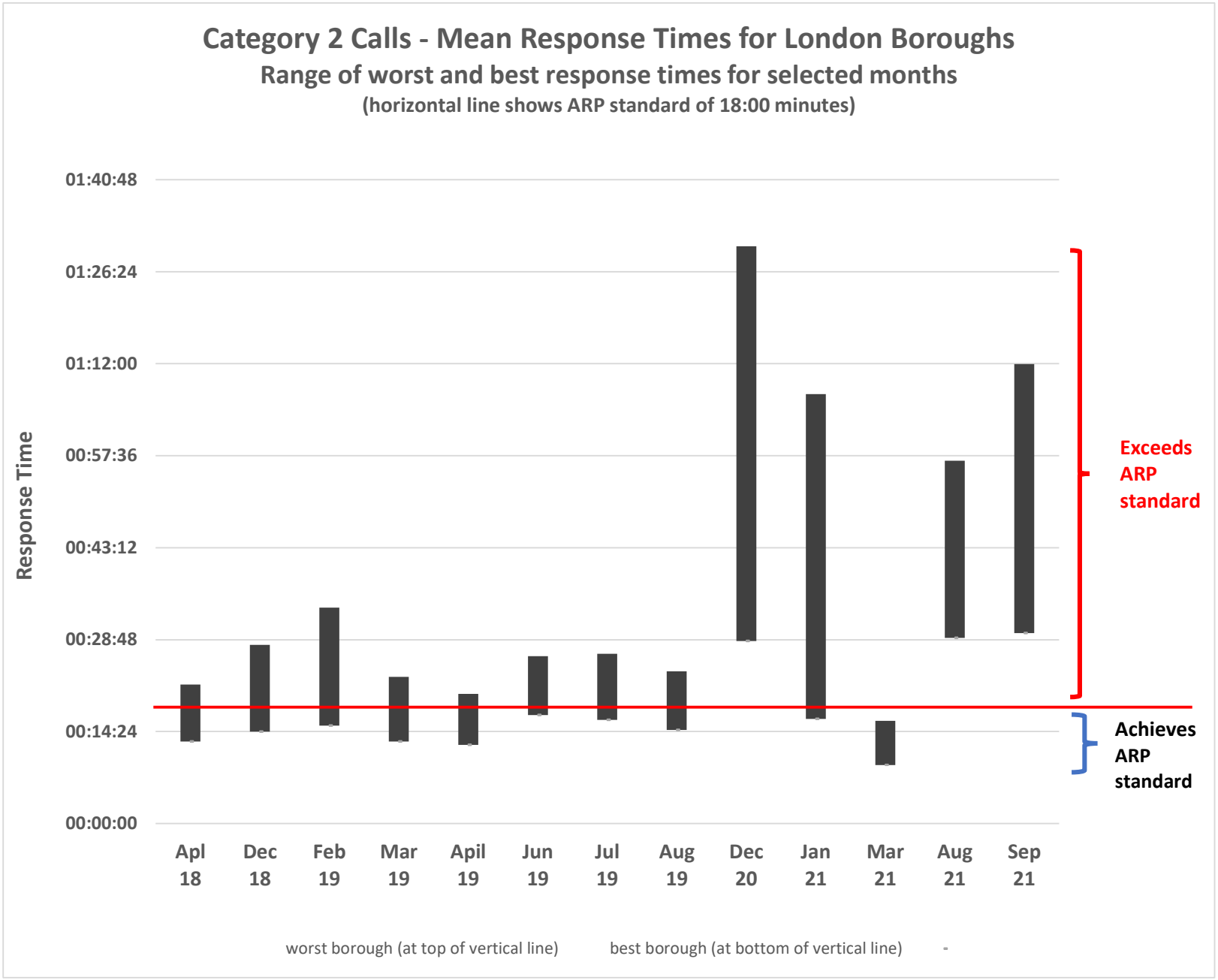
Category 3 Calls – Mean Response Times (chart) – recent performance exceeds ARP standard.

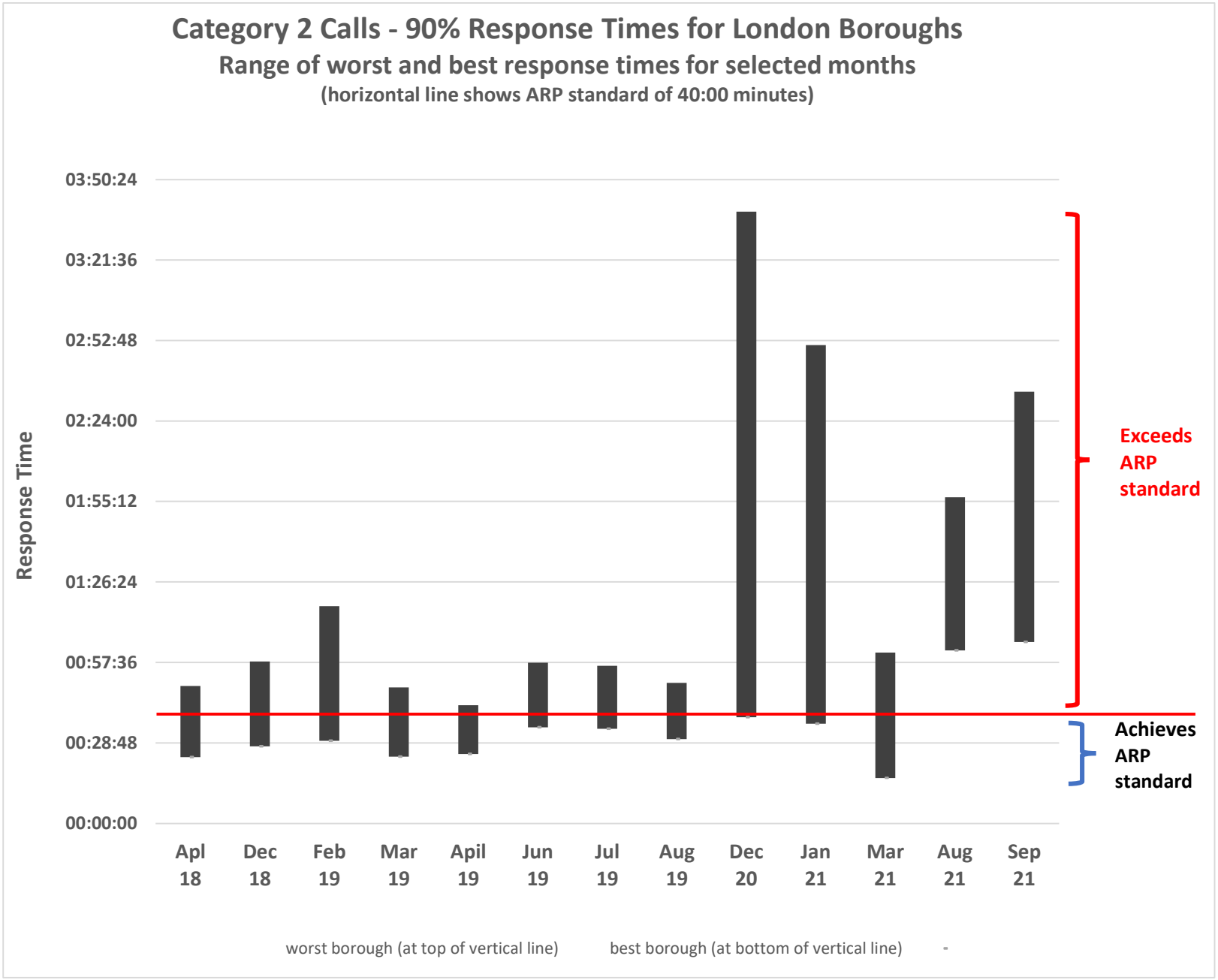
Category 3 Calls – 90% Response Times (chart) – recent performance exceeds ARP standard.

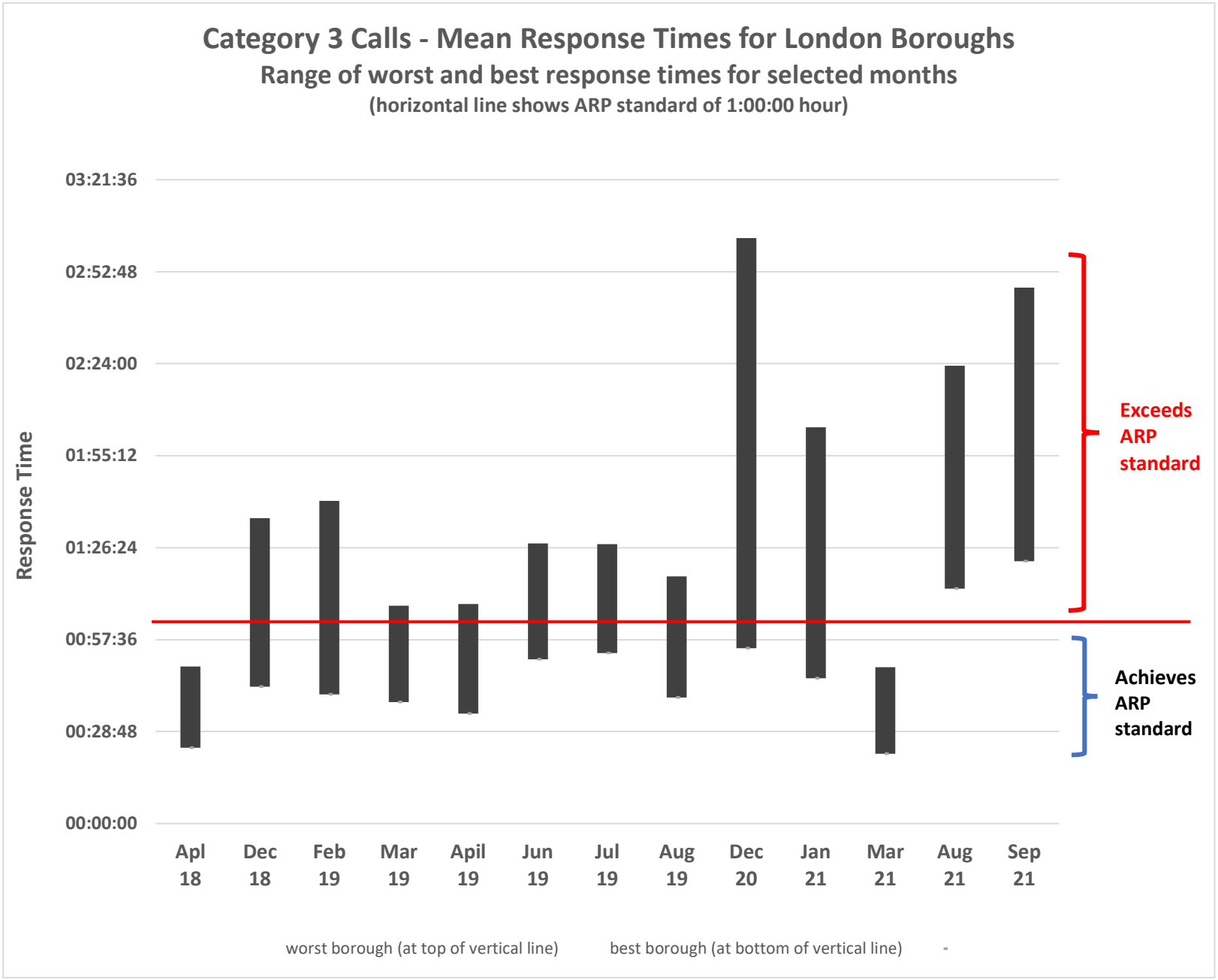
Category 4 Calls – 90% Response Times (chart) – recent performance exceeds ARP standard.

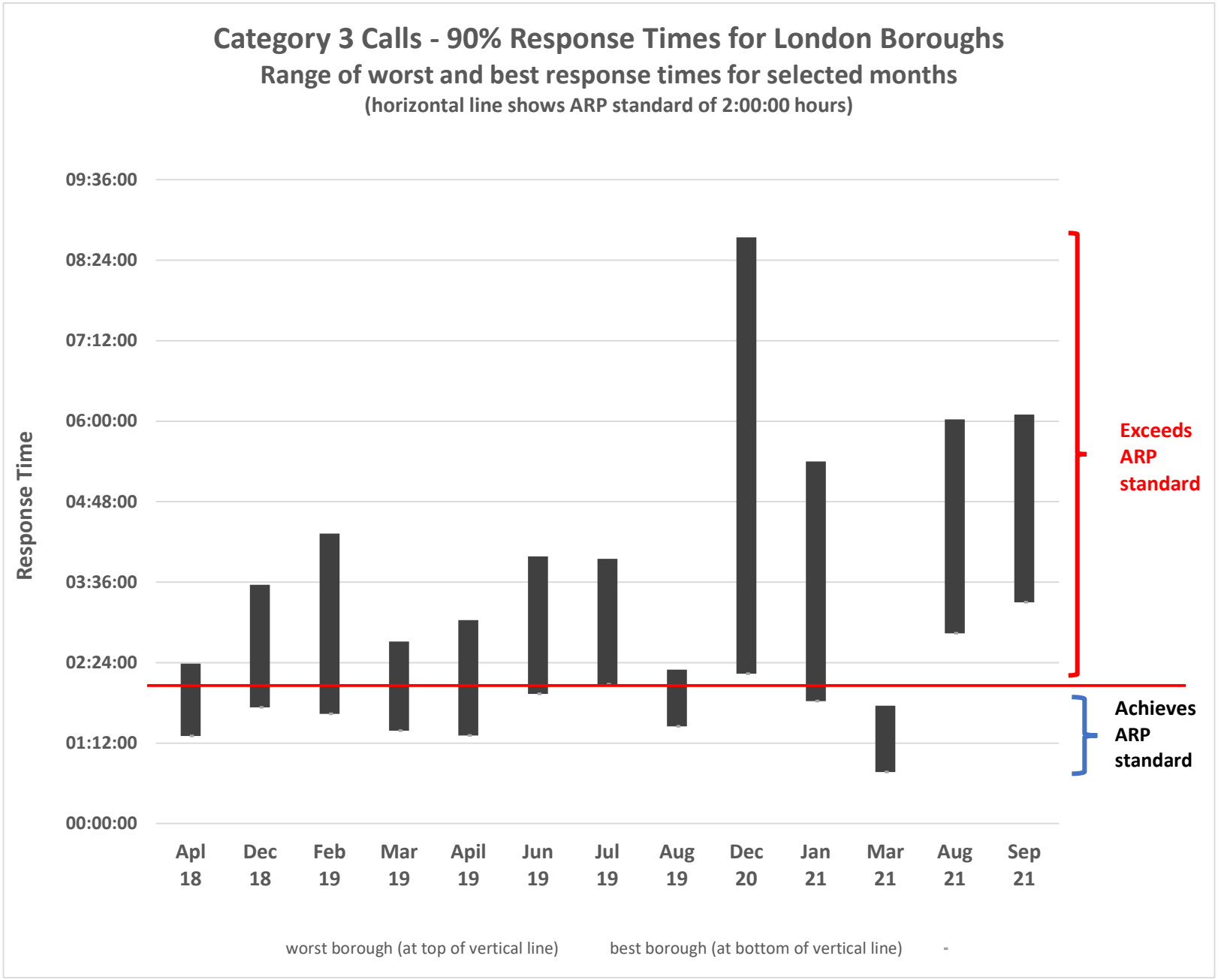

Category 1 Calls - Mean Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 7:00 minutes)
Response Time
00:10:05
00:08:38
00:07:12
00:05:46
00:04:19
00:02:53
00:01:26
00:00:00
Exceeds ARP standard
Achieves ARP standard
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
worst borough (at top of vertical line)
best borough (at bottom of vertical line)

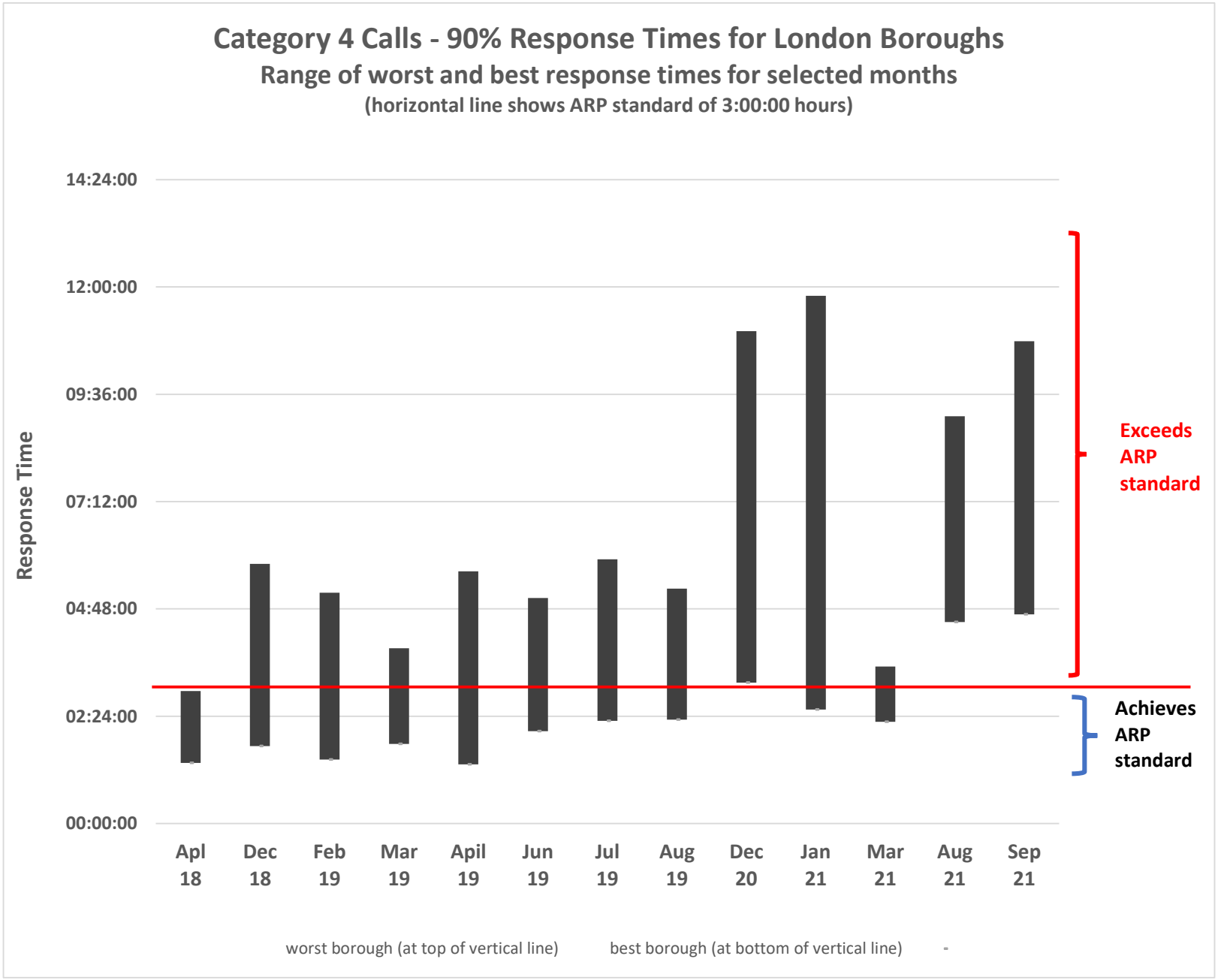

Category 1 Calls - 90% Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 15:00 minutes)
Response Time
00:17:17
00:14:24
00:11:31
00:08:38
00:05:46
00:02:53
00:00:00
Exceeds ARP standard
Achieves ARP standard
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
worst borough (at top of vertical line)
best borough (at bottom of vertical line)


Category 2 Calls - Mean Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 18:00 minutes)
Response Time
01:40:48
01:26:24
01:12:00
00:57:36
00:43:12
00:28:48
00:14:24
00:00:00
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
Exceeds ARP standard
Achieves ARP standard
worst borough (at top of vertical line)
best borough (at bottom of vertical line)


Category 2 Calls - 90% Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 40:00 minutes)
Response Time
03:50:24
03:21:36
02:52:48
02:24:00
01:55:12
01:26:24
00:57:36
00:28:48
00:00:00
Exceeds ARP standard
Achieves ARP standard
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
worst borough (at top of vertical line)
best borough (at bottom of vertical line)


Category 3 Calls - Mean Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 1:00:00 hour)
Response Time
03:21:36
02:52:48
02:24:00
01:55:12
01:26:24
00:57:36
00:28:48
00:00:00
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
Exceeds ARP standard
Achieves ARP standard
worst borough (at top of vertical line)
best borough (at bottom of vertical line)


Category 3 Calls - 90% Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 2:00:00 hours)
Response Time
09:36:00
08:24:00
07:12:00
06:00:00
04:48:00
03:36:00
02:24:00
01:12:00
00:00:00
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
Exceeds ARP standard
Achieves ARP standard
worst borough (at top of vertical line)
best borough (at bottom of vertical line)


Category 4 Calls - 90% Response Times for London Boroughs
Range of worst and best response times for selected months
(horizontal line shows ARP standard of 3:00:00 hours)
Response Time
14:24:00
12:00:00
09:36:00
07:12:00
04:48:00
02:24:00
00:00:00
Exceeds ARP standard
Achieves ARP standard
Apl 18
Dec 18
Feb 19
Mar 19
Apil 19
Jun 19
Jul 19
Aug 19
Dec 20
Jan 21
Mar 21
Aug 21
Sep 21
worst borough (at top of vertical line)
best borough (at bottom of vertical line)

6 EXAMPLE OF VARIATIONS BETWEEN BOROUGHS AND OVER TIME

‘HEAT MAP’ SHADED TABLE SHOWING VARIATIONS IN RESPONSE TIMES FOR CATEGORY 2 MEAN CALLS

The attached colour contoured ‘heat map’ table shows separately for each month the rank of each borough’s C2 Mean response time.

Monthly response times are ranked from 1 (best) to 32 (worst) for each month.

All the ranked results are then shaded Green (best) to Red (worst).

The residents of some boroughs receive a consistently better performance than those of other boroughs.

- See Green shaded rank values for the boroughs which consistently receive the best service, e.g. Camden, Westminster, Hammersmith & Fulham, Lambeth, Southwark, Merton, Sutton, and Wandsworth.
- See Red shared rank values for the boroughs which consistently receive the worst service, e.g. Barnet, Enfield, Haringey, Waltham Forest, Hillingdon, Bexley, and Croydon.

Some boroughs appear to experience a degree of volatility in their month-to-month response rankings.

Also attached is a supporting table of the response times for above rank values.

COMPARISON OVER TIME OF MONTHLY BOROUGH C2 MEAN (18:00 MINUTE ARP STANDARD) RESPONSE TIMES

RESPONSES RANKED BEST (GREEN) TO WORST (RED) FOR 32 BOROUGH CCGs / ICS PLACE (BOROUGH) BASED PARTNERSHIPS

The residents of some boroughs appear to receive consistently better response times than the residents of other boroughs

CCGs/ICBs/Boroughs	Apr-18	Dec-18	Feb-19	Mar-19	Apr-19	Jun-19	Jul-19	Aug-19	Dec-20	Jan-21	Mar-21	Aug-21	Sep-21	Best	Worst	Average
North Central London CCG/ICB																
Barnet	22	28	27	29	27	27	29	20	22	18	29	22	26	18	29	25
Camden	7	11	7	13	8	9	7	2	13	5	9	15	15	2	15	9
Enfield	31	31	30	31	30	32	32	27	29	26	32	30	31	26	32	30
Haringey	24	24	25	26	20	29	20	19	28	27	30	32	30	19	32	26
Islington	15	17	14	15	16	18	13	10	18	7	18	21	21	7	21	16
North East London CCG/ICB																
Barking and Dagenham	17	12	18	16	22	15	9	13	31	30	23	29	27	9	31	20
City and Hackney	20	19	19	12	12	10	16	8	20	20	13	24	17	8	24	16
Havering	19	22	23	23	28	21	14	15	32	29	19	27	25	14	32	23
Newham	16	13	17	11	13	11	6	6	26	28	20	26	28	6	28	17
Redbridge	21	21	26	17	25	17	15	17	30	31	25	27	28	15	31	23
Tower Hamlets	12	10	10	9	6	4	4	3	23	22	12	23	18	3	23	12
Waltham Forest	29	26	31	25	29	30	26	24	27	32	31	31	32	24	32	29
North West London CCG/ICB																
Brent	13	20	16	20	14	14	10	14	15	10	22	13	14	10	22	15
Central London (Westminster)	3	5	5	3	2	4	2	1	3	3	2	6	12	1	12	4
Ealing	22	26	28	28	26	22	23	23	10	15	24	8	24	8	28	21
Hammersmith and Fulham	5	6	9	8	5	8	18	11	2	2	7	5	19	2	19	8
Harrow	11	14	20	14	15	12	12	9	14	13	17	9	11	9	20	13
Hillingdon	32	32	32	32	31	31	31	30	16	17	28	17	23	16	32	27
Hounslow	30	30	29	30	21	25	28	26	7	16	21	10	22	7	30	23
West London	9	16	11	19	9	16	17	7	1	1	6	4	16	1	19	10
South East London CCG/ICB																
Bexley	28	25	24	24	32	28	30	32	25	25	26	20	10	10	32	25
Bromley	10	8	13	18	23	25	27	31	17	19	8	14	7	7	31	17
Greenwich	18	14	12	7	17	13	19	25	24	24	16	18	8	7	25	17
Lambeth	6	3	4	2	4	3	5	12	8	12	5	3	1	1	12	5
Lewisham	8	7	8	6	19	19	22	22	19	21	15	19	9	6	22	15
Southwark	2	1	2	1	1	1	1	4	5	6	1	1	2	1	6	2
South West London CCG/ICB																
Croydon	27	29	22	22	24	24	25	28	21	23	27	25	20	20	29	24
Kingston	26	18	15	21	11	20	21	29	4	4	4	7	6	4	29	14
Merton	1	2	1	4	3	2	3	5	6	9	3	2	3	1	9	3
Richmond	25	23	21	27	17	23	24	21	9	8	14	16	13	8	27	19
Sutton	14	9	6	10	9	7	11	18	12	14	10	12	5	5	18	11
Wandsworth	4	4	3	5	7	6	8	16	11	11	11	11	4	3	16	8

COMPARISON OVER TIME OF MONTHLY BOROUGH C2 MEAN (18:00 MINUTE ARP STANDARD) RESPONSE TIMES

SOURCE DATA - BOROUGH RESPONSE TIMES FROM LAS MONTHLY MONITORING REPORTS

Response times shown in Green are within the ARP 18 minute standard, those shown in Red are in excess of the standard

CCGs/ICBs/Boroughs	Apr-18	Dec-18	Feb-19	Mar-19	Apr-19	Jun-19	Jul-19	Aug-19	Dec-20	Jan-21	Mar-21	Aug-21	Sep-21	Best	Worst	Average
North Central London CCG/ICB																
Barnet	00:18:07	00:23:32	00:25:38	00:20:51	00:18:22	00:24:19	00:24:05	00:19:38	00:49:08	00:40:03	00:15:00	00:42:50	00:54:53	00:15:00	00:54:53	00:28:57
Camden	00:14:30	00:18:46	00:19:33	00:17:38	00:14:27	00:19:48	00:18:45	00:14:59	00:28:37	00:22:41	00:11:00	00:35:37	0:45:15	00:11:00	00:45:15	00:21:40
Enfield	00:21:24	00:27:54	00:27:37	00:22:25	00:19:47	00:26:13	00:26:35	00:21:32	01:17:54	00:58:40	00:16:07	00:54:46	1:07:00	00:16:07	01:17:54	00:36:00
Haringey	00:18:20	00:22:01	00:24:36	00:20:05	00:17:24	00:24:36	00:21:44	00:19:36	01:15:26	00:59:30	00:16:03	00:56:48	1:06:53	00:16:03	01:15:26	00:34:05
Islington	00:16:06	00:19:58	00:21:11	00:17:45	00:15:52	00:21:25	00:19:50	00:16:28	00:37:01	00:26:45	00:13:27	00:41:06	0:50:37	00:13:27	00:50:37	00:24:25
North East London CCG/ICB																
Barking and Dagenham	0:16:25	00:19:12	00:22:18	00:17:57	00:17:47	00:21:01	00:19:17	00:16:54	01:27:53	01:07:08	00:13:57	00:49:14	0:55:33	00:13:57	01:27:53	00:32:40
City and Hackney	0:17:14	00:20:16	00:22:22	00:17:34	00:15:12	00:20:06	00:20:25	00:16:22	00:44:32	00:40:30	00:12:20	00:43:15	0:46:05	00:12:20	00:46:05	00:25:52
Havering	00:16:45	00:21:41	00:23:15	00:19:07	00:19:22	00:22:00	00:19:58	00:17:29	01:30:22	01:04:18	00:13:29	00:48:42	0:53:38	00:13:29	01:30:22	00:33:05
Newham	00:16:17	00:19:20	00:22:12	00:17:28	00:15:25	00:20:10	00:18:33	00:15:55	01:04:19	01:01:21	00:13:35	00:45:57	0:56:40	00:13:35	01:04:19	00:29:47
Redbridge	00:17:26	00:21:39	00:24:47	00:18:14	00:17:58	00:21:23	00:20:16	00:17:43	01:27:36	01:07:16	00:14:09	00:48:42	0:56:40	00:14:09	01:27:36	00:33:22
Tower Hamlets	00:15:56	00:18:45	00:20:07	00:16:51	00:14:03	00:18:46	00:17:48	00:15:00	00:50:03	00:45:03	00:11:34	00:43:03	0:46:25	00:11:34	00:50:03	00:25:39
Waltham Forest	00:19:58	00:23:24	00:27:47	00:20:00	00:19:41	00:24:46	00:23:05	00:20:31	01:15:17	01:07:20	00:16:06	00:55:19	1:11:56	00:16:06	01:15:17	00:35:47
North West London CCG/ICB																
Brent	00:16:01	00:20:52	00:22:06	00:18:48	00:15:27	00:20:52	00:19:18	00:17:09	00:29:04	00:28:25	00:13:45	00:33:58	0:44:38	00:13:45	00:44:38	00:23:06
Central London (Westminster)	00:13:43	00:17:21	00:17:09	00:15:08	00:12:45	00:18:46	00:16:50	00:14:38	00:20:55	00:19:06	00:09:51	00:31:04	0:43:55	00:09:51	00:43:55	00:19:19
Ealing	00:18:07	00:23:24	00:26:08	00:20:42	00:18:19	00:22:17	00:22:34	00:20:05	00:26:51	00:31:34	00:13:58	00:32:27	0:53:02	00:13:58	00:53:02	00:25:21
Hammersmith and Fulham	00:13:54	00:17:57	00:20:03	00:16:46	00:13:58	00:19:44	00:21:15	00:16:34	00:19:15	00:17:23	00:10:41	00:30:50	0:48:04	00:10:41	00:48:04	00:20:30
Harrow	00:15:42	00:19:38	00:22:27	00:17:42	00:15:33	00:20:16	00:19:42	00:16:27	00:29:02	00:30:43	00:13:26	00:33:11	0:42:49	00:13:26	00:42:49	00:22:49
Hillingdon	00:21:45	00:27:57	00:33:48	00:22:59	00:20:04	00:25:51	00:26:03	00:22:04	00:31:40	00:32:48	00:14:47	00:36:13	0:52:11	00:14:47	00:52:11	00:28:19
Hounslow	00:20:14	00:25:48	00:26:57	00:21:09	00:17:41	00:22:58	00:24:00	00:21:17	00:26:19	00:32:13	00:13:41	00:33:19	0:51:11	00:13:41	00:51:11	00:25:54
West London	0:15:38	00:19:46	00:20:54	00:18:38	00:14:50	00:21:10	00:21:11	00:16:00	00:18:45	00:16:25	00:10:40	00:30:41	0:45:44	00:10:40	00:45:44	00:20:48
South East London CCG/ICB																
Bexley	00:19:54	00:23:02	00:24:08	00:19:55	00:20:17	00:24:35	00:25:04	00:23:50	00:55:10	00:56:51	00:14:23	00:40:56	0:42:45	00:14:23	00:56:51	00:30:04
Bromley	00:15:39	00:18:28	00:21:10	00:18:16	00:17:51	00:22:58	00:23:21	00:22:19	00:35:09	00:40:22	00:10:59	00:34:05	0:41:13	00:10:59	00:41:13	00:24:45
Greenwich	00:16:39	00:19:38	00:20:56	00:16:38	00:16:26	00:20:48	00:21:40	00:20:43	00:53:52	00:55:56	00:13:02	00:37:04	0:41:58	00:13:02	00:55:56	00:27:20
Lambeth	00:14:04	00:15:00	00:16:32	00:14:08	00:12:58	00:18:25	00:18:19	00:16:40	00:26:30	00:30:17	00:10:20	00:30:36	0:29:51	00:10:20	00:30:36	00:19:31
Lewisham	00:15:13	00:18:14	00:20:02	00:16:22	00:16:38	00:21:38	00:22:20	00:20:03	00:43:36	00:44:35	00:12:26	00:37:11	0:42:21	00:12:26	00:44:35	00:25:26
Southwark	00:13:03	00:14:23	00:15:22	00:12:51	00:12:20	00:17:01	00:16:15	00:15:07	00:25:53	00:25:36	00:09:10	00:29:06	0:30:15	00:09:10	00:30:15	00:18:11
South West London CCG/ICB																
Croydon	00:19:49	00:23:43	00:22:50	00:18:58	00:17:53	00:22:28	00:22:57	00:21:49	00:45:06	00:55:39	00:14:43	00:44:49	0:49:11	00:14:43	00:55:39	00:29:13
Kingston	00:19:07	00:20:11	00:21:53	00:18:49	00:15:00	00:21:54	00:21:57	00:21:53	00:23:10	00:21:37	00:10:02	00:31:38	0:39:46	00:10:02	00:39:46	00:22:04
Merton	00:12:51	00:14:25	00:15:18	00:15:10	00:12:49	00:17:18	00:17:43	00:15:49	00:26:06	00:27:14	00:09:57	00:29:54	0:35:30	00:09:57	00:35:30	00:19:14
Richmond	00:18:45	00:22:00	00:22:44	00:20:33	00:16:26	00:22:24	00:22:50	00:19:46	00:26:40	00:27:03	00:12:22	00:35:54	0:44:24	00:12:22	00:44:24	00:23:59
Sutton	00:16:02	00:18:31	00:18:09	00:17:17	00:14:50	00:19:34	00:19:22	00:18:42	00:27:46	00:31:15	00:11:14	00:33:44	0:38:06	00:11:14	00:38:06	00:21:53
Wandsworth	00:13:44	00:16:31	00:16:24	00:15:36	00:14:15	00:19:15	00:18:48	00:17:33	00:27:08	00:30:00	00:11:30	00:33:28	0:36:18	00:11:30	00:36:18	00:20:48

7 SUMMARISED ICB AVERAGES FAIL TO REFLECT THE WIDE RANGE IN BOROUGH RESPONSE TIMES

- **ICB AVERAGES COMPARED TO THE: BEST, WORST, AND VARIANCE BETWEEN BEST AND WORST, BOROUGH RESPONSE TIMES**

- **TABLE FOR SEPTEMBER 2021 WHICH IDENTIFIES THE BOROUGHS WITH THE BEST AND WORST RESPONSE TIMES**

AMBULANCE BOROUGH RESPONSE TIMES BY CATEGORY OF CALL - SEPTEMBER 2021

	C1 Mean	C1 90%	C2 Mean	C2 90%	C3 Mean	C3 90%	C4 90%
ARP Standard	**00:07:00**	**00:15:00**	**00:18:00**	**00:40:00**	**01:00:00**	**02:00:00**	**03:00:00**
North Central London ICB							
Best Borough	0:07:13	0:11:44	0:45:15	1:42:52	1:40:11	4:12:20	7:53:19
ICB Average	**0:07:50**	**0:13:19**	**0:57:15**	**2:00:20**	**2:14:31**	**5:22:11**	**8:45:43**
Worst Borough	0:08:32	0:14:11	1:07:00	2:14:10	2:47:49	6:05:53	9:02:33
Variance between Best and Worst Borough in ICB	0:01:19	0:02:27	0:21:45	0:31:18	1:07:38	1:53:33	1:09:14
North East London ICB							
Best Borough	0:06:49	0:11:46	0:46:05	1:40:31	1:43:15	4:34:58	5:49:23
ICB Average	**0:07:45**	**0:12:39**	**0:55:03**	**1:58:09**	**2:01:48**	**5:15:19**	**9:12:01**
Worst Borough	0:09:14	0:14:38	1:11:56	2:34:30	2:28:57	6:52:07	10:25:15
Variance between Best and Worst Borough in ICB	0:02:25	0:02:52	0:25:51	0:53:59	0:45:42	2:17:09	4:35:52
North West London ICB							
Best Borough	0:05:49	0:10:49	0:42:49	1:29:13	1:28:42	3:59:07	6:36:59
ICB Average	**0:06:55**	**0:12:05**	**0:48:04**	**1:42:49**	**1:55:24**	**4:46:27**	**9:17:06**
Worst Borough	0:07:41	0:13:24	0:53:02	1:59:09	2:12:02	5:07:41	10:47:23
Variance between Best and Worst Borough in ICB	0:01:52	0:02:35	0:10:13	0:29:56	0:43:20	1:08:34	4:10:24
South East London ICB							
Best Borough	0:06:03	0:10:57	0:29:51	1:04:58	1:22:13	3:17:49	4:49:47
ICB Average	**0:07:08**	**0:12:24**	**0:37:37**	**1:22:32**	**1:38:23**	**3:58:49**	**6:23:11**
Worst Borough	0:08:14	0:14:20	0:42:45	1:31:03	2:00:02	4:44:46	8:17:36
Variance between Best and Worst Borough in ICB	0:02:11	0:03:23	0:12:54	0:26:05	0:37:49	1:26:57	3:27:49
South West London ICB							
Best Borough	0:06:55	0:11:09	0:35:30	1:12:41	1:23:59	3:30:28	5:58:03
ICB Average	**0:07:39**	**0:13:20**	**0:41:37**	**1:31:28**	**1:39:12**	**4:01:01**	**7:19:43**
Worst Borough	0:08:32	0:15:40	0:49:11	1:42:03	1:48:14	4:19:20	8:34:20
Variance between Best and Worst Borough in ICB	0:01:37	0:04:31	0:13:41	0:29:22	0:24:15	0:48:52	2:36:17

BEST & WORST LAS RESPONSE TIMES BY LONDON BOROUGH - SEPTEMBER 2021 (Month 6 of 2021-22)

Source: LAS Contractual Monthly Performance Report - October 2021 Report contains September 2021 Activity

Category 1 Calls – Mean (average) Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**7:00** minutes		**7:00** minutes
Best performance	Westminster	**5:49** minutes	Westminster	**5:49** minutes
Worst performance	Hillingdon	**7:41** minutes	Waltham Forest	**9:14** minutes

Category 1 Calls – 90th Centile Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**15:00** minutes		15:00 minutes
Best Performance	Westminster	**10:49** minutes	Westminster	**10:4**9 minutes
Worst Performance	Hillingdon	**13:24** minutes	Croydon	**15:40** minutes

Category 2 Calls – Mean (average) Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**18:00** minutes		**18:00** minutes
Best performance	Harrow	**42:49** minutes	Lambeth	**29:51** minutes
Worst performance	Ealing	**53:02** minutes	Waltham Forest	**1:11:56** minutes

Category 2 Calls – 90th Centile Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**40:00** minutes		**40:00** minutes
Best Performance	Harrow	**1:29:13** hours:minutes	Lambeth	**1:04:58** hours:minutes
Worst Performance	Hillingdon	**1:59:09** hours:minutes	Waltham Forest	**2:34:30** hours:minutes

/Continued

BEST & WORST LAS RESPONSE TIMES BY LONDON BOROUGH - SEPTEMBER 2021 (Month 6 of 2021-22)

Source: LAS Contractual Monthly Performance Report - October 2021 Report contains September 2021 Activity

Category 3 Calls – Mean (average) Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**1:00:00** hours		**1:00:00** hours
Best performance	Westminster	**1:28:42** hours:minutes	Southwark	**1:22:13** hours:minutes
Worst performance	Ealing	**2:12:02** hours:minutes	Enfield	**2:47:49** hours:minutes

Category 3 Calls – 90th Centile Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**2:00:00** hours		**2:00:00** hours
Best Performance	Westminster	**3:59:07** hours:minutes	Southwark	**3:17:49** hours:minutes
Worst Performance	Ealing	**5:07:41** hours:minutes	Waltham Forest	**6:52:07** hours:minutes

Category 4 Calls – Mean (average) Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**No NHS Standard**		**No NHS Standard**
Best performance	**Mean Not reported by LAS**		**Mean Not reported by LAS**	
Worst performance				

Category 4 Calls – 90th Centile Results

	NW London ICS Boroughs		All London Boroughs	
NHS Performance Standard		**3:00:00** hours		**3:00:00** hours
Best Performance	Brent	**6:36:59** hours:minutes	Bromley	**4:49:47** hours minutes
Worst Performance	West London (K&C)	**10:47:23** hours:minutes	West London (K&C)	**10:47:23** hours:minutes

8 SEPTEMBER 2021 ‘DEEP DIVE’ PERFORMANCE

MONTHLY CHARTS SHOWING RANGE OF BOROUGH RESPONSE TIMES COMPARED TO ARP STANDARD

The following charts show:

- The wide range of borough response times for each ARP measure in a single month – a distribution which is obscured if only a NW London average is reported.
- All borough actuals are in excess of the ARP standard for all C2, C3 and C4 calls.

Category 1 Calls – Mean Response Times (chart).

Category 1 Calls – 90% Response Times (chart).

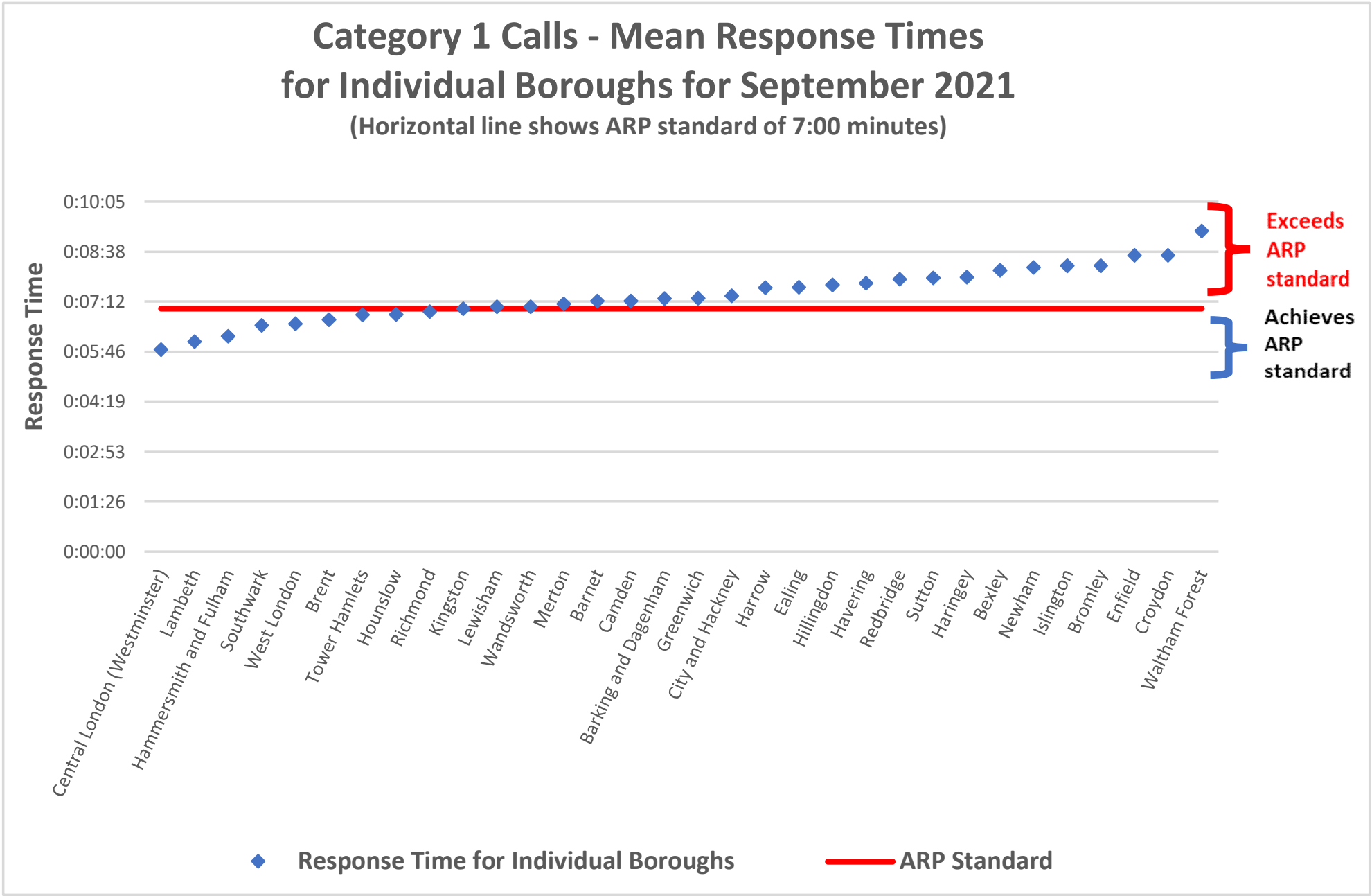
Category 2 Calls – Mean Response Times (chart).

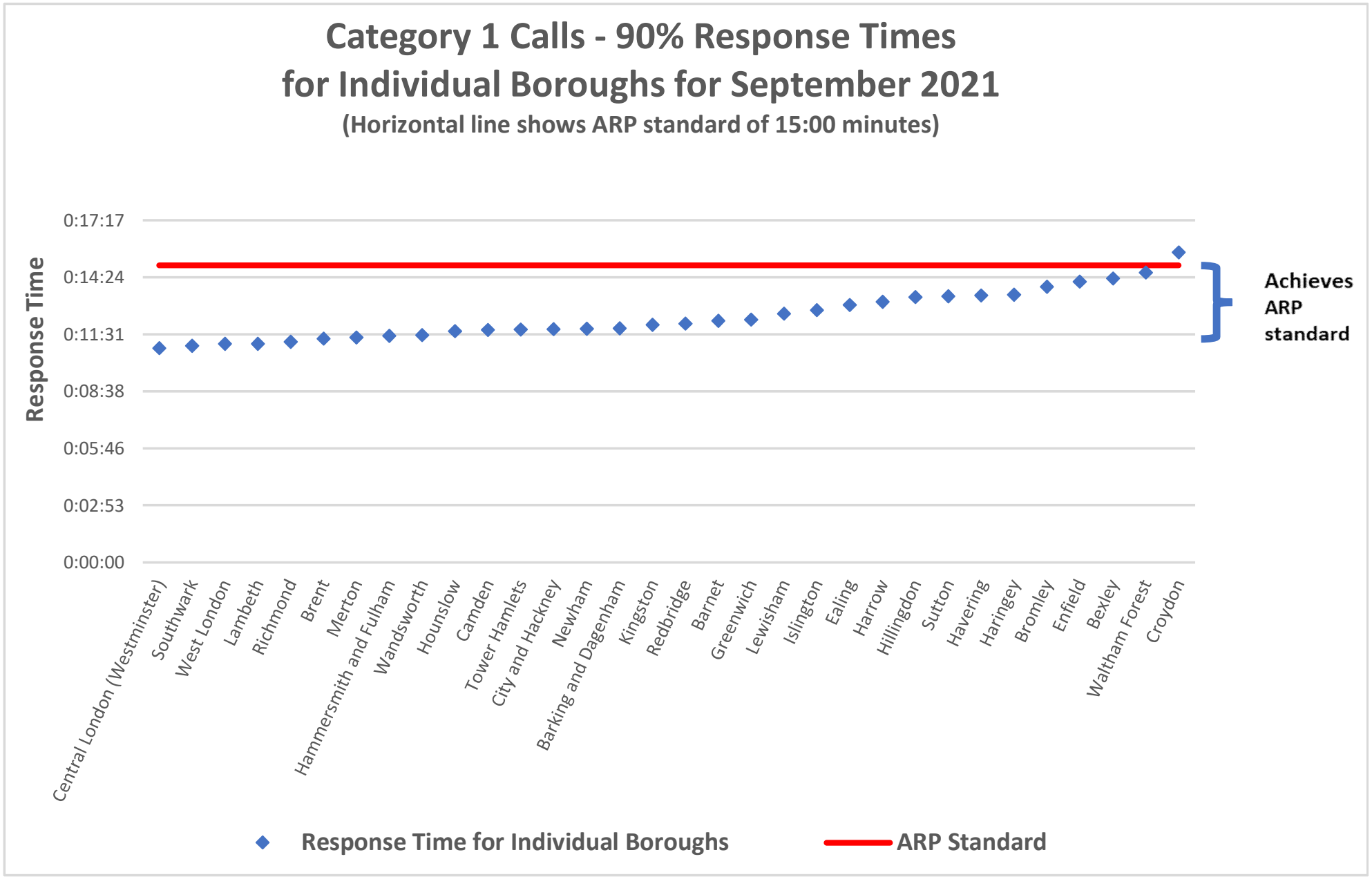
Category 2 Calls – 90% Response Times (chart).

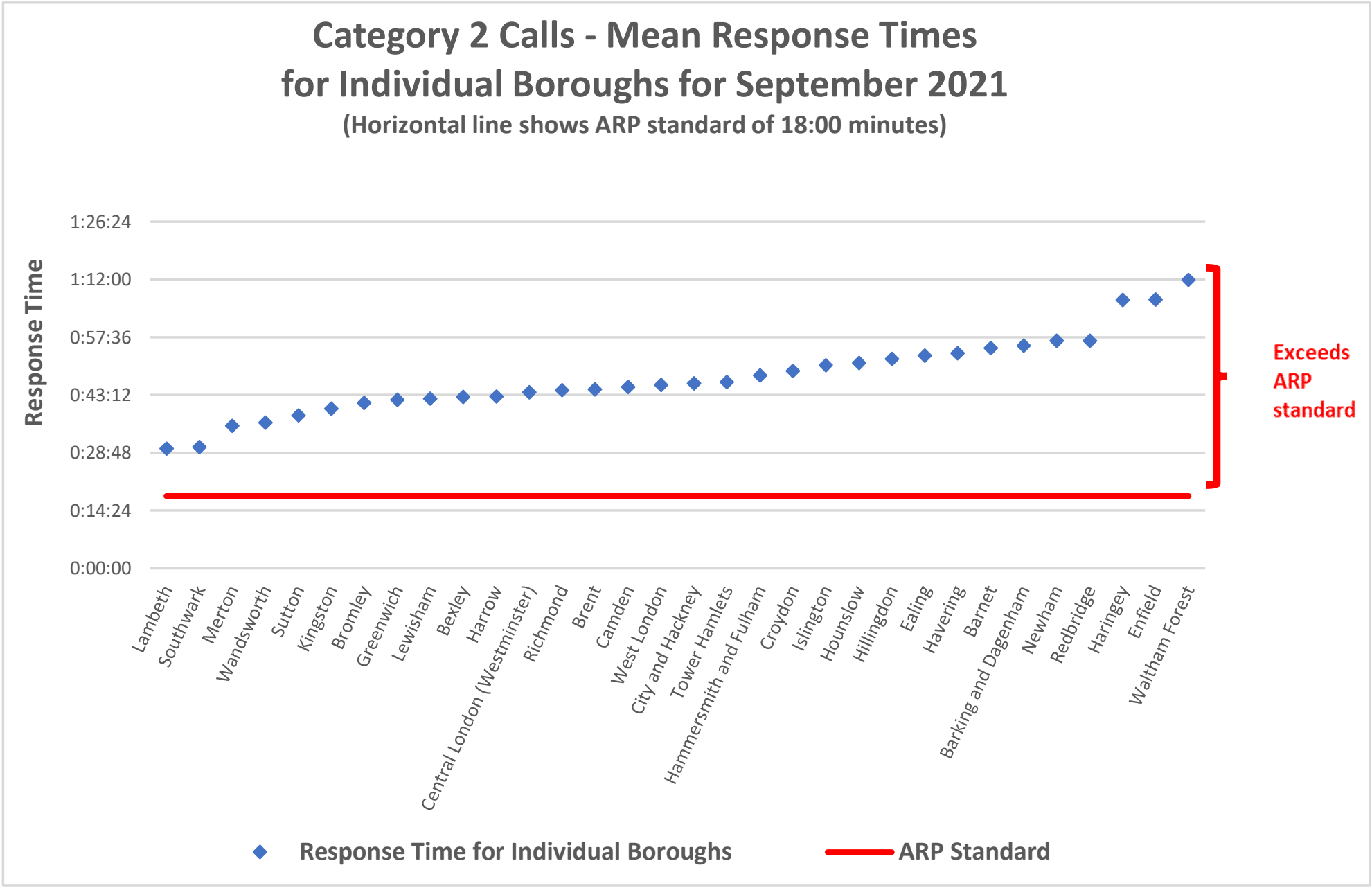
Category 3 Calls – Mean Response Times (chart).

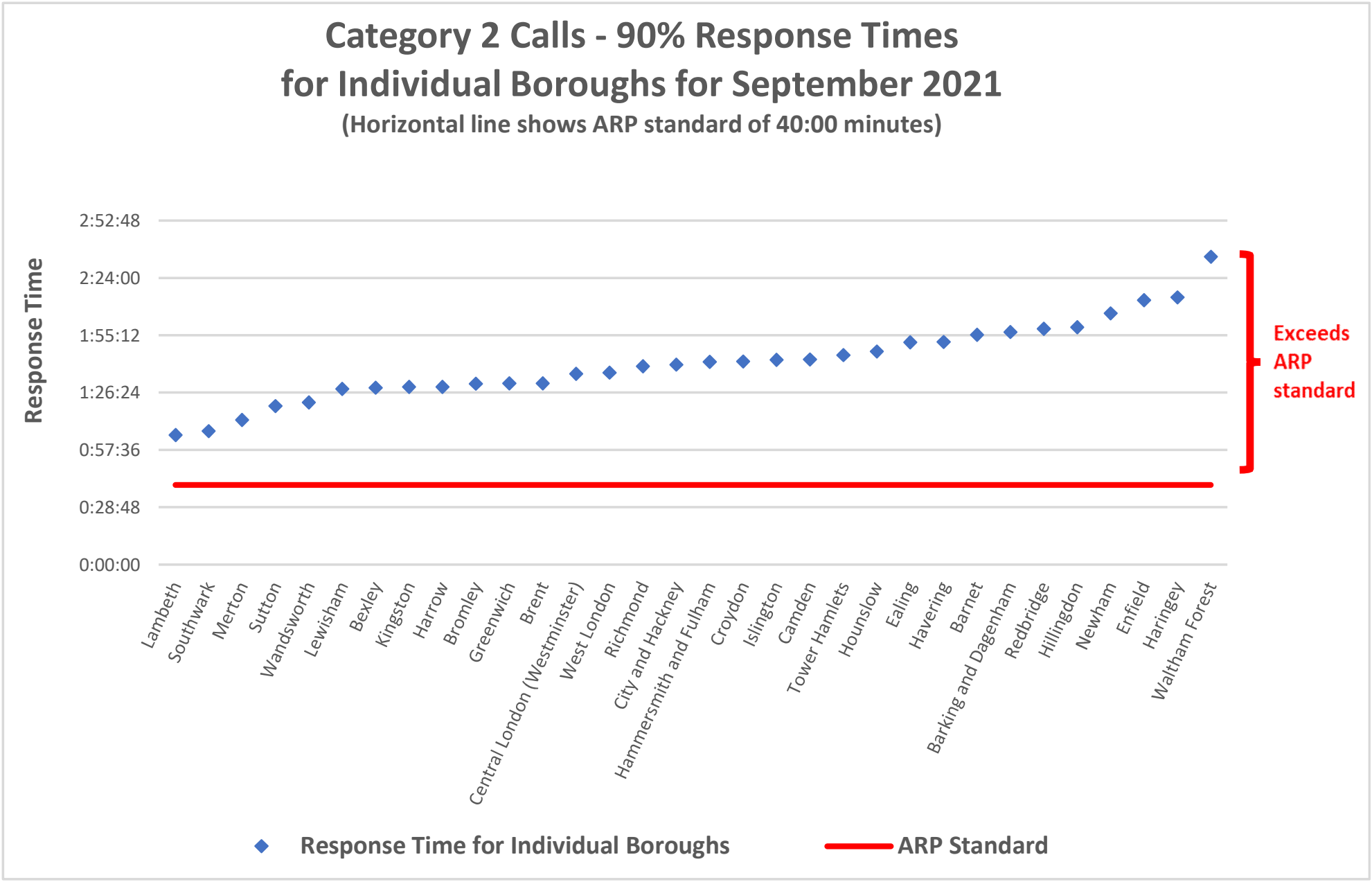
Category 3 Calls – 90% Response Times (chart).

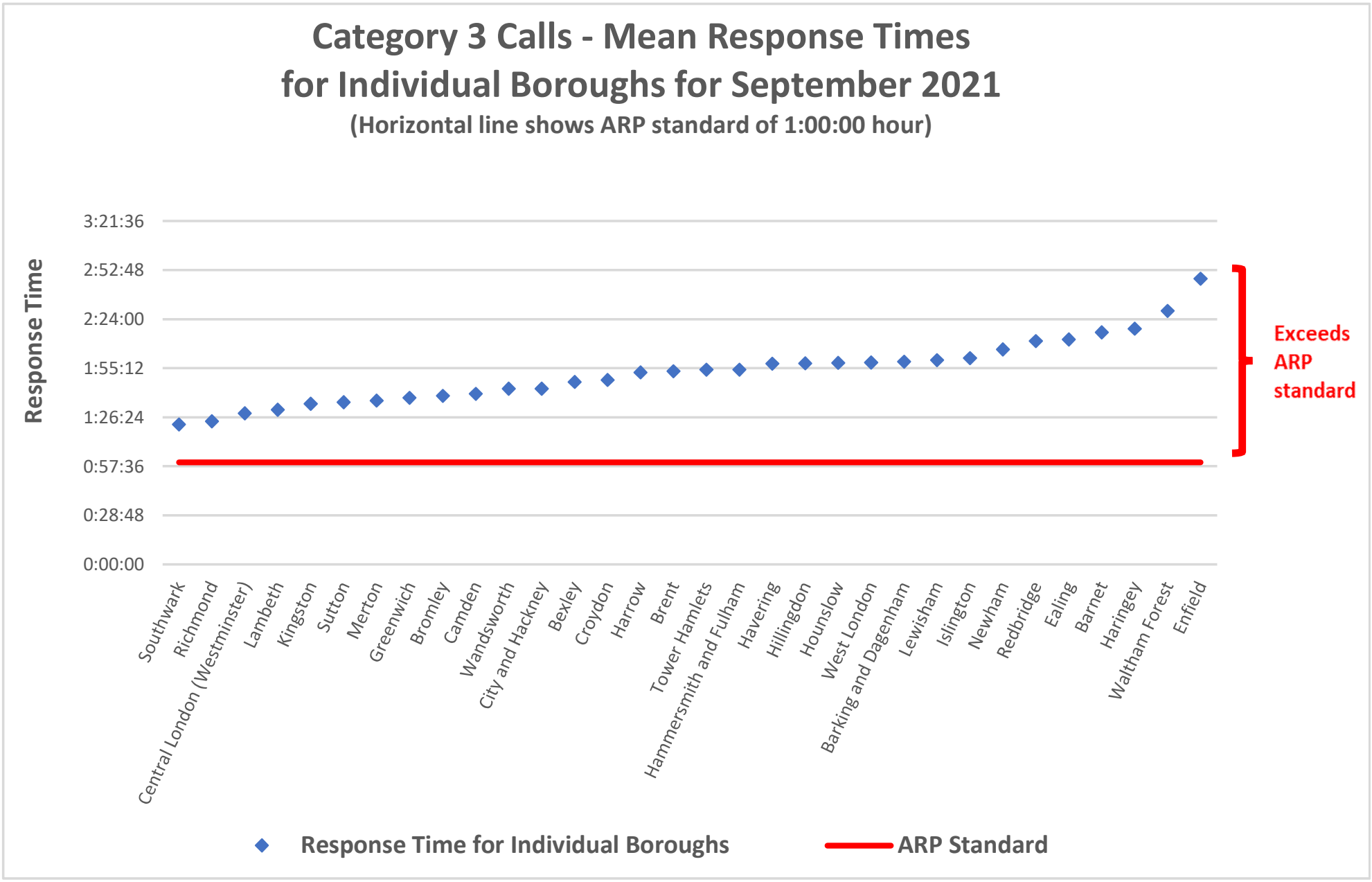
Category 4 Calls – 90% Response Times (chart).

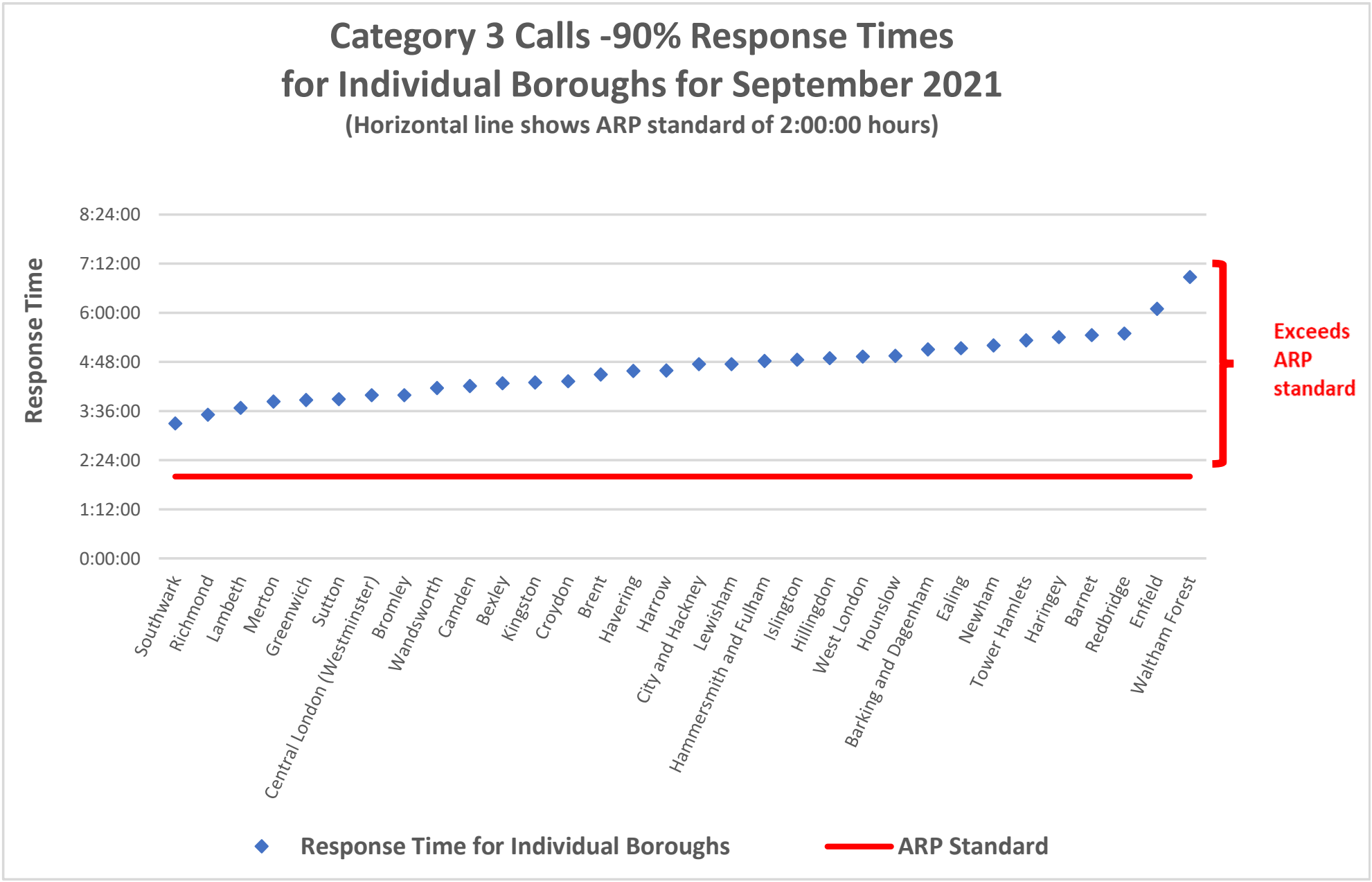

Category 1 Calls - Mean Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 7:00 minutes)
Response Time
0:10:05
0:08:38
0:07:12
0:05:46
0:04:19
0:02:53
0:01:26
0:00:00
Exceeds ARP standard
Achieves ARP standard
Central London (Westminster)
Lambeth
Hammersmith and Fulham
Southwark
West London
Brent
Tower Hamlets
Hounslow
Richmond
Kingston
Lewisham
Wandsworth
Merton
Barnet
Camden
Barking and Dagenham
Greenwich
City and Hackney
Harrow
Ealing
Hillingdon
Havering
Redbridge
Sutton
Haringey
Bexley
Newham
Islington
Bromley
Enfield
Croydon
Waltham Forest
Response Time for Individual Boroughs
ARP Standard

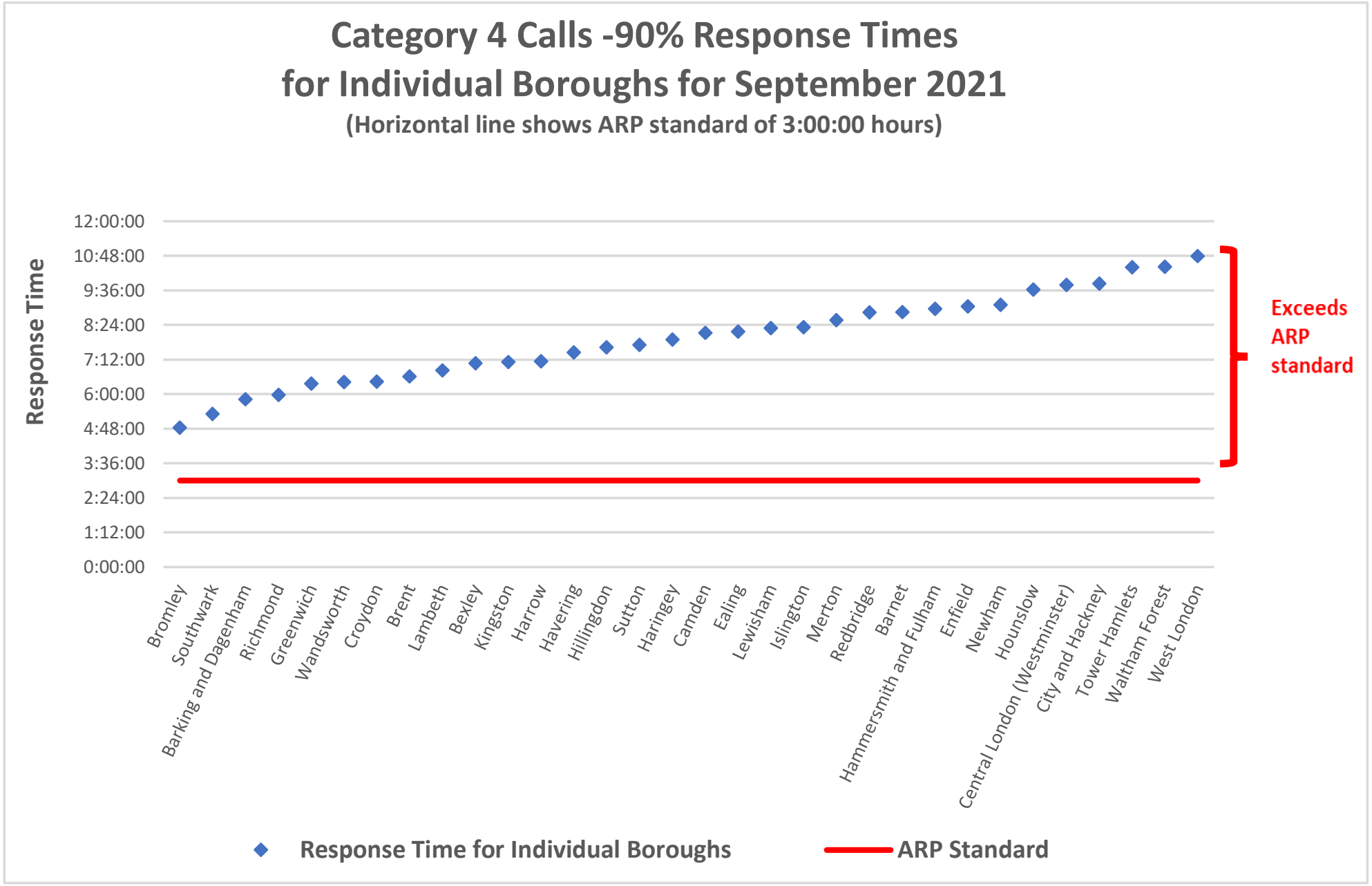

Category 1 Calls - 90% Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 15:00 minutes)
Response Time
0:17:17
0:14:24
0:11:31
0:08:38
0:05:46
0:02:53
0:00:00
Central London (Westminster)
Southwark
West London
Lambeth
Richmond
Brent
Merton
Hammersmith and Fulham
Wandsworth
Hounslow
Camden
Tower Hamlets
City and Hackney
Newham
Barking and Dagenham
Kingston
Redbridge
Barnet
Greenwich
Lewisham
Islington
Ealing
Harrow
Hillingdon
Sutton
Havering
Haringey
Bromley
Enfield
Bexley
Waltham Forest
Croydon
Achieves ARP standard
Response Time for Individual Boroughs
ARP Standard


Category 2 Calls - Mean Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 18:00 minutes)
Response Time
1:26:24
1:12:00
0:57:36
0:43:12
0:28:48
0:14:24
0:00:00
Lambeth
Southwark
Merton
Wandsworth
Sutton
Kingston
Bromley
Greenwich
Lewisham
Bexley
Harrow
Central London (Westminster)
Richmond
Brent
Camden
West London
City and Hackney
Tower Hamlets
Hammersmith and Fulham
Croydon
Islington
Hounslow
Hillingdon
Ealing
Havering
Barnet
Barking and Dagenham
Newham
Redbridge
Haringey
Enfield
Waltham Forest
Exceeds ARP standard
Response Time for Individual Boroughs
ARP Standard


Category 2 Calls - 90% Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 40:00 minutes)
Response Time
2:52:48
2:24:00
1:55:12
1:26:24
0:57:36
0:28:48
0:00:00
Exceeds ARP standard
Lambeth
Southwark
Merton
Sutton
Wandsworth
Lewisham
Bexley
Kingston
Harrow
Bromley
Greenwich
Brent
Central London (Westminster)
West London
Richmond
City and Hackney
Hammersmith and Fulham
Croydon
Islington
Camden
Tower Hamlets
Hounslow
Ealing
Havering
Barnet
Barking and Dagenham
Redbridge
Hillingdon
Newham
Enfield
Haringey
Waltham Forest
Response Time for Individual Boroughs
ARP Standard


Category 3 Calls - Mean Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 1:00:00 hour)
Response Time
3:21:36
2:52:48
2:24:00
1:55:12
1:26:24
0:57:36
0:28:48
0:00:00
Exceeds ARP standard
Southwark
Richmond
Central London (Westminster)
Lambeth
Kingston
Sutton
Merton
Greenwich
Bromley
Camden
Wandsworth
City and Hackney
Bexley
Croydon
Harrow
Brent
Tower Hamlets
Hammersmith and Fulham
Havering
Hillingdon
Hounslow
West London
Barking and Dagenham
Lewisham
Islington
Newham
Redbridge
Ealing
Barnet
Haringey
Waltham Forest
Enfield
Response Time for Individual Boroughs
ARP Standard


Category 3 Calls -90% Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 2:00:00 hours)
Response Time
8:24:00
7:12:00
6:00:00
4:48:00
3:36:00
2:24:00
1:12:00
0:00:00
Southwark
Richmond
Lambeth
Merton
Greenwich
Sutton
Central London (Westminster)
Bromley
Wandsworth
Camden
Bexley
Kingston
Croydon
Brent
Havering
Harrow
City and Hackney
Lewisham
Hammersmith and Fulham
Islington
Hillingdon
West London
Hounslow
Barking and Dagenham
Ealing
Newham
Tower Hamlets
Haringey
Barnet
Redbridge
Enfield
Waltham Forest
Exceeds ARP standard
Response Time for Individual Boroughs
ARP Standard


Category 4 Calls -90% Response Times
for Individual Boroughs for September 2021
(Horizontal line shows ARP standard of 3:00:00 hours)
Response Time
12:00:00
10:48:00
9:36:00
8:24:00
7:12:00
6:00:00
4:48:00
3:36:00
2:24:00
1:12:00
0:00:00
Exceeds ARP standard
Bromley
Southwark
Barking and Dagenham
Richmond
Greenwich
Wandsworth
Croydon
Brent
Lambeth
Bexley
Kingston
Harrow
Havering
Hillingdon
Sutton
Haringey
Camden
Ealing
Lewisham
Islington
Merton
Redbridge
Barnet
Hammersmith and Fulham
Enfield
Newham
Hounslow
Central London (Westminster)
City and Hackney
Tower Hamlets
Waltham Forest
West London
Response Time for Individual Boroughs
ARP Standard

9 SAMPLE MONTHLY BOROUGH RESPONSE TIME PAGES FROM LAS CONTRACT MONITORING REPORTS

Explanatory notes

ARP response time standards are shown in blue type at the top of each Call Category column on the following pages.

Actual response times are shown in green type if they are within the relevant ARP standard and are in Red type if they exceed the ARP standard.

Within each ICB (former CCG) section, the best response time for each category of call is highlighted in Green and the Worst response time is highlighted in pale red.

Sample monthly borough response time performance reports

April 2018 Activity (May 2018 Monthly Report).

December 2018 Activity (January 2019 Monthly Report).

February 2019 Activity (March 2019 Monthly Report).

March 2019 Activity (April 2019 Monthly Report).

April 2019 Activity (May 2019 Monthly Report).

June 2019 Activity (July 2019 Monthly Report).

July 2019 Activity (August 2019 Monthly Report).

August 2019 Activity (September 2019 Monthly Report).

December 2020 Activity (January 2021 Monthly Report).

January 2021 Activity (February 2021 Monthly Report).

March 2021 Activity (April 2021 Monthly Report).

August 2021 Activity (September 2021 Monthly Report).

September 2021 Activity (October 2021 Monthly Report).

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
April 2018 (Month 1) Activity

(M1)

	CCG Name	C1 Mean (00:07:00)	C1 90th centile (00:15:00)	C2 Mean (00:18:00)	C2 90th centile (00:40:00)	C3 90th centile (02:00:00)	C4 90th centile (03:00:00)
North Central	NHS Barnet CCG	00:07:27	00:11:31	00:18:07	00:35:04	01:55:50	02:15:59
	NHS Camden CCG	00:06:01	00:09:53	00:14:30	00:28:01	01:41:17	02:10:49
	NHS Enfield CCG	00:06:34	00:10:36	00:21:24	00:43:39	02:28:15	01:40:10
	NHS Haringey CCG	00:07:11	00:11:28	00:18:20	00:35:45	02:24:17	01:48:53
	NHS Islington CCG	00:06:39	00:10:14	00:16:06	00:30:55	01:52:01	02:11:50
	Total	**00:06:47**	**00:10:46**	**00:17:54**	**00:35:27**	**02:05:50**	**02:02:31**
North East	NHS Barking and Dagenham CCG	00:07:02	00:11:11	00:16:25	00:31:17	01:48:59	02:10:08
	NHS City and Hackney CCG	00:06:51	00:11:24	00:17:14	00:31:51	01:51:57	02:18:59
	NHS Havering CCG	00:07:24	00:11:30	00:16:45	00:34:36	01:34:45	01:58:22
	NHS Newham CCG	00:07:07	00:11:30	00:16:17	00:31:06	02:04:53	02:57:47
	NHS Redbridge CCG	00:07:05	00:11:25	00:17:26	00:33:24	02:14:43	02:00:09
	NHS Tower Hamlets CCG	00:06:16	00:10:28	00:15:56	00:31:30	01:42:35	01:29:47
	NHS Waltham Forest CCG	00:07:32	00:12:20	00:19:58	00:38:34	02:23:08	02:38:17
	Total	**00:07:00**	**00:11:18**	**00:17:05**	**00:33:05**	**01:57:16**	**02:13:36**
North West	NHS Brent CCG	00:07:18	00:11:05	00:16:01	00:30:13	01:35:08	01:35:11
	NHS Central London (Westminster) CCG	00:06:27	00:11:40	00:13:43	00:27:05	01:26:14	01:21:29
	NHS Ealing CCG	00:06:57	00:11:37	00:18:07	00:35:22	02:18:46	01:35:20
	NHS Hammersmith and Fulham CCG	00:06:11	00:10:49	00:13:54	00:26:40	01:48:05	01:21:34
	NHS Harrow CCG	00:06:49	00:10:50	00:15:42	00:30:33	01:36:40	02:14:47
	NHS Hillingdon CCG	00:07:05	00:12:19	00:21:45	00:49:11	02:19:11	02:29:56
	NHS Hounslow CCG	00:06:36	00:11:15	00:20:14	00:42:48	02:10:35	02:39:20
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:06:02	00:10:31	00:15:38	00:29:30	01:55:33	02:01:51
	Total	**00:06:44**	**00:11:16**	**00:17:10**	**00:34:14**	**01:56:23**	**01:58:06**
South East	NHS Bexley CCG	00:08:06	00:12:26	00:19:54	00:40:33	01:56:14	02:08:28
	NHS Bromley CCG	00:06:58	00:12:05	00:15:39	00:31:01	01:26:40	01:40:51
	NHS Greenwich CCG	00:06:24	00:11:03	00:16:39	00:33:32	01:37:40	02:09:28
	NHS Lambeth CCG	00:06:28	00:10:26	00:14:04	00:26:40	01:24:16	01:53:27
	NHS Lewisham CCG	00:07:01	00:11:39	00:15:13	00:28:32	01:34:10	01:52:31
	NHS Southwark CCG	00:06:55	00:10:49	00:13:03	00:25:01	01:24:22	01:43:06
	Total	**00:06:54**	**00:11:27**	**00:15:31**	**00:30:13**	**01:32:42**	**02:01:11**
South West	NHS Croydon CCG	00:07:23	00:12:08	00:19:49	00:39:18	01:48:00	02:20:19
	NHS Kingston CCG	00:06:51	00:12:19	00:19:07	00:38:59	01:37:40	01:58:04
	NHS Merton CCG	00:06:29	00:11:30	00:12:51	00:23:43	01:18:25	01:33:57
	NHS Richmond CCG	00:06:41	00:10:38	00:18:45	00:35:54	01:40:54	01:56:05
	NHS Sutton CCG	00:06:34	00:10:40	00:16:02	00:29:24	01:34:05	01:33:40
	NHS Wandsworth CCG	00:06:27	00:10:08	00:13:44	00:24:16	01:35:57	01:50:36
	Total	**00:06:50**	**00:11:27**	**00:16:56**	**00:33:12**	**01:39:23**	**02:03:17**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
December 2018 (Month 9) Activity

	(M9) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:31	00:10:50	00:23:32	00:49:06	01:06:53	02:37:21	03:27:29
	NHS Camden CCG	00:06:10	00:10:24	00:18:46	00:37:27	01:01:12	02:42:16	02:25:36
	NHS Enfield CCG	00:06:24	00:10:33	00:27:54	00:57:57	01:29:05	03:48:31	05:48:18
	NHS Haringey CCG	00:06:04	00:10:15	00:22:01	00:43:56	01:35:40	04:10:57	02:54:58
	NHS Islington CCG	00:06:07	00:10:00	00:19:58	00:43:29	01:02:21	02:45:38	02:15:40
	Total	**00:06:16**	**00:10:28**	**00:22:48**	**00:47:47**	**01:14:25**	**03:07:19**	**03:10:57**
North East	NHS Barking and Dagenham CCG	00:06:23	00:10:26	00:19:12	00:39:13	01:10:54	02:54:16	03:45:40
	NHS City and Hackney CCG	00:06:18	00:10:54	00:20:16	00:42:15	01:04:47	02:38:17	05:21:17
	NHS Havering CCG	00:06:14	00:10:05	00:21:41	00:45:34	01:01:47	02:27:07	03:01:34
	NHS Newham CCG	00:06:56	00:11:35	00:19:20	00:38:34	01:05:29	02:36:33	03:24:06
	NHS Redbridge CCG	00:06:50	00:10:46	00:21:39	00:43:41	01:21:02	03:20:19	01:48:53
	NHS Tower Hamlets CCG	00:05:43	00:09:42	00:18:45	00:39:38	00:55:27	02:12:21	02:29:33
	NHS Waltham Forest CCG	00:06:25	00:10:28	00:23:24	00:48:38	01:32:11	03:33:40	04:38:32
	Total	**00:06:26**	**00:10:38**	**00:20:35**	**00:42:31**	**01:09:07**	**02:49:31**	**03:27:26**
North West	NHS Brent CCG	00:06:19	00:10:44	00:20:52	00:41:15	01:05:05	02:44:23	02:33:48
	NHS Central London (Westminster) CCG	00:06:17	00:10:59	00:17:21	00:36:48	00:54:35	02:05:52	03:27:56
	NHS Ealing CCG	00:06:20	00:10:14	00:23:24	00:48:45	01:11:32	02:54:15	02:57:09
	NHS Hammersmith and Fulham CCG	00:05:57	00:10:00	00:17:57	00:36:04	00:58:20	02:15:56	02:10:33
	NHS Harrow CCG	00:06:13	00:10:10	00:19:38	00:40:23	00:54:38	02:22:13	01:55:38
	NHS Hillingdon CCG	00:06:49	00:11:13	00:27:57	01:03:09	01:07:17	02:49:58	02:33:24
	NHS Hounslow CCG	00:06:37	00:10:57	00:25:48	00:53:36	01:14:55	03:04:56	03:28:11
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:44	00:09:27	00:19:46	00:39:58	00:59:33	02:20:15	03:10:13
	Total	**00:06:20**	**00:10:38**	**00:21:59**	**00:46:20**	**01:03:45**	**02:38:12**	**02:52:40**
South East	NHS Bexley CCG	00:06:59	00:12:10	00:23:02	00:47:05	00:52:19	02:01:26	02:38:30
	NHS Bromley CCG	00:06:16	00:10:42	00:18:28	00:37:09	00:46:04	01:49:37	01:44:05
	NHS Greenwich CCG	00:06:01	00:10:10	00:19:38	00:41:02	00:50:13	02:07:31	02:48:54
	NHS Lambeth CCG	00:06:05	00:09:56	00:15:00	00:29:32	00:46:14	01:47:52	02:18:43
	NHS Lewisham CCG	00:06:20	00:10:40	00:18:14	00:36:54	00:51:43	02:08:37	02:06:00
	NHS Southwark CCG	00:05:55	00:09:29	00:14:23	00:28:16	00:41:58	01:43:54	01:44:54
	Total	**00:06:13**	**00:10:27**	**00:17:49**	**00:36:45**	**00:47:39**	**01:56:43**	**02:22:39**
South West	NHS Croydon CCG	00:06:21	00:10:41	00:23:43	00:52:53	01:05:29	02:28:19	03:45:22
	NHS Kingston CCG	00:05:38	00:09:41	00:20:11	00:42:23	00:43:04	01:45:45	02:09:02
	NHS Merton CCG	00:06:14	00:09:46	00:14:25	00:27:32	00:42:48	01:49:18	01:45:43
	NHS Richmond CCG	00:06:20	00:10:47	00:22:00	00:44:51	00:55:13	02:05:24	02:49:28
	NHS Sutton CCG	00:05:31	00:08:37	00:18:31	00:37:17	00:45:59	01:58:19	02:52:53
	NHS Wandsworth CCG	00:06:05	00:10:13	00:16:31	00:32:36	00:45:42	01:47:13	02:05:15
	Total	**00:06:06**	**00:10:12**	**00:19:49**	**00:42:01**	**00:51:48**	**02:07:22**	**02:47:23**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
February 2019 (Month 11) Activity

(M11)	CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:07:12	00:11:36	00:25:38	00:52:35	01:22:19	03:36:27	05:06:07
	NHS Camden CCG	00:06:28	00:11:21	00:19:33	00:40:44	01:11:30	03:02:32	02:51:09
	NHS Enfield CCG	00:06:32	00:11:25	00:27:37	00:55:30	01:37:32	04:18:50	04:44:18
	NHS Haringey CCG	00:06:46	00:11:03	00:24:36	00:51:57	01:26:00	03:35:38	02:13:41
	NHS Islington CCG	00:05:57	00:10:03	00:21:11	00:42:10	01:18:40	03:06:44	05:09:54
	Total	**00:06:36**	**00:11:16**	**00:24:06**	**00:50:01**	**01:23:24**	**03:27:54**	**04:44:07**
North East	NHS Barking and Dagenham CCG	00:07:07	00:10:33	00:22:18	00:47:16	01:12:49	03:11:22	02:48:15
	NHS City and Hackney CCG	00:06:39	00:11:04	00:22:22	00:44:34	01:13:00	03:06:18	04:11:06
	NHS Havering CCG	00:06:49	00:11:41	00:23:15	00:51:52	01:12:54	02:59:34	02:46:18
	NHS Newham CCG	00:06:48	00:11:06	00:22:12	00:46:11	01:05:34	02:35:35	03:55:49
	NHS Redbridge CCG	00:06:42	00:10:54	00:24:47	00:52:46	01:15:14	03:08:44	03:31:43
	NHS Tower Hamlets CCG	00:05:52	00:10:07	00:20:07	00:44:56	01:01:15	02:19:41	02:56:35
	NHS Waltham Forest CCG	00:07:05	00:11:40	00:27:47	00:58:13	01:36:40	04:08:01	04:36:06
	Total	**00:06:42**	**00:10:59**	**00:23:13**	**00:48:51**	**01:12:57**	**03:01:34**	**03:52:46**
North West	NHS Brent CCG	00:06:50	00:10:32	00:22:06	00:44:36	01:28:26	03:45:18	04:37:52
	NHS Central London (Westminster) CCG	00:06:01	00:10:03	00:17:09	00:34:06	01:00:43	02:26:42	01:26:01
	NHS Ealing CCG	00:06:36	00:10:38	00:26:08	00:53:54	01:37:04	04:11:51	02:10:35
	NHS Hammersmith and Fulham CCG	00:05:49	00:09:36	00:20:03	00:41:43	01:20:32	03:30:58	02:16:18
	NHS Harrow CCG	00:07:10	00:11:25	00:22:27	00:47:29	01:28:20	04:00:57	02:27:30
	NHS Hillingdon CCG	00:07:07	00:12:16	00:33:48	01:17:46	01:24:43	03:48:24	04:19:27
	NHS Hounslow CCG	00:06:32	00:10:47	00:26:57	00:56:09	01:41:05	04:19:19	04:30:32
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:06:41	00:10:37	00:20:54	00:40:35	01:28:45	03:35:18	04:53:48
	Total	**00:06:38**	**00:10:56**	**00:24:12**	**00:50:36**	**01:25:58**	**03:42:40**	**03:44:41**
South East	NHS Bexley CCG	00:07:40	00:13:25	00:24:08	00:49:57	01:04:52	02:24:46	02:39:29
	NHS Bromley CCG	00:06:31	00:10:32	00:21:10	00:44:36	00:58:01	02:22:19	02:59:02
	NHS Greenwich CCG	00:06:29	00:11:12	00:20:56	00:45:09	00:53:19	02:10:34	03:35:56
	NHS Lambeth CCG	00:06:06	00:10:07	00:16:32	00:33:24	00:46:22	01:48:40	03:22:31
	NHS Lewisham CCG	00:06:32	00:10:43	00:20:02	00:40:40	00:55:51	02:16:56	02:26:14
	NHS Southwark CCG	00:06:22	00:10:18	00:15:22	00:31:27	00:46:04	01:48:48	02:04:50
	Total	**00:06:32**	**00:10:52**	**00:19:25**	**00:40:11**	**00:53:10**	**02:10:49**	**03:02:33**
South West	NHS Croydon CCG	00:07:22	00:12:45	00:22:50	00:49:02	01:06:50	02:50:41	03:18:10
	NHS Kingston CCG	00:05:54	00:10:03	00:21:53	00:48:09	00:51:33	01:56:21	02:50:09
	NHS Merton CCG	00:05:50	00:09:52	00:15:18	00:29:31	00:40:26	01:40:18	01:46:42
	NHS Richmond CCG	00:06:24	00:10:03	00:22:44	00:49:19	01:02:12	02:25:51	02:22:35
	NHS Sutton CCG	00:06:35	00:10:54	00:18:09	00:36:32	00:42:13	01:38:07	02:50:08
	NHS Wandsworth CCG	00:06:10	00:09:48	00:16:24	00:31:00	00:52:03	01:59:34	02:30:05
	Total	**00:06:34**	**00:10:51**	**00:19:44**	**00:41:27**	**00:54:15**	**02:07:14**	**02:49:58**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
March 2019 (Month 12) Activity

(M12)	CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:47	00:11:33	00:20:51	00:41:25	01:00:50	02:30:47	02:41:30
	NHS Camden CCG	00:06:15	00:10:41	00:17:38	00:36:19	00:46:16	01:48:41	03:26:38
	NHS Enfield CCG	00:07:15	00:11:48	00:22:25	00:45:25	01:08:11	02:42:41	03:55:20
	NHS Haringey CCG	00:06:32	00:10:27	00:20:05	00:40:22	01:01:29	02:31:34	02:20:09
	NHS Islington CCG	00:06:21	00:09:55	00:17:45	00:34:53	00:57:52	02:12:32	03:00:55
	Total	**00:06:41**	**00:11:04**	**00:19:59**	**00:40:30**	**00:59:30**	**02:23:06**	**03:15:35**
North East	NHS Barking and Dagenham CCG	00:06:17	00:10:07	00:17:57	00:36:08	00:52:41	02:12:01	02:33:47
	NHS City and Hackney CCG	00:05:48	00:09:27	00:17:34	00:34:39	00:51:52	02:04:36	02:38:23
	NHS Havering CCG	00:07:06	00:10:19	00:19:07	00:40:40	00:44:00	01:45:29	03:44:35
	NHS Newham CCG	00:06:23	00:10:44	00:17:28	00:36:04	00:52:43	02:07:23	03:15:29
	NHS Redbridge CCG	00:06:23	00:09:47	00:18:14	00:35:18	00:57:09	02:29:47	02:27:35
	NHS Tower Hamlets CCG	00:05:58	00:10:25	00:16:51	00:37:24	00:45:13	01:48:05	03:02:01
	NHS Waltham Forest CCG	00:06:28	00:10:47	00:20:00	00:39:58	01:02:19	02:28:52	02:56:27
	Total	**00:06:19**	**00:10:15**	**00:18:06**	**00:37:01**	**00:52:06**	**02:04:42**	**03:02:12**
North West	NHS Brent CCG	00:06:15	00:10:35	00:18:48	00:35:20	00:59:38	02:19:21	03:07:18
	NHS Central London (Westminster) CCG	00:06:05	00:10:07	00:15:08	00:31:06	00:40:39	01:35:53	01:46:58
	NHS Ealing CCG	00:06:41	00:10:36	00:20:42	00:39:48	00:59:38	02:23:50	03:09:58
	NHS Hammersmith and Fulham CCG	00:05:19	00:08:39	00:16:46	00:32:54	00:53:20	02:18:56	01:54:20
	NHS Harrow CCG	00:05:50	00:09:38	00:17:42	00:36:33	00:51:13	02:05:50	02:21:50
	NHS Hillingdon CCG	00:06:37	00:11:12	00:22:59	00:48:44	00:54:56	02:09:26	03:24:53
	NHS Hounslow CCG	00:06:30	00:11:01	00:21:09	00:44:40	01:04:06	02:37:02	03:01:22
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:50	00:09:26	00:18:38	00:37:20	00:52:35	02:05:23	03:33:24
	Total	**00:06:12**	**00:10:14**	**00:19:13**	**00:38:59**	**00:54:54**	**02:13:20**	**03:08:15**
South East	NHS Bexley CCG	00:07:13	00:11:49	00:19:55	00:39:53	00:44:27	01:38:05	02:20:14
	NHS Bromley CCG	00:06:18	00:10:33	00:18:16	00:38:02	00:42:50	01:43:32	03:06:19
	NHS Greenwich CCG	00:06:31	00:09:56	00:16:38	00:33:55	00:40:34	01:33:25	02:08:49
	NHS Lambeth CCG	00:05:43	00:09:28	00:14:08	00:27:23	00:41:04	01:37:44	02:33:36
	NHS Lewisham CCG	00:05:58	00:09:33	00:16:22	00:31:57	00:43:58	01:37:41	02:26:25
	NHS Southwark CCG	00:05:37	00:08:59	00:12:51	00:23:55	00:38:17	01:26:07	02:30:41
	Total	**00:06:10**	**00:10:12**	**00:16:03**	**00:31:55**	**00:41:39**	**01:36:46**	**02:31:23**
South West	NHS Croydon CCG	00:06:27	00:10:57	00:18:58	00:39:09	00:46:41	01:49:02	02:38:51
	NHS Kingston CCG	00:05:57	00:09:54	00:18:49	00:42:00	00:38:02	01:28:43	01:55:20
	NHS Merton CCG	00:05:49	00:09:21	00:15:10	00:29:27	00:39:39	01:34:45	02:53:46
	NHS Richmond CCG	00:06:28	00:09:26	00:20:33	00:42:32	00:54:45	02:06:50	02:17:32
	NHS Sutton CCG	00:05:55	00:09:42	00:17:17	00:34:08	00:39:20	01:23:05	02:31:30
	NHS Wandsworth CCG	00:06:03	00:09:58	00:15:36	00:30:43	00:46:08	01:57:39	02:48:39
	Total	**00:06:09**	**00:10:02**	**00:17:43**	**00:36:24**	**00:44:20**	**01:43:51**	**02:36:03**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
April 2019 (Month 1) Activity

	(M1) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:25	00:11:11	00:18:22	00:36:02	00:46:33	01:46:10	03:06:53
	NHS Camden CCG	00:05:47	00:10:11	00:14:27	00:28:03	00:41:21	01:38:13	03:09:26
	NHS Enfield CCG	00:06:41	00:11:41	00:19:47	00:39:53	00:57:13	02:13:26	03:16:32
	NHS Haringey CCG	00:06:14	00:10:32	00:17:24	00:33:39	00:58:17	02:32:51	03:46:06
	NHS Islington CCG	00:06:18	00:10:02	00:15:52	00:30:16	00:46:14	01:46:12	02:43:50
	Total	**00:06:18**	**00:10:49**	**00:17:24**	**00:34:44**	**00:49:55**	**01:57:54**	**03:17:50**
North East	NHS Barking and Dagenham CCG	00:05:45	00:09:46	00:17:47	00:37:30	00:53:41	02:16:11	04:09:51
	NHS City and Hackney CCG	00:05:41	00:09:39	00:15:12	00:29:06	00:44:12	01:40:51	02:51:02
	NHS Havering CCG	00:06:06	00:10:06	00:19:22	00:41:20	00:50:36	02:03:32	02:54:20
	NHS Newham CCG	00:06:11	00:10:07	00:15:25	00:31:23	00:45:29	01:48:08	02:42:59
	NHS Redbridge CCG	00:06:02	00:09:45	00:17:58	00:35:29	00:58:33	02:23:01	03:22:58
	NHS Tower Hamlets CCG	00:05:31	00:09:01	00:14:03	00:27:35	00:39:59	01:41:14	04:29:35
	NHS Waltham Forest CCG	00:06:34	00:10:47	00:19:41	00:38:55	01:08:42	03:02:06	03:57:23
	Total	**00:05:58**	**00:09:55**	**00:16:59**	**00:34:23**	**00:50:53**	**02:03:23**	**03:34:40**
North West	NHS Brent CCG	00:06:13	00:10:10	00:15:27	00:29:10	00:44:04	01:40:04	03:23:10
	NHS Central London (Westminster) CCG	00:05:27	00:09:26	00:12:45	00:25:05	00:37:27	01:27:41	01:19:39
	NHS Ealing CCG	00:06:12	00:11:05	00:18:19	00:34:38	00:51:15	01:59:56	05:38:35
	NHS Hammersmith and Fulham CCG	00:05:31	00:09:01	00:13:58	00:26:58	00:42:56	01:42:52	03:20:59
	NHS Harrow CCG	00:05:43	00:09:41	00:15:33	00:32:25	00:41:06	01:30:42	03:18:30
	NHS Hillingdon CCG	00:07:16	00:11:30	00:20:04	00:42:19	00:47:41	02:00:41	03:28:34
	NHS Hounslow CCG	00:06:32	00:10:41	00:17:41	00:36:26	00:49:33	02:01:33	03:22:37
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:33	00:09:41	00:14:50	00:27:52	00:45:20	01:43:40	02:48:17
	Total	**00:06:07**	**00:10:23**	**00:16:22**	**00:32:47**	**00:45:09**	**01:47:22**	**03:36:37**
South East	NHS Bexley CCG	00:06:32	00:10:18	00:20:17	00:40:01	00:45:40	01:45:36	03:11:52
	NHS Bromley CCG	00:06:23	00:10:50	00:17:51	00:36:45	00:44:28	01:44:05	02:36:45
	NHS Greenwich CCG	00:05:48	00:10:02	00:16:26	00:32:13	00:45:10	01:49:45	02:23:59
	NHS Lambeth CCG	00:05:41	00:09:34	00:12:58	00:25:09	00:40:26	01:36:01	02:40:51
	NHS Lewisham CCG	00:05:54	00:10:07	00:16:38	00:32:33	00:46:08	01:48:58	03:27:21
	NHS Southwark CCG	00:05:32	00:08:49	00:12:20	00:25:03	00:36:24	01:22:29	03:06:21
	Total	**00:05:55**	**00:09:53**	**00:15:48**	**00:31:39**	**00:42:33**	**01:41:48**	**03:01:59**
South West	NHS Croydon CCG	00:06:32	00:10:56	00:17:53	00:36:19	00:46:44	01:49:27	03:35:55
	NHS Kingston CCG	00:05:39	00:09:56	00:15:00	00:32:54	00:37:08	01:30:46	02:29:36
	NHS Merton CCG	00:05:54	00:09:16	00:12:49	00:24:48	00:35:56	01:26:29	02:36:12
	NHS Richmond CCG	00:05:32	00:09:41	00:16:26	00:30:06	00:38:51	01:20:06	01:27:54
	NHS Sutton CCG	00:05:26	00:08:41	00:14:50	00:29:07	00:34:25	01:18:39	02:20:45
	NHS Wandsworth CCG	00:06:07	00:09:36	00:14:15	00:26:47	00:38:23	01:29:52	02:51:17
	Total	**00:06:00**	**00:10:06**	**00:15:35**	**00:31:08**	**00:39:53**	**01:33:19**	**02:46:00**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
June 2019 (Month 3) Activity

	(M3) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:58	00:11:35	00:24:19	00:50:21	01:09:47	02:56:22	03:27:56
	NHS Camden CCG	00:06:31	00:10:22	00:19:48	00:42:25	01:13:54	03:04:52	04:32:15
	NHS Enfield CCG	00:07:02	00:11:38	00:26:13	00:55:01	01:26:56	03:38:25	04:25:48
	NHS Haringey CCG	00:06:52	00:11:01	00:24:36	00:50:02	01:30:09	03:27:39	03:33:30
	NHS Islington CCG	00:06:29	00:10:46	00:21:25	00:45:01	01:19:26	03:27:16	02:47:56
	Total	**00:06:47**	**00:11:07**	**00:23:30**	**00:49:43**	**01:19:31**	**03:16:33**	**04:02:28**
North East	NHS Barking and Dagenham CCG	00:06:39	00:11:20	00:21:01	00:45:26	01:07:00	02:38:52	02:57:01
	NHS City and Hackney CCG	00:06:07	00:10:34	00:20:06	00:41:02	01:09:58	03:09:18	03:58:14
	NHS Havering CCG	00:06:29	00:10:26	00:22:00	00:46:27	00:56:32	02:02:11	03:51:55
	NHS Newham CCG	00:06:25	00:10:39	00:20:10	00:43:19	00:59:31	02:07:38	02:55:29
	NHS Redbridge CCG	00:06:10	00:10:39	00:21:23	00:44:41	01:06:52	02:47:50	03:43:24
	NHS Tower Hamlets CCG	00:06:16	00:10:47	00:18:46	00:40:30	01:03:59	02:40:42	05:02:55
	NHS Waltham Forest CCG	00:06:48	00:11:00	00:24:46	00:52:57	01:27:43	03:59:05	04:45:41
	Total	**00:06:24**	**00:10:43**	**00:21:04**	**00:44:36**	**01:06:44**	**02:41:48**	**03:52:21**
North West	NHS Brent CCG	00:06:47	00:11:18	00:20:52	00:40:43	01:12:35	03:02:45	02:53:03
	NHS Central London (Westminster) CCG	00:06:23	00:11:09	00:18:46	00:39:32	01:00:59	02:13:31	02:03:46
	NHS Ealing CCG	00:06:50	00:11:22	00:22:17	00:43:58	01:13:15	02:57:40	05:01:28
	NHS Hammersmith and Fulham CCG	00:05:58	00:09:36	00:19:44	00:39:57	01:15:34	03:12:07	04:37:34
	NHS Harrow CCG	00:06:51	00:11:20	00:20:16	00:41:34	01:00:23	02:36:32	02:27:40
	NHS Hillingdon CCG	00:07:00	00:11:52	00:25:51	00:57:32	01:01:08	02:21:26	02:48:42
	NHS Hounslow CCG	00:06:45	00:11:35	00:22:58	00:47:23	01:06:29	02:35:26	03:43:30
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:06:16	00:10:35	00:21:10	00:43:59	01:16:55	03:07:53	02:56:24
	Total	**00:06:38**	**00:11:08**	**00:21:39**	**00:44:39**	**01:08:02**	**02:46:17**	**03:38:45**
South East	NHS Bexley CCG	00:07:22	00:11:22	00:24:35	00:49:46	01:04:36	02:35:27	02:55:57
	NHS Bromley CCG	00:06:41	00:10:49	00:22:58	00:46:05	01:04:36	02:37:45	03:13:03
	NHS Greenwich CCG	00:06:06	00:10:46	00:20:48	00:42:53	01:00:57	02:25:24	02:55:54
	NHS Lambeth CCG	00:06:16	00:10:19	00:18:25	00:37:36	00:59:48	02:12:31	03:13:21
	NHS Lewisham CCG	00:06:30	00:10:34	00:21:38	00:45:27	01:02:23	02:36:03	03:23:34
	NHS Southwark CCG	00:06:24	00:10:18	00:17:01	00:34:25	00:51:25	01:59:05	03:12:31
	Total	**00:06:30**	**00:10:44**	**00:20:36**	**00:42:26**	**01:00:03**	**02:25:24**	**03:08:55**
South West	NHS Croydon CCG	00:07:24	00:12:18	00:22:28	00:46:21	01:03:47	02:34:17	03:43:57
	NHS Kingston CCG	00:06:12	00:11:28	00:21:54	00:46:27	00:53:12	01:58:45	02:29:10
	NHS Merton CCG	00:06:24	00:10:46	00:17:18	00:34:40	00:54:09	01:56:03	02:32:08
	NHS Richmond CCG	00:06:30	00:10:27	00:22:24	00:46:44	00:58:10	02:02:59	03:07:46
	NHS Sutton CCG	00:06:18	00:10:00	00:19:34	00:38:57	00:55:47	02:03:54	03:00:04
	NHS Wandsworth CCG	00:06:22	00:10:20	00:19:15	00:37:03	00:54:55	02:00:08	03:54:02
	Total	**00:06:42**	**00:11:07**	**00:20:40**	**00:41:47**	**00:57:44**	**02:12:16**	**03:16:41**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
July 2019 (Month 4) Activity

(M4)	CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:34	00:11:01	00:24:05	00:49:23	01:23:18	03:56:40	03:28:56
	NHS Camden CCG	00:06:44	00:11:14	00:18:45	00:39:44	01:11:19	03:03:14	03:43:14
	NHS Enfield CCG	00:07:01	00:12:13	00:26:35	00:56:22	01:27:26	03:33:34	05:46:32
	NHS Haringey CCG	00:06:25	00:10:27	00:21:44	00:43:54	01:25:40	03:35:16	03:12:52
	NHS Islington CCG	00:06:31	00:10:33	00:19:50	00:41:35	01:08:54	02:53:43	05:23:43
	Total	**00:06:40**	**00:11:14**	**00:22:33**	**00:47:16**	**01:19:52**	**03:24:37**	**03:44:48**
North East	NHS Barking and Dagenham CCG	00:06:12	00:10:16	00:19:17	00:39:10	01:01:57	02:16:38	04:15:26
	NHS City and Hackney CCG	00:06:26	00:11:02	00:20:25	00:42:01	01:13:49	02:57:50	03:38:34
	NHS Havering CCG	00:06:11	00:09:56	00:19:58	00:42:13	01:06:22	02:37:55	03:10:24
	NHS Newham CCG	00:06:43	00:11:49	00:18:33	00:38:29	01:00:28	02:26:45	03:44:45
	NHS Redbridge CCG	00:06:29	00:10:39	00:20:16	00:40:39	01:21:53	03:10:44	03:50:59
	NHS Tower Hamlets CCG	00:06:23	00:09:56	00:17:48	00:35:40	00:53:22	02:04:29	04:02:23
	NHS Waltham Forest CCG	00:06:39	00:11:12	00:23:05	00:46:12	01:18:03	02:59:14	05:54:40
	Total	**00:06:27**	**00:10:45**	**00:19:50**	**00:40:31**	**01:07:33**	**02:43:13**	**03:50:40**
North West	NHS Brent CCG	00:06:42	00:11:10	00:19:18	00:37:28	01:07:28	02:34:55	04:00:33
	NHS Central London (Westminster) CCG	00:06:06	00:10:09	00:16:50	00:35:41	00:57:26	02:22:13	02:35:45
	NHS Ealing CCG	00:07:01	00:11:03	00:22:34	00:47:21	01:11:58	02:54:28	04:01:04
	NHS Hammersmith and Fulham CCG	00:06:24	00:10:36	00:21:15	00:43:17	01:07:38	02:41:06	02:43:27
	NHS Harrow CCG	00:06:41	00:11:25	00:19:42	00:40:18	00:57:25	02:26:51	04:17:23
	NHS Hillingdon CCG	00:06:25	00:11:07	00:26:03	00:55:41	01:03:46	02:46:19	03:08:01
	NHS Hounslow CCG	00:06:46	00:11:54	00:24:00	00:49:05	01:14:18	03:04:18	04:19:30
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:06:19	00:10:20	00:21:11	00:40:26	01:10:44	02:44:10	03:05:50
	Total	**00:06:33**	**00:10:59**	**00:21:25**	**00:44:03**	**01:06:29**	**02:43:53**	**03:49:17**
South East	NHS Bexley CCG	00:07:06	00:11:36	00:25:04	00:52:50	01:01:55	02:19:54	02:49:02
	NHS Bromley CCG	00:06:43	00:11:04	00:23:21	00:49:51	01:06:27	02:42:35	03:28:24
	NHS Greenwich CCG	00:06:25	00:10:34	00:21:40	00:46:56	00:54:57	02:15:53	03:10:20
	NHS Lambeth CCG	00:06:29	00:10:51	00:18:19	00:38:45	00:56:24	02:14:02	03:18:10
	NHS Lewisham CCG	00:06:36	00:10:52	00:22:20	00:47:09	01:11:11	02:53:50	03:32:25
	NHS Southwark CCG	00:06:24	00:10:03	00:16:15	00:33:55	00:55:24	02:13:40	03:22:18
	Total	**00:06:35**	**00:10:52**	**00:20:46**	**00:43:53**	**01:00:30**	**02:23:26**	**03:21:23**
South West	NHS Croydon CCG	00:07:00	00:11:40	00:22:57	00:47:45	01:09:11	02:40:23	03:45:14
	NHS Kingston CCG	00:06:17	00:10:45	00:21:57	00:49:14	00:53:57	02:11:38	03:01:02
	NHS Merton CCG	00:06:15	00:10:32	00:17:43	00:34:49	00:55:59	02:16:51	02:18:03
	NHS Richmond CCG	00:05:58	00:09:43	00:22:50	00:48:28	00:58:37	02:17:33	03:25:04
	NHS Sutton CCG	00:06:58	00:11:05	00:19:22	00:37:57	00:54:41	02:14:00	02:39:34
	NHS Wandsworth CCG	00:06:46	00:11:08	00:18:48	00:37:53	00:59:29	02:22:57	03:30:47
	Total	**00:06:40**	**00:11:02**	**00:20:45**	**00:42:51**	**01:00:23**	**02:22:28**	**03:15:36**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
August 2019 (Month 5) Activity

	(M5) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:06:45	00:11:05	00:19:38	00:39:33	00:53:48	02:03:43	02:45:25
	NHS Camden CCG	00:06:09	00:10:39	00:14:59	00:30:06	00:48:51	02:02:07	03:25:28
	NHS Enfield CCG	00:07:15	00:12:56	00:21:32	00:41:49	01:17:24	03:15:52	05:15:31
	NHS Haringey CCG	00:06:39	00:10:50	00:19:36	00:38:32	01:03:41	02:47:21	02:31:36
	NHS Islington CCG	00:06:27	00:10:20	00:16:28	00:31:10	00:57:14	02:11:52	03:24:33
	Total	**00:06:40**	**00:11:16**	**00:18:40**	**00:37:24**	**00:59:56**	**02:30:45**	**03:21:58**
North East	NHS Barking and Dagenham CCG	00:06:28	00:10:37	00:16:54	00:35:08	00:50:48	01:53:39	03:11:43
	NHS City and Hackney CCG	00:06:26	00:10:47	00:16:22	00:32:56	00:58:32	02:16:19	03:22:42
	NHS Havering CCG	00:05:48	00:09:38	00:17:29	00:35:24	00:49:59	01:51:01	02:59:32
	NHS Newham CCG	00:06:12	00:11:03	00:15:55	00:31:59	00:49:14	02:01:06	03:38:33
	NHS Redbridge CCG	00:06:51	00:10:59	00:17:43	00:34:03	00:58:04	02:17:09	02:19:37
	NHS Tower Hamlets CCG	00:05:52	00:09:48	00:15:00	00:30:46	00:48:53	01:58:22	04:28:10
	NHS Waltham Forest CCG	00:06:36	00:10:31	00:20:31	00:38:07	01:12:46	02:42:32	04:20:31
	Total	**00:06:18**	**00:10:31**	**00:17:03**	**00:34:07**	**00:55:01**	**02:09:09**	**03:31:35**
North West	NHS Brent CCG	00:06:37	00:10:42	00:17:09	00:32:58	00:53:01	02:00:49	03:18:41
	NHS Central London (Westminster) CCG	00:06:16	00:10:34	00:14:38	00:31:07	00:44:44	01:43:17	02:34:52
	NHS Ealing CCG	00:06:53	00:11:04	00:20:05	00:39:57	01:03:24	02:32:01	03:06:40
	NHS Hammersmith and Fulham CCG	00:05:37	00:08:49	00:16:34	00:33:18	00:54:16	02:12:26	03:09:17
	NHS Harrow CCG	00:06:31	00:10:40	00:16:27	00:33:02	00:39:27	01:26:54	03:07:48
	NHS Hillingdon CCG	00:06:55	00:11:48	00:22:04	00:47:22	00:48:01	01:50:27	02:33:12
	NHS Hounslow CCG	00:06:33	00:11:14	00:21:17	00:42:21	00:58:15	02:14:41	03:04:16
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:07:08	00:12:39	00:16:00	00:33:40	00:55:08	02:08:01	02:39:30
	Total	**00:06:36**	**00:11:01**	**00:18:14**	**00:37:07**	**00:52:09**	**02:01:47**	**03:01:10**
South East	NHS Bexley CCG	00:07:07	00:10:59	00:23:50	00:49:36	01:00:42	02:37:11	04:43:16
	NHS Bromley CCG	00:06:59	00:11:26	00:22:19	00:47:04	01:04:46	02:58:41	03:24:58
	NHS Greenwich CCG	00:06:57	00:10:41	00:20:43	00:43:35	01:00:05	02:26:29	03:14:59
	NHS Lambeth CCG	00:06:08	00:10:27	00:16:40	00:34:11	00:50:37	02:03:06	04:13:58
	NHS Lewisham CCG	00:06:40	00:11:23	00:20:03	00:41:57	01:11:59	03:14:33	02:45:23
	NHS Southwark CCG	00:06:38	00:10:48	00:15:07	00:30:59	00:52:58	02:01:45	02:47:45
	Total	**00:06:42**	**00:10:53**	**00:19:26**	**00:40:26**	**00:59:30**	**02:27:41**	**03:29:40**
South West	NHS Croydon CCG	00:07:04	00:12:15	00:21:49	00:46:39	01:01:21	02:17:51	03:00:27
	NHS Kingston CCG	00:06:04	00:10:39	00:21:53	00:50:19	00:40:03	01:38:25	03:41:54
	NHS Merton CCG	00:06:34	00:10:32	00:15:49	00:32:37	00:50:05	01:54:27	04:07:17
	NHS Richmond CCG	00:06:01	00:09:51	00:19:46	00:40:23	00:48:49	01:46:57	03:04:37
	NHS Sutton CCG	00:07:03	00:11:37	00:18:42	00:39:21	00:48:19	02:02:16	03:24:52
	NHS Wandsworth CCG	00:06:53	00:10:53	00:17:33	00:34:26	00:51:47	02:07:30	03:09:04
	Total	**00:06:45**	**00:11:28**	**00:19:27**	**00:40:38**	**00:52:19**	**02:03:03**	**03:30:54**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
December 2020 (Month 9) Activity

	(M9) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:07:16	00:12:00	00:49:08	01:55:20	02:05:20	05:21:08	08:14:55
	NHS Camden CCG	00:06:17	00:11:31	00:28:37	01:03:16	01:39:35	04:07:25	04:56:32
	NHS Enfield CCG	00:09:20	00:13:38	01:17:54	03:03:01	02:52:40	08:24:46	07:47:09
	NHS Haringey CCG	00:08:42	00:13:26	01:15:26	03:07:12	02:53:49	08:44:29	11:00:41
	NHS Islington CCG	00:06:42	00:11:04	00:37:01	01:24:40	01:44:34	04:12:51	08:16:34
	Total	**00:07:54**	**00:12:29**	**00:55:58**	**02:21:49**	**02:14:03**	**06:04:23**	**08:16:05**
North East	NHS Barking and Dagenham CCG	00:07:44	00:12:45	01:27:53	03:38:53	03:03:18	07:55:26	08:08:25
	NHS City and Hackney CCG	00:06:50	00:10:50	00:44:32	01:48:34	02:09:40	05:58:58	08:19:03
	NHS Havering CCG	00:08:48	00:15:39	01:30:22	03:37:04	02:50:45	07:38:14	05:20:15
	NHS Newham CCG	00:07:30	00:12:59	01:04:19	02:34:43	02:25:44	06:32:29	08:21:52
	NHS Redbridge CCG	00:07:49	00:12:33	01:27:36	03:32:48	03:00:55	08:23:53	10:54:38
	NHS Tower Hamlets CCG	00:07:28	00:12:58	00:50:03	02:06:27	02:13:43	06:44:26	04:01:29
	NHS Waltham Forest CCG	00:09:32	00:14:31	01:15:17	02:58:39	02:26:48	06:53:57	10:01:41
	Total	**00:07:55**	**00:13:02**	**01:10:37**	**02:53:54**	**02:34:36**	**07:06:38**	**08:55:49**
North West	NHS Brent CCG	00:06:39	00:11:14	00:29:04	01:01:18	01:32:04	03:50:42	05:14:26
	NHS Central London (Westminster) CCG	00:06:05	00:10:16	00:20:55	00:45:56	00:54:54	02:14:02	04:37:57
	NHS Ealing CCG	00:07:00	00:11:47	00:26:51	00:55:39	01:25:18	03:33:36	05:29:03
	NHS Hammersmith and Fulham CCG	00:06:13	00:11:25	00:19:15	00:39:55	01:05:40	02:31:37	04:41:57
	NHS Harrow CCG	00:07:03	00:11:32	00:29:02	01:03:30	01:32:32	03:52:50	06:55:45
	NHS Hillingdon CCG	00:07:15	00:11:45	00:31:40	01:11:28	01:22:27	03:22:55	05:08:38
	NHS Hounslow CCG	00:06:49	00:11:08	00:26:19	00:54:50	01:17:45	03:16:56	04:03:04
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:52	00:09:48	00:18:45	00:38:00	01:04:43	02:34:43	05:25:43
	Total	**00:06:41**	**00:11:08**	**00:26:07**	**00:56:47**	**01:17:52**	**03:12:15**	**05:24:59**
South East	NHS Bexley CCG	00:09:07	00:15:40	00:55:10	02:10:52	02:08:30	05:13:13	08:01:28
	NHS Bromley CCG	00:07:55	00:12:29	00:35:09	01:20:30	01:20:46	03:15:29	04:34:05
	NHS Greenwich CCG	00:07:32	00:12:57	00:53:52	02:14:03	01:50:11	04:41:49	04:36:02
	NHS Lambeth CCG	00:06:37	00:11:56	00:26:30	01:02:06	01:11:33	02:53:30	04:49:04
	NHS Lewisham CCG	00:07:15	00:11:19	00:43:36	01:44:53	01:39:43	04:23:37	07:59:37
	NHS Southwark CCG	00:07:38	00:10:57	00:25:53	00:58:18	01:03:55	02:31:10	04:33:35
	Total	**00:07:38**	**00:12:43**	**00:39:14**	**01:33:59**	**01:28:57**	**03:39:23**	**06:22:56**
South West	NHS Croydon CCG	00:08:21	00:13:56	00:45:06	01:46:12	01:47:24	04:04:43	06:15:56
	NHS Kingston CCG	00:07:10	00:11:57	00:23:10	00:52:00	01:04:52	02:50:44	03:09:17
	NHS Merton CCG	00:06:33	00:10:45	00:26:06	00:54:25	01:01:57	02:38:20	04:57:13
	NHS Richmond CCG	00:06:39	00:10:47	00:26:40	00:57:25	01:05:43	02:29:04	06:07:16
	NHS Sutton CCG	00:07:31	00:13:08	00:27:46	00:58:47	01:02:59	02:28:05	03:15:55
	NHS Wandsworth CCG	00:06:25	00:10:28	00:27:08	00:56:17	01:08:55	02:44:08	05:14:37
	Total	**00:07:19**	**00:12:16**	**00:31:58**	**01:13:36**	**01:16:14**	**03:01:46**	**04:58:04**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
January 2021 (Month 10) Activity

	(M10) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:07:05	00:11:51	00:40:03	01:34:15	01:26:16	03:35:40	05:12:24
	NHS Camden CCG	00:06:34	00:10:46	00:22:41	00:50:18	01:02:41	02:29:10	05:03:46
	NHS Enfield CCG	00:07:03	00:12:03	00:58:40	02:19:23	01:57:04	04:51:08	11:48:12
	NHS Haringey CCG	00:07:03	00:11:55	00:59:30	02:26:45	01:52:28	04:44:14	10:35:09
	NHS Islington CCG	00:06:29	00:10:29	00:26:45	00:58:04	01:12:27	03:07:22	05:43:55
	Total	**00:06:55**	**00:11:48**	**00:44:04**	**01:44:58**	**01:31:13**	**03:54:30**	**09:23:23**
North East	NHS Barking and Dagenham CCG	00:07:33	00:12:07	01:07:08	02:49:19	01:51:23	05:21:46	10:12:11
	NHS City and Hackney CCG	00:06:50	00:11:29	00:40:30	01:40:36	01:34:51	04:25:49	05:51:42
	NHS Havering CCG	00:08:35	00:14:36	01:04:18	02:42:04	01:45:57	04:14:37	04:25:16
	NHS Newham CCG	00:07:00	00:11:23	01:01:21	02:48:39	01:45:34	04:29:27	03:24:31
	NHS Redbridge CCG	00:07:12	00:11:50	01:07:16	02:51:08	02:04:06	05:19:56	06:37:49
	NHS Tower Hamlets CCG	00:06:51	00:10:46	00:45:03	01:57:12	01:25:02	03:42:49	03:45:00
	NHS Waltham Forest CCG	00:08:32	00:12:19	01:07:20	02:50:29	02:00:14	05:24:01	03:40:12
	Total	**00:07:29**	**00:11:57**	**00:58:52**	**02:33:03**	**01:46:11**	**04:35:43**	**05:47:19**
North West	NHS Brent CCG	00:06:30	00:11:11	00:28:25	01:02:49	01:13:06	02:55:16	03:43:28
	NHS Central London (Westminster) CCG	00:06:11	00:10:04	00:19:06	00:44:06	00:53:29	02:16:17	05:56:32
	NHS Ealing CCG	00:06:44	00:11:37	00:31:34	01:13:35	01:18:52	03:19:39	06:18:04
	NHS Hammersmith and Fulham CCG	00:05:34	00:08:47	00:17:23	00:37:55	00:55:03	02:20:57	02:52:59
	NHS Harrow CCG	00:06:58	00:12:07	00:30:43	01:09:07	01:26:12	03:59:06	05:03:24
	NHS Hillingdon CCG	00:06:30	00:10:50	00:32:48	01:15:27	01:16:50	03:11:27	02:44:54
	NHS Hounslow CCG	00:06:24	00:11:26	00:32:13	01:15:49	01:23:14	03:55:30	04:31:43
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:45	00:09:41	00:16:25	00:35:40	00:52:11	02:00:48	04:04:57
	Total	**00:06:25**	**00:11:11**	**00:27:45**	**01:03:34**	**01:10:52**	**03:00:50**	**04:28:27**
South East	NHS Bexley CCG	00:09:25	00:16:17	00:56:51	02:12:38	01:54:54	04:56:59	04:47:21
	NHS Bromley CCG	00:08:30	00:14:55	00:40:22	01:40:19	01:13:57	02:54:31	03:50:58
	NHS Greenwich CCG	00:08:39	00:13:21	00:55:56	02:29:20	01:45:11	04:16:14	03:45:00
	NHS Lambeth CCG	00:06:18	00:10:17	00:30:17	01:09:46	01:13:51	03:19:43	03:46:04
	NHS Lewisham CCG	00:07:20	00:12:15	00:44:35	01:54:20	01:22:07	03:18:29	05:06:27
	NHS Southwark CCG	00:05:55	00:09:43	00:25:36	00:57:59	01:03:40	02:48:03	04:37:06
	Total	**00:07:39**	**00:12:47**	**00:41:14**	**01:40:46**	**01:22:58**	**03:31:37**	**04:28:19**
South West	NHS Croydon CCG	00:07:58	00:13:45	00:55:39	02:27:02	01:39:00	04:01:46	03:51:22
	NHS Kingston CCG	00:06:56	00:11:50	00:21:37	00:53:16	00:45:30	01:49:29	02:33:13
	NHS Merton CCG	00:06:38	00:10:33	00:27:14	01:09:28	00:59:58	02:19:18	03:02:18
	NHS Richmond CCG	00:07:05	00:13:03	00:27:03	01:01:59	00:52:36	02:09:52	03:23:58
	NHS Sutton CCG	00:08:35	00:12:56	00:31:15	01:17:29	01:12:17	03:05:08	07:46:35
	NHS Wandsworth CCG	00:06:19	00:10:07	00:30:00	01:09:20	01:12:06	03:03:18	04:56:08
	Total	**00:07:20**	**00:12:32**	**00:36:38**	**01:27:42**	**01:12:04**	**03:02:29**	**04:26:55**

Performance Overview
Performance by CCG & STP

LAS Contractual Monthly Performance Report
March 2021 (Month 12) Activity

	(M12) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:05:30	00:09:06	00:15:00	00:28:02	00:41:37	01:37:40	04:23:53
	NHS Camden CCG	00:04:43	00:07:56	00:11:00	00:19:20	00:30:18	01:08:11	04:39:22
	NHS Enfield CCG	00:05:44	00:09:20	00:16:07	00:31:12	00:46:35	01:45:25	04:59:41
	NHS Haringey CCG	00:06:05	00:08:45	00:16:03	00:30:07	00:48:04	01:35:07	05:39:29
	NHS Islington CCG	00:06:13	00:09:54	00:13:27	00:24:16	00:36:20	01:20:22	03:30:44
	Total	**00:05:39**	**00:09:06**	**00:14:34**	**00:27:58**	**00:41:07**	**01:31:05**	**04:39:22**
North East	NHS Barking and Dagenham CCG	00:05:50	00:08:55	00:13:57	00:24:43	00:36:52	01:17:58	02:44:14
	NHS City and Hackney CCG	00:05:14	00:09:19	00:12:20	00:21:39	00:36:03	01:28:58	05:39:52
	NHS Havering CCG	00:05:31	00:09:29	00:13:29	00:25:41	00:32:53	01:08:07	02:45:01
	NHS Newham CCG	00:05:32	00:09:37	00:13:35	00:25:23	00:37:32	01:22:38	03:46:19
	NHS Redbridge CCG	00:05:24	00:08:53	00:14:09	00:25:47	00:42:44	01:38:46	02:16:39
	NHS Tower Hamlets CCG	00:05:22	00:08:45	00:11:34	00:21:40	00:34:23	01:19:56	03:17:22
	NHS Waltham Forest CCG	00:06:00	00:09:54	00:16:06	00:30:15	00:43:57	01:37:16	02:59:44
	Total	**00:05:32**	**00:09:15**	**00:13:34**	**00:25:14**	**00:37:36**	**01:24:09**	**03:19:28**
North West	NHS Brent CCG	00:05:09	00:08:27	00:13:45	00:24:55	00:36:06	01:21:11	04:25:06
	NHS Central London (Westminster) CCG	00:04:02	00:07:00	00:09:51	00:18:57	00:25:54	00:56:08	01:56:06
	NHS Ealing CCG	00:05:09	00:08:40	00:13:58	00:24:19	00:36:54	01:17:14	03:47:07
	NHS Hammersmith and Fulham CCG	00:04:16	00:08:09	00:10:41	00:19:10	00:30:47	01:11:45	02:37:13
	NHS Harrow CCG	00:05:24	00:08:25	00:13:26	00:26:52	00:31:22	01:12:23	04:00:10
	NHS Hillingdon CCG	00:05:32	00:09:16	00:14:47	00:29:41	00:36:44	01:22:14	02:09:50
	NHS Hounslow CCG	00:05:09	00:09:39	00:13:41	00:24:54	00:35:28	01:23:04	03:31:58
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:04:28	00:07:42	00:10:40	00:19:19	00:31:02	01:08:14	03:37:58
	Total	**00:04:58**	**00:08:35**	**00:13:01**	**00:24:21**	**00:33:38**	**01:15:52**	**03:38:54**
South East	NHS Bexley CCG	00:06:03	00:09:35	00:14:23	00:26:29	00:33:23	01:16:38	02:33:49
	NHS Bromley CCG	00:05:50	00:09:13	00:10:59	00:19:20	00:24:10	00:50:55	01:58:04
	NHS Greenwich CCG	00:05:33	00:09:14	00:13:02	00:23:41	00:33:02	01:15:45	02:43:14
	NHS Lambeth CCG	00:04:53	00:08:07	00:10:20	00:17:56	00:27:24	01:03:34	02:19:41
	NHS Lewisham CCG	00:05:24	00:09:17	00:12:26	00:21:35	00:32:15	01:10:46	03:14:06
	NHS Southwark CCG	00:04:40	00:07:25	00:09:10	00:16:16	00:22:22	00:46:01	02:34:02
	Total	**00:05:22**	**00:08:52**	**00:11:36**	**00:20:53**	**00:28:27**	**01:04:18**	**02:37:04**
South West	NHS Croydon CCG	00:05:44	00:10:20	00:14:43	00:27:15	00:36:29	01:28:34	03:02:23
	NHS Kingston CCG	00:04:40	00:08:11	00:10:02	00:19:38	00:21:52	00:49:26	01:26:18
	NHS Merton CCG	00:05:11	00:08:12	00:09:57	00:17:47	00:24:55	00:53:36	02:20:39
	NHS Richmond CCG	00:05:01	00:08:28	00:12:22	00:21:04	00:25:53	00:53:33	01:44:40
	NHS Sutton CCG	00:05:46	00:09:29	00:11:14	00:20:46	00:27:49	01:05:56	02:07:26
	NHS Wandsworth CCG	00:05:05	00:08:24	00:11:30	00:18:21	00:29:31	01:04:04	02:43:47
	Total	**00:05:20**	**00:08:59**	**00:12:13**	**00:21:59**	**00:29:17**	**01:06:51**	**02:42:32**

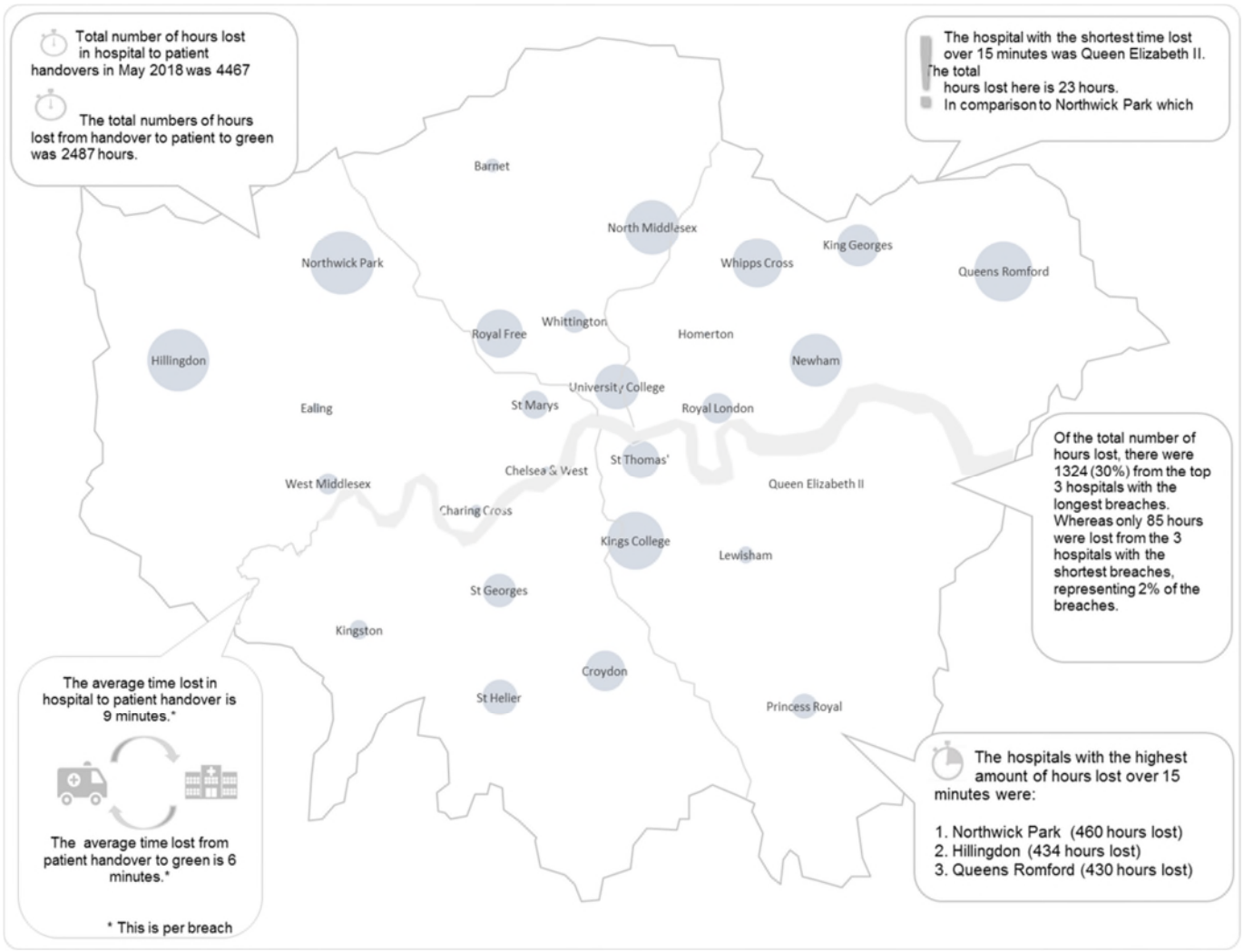
Performance Overview
Performance by CCG & Locality

LAS Contractual Monthly Performance Report
August 2021 (Month 5) Activity

	(M5)	00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	03:00:00
	Areas (formerly known as CCGs)	C1 Mean	C1 90th centile	C2 Mean	C2 90th centile	C3 Mean	C3 90th centile	C4 90th centile
North Central	Barnet	00:07:20	00:12:51	00:42:50	01:32:08	01:55:25	04:27:44	06:02:04
	Camden	00:06:27	00:10:52	00:35:37	01:17:30	01:50:30	04:26:24	08:33:29
	Enfield	00:07:36	00:13:29	00:54:46	01:56:42	02:21:10	05:40:08	08:30:30
	Haringey	00:07:50	00:12:40	00:56:48	01:52:35	02:19:03	05:23:02	07:19:59
	Islington	00:06:47	00:11:30	00:41:06	01:28:02	01:41:45	03:50:23	05:01:49
	Total	**00:07:15**	**00:12:41**	**00:46:25**	**01:39:48**	**02:01:41**	**04:51:32**	**07:40:20**
North East	Barking and Dagenham	00:06:31	00:10:55	00:49:14	01:40:14	01:48:01	04:17:38	07:21:23
	City and Hackney	00:06:53	00:10:59	00:43:15	01:32:58	01:55:58	05:07:59	08:57:45
	Havering	00:07:34	00:11:20	00:48:42	01:43:38	01:40:18	04:06:39	05:23:41
	Newham	00:07:18	00:12:02	00:45:57	01:35:53	02:00:45	05:02:24	09:02:06
	Redbridge	00:07:18	00:12:42	00:48:42	01:42:40	02:04:32	04:52:24	07:18:48
	Tower Hamlets	00:06:09	00:10:47	00:43:03	01:33:12	01:40:51	04:26:15	06:37:20
	Waltham Forest	00:07:44	00:13:04	00:55:19	01:47:08	02:23:20	06:01:35	09:06:37
	Total	**00:07:02**	**00:11:45**	**00:47:31**	**01:39:09**	**01:55:48**	**04:48:53**	**07:36:51**
North West	Brent	00:07:02	00:11:57	00:33:58	01:10:28	01:42:09	04:05:22	07:02:35
	Central London (Westminster)	00:06:03	00:10:23	00:31:04	01:05:31	01:17:49	03:23:48	07:54:53
	Ealing	00:07:06	00:11:16	00:32:27	01:05:49	01:42:42	04:09:54	07:15:47
	Hammersmith and Fulham	00:05:32	00:10:35	00:30:50	01:03:26	01:46:48	04:40:15	07:11:40
	Harrow	00:07:02	00:11:46	00:33:11	01:09:45	01:35:21	03:51:18	08:36:14
	Hillingdon	00:08:23	00:11:53	00:36:13	01:16:50	01:31:52	03:52:59	07:32:48
	Hounslow	00:06:25	00:10:24	00:33:19	01:07:30	01:34:24	04:00:43	07:51:48
	West London	00:06:27	00:10:45	00:30:41	01:04:23	01:44:20	04:09:03	08:40:51
	Total	**00:06:51**	**00:11:15**	**00:33:01**	**01:08:42**	**01:37:00**	**04:00:28**	**07:56:41**
South East	Bexley	00:08:17	00:14:20	00:40:56	01:25:35	01:38:20	03:44:12	07:45:59
	Bromley	00:07:27	00:13:04	00:34:05	01:13:22	01:23:35	03:29:02	04:30:20
	Greenwich	00:06:42	00:11:37	00:37:04	01:19:26	01:41:31	04:13:30	05:32:59
	Lambeth	00:06:12	00:10:44	00:30:36	01:05:04	01:35:55	03:46:54	07:37:25
	Lewisham	00:06:43	00:11:40	00:37:11	01:20:00	01:38:48	03:59:37	07:16:26
	Southwark	00:05:53	00:09:49	00:29:06	01:01:59	01:29:11	03:28:48	05:34:05
	Total	**00:06:45**	**00:11:41**	**00:34:30**	**01:15:08**	**01:34:02**	**03:47:23**	**06:41:52**
South West	Croydon	00:07:33	00:13:35	00:44:49	01:37:16	01:52:53	04:29:05	06:32:01
	Kingston	00:07:21	00:12:46	00:31:38	01:07:21	01:13:33	02:50:20	05:24:46
	Merton	00:06:11	00:11:32	00:29:54	01:07:14	01:21:06	03:09:40	06:43:08
	Richmond	00:06:08	00:09:53	00:35:54	01:19:37	01:25:34	03:23:59	05:36:09
	Sutton	00:07:33	00:12:30	00:33:44	01:12:57	01:31:13	03:33:29	07:24:53
	Wandsworth	00:06:21	00:10:12	00:33:28	01:14:28	01:29:47	03:44:30	07:15:16
	Total	**00:06:58**	**00:12:12**	**00:36:30**	**01:21:03**	**01:32:25**	**03:45:35**	**07:01:38**

Performance Overview
Performance by CCG & Locality

LAS Contractual Monthly Performance Report
September 2021 (Month 6) Activity

	(M6)	00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	03:00:00
	Areas (formerly known as CCGs)	C1 Mean	C1 90th centile	C2 Mean	C2 90th centile	C3 Mean	C3 90th centile	C4 90th centile
North Central	Barnet	00:07:13	00:12:22	00:54:53	01:55:21	02:16:11	05:27:07	08:50:47
	Camden	00:07:13	00:11:44	00:45:15	01:43:06	01:40:11	04:12:20	08:07:35
	Enfield	00:08:32	00:14:11	01:07:00	02:12:52	02:47:49	06:05:53	09:02:33
	Haringey	00:07:54	00:13:31	01:06:53	02:14:10	02:18:16	05:24:18	07:53:19
	Islington	00:08:14	00:12:44	00:50:37	01:42:52	02:01:03	04:50:48	08:19:08
	Total	**00:07:50**	**00:13:19**	**00:57:15**	**02:00:20**	**02:14:31**	**05:22:11**	**08:45:43**
North East	Barking and Dagenham	00:07:17	00:11:49	00:55:33	01:56:47	01:59:07	05:06:22	05:49:23
	City and Hackney	00:07:22	00:11:47	00:46:05	01:40:31	01:43:15	04:44:40	09:50:02
	Havering	00:07:44	00:13:29	00:53:38	01:51:46	01:57:47	04:34:58	07:26:30
	Newham	00:08:11	00:11:48	00:56:40	02:06:13	02:06:11	05:11:57	09:05:57
	Redbridge	00:07:51	00:12:04	00:56:40	01:58:20	02:11:09	05:29:17	08:49:38
	Tower Hamlets	00:06:49	00:11:46	00:46:25	01:45:16	01:54:16	05:19:37	10:23:48
	Waltham Forest	00:09:14	00:14:38	01:11:56	02:34:30	02:28:57	06:52:07	10:25:15
	Total	**00:07:45**	**00:12:39**	**00:55:03**	**01:58:09**	**02:01:48**	**05:15:19**	**09:12:01**
North West	Brent	00:06:41	00:11:18	00:44:38	01:31:06	01:53:22	04:29:34	06:36:59
	Central London (Westminster)	00:05:49	00:10:49	00:43:55	01:35:48	01:28:42	03:59:07	09:47:25
	Ealing	00:07:37	00:13:00	00:53:02	01:51:38	02:12:02	05:07:41	08:10:11
	Hammersmith and Fulham	00:06:12	00:11:27	00:48:04	01:41:47	01:54:25	04:49:27	08:57:17
	Harrow	00:07:36	00:13:10	00:42:49	01:29:13	01:52:49	04:35:05	07:08:06
	Hillingdon	00:07:41	00:13:24	00:52:11	01:59:09	01:58:07	04:53:23	07:37:47
	Hounslow	00:06:50	00:11:41	00:51:11	01:47:02	01:58:23	04:56:55	09:37:05
	West London	00:06:34	00:11:02	00:45:44	01:36:27	01:58:31	04:55:57	10:47:23
	Total	**00:06:55**	**00:12:05**	**00:48:04**	**01:42:49**	**01:55:24**	**04:46:27**	**09:17:06**
South East	Bexley	00:08:06	00:14:20	00:42:45	01:28:45	01:47:04	04:16:45	07:04:01
	Bromley	00:08:14	00:13:55	00:41:13	01:30:49	01:38:58	03:59:19	04:49:47
	Greenwich	00:07:18	00:12:16	00:41:58	01:31:03	01:37:52	03:52:11	06:21:35
	Lambeth	00:06:03	00:11:02	00:29:51	01:04:58	01:30:45	03:40:22	06:48:52
	Lewisham	00:07:03	00:12:34	00:42:21	01:28:09	02:00:02	04:44:46	08:17:36
	Southwark	00:06:31	00:10:57	00:30:15	01:06:59	01:22:13	03:17:49	05:18:28
	Total	**00:07:08**	**00:12:24**	**00:37:37**	**01:22:32**	**01:38:23**	**03:58:49**	**06:23:11**
South West	Croydon	00:08:32	00:15:40	00:49:11	01:42:03	01:48:14	04:19:20	06:25:43
	Kingston	00:07:00	00:12:00	00:39:46	01:29:08	01:34:24	04:17:57	07:07:08
	Merton	00:07:08	00:11:22	00:35:30	01:12:41	01:36:15	03:50:00	08:34:20
	Richmond	00:06:55	00:11:09	00:44:24	01:39:36	01:23:59	03:30:28	05:58:03
	Sutton	00:07:53	00:13:27	00:38:06	01:19:38	01:35:15	03:53:12	07:42:45
	Wandsworth	00:07:03	00:11:29	00:36:18	01:21:20	01:43:13	04:09:48	06:25:26
	Total	**00:07:39**	**00:13:20**	**00:41:37**	**01:31:28**	**01:39:12**	**04:01:01**	**07:19:43**

10 LOCATION OF LONDON'S A&E DEPARTMENTS