The Information contained in the attached report covers an overview across 15 days of ARP data, following successful implementation. Further work is underway to ensure data is in a stable form and to develop and refine reporting going forward. Further detail will be available in subsequent packs.

National Standards were achieved across:

* Cat 1 90th centile,
* Cat 2 Mean response time,
* Cat 2 90th centile

Cat 4 90th Centile during week 1 and across all metrics in week 2.

Improvements in call handling have been made as a result of staff having the opportunity to complete 2 full shift cycles to familiarise themselves with the new ways of working which includes more time to facilitate decision making, ensuring patients are receiving the right resource first time.

Assurance has been provided regarding data quality with a follow up on governance being currently undertaken within LAS. This will be discussed at the next LAS CPM meeting scheduled for 27th November.

The Non-Emergency Transport Service (NETS) journeys have seen immediate impact with circa 840 journeys completed last week.

MAR ratios are reported well below thresholds as decision making time at call has increased.

All STP areas are performing well against the national standards but further work is required to validate data to this level before performance reporting can be released.

LAS is experiencing category activity within the expectations of national assumptions, although a slight increase on activity in Cat 1 and across Cat 2 is been seen across London currently.

Staffing is strong with increased DCA hours and reducing solo responders. Abstractions are low with reductions also  being made on long term sick.

Winter planning is in the last stages of finalisation. A presentation has been scheduled at the November CPM.

Performance

Week 1: 01 – 05 November 2017

Cat 1 Mean response time reported at 7mins 43 seconds. This is 43 seconds above expected national standards. The 90th Centile was 12 mins 21 seconds which is 2mins 39 seconds better that the national standard expectation
Cat 2 Mean response time was 17mins 38 seconds. This is better than national standards of 18 minutes. The 90th centile was 34 mins 26 seconds which is 5 mins 34 seconds better than the national standard.
Cat 3 90th centile was 2 hours 17 minutes. This is 17 mins above national standards
Cat 4 90th centile was 2 hours 22 mins 18 seconds. This is 37 mins 42 seconds better than expected national standards

Week 2: 06 – 12 November 2017

Cat 1 Mean response time reported at 6mins 58 seconds. This is in line with national standards and represents an improvement on the first week of reporting. The 90th Centile was 10 mins 47 which relates as 4mins 13 seconds under the national standard

Cat 2 Mean response time was 16mins 42 seconds. This represents an improvement on the first week of reporting and is in line with national standard expectations of 18 minutes. The 90th centile was 32 mins 4 seconds which is an improvement on the first week of reporting and meets national standard expectation.

Cat 3 90th centile was 1 hour 58 minutes 45 seconds. This is within national standard requirement. And an improvement on the week 1 position.

Cat 4 90th centile was 2 hours 3 mins 29 seconds. This is within national standard requirement. And an improvement on the week 1 position.