

Name of meeting: Health and Adult Social Care Scrutiny Panel

Date: 21 January 2020

Title of report: Yorkshire Ambulance Service (YAS) – Performance and demand update.

Purpose of report:

To provide members of the Health and Adult Social Care Scrutiny Panel with the context and background to the discussions with Yorkshire Ambulance Service (YAS).

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	N/A – Report produced for information only
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	No
The Decision - Is it eligible for call in by Scrutiny?	No
Date signed off by <u>Director</u> & name Is it also signed off by the Assistant Director for Financial Management, IT, Risk and Performance? Is it also signed off by the Assistant Director (Legal Governance and Monitoring)?	No – The report has been produced to support the discussions with YAS.
Health Contact	Nick Smith Director of Operations YAS

Electoral wards affected: All

Ward councillors consulted: N/A

Public or private: Public

1. **Summary**

- 1.1 Following an email from councillor Charles Greaves, Independent Group Leader and ward councillor for Holme Valley North, that highlighted his concerns regarding response times for ambulances across the rural areas of Kirklees, panel members agreed to include the issue on their 2019/20 work programme.
- 1.2 There has been and continues to be ongoing local concern about the performance of YAS in respect of response times in Kirklees and this is an issue that has been looked at before by scrutiny.
- 1.3 Previous work by scrutiny has acknowledged the increased levels of demand for ambulance services and the pressures and challenges that this has imposed on YAS.
- 1.4 Scrutiny has also noted the sophisticated systems used by YAS to predict demand and have acknowledged the need for ambulance vehicles to be located near to the predicted areas of high demand.
- 1.5 Previous work undertaken by scrutiny recognised that standby points are influenced by the analysis of demand and suitability of the standby sites. However recommendations previously issued by scrutiny were clear that it would wish to encourage YAS to continue to review the standby points, test their effectiveness, and take account of the performance of those areas in Kirklees that are not consistently achieving the response time targets.
- 1.6 Representatives from YAS and from Greater Huddersfield and North Kirklees CCGs will be in attendance to provide the panel with:
- An explanation of the process that is followed when responding to a 999 call;
 - Details of its performance standards;
 - Details of the resources available to respond to calls and how they are deployed;
 - Performance data for the district of Kirklees; and
 - Details of what factors can affect performance including: levels of demand; dependency on other organisations; and how these dependencies are managed.
- 1.7 A presentation submitted by YAS that provides further information is attached.

2. **Information required to take a decision**

N/A

3. **Implications for the Council**

N/A

4. **Consultees and their opinions**

N/A

5. **Next steps**

That the Overview and Scrutiny Panel for Health and Adult Social Care takes account of the information presented and considers the next steps it wishes to take.

6. **Officer recommendations and reasons**

That the panel considers the information provided and determines if any further information or action is required.

7. **Cabinet portfolio holder's recommendations**

N/A

8. **Contact officer**

Richard Dunne, Principal Governance and Democratic Engagement Officer, Tel: 01484 221000 Email: richard.dunne@kirklees.gov.uk

9. **Background Papers and History of Decisions**

N/A

10. **Service Director responsible**

Julie Muscroft, Legal, Governance & Monitoring