

Emergency Medical Retrieval Transfer Service (EMRTS) Quality & Delivery Framework



Data 2025/26

v1.7

For NHS Wales & WAACT internal distribution only



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CYMRU
NHS
WALES

Gwasanaeth Casglu a
Throsglwyddo Meddygol Brys
Emergency Medical
Retrieval & Transfer Service

Version	Date	Revision
1.6	22/10/2023	TCC updated to include Smart Numbers
1.7	09/11/2023	New measure S2/RE3b Sickness Figures ECCH Clinical (Based on hours lost when planned on roster)

Release Notes

15/10/2024 ECCH WAST call data quality issue- awaiting resolution
EMRTS call data access issues- awaiting resolution



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Step 1: Help Partners Understand our work

Ref	Description	Q1	Q2	Q3	Q4	Annual
		Total	Total	Total	Total	Total
S1/A1	Number of EMRTS engagement events & EMRTS CPD events attended by non EMRTS personnel.	2	1	2	4	9
S1/A2	Number of Local Health Board/ WAST engagement events attended by EMRTS.	3	2	2	2	9
S1/A3	Number of attendances by EMRTS at National, Regional and Local Health Board events where focus is on service redesign and developments that may impact upon delivery of high acuity patient transfer.	2	3	2	3	10
S1/A4	Proportion of WAACT board meetings attended by EMRTS representative where relevant	100%	100%	100%	100%	100%
S1/A5	Number of EMRTS duty shifts completed by healthcare professionals in training (PHEM).	69	54	71	60	254
S1/A6	Number of training (Observer/ Clinical attendant/ Fellow) shifts or formal base visits completed within the previous 12 months by trained healthcare professionals.	57	39	40	49	185
S1/A7	Proportion of Specialty Training Committee meetings in Pre hospital Emergency Medicine at which EMRTS provides a representative (%)	100%	100%	100%	100%	100%
S1/PCP1	Annual Audit of Health Board Switchboards availability of EMRTS contact details	100%				

Step 2: We Will Actively Identify Critical Care Cases

Ref	Description	Apr-25	May-25	Jun-25	Q1	Jul-25	Aug-25	Sep-25	Q2	Oct-25	Nov-25	Dec-25	Q3	Jan-26	Feb-26	Mar-26	Q4	Annual
		Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S2/A1	Number of incidents reviewed by an EMRTS Practitioner/Dispatcher.	1842	1914	1731	5487	1794	1653	1525	4972	1870	2062	1898	5830	2033	1697	1673	5403	21692
S2/A2	Number of EMRTS contacts made by WAST on-scene personnel (i.e. requests for advice and/or direct clinical support)	60	50	35	145	51	55	42	148	48	32	40	120	38	35	44	117	530
S2/A3	Number of EMRTS contacts made by hospital personnel (i.e. requests for advice and/or direct clinical support)	46	67	59	172	57	58	62	177	57	42	61	160	66	61	73	200	709
S2/A4	Number of calls answered by Critical Care Hub (ECCH)	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	0
S2/A5	Number of EMRTS Top cover consultant calls	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	0
S2/RE3a	Sickness Figures ECCH Dispatch (Based on hours lost when planned on roster)	0	34.5	0	35	57.5	80.5	92	230	0	46	39	85	69	127	129	324.5	35
S2/RE3b	Sickness Figures ECCH Clinical (Based on hours lost when planned on roster)	45	7.2	7.5	60	0	12	0	12	0	0	0	0	0	0	0	0	72
S2/RE4	Resource Unit Hours of ECCH lost	0	11.5	0	12	23	11.5	0	35	0	11.5	16	27.5	6	0	12	17.0	12

Step 3: Respond quickly and efficiently

Step	Ref	Sub Ref	Description	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S3	RE2		Sickness figures for each Individual EMRTS Base (Hours lost)													
		i	Caernarfon	0	0	0	0	0	0	0	68	23	0	15	68	173
		iiiv	Welshpool	2	23	225	323	291	30	0	45	77	15	15	90	1134
		iii	Dafen	38	23	30	45	0	105	278	233	248	345	68	45	1456
		iv	Cardiff	450	390	495	293	158	77	0	8	55	38	150	233	2344
S3	RE3		Lost Resource unit hours for each Individual EMRTS Base													
		i	Caernarfon	0	0	0	0	0	0	0	0	0	0	12	0	12
		iiiv	Welshpool	0	0	0	24	0	0	12	0	0	0	0	0	36
		iii	Dafen	0	0	0	0	0	0	0	0	0	0	0	0	0
		iv	Cardiff	0	0	0	0	12	0	12	0	0	0	0	0	24
S3	PCP8		% of calls where critical care interventions provided by EMRTS following arrival on scene	42%	49%	46%	41%	54%	48%	45%	51%	52%	44%	42%	54%	47%
S3	PCP9	ii	Mobilisation time by Aircraft/Road Vehicle													
			Primary Mission (999)	00:04:17	00:04:38	00:04:39	00:04:51	00:03:59	00:04:07	00:04:36	00:04:31	00:03:14	00:03:21	00:03:15	00:04:57	00:03:55
			Air Ambulance	00:05:08	00:05:56	00:06:12	00:06:06	00:05:10	00:05:34	00:06:12	00:06:53	00:05:31	00:05:29	00:05:50	00:06:56	00:06:18
			Rapid Response Vehicle	00:02:15	00:01:53	00:02:06	00:02:06	00:01:46	00:01:44	00:02:21	00:02:08	00:01:48	00:02:13	00:02:04	00:02:09	00:02:09
			Secondary Transfer	00:10:34	00:04:11	00:03:20	00:03:45	00:07:00	00:04:42	00:06:30	00:06:38	00:03:27	00:03:35	00:03:51	00:06:37	00:04:33
			Air Ambulance	00:11:30	00:06:20	00:04:00	00:04:00	00:11:30	00:06:40	00:08:30	00:20:00	00:05:30	00:07:24	00:09:00	00:11:20	00:08:54
			Rapid Response Vehicle	00:05:00	00:01:36	00:02:40	00:03:40	00:01:36	00:01:45	00:05:30	00:03:40	00:02:17	00:00:51	00:01:48	00:03:48	00:02:00
S3	PCP10		% hours of each operational duty period during which aircraft is unavailable by reason.	Annual												

Step 3: We will Respond quickly and efficiently

S3 A1 Number of air stand downs following engine Start*

														Grand Total	
	2025							2026							
Base	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
WAA Caernarfon (North)	6	5	12	6	12	10	2	8	9	4	5	2	81		
WAA Cardiff (South East)	25	25	20	21	28	14	21	14	7	8	7	13	203		
WAA Dafen (South)	29	21	3	17	18	10	13	11	13	12	8	15	170		
WAA Welshpool (Mid-Wales)	7	12	11	10	13	6	12	7	7	7	3	9	104		
Grand Total	67	63	46	54	71	40	48	40	36	31	23	39	558		

*Air response only to reflect potential cost of starting helicopter.
May include some cases where aircraft was redirected in flight to another incident.

Step 3: We will Respond quickly and efficiently

A2: Number of incidents responded to by transport modality (WAACT air ambulance, EMRTS RRV, others), and by base

	2025										2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
WAA Caernarfon (North)	45	39	48	31	44	41	36	29	35	33	29	27	437	
Air Ambulance	43	37	35	31	40	38	24	23	23	22	16	22	354	
Rapid Response Vehicle	2	2	13		4	3	12	6	12	11	13	5	83	
WAA Cardiff (South East)	161	150	136	160	185	133	142	151	140	141	139	152	1790	
Air Ambulance	88	82	58	81	87	56	61	48	34	27	12	49	683	
Rapid Response Vehicle	73	68	78	79	98	77	81	103	106	114	127	103	1107	
WAA Dafen (South)	91	78	61	69	80	65	66	65	75	76	56	65	847	
Air Ambulance	73	59	40	57	63	42	48	36	39	36	30	53	576	
Rapid Response Vehicle	18	19	21	12	17	23	18	29	36	40	26	12	271	
WAA Welshpool (Mid-Wales)	46	44	44	40	48	34	43	37	35	29	39	52	491	
Air Ambulance	40	38	39	33	44	27	34	25	18	17	22	42	379	
Rapid Response Vehicle	6	6	5	7	4	7	9	12	17	12	17	10	112	
Grand Total	343	311	289	300	357	273	287	282	285	279	263	296	3565	

Step 3: We will Respond quickly and efficiently

A3: Number of incidents responded to by transport modality (WAACT air ambulance, EMRTS RRV) by LHB

	2025												Total
Local Health Board	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Aneurin Bevan	53	60	53	60	68	47	54	52	50	53	52	65	667
Air Ambulance	40	41	30	38	43	28	30	26	12	13	9	29	339
Rapid Response Vehicle	13	19	23	22	25	19	24	26	38	40	43	36	328
Betsi Cadwaladr	71	58	63	56	78	59	54	50	52	46	45	57	689
Air Ambulance	66	56	47	55	67	53	41	39	33	32	27	48	564
Rapid Response Vehicle	5	2	16	1	11	6	13	11	19	14	18	9	125
Cardiff and Vale	56	46	52	56	56	43	36	58	55	45	43	51	597
Air Ambulance	15	12	5	10	12	5	5	8	5	9	2	13	101
Rapid Response Vehicle	41	34	47	46	44	38	31	50	50	36	41	38	496
Cwm Taf Morgannwg	36	40	26	35	43	26	46	41	42	47	38	40	460
Air Ambulance	22	28	15	30	27	13	25	17	18	12	6	18	231
Rapid Response Vehicle	14	12	11	5	16	13	21	24	24	35	32	22	229
Hywel Dda	47	43	35	49	50	43	30	29	32	36	39	28	461
Air Ambulance	39	33	27	38	40	26	24	15	20	18	23	21	324
Rapid Response Vehicle	8	10	8	11	10	17	6	14	12	18	16	7	137
Out of Area	2	1	4	2	1	2	1	1	3	1	1		19
Air Ambulance	2	1	4	2	1	2		1			1		14
Rapid Response Vehicle							1		3	1			5
Powys	39	29	37	23	31	18	32	22	25	20	26	29	331
Air Ambulance	34	22	33	15	28	15	22	14	15	11	10	21	240
Rapid Response Vehicle	5	7	4	8	3	3	10	8	10	9	16	8	91
Swansea Bay	39	34	19	19	30	36	34	29	26	31	19	26	342
Air Ambulance	26	23	11	14	16	21	20	12	11	7	2	16	179
Rapid Response Vehicle	13	11	8	5	14	15	14	17	15	24	17	10	163
Grand Total	343	311	289	300	357	274	287	282	285	279	263	296	3566

Step 3: We will Respond quickly and efficiently

A4: Number of incidents responded to by nature

Nature	2025									2026			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Animal related injuries	1	1	1	2				3	2				10
Breathing Problems	18	9	15	7	8	11	6	9	10	17	14	9	133
Burns or Explosions	5	6	7	3	7	4	4	2	3	6	4	7	58
Cardiac Arrest	68	71	41	55	66	66	73	68	68	74	47	70	767
Cardiac related	2		6	4	5	6	5	6	3	3	2	6	48
Drowning	4	7	7	7	10	5	3	4	6	2	3	3	61
Falls	40	40	28	38	47	19	52	41	44	28	31	43	451
Other Medical	17	12	19	16	18	17	14	14	14	13	16	13	183
Other Trauma	64	53	53	61	52	45	27	34	45	25	40	41	540
Penetrating Trauma	8	16	11	19	9	11	3	15	11	7	16	6	132
Pregnancy or Childbirth Related	3	1	2	5	6	7	5	1	4	2	1	2	39
Road Incidents	67	55	56	48	88	50	51	41	39	51	47	62	655
Seizures	13	13	18	11	20	11	20	18	9	22	17	14	186
Stroke								1	1		1	1	4
Transfer	10	11	8	6	11	12	14	13	13	13	9	12	132
Unconscious	23	16	17	18	10	10	10	12	13	16	15	7	167
Grand Total	343	311	289	300	357	274	287	282	285	279	263	296	3566

Step 3: We will Respond quickly and efficiently

A5: Mission type by LHB

	2025									2026			Total
Mission Type by LHB	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Primary Mission (999)	333	300	281	294	346	262	273	269	272	266	254	284	3434
Aneurin Bevan	52	58	51	59	66	45	50	50	46	51	52	61	641
Betsi Cadwaladr	70	57	63	55	78	57	53	50	50	44	42	56	675
Cardiff and Vale	55	45	49	54	56	43	36	56	54	45	42	48	583
Cwm Taf Morgannwg	35	38	25	35	41	23	43	37	41	44	36	39	437
Hywel Dda	42	42	33	48	46	42	28	26	30	33	38	26	434
Out of Area	2	1	4	2	1	2	1	1	3	1	1		19
Powys	39	29	37	22	31	18	32	22	23	19	24	29	325
Swansea Bay	38	30	19	19	27	32	30	27	25	29	19	25	320
Secondary Transfer	10	11	8	6	11	12	14	13	13	13	9	12	132
Aneurin Bevan	1	2	2	1	2	2	4	2	4	2		4	26
Betsi Cadwaladr	1	1		1		2	1		2	2	3	1	14
Cardiff and Vale	1	1	3	2				2	1		1	3	14
Cwm Taf Morgannwg	1	2	1		2	3	3	4	1	3	2	1	23
Hywel Dda	5	1	2	1	4	1	2	3	2	3	1	2	27
Powys				1					2	1	2		6
Swansea Bay	1	4			3	4	4	2	1	2		1	22
Grand Total	343	311	289	300	357	274	287	282	285	279	263	296	3566

The table details the numbers of patients attended by health board area and mission type.

Primary missions relate to patients attended outside of healthcare facilities (e.g. a road accident or out of hospital cardiac arrest).

Secondary transfers relate to patients attended inside healthcare facilities (e.g. a head injury being transferred from Bangor to Stoke).



Step 4: Provide high quality critical care

Step	Ref	Sub Ref	Description	Apr-25	May-25	Jun-25	Q1	Jul-25	Aug-25	Sep-25	Q2	Oct-25	Nov-25	Dec-25	Q3	Jan-26	Feb-26	Mar-26	Q4	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S4	A1		Number of patients undergoing general anaesthesia	33	33	27	93	32	33	29	94	37	17	23	77	24	16	38	78	342
S4	A2		Number of patients receiving procedural sedation	7	16	13	36	18	18	16	52	7	13	13	33	8	9	17	34	155
S4	A3		Number of cases entering an appropriate audit pathway	55	49	41	145	51	58	49	158	54	46	54	154	48	38	76	162	619
S4	A4		Number of patients receiving blood or blood products	15	10	7	32	8	13	12	33	3	9	12	24	10	6	11	27	116
S4	A5		% of patients receiving interventions above normal paramedic practice (e.g. JRCALC)	42%	49%	46%	46%	6%	54%	48%	48%	45%	51%	52%	49%	44%	42%	54%	47%	47%
S4	PCP 11		Total Number of cases undergoing formal review	62	57	45	164	55	67	54	176	61	48	55	164	52	40	78	170	674
S4	PCP 11	a	RSI Audit	33	33	27	93	32	33	29	94	37	17	23	77	24	16	38	78	342
S4	PCP 11	b	Blood Audit	15	10	7	32	8	13	12	33	3	9	12	24	10	6	11	27	116
S4	PCP 11	c	Transfer Audit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	d	Paediatric (including Neonatal)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	e	Post Rosc	7	6	7	20	11	12	8	31	7	7	6	20	6	7	10	23	94
S4	PCP 11	f	Procedural Sedation	0	0	0	0	0	0	0	0	7	13	13	33	8	9	17	34	67
S4	PCP 11	g	Clinical Governance Review (ex. Audit)	3	1	0	4	0	0	0	0	1	1	0	2	0	1	0	1	7
S4	PCP 11	h	External Clinical Advisory Group (ECAG)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	i	M&M	4	7	4	15	4	9	5	18	6	1	1	8	4	1	2	7	48



A transformational programme for commissioning healthcare



Step 5: Handover care safely and efficiently

Step	Ref	Sub Ref	Description	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S5	A1		Number of responded incidents that result in a non-conveyance to hospital	42	44	34	29	37	40	29	26	31	35	35	43	425
S5	A2		Number of patients transported to hospital with EMRTS escort	132	118	104	117	128	92	98	94	89	94	70	99	1235
S5	A3		Number of patients transported to hospital	255	260	227	239	266	220	214	193	221	237	202	248	2782
S5	PCP12		Number of cases where EMRTS bypass the nearest hospital to take a patient direct to definitive care	38	36	38	29	41	34	37	29	28	25	18	38	391
S5	PCP13		Number of patients where patients are passed to WAST for transport to hospital following EMRTS intervention	48	43	42	39	49	47	40	32	39	45	42	47	513
S5	PCP14	i	Percentage of conveyed cases by EMRTS where a pre-alert call is made to the receiving facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
S5	PCP14	ii	Percentage of inter-hospital transfers where a discussion takes place between EMRTS personnel and the receiving unit to ensure availability of specialist care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
S5	PCP16	i	Time Spent on scene for EMRTS pre-hospital attendances broken down by patient chief condition	hh:mm:ss												
			Animal related injuries	1:26:00	0:34:00	0:58:00	00:35:30				00:35:00	01:18:00				00:59:20
			Breathing Problems	1:11:05	1:42:24	1:03:06	01:03:00	01:00:20	01:06:48	01:44:12	01:28:00	01:18:50	01:02:38	00:57:54	01:09:17	00:35:30
			Burns or Explosions	2:02:00	0:52:48	0:36:30	00:20:00	01:03:00	01:06:40	01:23:45	01:27:00	00:53:00	01:48:00		01:00:00	01:04:06
			Cardiac Arrest	1:15:37	1:28:41	1:01:51	01:20:44	01:24:05	01:14:53	01:11:58	01:23:15	01:12:44	01:08:29	00:58:38	01:09:48	00:59:27
			Cardiac related	0:35:30		1:05:36	01:20:40	01:28:12	01:46:40	01:08:12	00:48:12	00:54:30	00:46:00	01:13:30	00:51:45	01:19:47
			Drowning	0:19:00	0:54:15	1:27:00	00:37:00	01:03:00	01:00:00	01:31:40	00:47:00	01:23:10	01:03:30	01:09:30	01:53:00	01:31:11
			Falls	1:03:07	1:12:17	1:09:36	01:06:11	01:13:45	01:13:50	01:06:00	01:09:20	01:14:54	01:38:00	01:21:22	01:16:50	00:52:12
			Other Medical	0:51:51	1:21:27	1:17:30	01:18:49	01:00:40	01:01:04	00:57:30	00:58:38	00:51:33	01:04:54	01:14:48	00:59:36	01:10:49
			Other Trauma	1:04:28	1:08:45	1:09:09	01:10:03	00:57:20	01:05:28	01:23:25	00:48:29	01:25:00	01:13:49	01:10:09	01:18:39	01:06:13
			Penetrating Trauma	0:46:24	0:50:52	0:43:52	00:47:00	00:52:00	00:35:17	01:18:00	00:48:08	00:32:20	01:06:30	00:27:55	00:43:00	01:04:16
			Pregnancy or Childbirth Related	1:03:00	1:13:00	0:15:00	00:59:30	01:38:12	02:42:40	01:38:30		00:57:00	00:27:00		00:53:30	00:45:02
			Road Incidents	0:59:08	1:00:34	1:05:52	01:07:14	01:12:54	01:12:14	01:13:03	01:23:13	01:09:17	01:04:57	00:59:08	01:15:15	01:49:48
			Seizures	0:58:38	1:19:33	1:07:30	01:14:26	01:25:47	01:17:34	01:21:18	00:46:20	00:52:43	01:31:33	01:08:34	00:57:06	01:11:12
			Stroke									03:28:00			01:57:00	01:20:54
			Unconscious	1:19:03	1:16:40	1:10:30	00:59:48	01:38:30	01:13:40	01:15:00	01:12:09	01:51:00	00:59:20	00:32:45	00:57:00	01:31:58
S5	PCP16	ii	Time Spent at the referring facility for EMRTS inter-hospital transfers	1:03:09	1:40:00	1:01:15	01:38:15	01:11:38	01:51:48	01:04:54	01:37:11	01:06:27	01:37:45	01:21:09	01:08:13	01:09:19
S5	PCP16	iii	Time from handover to clear, by Aircraft or Road Vehicle	hh:mm:ss												
	PCP16	iv	Air Ambulance	0:14:58	0:13:44	0:13:53	00:13:33	00:24:11	00:14:38	00:14:43	00:16:35	00:17:47	00:22:15	00:08:50	00:15:23	00:18:05
	PCP16	v	Rapid Response Vehicle	0:09:50	0:09:29	0:07:25	00:21:08	00:14:20	00:14:44	00:15:08	00:13:31	00:13:14	00:13:12	00:11:40	00:29:14	00:16:36

R1 Schedule - Core Requirments

	Ref	Sub Ref	Description	Apr-25	May-25	Jun-25	Q1	Jul-25	Aug-25	Sep-25	Q2	Oct-25	Nov-25	Dec-25	Q3	Jan-26	Feb-26	Mar-26	Q4	Annual
Core Requirments				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
	CR1	a	Number of cases being reviewed by External Clinical Advisory Group	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	CR1	b	Number of cases reviewed by SBUHB quality and safety committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	CR2	a	Number EMRTS complaints	0	1	0	1	0	1	0	1	0	0	0	0	1	0	0	1	3
	CR2	b	Number EMRTS compliments	9	13	11	33	8	10	14	32	11	13	11	35	13	14	14	41	141
	CR2	c	Number of EMRTS patient satisfaction surveys undertaken	0	7	0	7	3	0	3	6	2	4	2	8	2	0	1	3	24
	CR2	d	Number of EMRTS complaints investigated by SBUHB (PTR)	0	1	0	1	0	1	0	1	0	0	0	0	1	0	0	1	3
	CR3	a	Number of calls available to be attended due to resource availability	343	311	289	943	300	357	274	931	287	282	285	854	279	263	296	838	3566
	CR4	a	Number of core audits undertaken annually																	
	CR4	b	% of annual cases reviewed at monthly governance days				17%				9%				19%				20%	19%
	CR4	c	Number of patient follow ups undertaken	275	272	238	785	244	283	240	767	237	202	219	658	233	208	260	701	2911
	CR5	a	% of planned training delivered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	CR5	b	% of sickness absence (service provision)	6.1%	4.1%	7.2%	5.8%	5.4%	4.3%	5.4%	5.0%	3.2%	3.6%	3.6%	3.1%	3.6%	3.6%	4.6%	3.9%	4.0%
	CR5	c	Number of violence & aggression incidents reported by staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	CR5	d	Number of injuries reported by staff	0	1	0	1	1	0	0	1	0	1	1	2	0	2	0	2	6
	CR5	e	Number of grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	CR6	a	Number of adverse incidents (SAI)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	CR6	B	Number of incidents reported on DATIX	6	18	4	28	7	17	13	37	10	6	9	25	9	3	8	20	110