



By Email Only

**East of England Ambulance Service NHS Trust**

Hammond Road

Bedford

MK41 0RG

Amit Patel  
Planning Services  
East Herts Council

Date: 5<sup>th</sup> December 2023

Our Ref: 3/23/1447/OUT/ZM

Your Ref: 3/23/1447/OUT

Planning Application: 3/23/1447/OUT  
Location: Land East Of The A10 Buntingford Hertfordshire

Proposal: Outline planning application (with all matters reserved except for access) for up to 350 dwellings, up to 4,400 sqm of commercial and services floorspace (Use Class E and B8), and up to 500 sqm of retail floorspace (Use Classes E) and other associated works including drainage, access into the site from the A10 and Luyne Rise (but not access within the site), allotments, public open space and landscaping

Dear Mr Patel

Thank you for consulting East of England Ambulance Service NHS Trust (EEAST) on the above planning application.

This development, should the application be successful, will affect Buntingford ambulance stations and other ambulance stations which respond to emergency incidents within the local area as well as impact on the regional call centres.

Modern ambulance services deliver Make Ready Services as defined under the Lord Carter Report (2018). EEAST are required to meet mandated NHS ambulance standard response times with optimal location of ambulance station response post being reachable within 6 and 17min drive-time (see Table 1 below).

**Table 1 Ambulance Quality Operational Standard**

National Quality Requirement	Threshold
Category 1 (life-threatening) incidents – proportion of incidents resulting in a response arriving within 15 minutes	Operating standard that 90th centile is no greater than 15 minutes
Category 1 (life-threatening) incidents – mean time taken for a response to arrive	Mean is no greater than 7 minutes
Category 2 (emergency) incidents – proportion of incidents resulting in an appropriate response arriving within 40 minutes	Operating standard that 90th centile is no greater than 40 minutes

National Quality Requirement	Threshold
Category 2 (emergency) incidents – mean time taken for an appropriate response to arrive	Mean is no greater than 30 minutes
Category 3 (urgent) incidents – proportion of incidents resulting in an appropriate response arriving within 120 minutes	Operating standard that 90 <sup>th</sup> centile is no greater than 120 minutes
Category 4 (less non-urgent “assess, treat, transport” incidents only) – proportion of incidents resulting in an appropriate response arriving within 180 minutes	Operating standard that 90 <sup>th</sup> centile is no greater than 180 minutes

For clarity: EEAST is commissioned by Suffolk and North East Essex ICS on behalf of all ICSs to provide emergency and urgent care services throughout Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk, and transports patients to 17 acute hospitals amongst other healthcare settings.

Travel times from Buntingford Ambulance Station in rush hour traffic to the site are circa 5 minutes (Reference ShapeAtlas) (NB this is a standard reference point and does not mean ambulances come from these locations in order to respond to calls).

The age profile is also important for EEAST: people at both ends of the age spectrum consume a disproportionately large quantity of healthcare services and resource:

Over 75s are most likely to have multiple long-term conditions and complex care needs.

Analysis of EEAST activity from 2019/20 indicates residents

- o Aged 65 years and over account for over 1/3 (35%) of Category 1 ambulance activity and 52% of all activity
- o Those aged 2-18 years account for 15% of Category 1 activity and 8% of all activity.

2022-23 NHS AmbSYS East of England Ambulance Activity Data revealed:

0.22 calls per patient population (1,397,125 calls received / East of England 6.3m population)

92% patients received a face-to-face response

55.0% patients required conveyance to an emergency department; 33.9% received See & Treat and 7.0% Hear & Treat.

This application for 350 dwelling development will generate another 840 residents (assuming 2.4 persons per dwelling) and will generate an anticipated additional **185 calls per annum** from this location on already constrained ambulance services which will require premises reconfiguration, extension, or re-location, need for additional ambulance vehicle provision and clinical capacity to deliver timely emergency ambulance services.

For these reasons, in order to make this development acceptable it is requested a contribution is made towards the provision Emergency Ambulance Service Infrastructure including the nearest Hub and local ambulance stations with population catchment area.

EEASTs infrastructure cost\* calculation is based as submitted to 52 local authorities/IDPs at £340 per dwelling occupied by 2.2 persons per dwelling. Table 2 shows the population likely to be generated from the proposed development.

Table 2 Capital Cost calculation of additional health services arising from the development proposal

No dwellings	Infrastructure Cost*	Total
350	£371	£129,850

\* Adjusted pro-rata for 2.4 persons per dwelling as agreed with East Herts DC

The capital required to create additional ambulance services to support the population arising

from the proposed development is calculated to be **£129,850** and are for the impact of this development only.

The capital acquired would provide financial resources for EEAST to absorb the additional patient demand generated by this development on emergency ambulance health services. Funding, in agreement with the local council would be used to support one or more of the following:

- Redevelopment or relocation of existing ambulance stations to a more suitable location to meet the increased local demand arising from housing development
- Increasing the number of ambulances required to meet the expanded demand in order to maintain contractual response times to prevent the application of contractual fines
- Provision of additional capital essential capital ambulance medical/IT equipment/digital software to manage the increased number of incidents arising from the growing population in order to maintain mandated ambulance response times and treatment outcomes.
- Recruiting, training and providing new equipment for additional Community First Responders (CFRs) to support the proposed development and the community as a whole.

In terms of trigger points with regard to S106 developer contributions, it remains the case that the earliest possible developer contributions are vital to mitigate the health impact of the additional residents. EEAST puts the delivery of services to patients first and increasingly the need to support the viability and resilience of ambulance services, their ability to cope with increasing patient numbers in line with the NHS Long Term Plan.

Please let me know if you require any further information in order to proceed. EEAST looks forward to working with the applicant and the Council to satisfactorily address the issues raised in this consultation response.

Yours sincerely

[Redacted signature]

Zoë May  
Head of Business Relationships