

To: All NHS 111/IUC commissioners
and providers

NHS England
Wellington House
133-155 Waterloo Road
London
SE1 8UG

9 May 2025

Dear Colleagues,

Integrated urgent care key performance indicators 2025/6

This letter sets out changes we are making to [IUC key performance indicators \(KPIs\) for 2025/26](#). These new KPIs will retrospectively replace the 2024/25 KPIs from 01 April 2025 and, whilst this will be fed from the existing Aggregated Data Collection (detailed below), commissioners may want to review local performance management arrangements for April and beyond.

It is essential that commissioners continue to ensure arrangements are in place for the collection and provision of data covering the end-to-end integrated urgent care (IUC) service for each contract area. This requirement is outlined in the [IUC Service Specification \(2017\)](#). If any commissioner cannot meet this commitment, they should contact the central IUC team at england.IntegratedUrgentCare@nhs.net without delay.

The KPIs have been designed to measure the performance of the whole of the IUC system using data supplied in the monthly Integrated urgent care aggregate data collection (IUC ADC) which was recently updated. Although some KPIs may be attributable to a single organisation, many KPIs reflect the performance of two or more organisations working together. The KPIs should be considered as a set reflecting the different aspects of the service, no single indicator having predominance over another.

Changes to the IUC ADC to underpin the revised KPIs were assured by the Data Alliance Partnership Board (DAPB) and the documentation is now available on the [NHS England website](#), including descriptions of the changes. The monthly ADC will be collected using the revised specification for the first time in relation to April 2025 data (collected in May 2025). Monthly ADC data, including KPI monitoring and data quality commentary, will continue to be

published on the above web page as official statistics in the month following collection (e.g. April data published in June).

These KPIs are the national standards by which IUC service should be measured. As such the KPIs should be referenced in provider contracts, although commissioners should only hold providers to account for their achievement where they are directly responsible for the whole of that end-to-end service.

We will continue dialogue with commissioners and providers to understand if any future KPI changes are required.

Yours sincerely,

Jenny Keane

Director UEC Delivery | Urgent and Emergency Care