



14 August 2023

Email: [REDACTED]

Dear [REDACTED]

**FREEDOM OF INFORMATION REQUEST**

Request No: [REDACTED]

Subject:

Emergency Calls and Responses BT 30,31,33

Request:

Date Received:

02/05/2023

Date of Monitoring:

03/05/2023

Thank you for your request for information received on 2<sup>nd</sup> May 2023 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

NIAS would fully apologise for the delay in issuing out a response and thank you for your patience.

Please see attached document for answers to questions.

**Question 1**

How many Category 1 emergency calls in BT30, BT31 and BT33 areas in January 2023, February 2023, March 2023 and April 2023?

**Question 2**

What is the average response times for Category 1 emergency calls for BT30, BT31 and BT33 areas in January 2023, February 2023, March 2023 and April 2023?

**Question 3**

What is the longest response time recorded for Category 1 emergency calls for BT30, BT31 and BT33 areas in January 2023, February 2023, March 2023 and April 2023 and what time of day were these calls received?

I hope this fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance



Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Website:** [Information Commissioner's Office \(ICO\)](http://www.ico.org.uk)  
**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF  
**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However, the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

**[REDACTED] Obo Information Governance Team**