



17 September 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 43337-25

**Subject:** average ambulance response times to each triage category of calls in each Health Trust

**Date Received:** 11/09/2025

Thank you for your request for information received on 11<sup>th</sup> September 2025 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.

<b>FOI QUESTION(S)</b>	<b>ANSWER(S)</b>
<p>Confirm the average ambulance response times to each triage category of calls in each Health Trust area, with information for the South Eastern Trust area further broken down by District Electoral area for the Newry, Mourne and Down District Council areas for the most recent monthly for which statistics are now available - January 2025 to date.</p>	<p>Please see attached dataset. Please note "N/A" means there is no response time available due to no calls having taken place for that category in that month.</p>

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

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.

If you require an internal review to be undertaken, please request this via the email address: [information.governance@nias.hscni.net](mailto:information.governance@nias.hscni.net)

Or submit via



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, 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:

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

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

Yours sincerely

*(not signed – issued by email)*

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**Information Governance Team**

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