



27 March 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47364-26
Subject: Category 1 Calls within Newtownards and Ards Peninsula
Date Received: 17/03/2026 Tuesday Bank Holiday

Thank you for your request for information received on Wednesday 18th March 2026 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.

FOI QUESTION(S)	ANSWER(S)
The total number of Category 1 emergency calls received within the Newtownards and Ards Peninsula area from 1 January 2024 to present. BT22.	Please see attached datasets.
The average and median response times to Category 1 calls within the Ards Peninsula area during the same period. BT22.	
For the purpose of my request, please use the following postcode areas: Newtownards – BT23 Portaferry – BT22 Ballywalter – BT22 Cloughey – BT22 Kircubbin – BT22	
The number of occasions during the same period where the Northern Ireland Ambulance Service requested assistance from the Northern Ireland Fire & Rescue Service in relation to medical incidents.	
For Category 1 incidents occurring within the Ards Peninsula area, can you provide the originating ambulance station or dispatch location for the responding ambulance resource. BT22.	
The number of Category 1 incidents within postcode area BT22 where the response time exceeded the Northern Ireland Ambulance Service target response time.	
If recorded, the number of occasions where the nearest available ambulance resource responding to a Category 1 incident in the Ards Peninsula area was dispatched from outside the peninsula. BT22.	
The average and longest recorded response times for Category 1 incidents within postcode area BT22 during the same period.	

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

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

Website: [ICO Website](http://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)

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)

Information Governance Team

Encs

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.