



**FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)-2016-98  
**Key Word:** Volume of Calls  
**Subject:** Volume of Calls

**Request:**                   **Date Received:**                   17/08/2016  
                                  **Date of Monitoring:**               18/08/2016  
                                  **Date of Response:**               05/09/2016

Thank you for your request for information received on 17 August 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below.

**Question 1**

In the calendar years 2013 – 2015 how many calls did NIAS receive that were deemed as Category A and B, (please supply each year’s total separately).

**Answer 1**

Please refer to Table 1 below which contains Category A and B calls for 2013/2014/2015 (calendar years). Please note the data excludes duplicates, calls done by another Service, test calls and calls entered in error.

**Table 1**

Year	Category A	Category B
2013	54601	73658
2014	60315	72777
2015	59353	77778

**Question 2**

In the calendar years 2013 - 2015 (please supply each year’s total separately), how many of these category A & B calls were received during the hours 0830-1730, Monday-Friday.

**Answer 2**

Please refer to Table 2 below which contains Category A and B calls for 2013/2014/2015 (calendar years) received during the hours of Monday to Friday and between 0830-1730hours. Please note the date excludes duplicates, calls done by another Service, test calls and calls entered in error.

**Table 2**

*Monday - Friday: 0830 - 1730*

Year	Category A	Category B
2013	18481	23589
2014	20358	22706
2015	19698	25035



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.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, 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:** [ni@ico.org.uk](mailto:ni@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

*Alison Vitty*

---

**Alison Vitty (Miss)**  
**CORPORATE MANAGER**