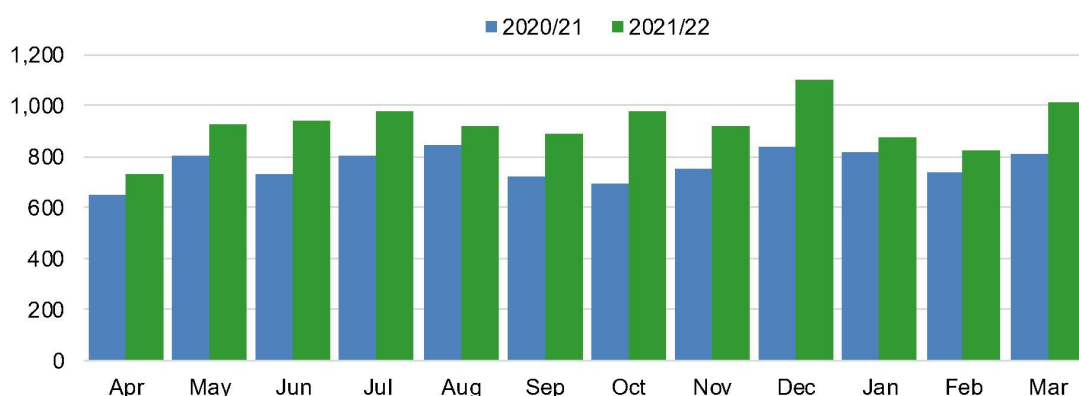## Category 1 Calls

Category 1 calls are defined as ***999 Immediately life threatening***, and are broken down into two sub-categories;

- C1 refers to the time it takes for a response to arrive at the scene.

- C1T refers to the time it takes for the vehicle that transports the patient to arrive at the scene, with the waiting time only being stopped when an ambulance able to transport the patient, arrives at the scene.

Figure 38 presents the number of Category 1 calls received during each month since April 2020.

Figure 38: Number of Category 1 Calls Received (2020/21 - 2021/22)

The number of C1 calls received by the NIAS increased in each month in 2021/22 compared with the previous year, with the highest number of C1 calls received in December 2021 (1,102) (Figure 38).

Category 1 Calls and Response Times

Figure 39 overleaf presents the mean, 90th percentile and target response times for Category 1 calls during 2021/22. The mean target response time is 8 minutes and the 90th percentile target response time is 15 minutes. The chart has different shading for months up to and following the change to the classification of HCP / IFT calls on 17 October 2021.

The Mean (8 minutes) and 90th Percentile (15 minutes) target response times were not achieved by the NIAS in any month during 2021/22.

During 2021/22, the shortest mean response time for category 1 calls was reported in May 2021 (9 minutes 40 seconds), whilst the longest mean response time was in August 2021 (13 minutes 12 seconds) (Figure 39, Table 27 & 28).

During the same period, the shortest 90th percentile response time for category 1 calls was in April 2021 (18 minutes 46 seconds), whilst the longest 90th percentile response time was in July 2021 (24 minutes 10 seconds) (Figure 39, Table 27 & 28).