



Oifig an Stiúrthóir
An tSeirbhís Náisiúnta,
Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
National Ambulance Service
Rivers Building, Tallaght Cross
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Ref: RM/PQ/39994/2025/07/30

30 July 2025

Deputy Joe Cooney TD
Dáil Éireann
Leinster House
Dublin 2

PQ 25/39994

To ask the Minister for Health for a breakdown of the number of WTEs in the National Ambulance Service (NAS), per grade codes, by HSE region, from 2020 to 2025; and to provide the level of activity year-on-year delivered by the NAS for the same period, by HSE region, in tabular form.
- Joe Cooney

Dear Deputy Cooney

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above parliamentary questions which you submitted to the Minister for response.

NAS is one of the State's Principal Emergency Services (PES) and is the statutory Emergency Care, Urgent Care, Intermediate Care and Critical Care and Retrieval provider for the State operating on behalf of the HSE. NAS is also the Tasking Authority for all aeromedical missions in Ireland.

Capacity

The WTE Control Limit for NAS at the end of 2025 will be 2,655 WTE which represented a Headcount growth of 526 since 2019.

In comparison to NAS, the Welsh Ambulance Service NHS Trust has 4,079 WTE <https://senedd.wales/media/kradakae/gen-ld16576-e.pdf> to serve 3.1m people (2021 Census), while the Scottish Ambulance Service has 5,837 WTE <https://www.scottishambulance.com/publications/annual-report-and-accounts/> to serve 5.4m people (2022 Census).

As a national service, NAS is in the process of transitioning administrative and business functions to align to the HSE Region structures established in 2023. That transition has been affected by the employment control environment within the HSE in 2023 and 2024. In this context, we are unable to provide the information you have requested in the manner described.

The table below summarises the WTE available to NAS in the period 2020 to 2025*:

Year	2020	2021	2022	2023	2024	2025
WTE	1991	2060	2067	2321	2408	2655*

*Approved WTE Control Limit at 31 December 2025

An independent demand and capacity analysis conducted in 2022, projected 999 activity to increase by up to 107% over the 10-year period from 2017 to 2027.





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Demand via the 999 service has increased by 25% since 2019, with growth in 2024 up by 9% on 2023. The need for additional capacity is a matter of public record https://www.oireachtas.ie/en/debates/debate/committee_of_public_accounts/2021-09-23/3/, whereby it was confirmed by the HSE (CEO and COO) in September 2021, that NAS had a then capacity deficit of 90 emergency ambulance crews daily (1,080 WTE).

The matter was the subject of further public record in February 2023 https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint_committee_on_health/submissions/2023/2023-02-22_opening-statement-robert-morton-director-national-ambulance-service-nas_en.pdf following the finalisation of a NAS Workforce Plan 2022-2028 in June 2022, underpinned by an independent demand and capacity analysis, which identified the need for considerable growth in the workforce across the country, both now and into the future (2,579 additional WTE by 2028).

Activity

In 2025, the HSE National Service Plan set national aggregate targets for activity levels. As activity data from 2020 and 2021 was affected by both the pandemic in 2020 and the cyber-attack in 2021, the period 2022 to 2025 provides a reasonable and more accurate trend in activity. The actual pattern of activity for each year between 2022 and 2025 (to date) is referenced in the table below.

Total AS1 and AS2 Calls

	2022	2023	2024	2025	% increase 2022-2025
January	33,412	32,186	36,561	38,670	16%
February	29,371	28,907	33,525	33,375	14%
March	33,619	33,245	36,037	36,870	10%
April	31,467	31,922	33,937	36,047	15%
May	32,905	33,820	35,625	37,141	13%
June	32,161	32,490	35,085	-	-
July	32,970	26,381	35,537	-	-
August	32,396	33,817	35,290	-	-
September	31,461	32,981	34,984	-	-
October	33,510	34,529	36,489	-	-
November	32,433	33,267	36,204	-	-
December	36,049	37,723	40,474	-	-

I hope this information is helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

