



Question 3

The level of cover required in order to grant a request for flexible working arrangement for part time hours / per division

Answer 3

Flexible working arrangements are considered against a number of factors, one of which is the need for the service to be able to maintain operational service delivery. There is no 'level of cover' figure.

Question 4

The level of cover in each division per EMT/AAP and Paramedic when flexible working arrangements have been approved in the last 4 years.

Answer 4

The Trust would confirm that it holds aspects of the information you have requested above, however, Section 12 of the FOIA provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

We estimate that the cost of complying with your request would exceed the appropriate limit of £450.00/18 hours. The appropriate limit has been specified in regulations. Under Section 12 of the Freedom of Information Act 2000, the Trust is therefore not obliged to comply with your request, however, in the spirit of openness and transparency of the Freedom of Information Act 2000, we have been able to provide a response to Question 1-3 above.

NIAS Operations Directorate have advised information relating to Question 4 would be held at division level. However, the records would have to be manually located, retrieved and extracted and it is estimated this will take more than 70 hours to provide an answer to your question.

This section of the letter acts as a refusal notice under section 17(5) of the Freedom of Information Act 2000 in relation to Question 4. You may therefore wish to refine your request to narrow its scope to bring it within the appropriate limit.

I hope this fully assists you. 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.

In the event that you require a review to be undertaken, you can do so by writing to the 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, 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.

Website: 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

Information Governance