



15 April 2022

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)/2654-22

**Subject:** NIAS Manager Resource Pack

**Request:**           **Date Received:**           15/03/2022  
                          **Date of Monitoring:**       16/03/2022  
                          **Date of Response:**       15/04/2022

Thank you for your request for information received on 15 March 2022 by the Human Resource Department and subsequent received by the Information Department on 24 March 2022. I would advise your request has been processed under the terms of the Freedom of Information Act 2000. The 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.

**Question 1**

Can you please send me the most up-to-date “Managers Handbook”

**Answer 1**

The Human Resource Department have advised that the most up to date ‘Managers Resource Pack’ is available via SharePoint. For ease the documents making up the Managers Resource Pack are attached.

I hope this 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.

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.

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

***(not signed – issued by email)***

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Information Governance  
Department