



21 March 2024

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 26374-24
Subject: Call Handling Vacancy Rates – January 2024
Date Received: 04/01/2024
Date of Monitoring: 08/01/2024

Thank you for your request for information received on 4 January 2024 which was dealt with under the terms of the Freedom of Information Act 2000. 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.

FOI QUESTION(S)	ANSWER(S)
a) The total number of roles on your employment structure (inclusive of filled and unfilled posts) for:	EAC – 114
(i) Emergency Medical Advisors / 999 Call Handlers	60
(ii) Dispatch Officers	32
b) The total number of unfilled posts on that date for:	
(i) Emergency Medical Advisors / 999 Call Handlers	0
(ii) Dispatch Officers	5
The Trust's estimate of the vacancy rate for each of those roles.	
The date for which those figures are valid.	13/03/2024

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.

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:

Email: ni@ico.org.uk
Website: [ICO Website](#)
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)

**Information Governance
Team**