



2 December 2024

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 33797-24(AME/NA)

**Subject:** Duty Control Manager / Duty Performance Manager  
Recruitment Query

**Date Received:** 24/10/2024

Thank you for your request for information received on 24<sup>th</sup> October 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.

You had a recruitment for duty control managers in emergency ambulance control this year.	
1. How many people were successful and placed on a waiting list?	Requisition 54080532 was a waiting list only requisition for Duty Performance Manager. There were <5 people who passed interview and added to this waiting list. The list remains live until 04/03/2025. *
2. How many have since been appointed?	<5 offers have been made from the waiting list
3. When will the next candidate from that waiting list be appointed?	November / December 2024
4. How many DCM posts are currently not filled? (Temp or perm)	The report shows <5 are filled / put on hold and <5 are open vacancies. Report run 11/11/2024.
5. When will you next recruit for DCM?	Q2 – 2025/2026

<p><b>NIAS notes on use of number aggregation</b></p> <p>Small Numbers in Staffing Data:</p> <p>In accordance with GDPR regulations, NIAS group small numbers in staffing data to prevent the indirect identification of individuals. When total staffing numbers are low in certain directorates or positions, there is an increased risk that individuals could be identified, especially when combined with public knowledge or internal context. Grouping these figures helps ensure that data disclosure does not inadvertently breach confidentiality and protects the privacy of our staff members. This practice aligns with the GDPR's principles of data minimization and confidentiality, ensuring compliance with data protection laws. Specifically, this is in line with Article 89(1) of the GDPR, which</p>
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Northern Ireland Ambulance Service Health & Social Care Trust

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allows for derogations from certain rights of data subjects when processing is carried out for statistical purposes, provided that appropriate safeguards are in place to protect the rights and freedoms of the data subject.

\*Duty Control Manager was renamed Duty Performance Manager over 10 years ago. No recruitments of Duty Control Manager have been advertised over the last number of years. They are advertised as per Job Description title Duty Performance Manager.

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](mailto: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 @ <https://nias.hscni.net> 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 Team**