



23 January 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 35207-25

Subject: Core Cover Levels, Northern Division

Date Received: 07/01/2025

Thank you for your request for information received on 7th January 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.

1. What is currently the normal core level of cover for Emergency Double Crew Ambulances in the North Division for each day shift and each night shift of the week? (ie what is the core level of cover for Monday day shift; Monday night shift; Tuesday day shift; Tuesday Night shift; Wednesday day shift and so on).		Mo n	Tu e	W ed	Th u	Fri	Sa t	Su n
	D/ S	20	19	19	18	18	18	19
	N/ S	12	12	12	12	12	12	12
2. Does a short day shift of, for example, 7.5hrs (such as the DCA 08.30-1600 shift in Whiteabbey) count as 1 towards the total core level, equivalent to a 12hr day shift?	Yes							
3. Does an 'extra' shift that begins unusually early (eg 6.30am) or finishes unusually late (eg midnight or later) count as 1 towards the total core level for the day shift and 0 towards the total core level of the night shift, or is the overlap taken into consideration?	Shifts rostered to finish before midnight are considered to be day shifts Shifts rostered to finish after midnight are considered to be night shifts							
4. What are the time limits of what can be considered a 'day shift' for the purpose of calculating core levels?	Shifts rostered to finish before midnight are considered to be day shifts Shifts rostered to finish after midnight are considered to be night shifts							
5. Is overtime ever approved above core levels under extra-ordinary circumstances (eg at times of increased pressures or raised REAP level), and if so, how would I become aware of it so that I may avail of it? (for normal operations, not for golf tournaments or school visits etc).	Overtime can be used to provide cover above core level in response to demands on the Service Where a decision to increase cover levels is taken, RMC will be responsible for securing this cover. In such circumstances, RMC will advertise the opportunities via text messaging							



<p>6. Is overtime ever approved above core levels in the absence of the extra-ordinary circumstances mentioned in question 5 and, if so, who approves it?</p>	<p>For the purposes of overtime, all Divisions are permitted to operate to a core + one position on both day and night shifts.</p> <p>When this level of cover is achieved across the Division, then the use of overtime to provide cover beyond this point, must be authorised by the Area Manager</p>
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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 @ <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)
Information Governance Team