



7 August 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 36298-25  
**Subject:** Unsocial payments to staff  
**Date Received:** 26/02/2025  
**Date of Monitoring:** 27/02/2025

Thank you for your request for information received on 26<sup>th</sup> February 2025 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)
<p>1. Do NIAS (PCS/ACA) staff who work over their allocated station unsocial receive payment for doing so and how do they receive this. (E.g. Station unsocial is 9% but staff work 17% underpayment of 8%).</p>	<p>There is currently no arrangement in place for relief staff who have been granted unsocial based on the core rota for their allocated station. The Trust is establishing a task and finish group with all relevant stakeholders to analyse and understand any situations where there are concerns around the application of said Trust agreements. Dates are currently being considered to establish the task and finish group.</p>
<p>2. How many NIAS (PCS/ACA) staff have been underpaid unsocial payments within the service from Nov 2021 until April 2025. I am happy to receive this as a whole figure or by division if available.</p>	<p>We can confirm that we do not hold the information in the format you have requested. While we may hold records relating to underpaid unsocial hours, we do not record or collate this data in a way that specifically identifies the PCS/ACA staff. Extracting this information would require a manual and electronic review of individual records, which would involve creating new information rather than providing information already held in a recorded format.</p> <p>Under Section 1(1) of the Freedom of Information Act 2000, we are only obliged to provide recorded information that we hold. There is no requirement for us to create new information or manipulate existing data to answer the question if the information is not held in that specific format.</p>



<p>3. Who is responsible for ensuring NIAS (PCS/ACA) staff are rostered fairly taking into account their station "core" roster and the amount of unsocial payment they are receiving.</p>	<p>The Resource Management Centre is responsible for rostering staff in a fair manner. It is not always easy to follow the Core Pattern as it depends on the vacant shifts and the demand of the service.</p> <p>The amount of unsocial hours staff receive are built into the rota and this is the Area Manager/Line Manager responsibility.</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](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**