



11 September 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 43272-25
Subject: Staff Break Entitlements
Date Received: 29/08/2025

Thank you for your request for information received on 29th August 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.

Question

Please provide the following information regarding **staff break entitlements** within your Trust:

1. **Current policies and/or guidance documents** which set out the rest break and meal break entitlements for the following staff groups:
 - **NHS 111** – Call handlers (Health Advisors), Clinicians
 - **999 / EOC** – Call handlers, Clinicians
 - **Dispatch staff** (if separate from the above categories)
 - **Road crews** (frontline ambulance staff)
 - **Any other frontline or control room staff groups** with specific break entitlements
2. For each of the staff groups above, please specify (if not explicitly clear in the documents provided):
 - The number and length of breaks staff are entitled to on different shift lengths (e.g. 6 hours, 8 hours, 10 hours, 12 hours, etc.).
 - Whether entitlements differ depending on role, grade, or shift length.
 - Where a policy describes entitlements only in terms of “less than X hours” or “more than X hours”, but does not specify for staff working exactly X hours, please state what the entitlement is **in practice** for those staff.
 - Whether any **local agreements with trade unions** exist in relation to breaks. If so, please provide copies of the agreements or the minutes where they were formally agreed.
3. Please also provide:
 - The date when the current break policy (or equivalent) was last reviewed or updated.



- Details of any changes made to break entitlements since March 2020 (i.e. during or following the COVID period).

If the information is contained within multiple documents, please provide all relevant documents.

Answer

Please see attached policies.

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.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via 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, 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](https://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)

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