



19 June 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 40770-25
Subject: On-boarding Timeframes and Costs for ACA and AAP Roles
Date Received: 28/05/2025

Thank you for your request for information received on 28th May 2025 which was dealt with under the terms of the Freedom of Information Act 2000.

Questions

1. Please could the Northern Ireland Ambulance Service (NIAS) confirm the total cost and average timeframe involved in on-boarding a new Ambulance Care Attendant (ACA), based on the most recent recruitment intake?
2. I am seeking the full cost incurred from the initial administering and advertising of the role through to the employee's first operational shift. This should include all associated expenses such as recruitment, training, accommodation, subsistence allowance, uniforms, and any other relevant on-boarding costs.
3. In addition, I would appreciate it if NIAS could provide the total cost and timeframe same as above to on-board an Associate Ambulance Practitioner (AAP) from the point of advertising to their final sign-off and certification from their recent intake for reference.
4. Please can you also include the total costs for both ACA and AAP roles in two scenarios, where accommodation and subsistence is required during training and where it is not?
5. Also, an average costing as a class average per trainee taking into account those requiring accommodation/subsistence and those that did not.

If possible, please break down the costs and timeframes for each stage of the process for both roles.

NIAS Response

After careful consideration, we regret to inform you that we are unable to process your request as the cost of compliance exceeds the appropriate limit set under Section 12 of the Freedom of Information Act 2000 (FOIA). For NIAS, this limit is £450, equivalent to 18 hours of staff time.

The information you have requested is not recorded on a central recording system and it is estimated to source/review and collate the information requested from multiple system would take over 78 hours, which significantly exceeds the statutory cost limit.

In line with our duty to assist, we would be happy to help you refine your request so it can be processed within the cost limit. You may wish to consider:

- Focusing on a specific role;



- Limiting the scope to particular area i.e. subsistence allowance/uniforms etc.

If you would like to discuss how to refine your request, please feel free to contact us at information.governance@nias.hscni.net.

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
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>.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.