



3 June 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47670-26

Subject: Organisational structure and staff numbers

Date Received: 06/05/2026

Thank you for your request for information received on 6th May 2026 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

A) How many departments are there in your organisation? (Names of each department if allowed to be shared e.g. HR department, or Accounts Department)

Answer

The organisational structure of NIAS consists of Directorates, further split into divisions

Directorate	Division	Directorate	Division
Clinical	Clinical	Operations	Scheduled Care
Clinical	Clinical Hub	Operations	South
Clinical	Community First Response	Operations	West
Clinical	HEMS	Planning, Performance and Corporate Services (PP&CS)	ICT
Clinical	RATC	PP&CS	Informatics
CX / Board	CX / Board	PP&CS	PPCS
Finance	Finance	PP&CS	REACH
HR	Human Resources	PP&CS	Estate / Fleet
Medical	Medical	Quality, Safety & Improvement	IPC
Operations	Belfast		
Operations	E/Planning		
Operations	EAC		
Operations	HART		
Operations	NEAC		
Operations	North		
Operations	Operations		
Operations	RMC		
Operations	S/East		



Question

B) Does each department have managers and assistant managers (or alternative titles), and how many staff are managed in each department? Approximate numbers if GDPR prevents an exact number.

Answer

The data below has been extracted from the Human Resource, Payroll & Travel System (HRPTS) system as at 30th April 2026. The column detailing the number of managers are those who have managerial roles assigned on the HRPTS system across the totality of each Directorate.

This will include those within different levels of management e.g. Senior Managers, Assistant Managers, Team Leaders. This will vary depending on the structure of the services and it is not possible to split this into the levels of management from the data available on the HRPTS system. It should also be noted that there will be additional staff within Directorates who carry out managerial tasks and responsibilities in addition to those who do not hold manager access on HRPTS.

The figures for 'Scheduled Care' and 'PCSS' are not fully reflective as there is on-going restructuring in progress. Includes all permanent, temporary, bank and agency members of staff.

Directorate	Division	Head count of Staff	No of Managers out of total headcount
Clinical	Clinical	39	19
Clinical	Clinical Hub	36	
Clinical	Community First Response	6	
Clinical	HEMS	12	
Clinical	RATC	109	
Finance	Estate / Fleet	15	12
Finance	Finance	28	
HR	Human Resources	28	14
Medical	Medical	7	<5
Operations	Belfast	164	59
Operations	E/Planning	8	
Operations	EAC	127	
Operations	HART	24	
Operations	NEAC	38	
Operations	North	278	
Operations	Operations	12	
Operations	RMC	165	
Operations	S/East	176	
Operations	Scheduled Care	14	
Operations	South	210	

Operations	West	231	
PP&CS	ICT	16	
PP&CS	Informatics	20	
PP&CS	PPCS	40	20
PP&CS	REACH	<5	
Quality, S&I	IPC	77	17

Question

C) How many 'frontline' staff have you? (Advanced Paramedics/Paramedics/Emergency Medical Technicians/Ambulance Care Attendants) Approximate numbers if GDPR prevents an exact number.

Answer

The data below has been extracted from HRPTS system as at 30th April 2026 and includes all permanent, temporary, bank and agency members of staff. The categories contain staff coded on HRPTS as 'frontline'.

Job Title	Total No of Staff
Advanced Paramedic	22
Ambulance Care Attendant	244
Ambulance Care Attendant -Bank	36
Emergency Medical Technician	295
Emergency Medical Technician -Bank	32
HART Paramedic	15
HART Team Leader	<5
ICH Paramedic	20
ICH Paramedic -Bank	<5
Newly Qualified Paramedic / Trainee	74
Paramedic	353
Paramedic -Bank	85
RRV Paramedic	28
Scheduled Care Services Team Leader	14
Station Supervisor	41
Total	1262

Question

D) Are Bank staff utilised regularly to fill gaps in 'frontline' operations? If not, why not?

Answer

NIAS maintains a list of bank staff for both unscheduled and scheduled care services. As part of our service delivery plans, bank staff are routinely utilised to cover gaps in core levels of cover.

Question

E) How many Control Room staff have you? (Control Officers/EMDs/Call Takers)
Approximate numbers if GDPR prevents an exact number.

Answer

The data below has been extracted from HRPTS system as at 30th April 2026 and includes all permanent, temporary, bank and agency members of staff.

Job Title	Total No of Staff
Call Taker - NEAS / Supervisor	17
Control Officer - EAS	28
Control Officer - NEAS	14
Emergency Medical Dispatcher / Supervisor	55
Emergency Medical Dispatcher - Bank/Agency	14
RRV Control Officer	<5
Urgent Call Taker - RPCC	<5
Call Taker - NEAS -Agency	<5
Total	134

Question

F) Are Bank staff utilised regularly to fill gaps in Control Room operations? If not, why not?

Answer

NIAS Emergency Operations Centre maintains a list of bank staff for both Emergency Call taking and other functions. As part of our service delivery plans, bank staff are routinely utilised to cover gaps in core levels of cover.

The Trust has a duty to protect staff confidentiality, in line with this duty the figure <5 has been provided in the above datasets where the figures are very low. This is because of the potential risk of identification of an individual.

In reaching this decision the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the 'world at large' and will be published on the Trust website.

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](http://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

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.