



Governance and Assurance
London Ambulance Service
1st Floor
220 Waterloo Road
London
SE1 8SD

[REDACTED]
9th February 2017

Telephone no: 020 7783 [REDACTED]
email:foi@lond-amb.nhs.uk

Our Ref: 2444
Your Ref:

Dear [REDACTED]

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry made under the provisions of the Freedom of Information Act 2000, which we received on 13th January 2017, you requested the following information:

- 1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) at the London Ambulance Service NHS Trust.*
- 2. Please provide the names of all roles/grades senior to Duty Managers, along with the number of personnel at each role/grade.*

Our response is as follows:

1. The London Ambulance Service (LAS) does not have the role of Duty Manager. The LAS has 15 Watch Managers in our Emergency Operations Centres.
2. Senior to the Watch Managers are 5 General Managers and above them is the Head of Emergency Operations Centres.

We hope that this answers your request. If you are dissatisfied with our response you have the right to seek a review in line with guidance from the Information Commissioner.

In the first instance, this should be addressed to me at the above address. I will provide a response within 20 days of receipt.

Should you remain dissatisfied with the outcome of this review then a final review request should be addressed to:

[REDACTED]
Director of Corporate Governance
London Ambulance Service NHS Trust
220 Waterloo Road
London SE1 8SD

who will arrange for a panel of Non-Executive Directors to review the case.

If you are unhappy with the findings of the panel you can then write to the Information Commissioner at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

If you require further clarification, please do not hesitate to contact us.

Yours Sincerely,

A black rectangular box redacting the signature of the Information Governance Manager.

Information Governance Manager