

Subject **FOI 556 – response**  
From FOI Enquiries <Foi.Enquiries@nwas.nhs.uk>  
To [REDACTED]  
Date 2017-02-10 13:22



North West Ambulance Service **NHS**  
NHS Trust

Delivering the right care, at the right time, in the right place

## FOI 556

Dear [REDACTED]

In response to your Freedom of Information request I can confirm answers as follows.

**1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) at the North West Ambulance Service NHS Trust.**

There are 18 Duty Managers working across 3 control rooms and a further 6 duty managers working in the support centre. Please see table below for further details.

**2. Please provide the names of all roles/grades senior to Duty Managers, along with the number of personnel at each role/grade.**

Position Title	Number In Position	Pay Band
ECC Duty Manager	18	Band 7
Operations Manager (ECC)	1	Band 7
Deputy Sector Manager	2	Band 7
ECC Operational Resource Support Manager	1	Band 7
ECC Sector Manager	3	Band 8b
Support Centre Duty Manager	6	Band 6
Support Centre Manager	1	Band 7

I hope this information is of assistance.

Kind regards

[REDACTED]  
North West Ambulance Service

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-----Original Message-----

From: [REDACTED]

Sent: 13 January 2017 12:10

To: FOI Enquiries

Subject: Freedom of Information Act Request

Dear Sir/ Madam

1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) at the North West 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.

Regards

[REDACTED]