

Subject **Acknowledgement & Response to Freedom of Information Request (FOI 1928)**
From Information Governance <Information.Governance@swast.nhs.uk>
To [REDACTED]
Date 2017-01-13 15:48



- SWAST Fol leaflet.pdf (947 KB)
- FOI 1928 Clinical Hub Structure.pdf (338 KB)
- FOI 1928 SWASFT_StaffStructure.pdf (2.9 MB)

Dear [REDACTED]

Thank you for your request for information regarding our organisational structure which we received on 13 January 2017. We have dealt with this as a Freedom of Information request and I attach a leaflet containing further information about both your rights and our obligations under this legislation.

We are able to provide the following information:

Information requested	Our Response
1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) at South Western Ambulance Service NHS Foundation Trust.	Please find attached file FOI 1928 Clinical Hub Structure.pdf which details our staff structure for the Clinical Hub (999 Control Room) There are currently 8 Duty Managers in the existing structure.
2. Please provide the names of all roles/grades senior to Duty Managers, along with the number of personnel at each role/grade.	Please find attached file FOI 1928 SWASFT StaffStructure.pdf The Duty Manager position is a Band 6 role so any staff member Band 7 or above will be senior to this role. Please note if this request relates to Schedule 4 of the Investigatory Powers Act the authorisation in law for government agencies to intercept communications data is not new and has been in place for some time. The new Bill has increased the scope of these powers to reflect the current use and abuse of communications technology. SWASFT has not previously invoked these powers although it has very occasionally requested assistance from the Police to use their powers in support of a 999 call where a life is believed to be at risk. This is not expected to change and although it does give authority to Control Duty Managers to request records as part of a targeted investigation the situations in the 999 medical emergency environment where this would be pragmatic and productive are hard to envisage.

Please feel free to contact me if you require further clarification of the information provided, or to discuss any aspect of the way in which we have responded to your request. However, if you are dissatisfied with our response, you also have the right to make use of the following complaints procedures:

- In the first instance you may write to the Chief Executive of this Trust

[REDACTED]
South Western Ambulance Service NHS Foundation Trust
Abbey Court

Eagle Way
Exeter EX2 7HY

██████████ will then either make arrangements for your complaint to be reviewed and for the outcome to be communicated to you, or will convene a panel of Trust Directors to consider an appeal against a decision to withhold information.

- If you are unhappy with the response to your complaint, or findings of the Panel, you can 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

Regards



Information Governance Manager

South Western Ambulance Service NHS Foundation Trust



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Direct Line 01392 ██████████ Fax | Web www.swast.nhs.uk | E-Mail ██████████
Abbey Court, Eagle Way, Exeter EX2 7HY