



Ref: FOI/2130

**Ambulance Service Headquarters**

Waterfront Business Park

Waterfront Way

Brierley Hill

DY5 1LX

07 February 2017



Tel: 01384 215555

Website: www.wmas.nhs.uk

Dear

## **REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

Further to your enquiry, which we received on 13 January 2017, you requested the following information which we have provided our response in **green** below each question asked for your reference:

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

Please see the below.

<b>Position Title</b>	<b>Headcount</b>
DUTY MANAGER - TOLLGATE	3.00
EOC DUTY MANAGER - MP	5.00

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

Please see the below.

<b>Position Title</b>	<b>Grade</b>	<b>Headcount</b>
HEAD OF EOC	Band 8 - Range D	1
HEAD OF EOC - TOLLGATE	Band 8 - Range C	1
EOC COMMANDER	Band 8 - Range B	1
EOC CSD MANAGER - TOLLGATE	Band 8 - Range A	1
HEAD OF EOC TRAINING & DEVELOPMENT	Band 8 - Range A	1
SUPERVISOR	Band 8 - Range A	2

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

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

- [REDACTED]  
Regional Headquarters  
Millennium Point  
Waterfront Way  
Brierley Hill  
West Midlands  
DY5 1LX  
Tel: 01384 215555

The Chief Executive Officer will then appoint a nominated deputy to oversee and respond to the appeal with their approval.

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**



[REDACTED]  
**Freedom of Information Officer**