

Scottish Ambulance Service FOI25-514

Date	Source	Information for release in document & exemptions
30/10/2025	Email	Hello, A start date for a pilot use of the CFR mobile APP has been agreed by the project board as Thursday 6th November 2025. Please contact me if you have any questions. Kind Regards, [Section 38(1)(b)]
02/09/2025	Email	"Hi [Section 38(1)(b)] Following a recent request to [Section 38(1)(b)] regarding the status of CFR App testing, [Section 38(1)(b)] [Section 38(1)(b)] We had hoped to share a concise update with the Project Board later this week. Thanks in advance for your input. Kind regards, [Section 38(1)(b)]
06/11/2025	Email	Hi [Section 38(1)(b)] In preparation for the Fr App Go-Live - can we ensure that all the below responders have completely logged out of the App (not just marked themselves unavailable). Otherwise they may think they are booked on and available when the trial starts, however as the callsigns were/are not currently in use this information will not be displayed on C3. [Section 38(1)(b)]
11/09/2025	Email	Hi, [Section 38(1)(b)] Thanks for raising this issue with our service desk. Updates to the helpdesk ticket indicate [Section 33] Regards [Section 38(1)(b)]
05/09/2025	Email	Hi [Section 38(1)(b)] This email is just to warn you of some work that we will be undertaking next Tuesday 09/09 at 11:00 am. [Section 33]
06/11/2025	Email	Hi [Section 38(1)(b)] We went with the MIS FR (First Responder) App at 1330 6th Nov. This is a huge step forward in managing and supporting the Community First Responders and allocation to incidents. As part of the go live, [Section 33] & [Section 30(b)] Regards [Section 38(1)(b)]
03/11/2025	Email	Hey, FR app go live - Thurs 6th at 1330hrs regards [Section 38(1)(b)]
07/11/2025	Email	Hi [Section 38(1)(b)] [Section 38(1)(b)] [Section 30(b)] [Section 38 1 (b)] [Section 38(1)(b)] [Section 38(1)(b)]

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22/09/2025	Email	A get together with to look at what reporting we can obtain for/from the FR app.
04/11/2025	Email	Hi [Section 38(1)(b)] As mentioned on the CAB call, the First responder App trial starts on Thursday 6th Nov at 1330hrs. The two attached docs - FR app user guide and ACC dispatcher information. Any issues at the FR side should be directed via the Community Resilience teams, however ACC will raise any C3 issues on the desk. regards [Section 38(1)(b)]
22/09/2025	Email	Morning [Section 38(1)(b)] MIS have come back to [Section 30(b)] [Section 30(b)] [Section 30(b)] regards [Section 38(1)(b)]
22/09/2025	Email	Hi [Section 38(1)(b)] [Section 38(1)(b)] [Section 30(b)] [Section 38(1)(b)] [Section 30(b)] [Section 38(1)(b)] [Section 30(b)] Regards, [Section 38(1)(b)]
22/09/2025	Email	Morning [Section 38(1)(b)] [Section 30(b)] regards [Section 38(1)(b)]
07/08/2025	Email	Hello, Can we get together on Thursday 14th to confirm the test dates for the Community First Responder APP. Ahead of this date can you look at calendars and provide possible test dates between now and 27th August. I am aware that C3 testing is taking place around 12th August. The preference would be for the CFR APP testing to be complete by 22nd August. Many Thanks, [Section 38(1)(b)]
11/08/2025	Email	Morning [Section 38(1)(b)] Possible date options for CFR testing: 14th, 15th, 18th, 20th, 21st, 22nd. If required: 25th-27th as contingency. Cheers, [Section 38(1)(b)]
11/08/2025	Email	Hi – see [Section 38(1)(b)] email below for Training available dates for CFR testing. Thanks, [Section 38(1)(b)]
11/08/2025	Email	Hi [Section 38(1)(b)] [Section 38(1)(b)] can do the 14th ,20th and 21st. [Section 38(1)(b)] can also do the 26th and 27th. Thanks [Section 38(1)(b)]

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11/08/2025	Email	Morning, Great, does that mean testing can start on Thursday this week, 14th? Who else needs to be involved? [Section 30(b)] Rgds, [Section 38(1)(b)]
11/08/2025	Email	Hi [Section 38(1)(b)] In theory, yes we can start testing on the 14th, [Section 30(b)] If we have ICT, Training and [Section 38(1)(b)] , we should be good to go for testing. Won't need anyone else at this time. regards [Section 38(1)(b)]
11/08/2025	Email	Hi [Section 38(1)(b)] [Section 38(1)(b)] [Section 38(1)(b)] Thanks [Section 38(1)(b)]
11/08/2025	Email	Hi [Section 38(1)(b)] [Section 38(1)(b)] regards [Section 38(1)(b)]
06/11/2025	Email	Hi [Section 38(1)(b)] I've added 3 issues on the issue log, as discussed at start this afternoon. Can you review and add / edit as required. [Section 30(b)] Thanks, [Section 38(1)(b)]
10/11/2025	Email	Hi [Section 38(1)(b)] Added some bits to the risks, [Section 30(b)] regards [Section 38(1)(b)]
10/10/2025	Email	Cheers [Section 38(1)(b)] [Section 30(b)]
06/10/2025	Email	"Hi [Section 38(1)(b)] Please find below the Form link and QR code for inclusion in the CFR User Guide for the Responder app. Feedback submitted via this form will be monitored by the Community Resilience Team. Any technical issues raised by CFRs will be directed to the appropriate department—such as ICT, Telephony, or Data Administration—for resolution. As previously discussed, the feedback gathered will also play a key role in informing our evaluation of the app throughout the pilot phase. Community Responder App - Technical Issue Reporting"
06/10/2025	Email	"Hi [Section 38(1)(b)] [Section 30(b)] regards [Section 38(1)(b)]
11/11/2025	Email	Hi [Section 38(1)(b)] [Section 30(b)] [Section 38(1)(b)] Rgds, [Section 38(1)(b)]
11/11/2025	Email	Hi [Section 38(1)(b)] , [Section 38(1)(b)] , Looking at the SOE of an incident, we get these entries for notification and when a FR accepts a call: [Section 33] [Section 38(1)(b)] ,

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18/09/2025	Email	<p>Hello,</p> <p>We are making good progress with the CFR APP. the preference would be to start the pilot at end of October. There are a number of processes to finalise and documentation to be updated or produced.</p> <p>Could we have a chat to look at the CPR APP Training Guide and what other training the CFRs will require. Is there a draft training guide that could be circulated?</p> <p>Rgds,</p> <p>[Section 38(1)(b)] ,</p>
22/09/2025	Email	<p>Hi [Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)] , sent me [Section 38(1)(b)] , draft documents for both ACC and CFR audiences. [Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)] ,</p>
24/09/2025	Email	<p>Hello [Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)] ,here are the current draft versions (a C3 bulletin for ACC staff, a CFR app guide for CFRs) with a number of bits to verify before publication.</p> <p>[Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)] ,</p>
01/10/2025	Email	<p>Hi [Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)] , attending the Team meeting today (3:30pm) to discuss the CFR APP? [Section 38(1)(b)] not shared the training documents yet. [Section 38(1)(b)] , want some time at the meeting to discuss the training guide etc. we can discuss that during the APP Update agenda item.</p> <p>[Section 38(1)(b)] ,</p> <p>Rgds,</p> <p>[Section 38(1)(b)] ,</p>
01/10/2025	Email	<p>Hey [Section 38(1)(b)] ,</p> <p>[Section 38(1)(b)]</p> <p>Happy to flash up the training drafts if there is interest, I think the key thing I need are the process decisions [Section 38(1)(b)]</p> <p>See you later,</p> <p>[Section 38(1)(b)]</p>
29/10/2025	Email	<p>Morning,</p> <p>[Section 30(b)]</p> <p>Cheers,</p> <p>[Section 38(1)(b)]</p>
20/08/2025	Email	<p>Hi [Section 38(1)(b)] ,</p> <p>[Section 33]</p> <p>regards</p> <p>[Section 38(1)(b)]</p>
20/08/2025	Email	<p>Hi [Section 38(1)(b)]</p> <p>[Section 33]</p> <p>Kind Regards,</p> <p>[Section 38(1)(b)]</p>

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20/08/2025	Email	Hi [Section 38(1)(b)] [Section 33] [Section 38(1)(b)] regards [Section 38(1)(b)]
21/08/2025	Email	Hi [Section 38(1)(b)] [Section 33] [Section 38(1)(b)] Kind Regards, [Section 38(1)(b)]
21/08/2025	Email	Hi [Section 38(1)(b)] [Section 33] [Section 38(1)(b)] [Section 38(1)(b)] regards [Section 38(1)(b)]
26/08/2025	Email	Hi [Section 38(1)(b)] Could you provide an overview of any issues or follow-ups you've encountered during testing? Also, can you confirm whether we'll need to extend the testing window, or if you believe the pilot can proceed as planned? Kind regards, [Section 38(1)(b)]
26/08/2025	Email	Hi [Section 38(1)(b)] [Section 30(b)] [Section 33] [Section 30(b)] [Section 33] [Section 38(1)(b)] [Section 30(b)] [Section 30(b)] [Section 33] [Section 30(b)] [Section 38(1)(b)]