



**Scottish
Ambulance
Service**

Working in Partnership with Universities

Community First Responder: Governance & Essential Information

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The Scottish Ambulance Service

Our Vision

Saving more lives, reducing inequalities, improving health and wellbeing

Our Mission

Working together with the people of Scotland, our staff and partners to deliver sustainable and effective care, experience and treatment, anticipating needs and preventing ill health.

Our Values

- Care and Compassion
- Dignity and Respect
- Openness, Honesty and Responsibility
- Quality and Teamwork

Our Principles

- We will adopt an equality and human rights-based approach.
- Our services will be planned, designed and delivered around people and their lived experience.
- Ensuring best value, good governance, joined-up working and effective management of resources.
- Implementation will build on evidence and best practice, championing digital and innovation.

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1. INTRODUCTION

- 1.1 Community Responders and Community Responder schemes are tasked by the Scottish Ambulance Service (SAS) to provide complementary, high quality, out of hospital care prior to the arrival of an ambulance. This document sets out the operating procedures relating to this. The SAS is committed to the recruitment, training, support and welfare of all Community Responders.
- 1.2 Community Responders must operate in accordance with the governance arrangements described in this framework and documents to which it refers, at all times. This framework will be reviewed on an annual basis and the SAS reserve the right to alter or change their procedures at any time.
- 1.3 Community Responders and responder schemes comprise members of the public who give their time to assist the SAS in their local community by attending emergency calls, within an agreed area where they live or work, providing emergency care prior to the arrival of an ambulance or provision of further care.
- 1.4 As an equal opportunity organisation, the SAS expects all volunteers to adhere to the Scottish Ambulance Services equality, diversity and human rights policies.

2. SAS COMMUNITY RESPONDERS

The SAS currently trains and supports 3 types of Community Responder:

- Community Cardiac Responder (Wildcat)
- Community First Responder
- Co-responder (e.g. SFRS, Military)

3. RECRUITING COMMUNITY RESPONDERS

3.1 Eligibility Criteria

- 18 years old or above
- Meet the requirements of PVG scheme membership
- Have a valid driving licence, not exceeding 3 penalty points
- Have access to a car
- Reside or work in the response area
- Be an effective communicator with good interpersonal skills
- Be able to work under pressure, and stay calm
- Demonstrate and maintain a level of physical fitness to meet the needs of the role

3.2 Recruitment Pre-Volunteering Checks

- Attendance/Participation in a CFR scheme training session
- Provide 2 satisfactory references
- Meet the requirements of PVG Scheme membership
- DVLA Driving Licence verification

4. VOLUNTEER CHARTER

Our volunteer charter establishes clear expectations and responsibilities for both volunteers and the SAS, fostering mutual respect and commitment. The Charter promotes a structured and consistent approach to volunteer management, with the purpose of ensuring a positive and supportive volunteering experience.

- **Equality & Diversity:**

Community Responders are treated with fairness and respect, free from prejudice and discrimination.

- **Conduct**

Community Responders treat patients, other volunteers and SAS staff with dignity and respect, and adhere to relevant SAS policies and Code of Conduct.

- **Confidentiality**

Community Responders maintain confidential information, acting in accordance with SAS policy and General Data Protection Regulation (GDPR)

- **Communication**

Engagement between SAS and Community Responders will be regular, open and professional.

- **Expenses**

Travel, and any other agreed, out of pocket expenses are reimbursed to Community Responders.

- **Recruitment**

Community Responder recruitment procedures are fair, efficient and consistent.

- **Induction**

Community Responders are introduced to the work and ethos of SAS

- **Volunteer Development**

Core Community Responder skills and other identified needs are met by relevant training

- **Inform & Influence**

Community Responders are encouraged to provide constructive feedback about their volunteering experience.

- **Resolving Problems**

Community Responders are aware of how to raise an issue or concern, and how it will be handled.

- **Reward and Recognition**

The Scottish Ambulance Service recognises and demonstrates its appreciation of the Community Responder's contribution.

- **Safe Environment**

The physical and emotional risks of volunteering are identified and mitigated and where relevant covered by insurance.

- **Support**

Community Responders will receive continuous support from the Community Resilience Team and the wider organisation.

5. COMMUNITY RESPONDER – CODE OF CONDUCT

The Code of Conduct provides clear guidelines on the expected behaviour of Community Responders, promoting a safe, respectful and professional environment. It helps maintain the integrity and reputation of the SAS by ensuring Community Responders act consistently with our values and standards.

SAS Community Responders will:

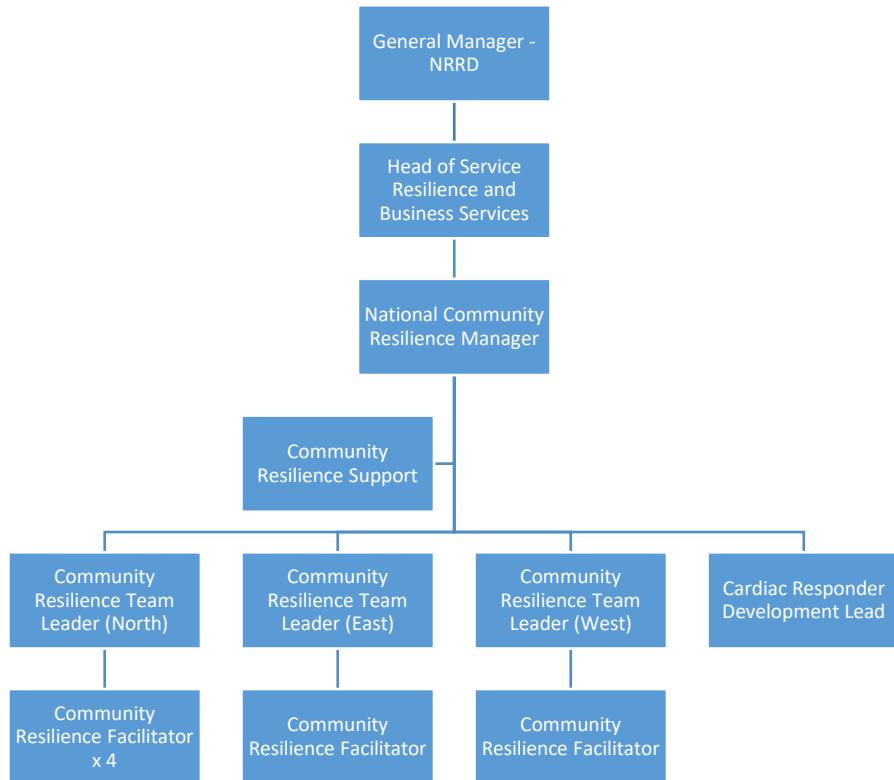
- Be polite, courteous, tactful and professional, showing respect for all individuals irrespective of their background.
- Not share political or personal views which would not be representative of the Scottish Ambulance Service
- Ensure that all patient related information is kept confidential in line with the Scottish Ambulance Service Patient Confidentiality and Data Protection Policies
- Maintain clinical competence and compliance by attending regular training and refresher sessions
- Ensure personal/scheme equipment is checked regularly and maintained in line with operational requirements.
- Only make expenses claims, which are accurate and relate to genuine out-of-pocket expenses, incurred in the course of voluntary activity.
- Maintain appropriate standards of dress and presentation.
- Meet the required standards of physical fitness to carry out the role and inform the Scottish Ambulance Service of any change in their health status which might affect their ability to respond.
- Not respond to calls whilst being under the influence of alcohol or drugs.
- Not exceed the level of care for which they have been trained or operate out with their scope of practice.
- Only use equipment that has been approved by the Scottish Ambulance Service
- Ensure equipment is regularly checked and maintained in line with operational requirements
- Ensure that motor vehicles are fit for purpose and meet required safety standards.
- Adhere to road traffic legislation when responding to incidents.
- Prioritise personal safety and the safety of patients at all times.
- Not contact the media or respond to the media about their volunteering activities without consent from the Scottish Ambulance Service.

- Adhere to the Scottish Ambulance Service Social Media Policy. The policy is available here: [Volunteer Responder Members \(scottishambulance.com\)](http://scottishambulance.com)
- Not undertake any actions that will bring the Scottish Ambulance Service into disrepute.
- Not accept any offers of gifts, hospitality or gratuities from patients.

6. MANAGEMENT AND SUPPORT

- 6.1 The responsibility of the Scottish Ambulance Service is to provide operational management, training and administrative support, ensuring that all training and support personnel are occupationally knowledgeable and competent in supporting Community Responders.
- 6.2 The operational arrangements pertaining to Community Responders may be varied at any time with due notice and after any relevant training in line with organisational requirements.
- 6.3 The Scottish Ambulance Service will:
 - Provide an accountable lead who will provide a holistic overview of the service provision.
 - Develop and implement a strategy for the use and integration of volunteers within the organisation
 - Seek support from human resources, OHS and communications departments as necessary.
 - Ensure that SAS has the following in place for its Community Responders:
 - Community Responder role description and person specification
 - Clinically Assured Scope of Practice
 - Volunteer Charter
 - Volunteer agreement and Code of Conduct
 - Training record

6.4 Community Resilience Team – Management Structure.



7. DISPATCH OF COMMUNITY RESPONDERS

7.1 General Considerations

7.1.1 The activation of Community Responders is subject to regular review, taking into consideration new and revised clinical guidelines, to ensure the patient receives the highest standards of appropriate, safe and effective care.

7.1.2 Community Responders will not knowingly be sent to:

- Patients knowingly under the age of 16
- Violent situations
- Psychiatric / suicidal patient
- Road traffic collisions
- Incidents involving drink or drugs – where the incident is deemed to be unsafe
- Any incidents on the motorway or other fast road network
- Any incidents involving hazardous materials
- Any gynaecological or maternity related incident
- Locations that have restricted access such as prisons, military establishments

7.1.3 Community Responders should always proceed to the incident address at normal road speed obeying speed limits in accordance with the current road traffic act and the highway code. No exemptions are available for Community Responders

7.2 Dispatch of Community First Responders (CFRs)

The following guidelines relate specifically to CFRs being deployed to emergency incidents.

- CFRs will be tasked to respond to calls within a specified and clinically assured Scope of Practice as determined by the SAS.
- CFRs are not under any obligation to offer their time to SAS and SAS is not under any obligation to use CFRs when they indicate they are available. A CFR should never be pressurised or compelled to give their time as it must remain a free choice to volunteer.
- The SAS will support provision of a dispatch desk for CFRs to provide tasking, monitoring welfare and support.
- CFRs must complete a Patient Report Form (PRF) following attendance at a call, as per the procedure set out during mandatory training.
- CFRs are also required to complete a Post Incident Report (PIR) via tablet or smart phone following attendance at a call. This can be accessed via link or QR code.
- CFRs are asked to complete a Duty Hours reporting form, this can be accessed via link or QR code.
- CFRs may be dispatched to lower acuity calls (yellow & Amber) prior to the allocation of an ambulance following agreed protocol.
- CFRs have the right to refuse a call that they are unable or unwilling to attend.
- CFRs must acknowledge and comply with all Stand Down Alerts.
- CFRs must not at any time offer to respond to an incident or attend an event on behalf of SAS, or with any SAS supplied equipment, without instruction from SAS to do so.

7.3 On Scene Procedure

7.3.1 If a call is accepted, the Community Responder will remain with the patient until a SAS crew (or other clinical member of SAS staff) confirms they can stand down. If a situation arises where it may become necessary to leave a patient unattended prior to the arrival of an ambulance crew, this must be done following discussion with and approval by a Clinical Adviser, or similar clinical representative, of the Scottish Ambulance Service. ACC must be notified of this action.

7.3.2 The only exception to the above requirement to seek clinical approval to leave a patient is when there is a real or perceived risk to personal safety. ACC should be notified of this action.

7.4 Should a Community Responder be notified of an emergency whilst 'OFF Duty', they must immediately dial '999'. The Responder can help as best as they can as a member of the public. If the call sits within the CFR Scope of Practice and the Responder has a CFR kit bag/AED available, they may request to be booked on and assigned to the call as part of the response.

7.5 Should a Community Responder be notified of an emergency, whilst 'ON duty' by any other means they must immediately contact the ambulance service via the 999 system. This will activate an appropriate ambulance resource. The Community Responder can advise the call taker they are a Community Responder 'on duty' and obtain guidance and possible authorisation to attend this call as part of the response, if appropriate to do so.

7.6 Community Responders must not attend an incident without the knowledge and permission of the Scottish Ambulance Service ACC. Any Community Responder who does so will not be considered as acting on behalf of the Scottish Ambulance Service and will therefore not be covered by the Scottish Ambulance Service Clinical Negligence and Other Risks Indemnity Scheme (CNORIS).

7.7 Should a Community Responder that is not a Wildcat Cardiac Responder be notified of an emergency, whilst on/off duty by the GoodSAM app, via their mobile phone, the Responder can help as best as they can as a member of the public. If the call sits within the CFR Scope of Practice and the Responder has a CFR kit bag/AED available, they may request to be booked on and/or assigned to the call as part of the response.

7.8 Any Community Responder who does not comply with the above, will not be considered to be acting on behalf of the Scottish Ambulance Service and will therefore, not be covered by the CNORIS insurance policy.

7.9 Under no circumstances can a Community Responder 'stand-down' another emergency resource.

7.10 At no time must a Community Responder travel with the crew and patient in the Ambulance, unless undertaking an authorised observation shift.

7.11 Under no circumstances must a Community Responder drive a patient to hospital.

7.12 Community First Responders must complete a Patient Report Form (PRF) for all incidents attended. The PRF must only be completed by the attending Community Responder in accordance with training provided by SAS. On completion of the PRF, it must be sealed in an envelope, marked confidential and returned to the Community Resilience Team without delay:

- The white copy should be given to the attending ambulance crew to form part of the patient's notes
- The blue copy should be returned to the Community Resilience team.
- The PRF should be completed as fully and accurately as possible. Information about the call ie. incident number and crew call sign.
- An example of a CFR PRF is attached to the appendices of this document.

7.13 All Community Responders must complete a Post Incident Report (PIR). This digital form is available via the QR code or link provided by the Community Resilience team. The purpose of the report is to provide feedback on the incident, volunteer welfare concerns and any other issues that may have arisen during the incident. Where there are CFRs who book on in pairs, both names should be included on the form.

7.14 All CFRs must also complete a Duty Hours report form. This digital form is available via the QR code or link provided by the Community Resilience team. The purpose of the report is to provide feedback on the number of hours that the CFR was booked on, and the number of calls received within this time. Where there are CFRs who book on in pairs, this should only be recorded once.

8 WELFARE, HEALTH & SAFETY

8.1 Community Responder safety and welfare are paramount concerns for the SAS. You should inform the Community Resilience Team via the Post Incident Report (PIR) if you have a personal welfare issue following attendance at a call. A member of the team will contact you as soon as possible. Alternatively, our ambulance control staff are available when on duty if you have any immediate concerns or issues. For further health and well-being information, please visit www.lifelines.scot/ambulance/welcome-to-lifelines-ambulance

8.2 All Community Responders must comply with the Scottish Ambulance Service's health and safety standards. Such standards are detailed in the Services policies and procedures and

referenced during mandatory training. Please follow the following link to access the relevant policies [Volunteer Responder Members \(scottishambulance.com\)](http://Volunteer Responder Members (scottishambulance.com))

- 8.3 All Community Responders will receive information and training during induction on risk management and incident reporting. This is usually carried out by the scheme coordinator but advice can be sought from the Community Resilience team.
- 8.4 All accidents, injuries and near-misses must be immediately reported to the ambulance service and a report submitted via InPhase. To submit an InPhase report please speak with a member of the Community Resilience Team.
- 8.5 All Community Responders must have access to the appropriate personal protective equipment relevant to their role, ie Surgical face masks, aprons & gloves.
- 8.6 To obtain a nationally recognised identity, all Community Responders must have, as a minimum, a photographic ID badge and a high visibility jacket clearly badged to identify the Community Responder as being a representative of the Scottish Ambulance Service. These must be worn when attending a call.
- 8.7 Very occasionally a Community Responder may be exposed to a risk of sharps injuries from SAS or patient needles. In the event of a sharp's injury, while on duty as a CFR:
 - 1) Dispose of the needle safely, in a sharps bin or in the original container until a sharps bin is available.
 - 2) Encourage to bleed and wash the affected area with either with saline or tap water.
 - 3) Cover with a clean plaster or dressing.
 - 4) Report it to the SAS crew and ACC.
 - 5) Call 111 to book an appointment in A&E.
 - 6) Report it to the CR Team Leader.
 - 7) Document on the Post Incident Form. 8. A Datix will be submitted on the behalf of the volunteer by the CR team.
- 8.7.1 Community Responders are reminded to exercise caution and not to re-sheathe needles. Sharps are to be disposed of in appropriate sharps containers.

9 LIABILITY

9.1 Insurance provision

- 9.1.1 For insurance purposes, CFRs are classed as agents of the ambulance service when they are responding on its behalf.
- 9.1.2 The Scottish Ambulance Service insurance cover is provided by Clinical Negligence and Other Risks Indemnity Scheme (CNORIS). This has been extended to cover all Community Responders engaged in authorised activities and working within their defined scope of practice.
- 9.1.3 Community Responders are required to notify the SAS immediately of any health changes, traffic violations or convictions which may affect their suitability for the role.
- 9.1.4 Community Responders are only covered by CNORIS whilst performing authorised activities on behalf of the SAS. Other community activities not directly related to the Community Responder role with the Scottish Ambulance Service will not be covered by CNORIS. Volunteers must notify the Community Resilience team prior to them taking part in community activities, and complete

the 'Record of Community Education Events' form afterwards. A link to this form is available from the Community Resilience Team.

- 9.1.5 SAS Community Responders are not permitted to provide event first aid cover under the auspices of the Scottish Ambulance Service. SAS equipment and consumables must not be used to support the delivery of event First Aid cover.
- 9.1.6 Community Responders must at all times exercise reasonable care to prevent loss or damage to SAS property, or any item e.g. ID badges, uniform and equipment, issued by the Service.

9.2 Vehicle Insurance

Community Responders must ensure that they are fully and properly insured to drive their own or an approved vehicle when responding on behalf of SAS. Evidence of valid insurance cover will be provided to SAS by the Community Responders on an annual basis. Some insurers require specific permission to carry oxygen. A template letter for insurance companies can be provided by the Community Resilience team to Community Responders.

10. OUT OF POCKET EXPENSES

10.1 Mileage

- 10.1.1 Mileage allowance rates apply where a Community Responder drives as part of their volunteering role. This includes, for example, responding to calls, attendance at training.
- 10.1.2 Mileage will be reimbursed by the Scottish Ambulance Service at the following rates:

	Rate per mile
Up to 10,000 miles	0.45p
Over 10,000 miles	0.25p
Per Extra passenger	0.05p

- 10.1.3 Expenses claims will be authorised by an appropriate manager. Community Responders will be asked to provide bank details to enable expenses to be paid directly into their bank account
- 10.1.4 It is the responsibility of the Community Responder to keep appropriate records for tax or social security purposes.

10.2 Subsistence

- 10.2.1 Subsistence allowances may be available to cover reasonable out of pocket expenses spent mainly on meals and other minor personal incidental expenses. This may include reimbursement of expenses incurred by volunteers when they attend training events in connection with their volunteering role. Volunteers will be asked to provide receipts to verify their claims. No subsistence is payable where the volunteer is provided with meals or meal vouchers (or equivalent) by the SAS.

11 MONITORING & GOVERNANCE

- 11.1 Community Responders must operate in accordance with the governance arrangements described in this framework and the documents to which it refers at all times. They must also engage in a process of risk assessment and training. If unacceptable levels of risk are perceived, Community Responders must take steps to mitigate that risk to the best of their ability.

12 STANDARDS OF TRAINING

- 12.1 Community Responder training meets the recommended standards as outlined by Resuscitation Council UK and Scottish Ambulance Service policies.
- 12.2 Each Community Responder will complete a mandatory 4 day training and assessment programme to ensure that they are confident and competent to meet their scope of practice.
- 12.3 For Community First Responders to remain active they must participate in monthly training sessions held locally. They are required to attend a minimum of 6 monthly training sessions within a 12-month period. If a Responder misses 3 consecutive monthly training sessions, they may be stood down subject to re-assessment.
- 12.4 Local monthly training must be delivered in line with Community Responder protocols and Scope of Practice. Specific CPD sessions covering topics out with the Scope of Practice are acceptable, however all Community Responders must adhere to the clinically approved Scope of Practice while responding on behalf of the SAS.
- 12.5 For governance and quality assurance purposes, a signed record of attendance must be returned to the Community Resilience Team timeously on completion of monthly training.

13. DRIVING / TRAVELLING TO INCIDENT

13.1 Community Responder Vehicles

- 13.1.1 Community Responders are responsible for providing their own transport either using private cars or locally sponsored scheme vehicles.
- 13.1.2 Whilst some identification markings may be acceptable on private or sponsored vehicles to identify them as being used by Community Responders, such markings should not imitate or be of a design which could be mistaken for or perceived to be an emergency service vehicle, and should be approved by the Community Resilience Team
- 13.1.3 The use by Community Responders of flashing lights or beacons of any colour, or the use of audible warning devices such as sirens or horns, is **strictly prohibited**.
- 13.1.4 The use of the vehicles hazard flashers once parked at scene is acceptable practice.
- 13.1.5 The SAS will not be held responsible, under any circumstances, for any vehicle excise duty, MOT, insurance premiums or any other sum payable in respect of the vehicle (including any hire purchase or loan repayments).
- 13.1.6 It is the responsibility of the Community Responder to maintain their own vehicle in a safe and roadworthy condition. The ambulance service will not be held responsible, under any circumstances, for any consequences of a vehicle fault.
- 13.1.7 Community Responders will be required to provide evidence of a valid driving licence not exceeding 3 penalty points, MOT and insurance on an annual basis to maintain their ability to volunteer using their vehicle.
- 13.1.8 SAS will not be liable for the payment of any fines, parking charges or penalty notices incurred by Community Responders.
- 13.1.9 Transportation of a patient in a Community Responders' vehicle is prohibited.

13.2 Travelling to Incident

- 13.2.1 Community Responders must drive to the road conditions and in compliance with the Highway Code and road traffic regulations at all times. The SAS provide no authority or exemption for driving under emergency conditions.
- 13.2.2 Whilst driving to an incident, Community Responders must concentrate on the standard of their driving. There may be on occasions when on the way to a call, traffic congestion and the action of other road users will increase stress and anxiety. Community Responders must learn to recognise this natural heightened response of the body and maintain control of their actions.
- 13.2.3 They must stop in a safe location to undertake other activities such as using the mobile phone, airwave radio or adjusting satellite navigation.
- 13.2.4 Equipment must be transported in the boot of the vehicle. Special arrangements must be made by individuals to secure the equipment in the rear of an estate vehicle or any other vehicle that does not have sealed boot space.
- 13.2.5 They must ensure they park safely and in accordance with the highway code and any applicable local parking bylaws.
- 13.2.6 Should a Community Responder be involved in an accident they must stop and provide details in accordance with the highway code. This accident should be communicated to the Ambulance Control Centre and the Community Resilience team as soon as possible.
- 13.2.7 Should a Community Responder have any concerns about their safety at scene, they should remain in their car and if safe to do so, drive on. They must advise the Ambulance Control Centre as soon as possible.
- 13.2.8 Use of audible and visual warnings i.e. horn, hazard indicators and headlights must be in accordance with the highway code and are not to be used to intimidate other road users.
- 13.2.9 Each Community Responder must ensure they have had sufficient rest to drive safely.
- 13.2.10 Community Responders should not be out of pocket from their volunteering and should claim appropriate expenses e.g. mileage.
- 13.2.11 Community Responders are not permitted to stand down an emergency vehicle under any circumstances.

14. UNIFORM & DRESS CODE

- 14.1 Community Responders are responsible for ensuring they are wearing appropriate and safe clothing including footwear when responding to calls, i.e. no open toe footwear.
- 14.2 It is imperative Community Responders are identifiable when attending incidents and are required to wear their SAS issued Hi-Vis outerwear and always have their ID Badge displayed in a visible location on their person.
- 14.3 Community Responders are responsible for ensuring their ID Badge is current and must inform Community Resilience Support Team when it is due for renewal / to expire.

- 14.4 Community Responders must take reasonable care that no loss or damage of any issued uniform occurs and must inform Community Resilience Team if damage/loss occurs.
- 14.5 Some CFR schemes will have their own agreed uniform ie. scheme polo shirts/jackets. CFRs are permitted to wear these providing they follow the code of conduct while representing the Scheme and/or Scottish Ambulance Service, and do not bring them into disrepute. We strongly advise against uniform that is green in colour to avoid confusion with ambulance crews.
- 14.6 Hair should be tied back neatly away from the face and off the shoulders, to comply with Standard Infection Control Precautions and for personal safety.

15. CONFIDENTIALITY

- 15.1 Community Responders are bound by the NHS Confidentiality Code of Practice. This can be accessed via the Community Responder Resources Hub
- 15.2 All Community Responders will be required to sign a confidentiality statement; this will remain in their personal file.
- 15.3 Maintaining patient confidentiality is a condition of service and any proven breaches of confidentiality by a Community Responder will result in them being withdrawn as a SAS volunteer. Further, the disclosure of personal or incident information to members of the public or the press may make the disclosure liable to legal action.

16. MEDIA & PUBLICITY

- 16.1 All contact with the media regarding incidents attended, patients or operational issues must be authorised by the Scottish Ambulance Service to ensure patient confidentiality is maintained and messages are accurate and consistent. This includes requests for interviews or statements and the production and distribution of press releases which must not be given by a Community Responder unless previously authorised in writing by the SAS.

17. SOCIAL MEDIA

- 17.1 Any communications made by a Community Responder in a personal capacity, or by a Community Responder Scheme, through social media must not:
 - Bring the Service into disrepute, for example by criticising or arguing with stakeholders, colleagues or rivals; making defamatory comments about individuals or other organisations or groups; or posting images that are inappropriate or links to inappropriate content.
 - Breach confidentiality, for example by revealing information owned by the Service; giving away confidential information about an individual (such as a colleague or patient); or discussing the Service's internal workings or its future business plans that have not been communicated outwith the Service.
 - Post patient or colleague identifiable information in any format (including images) without their permission; An image of a remote location could identify a patient; A post about responding to an incident in a remote location could identify a patient.
 - Post/tweet any images of patients or from incidents
 - Post details about any incidents

- Do anything that could be considered discriminatory or bullying or harassment of any individual, for example by: making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age; using social media to bully another individual (such as a staff member); or posting images that are discriminatory or offensive.

17.2 Community Responders must consider the personal information they disclose on social media sites, especially with regard to identity theft. Making information available such as date of birth, place of work and other personal information could be high risk in terms of identity theft

18. SCOTTISH AMBLANCE SERVICE CREST

18.1 The SAS Crest is owned wholly by the Scottish Ambulance Service and unauthorised use is not permitted.

18.2 The Scottish Ambulance Service has an official Partnership Logo, which should be utilised by CFR schemes. This logo is exclusively for use by Community First Responder schemes working in an official capacity with the Service. The logo is available from the Community Resilience Team.

19. PERSONAL INFORMATION & DATA

19.1 The SAS will hold personal and confidential information on all Community Responders, the volume and nature of which will depend on their individual working arrangements. Such information may include, but will not be restricted to:

- Recruitment documentation
- Next of Kin / Emergency Contact details
- Signed receipt and acceptance of policy documents
- Official correspondence to the individual.
- Driving licence, MOT and insurance documents
- Bank details

19.2 The Community Resilience Team and our Ambulance Control Centre will maintain a general database for our Community Responders.

19.3 Training Files

The Service is responsible for the training of all responding schemes and as such, training records will be maintained. The training information held will consist of the following information and any other documents considered necessary by the organisation:

- Attendance records for all training course(s) attended,
- Record for assessment results,
- Evidence of accreditation,
- Summary of all external medical/clinical qualifications,
- Details of any identified training needs and the action subsequently taken.

19.4 All data will be kept in accordance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018

19.5 The Service reserves the right to update amend and alter policies and procedures relating to Community Responders at any time.

20. COMPLIMENTS, COMPLAINTS & PROBLEM SOLVING

20.1 Compliments

Responders will be informed of any compliments received by the Scottish Ambulance Service. Community Responders should not accept any gifts, and any donation enquiries should be directed to the SAS Endowment Fund.

20.2 Complaints

- 20.2.1 If a complaint is made against a Community Responder, the individual will be informed.
- 20.2.2 If issues of significant concern are identified regarding the performance or behaviors of the Responder, appropriate action will be taken. This will range from additional support and training being given, through to withdrawal of volunteering rights, depending on the seriousness of the issue.
- 20.2.3 The Community Responder will be given the opportunity to provide their account of events as part of the investigation. During the investigation, the Community Responder in certain circumstances will not be permitted to book on duty. Once the investigation is complete, the individual will be advised of the outcome.
- 20.2.4 The outcome of any investigation will be summarised and recorded in on a personal file. This will be held for an appropriate period.
- 20.2.5 The Scottish Ambulance Service complaints procedure will be followed ensuring that the Community Responders is supported throughout and given the opportunity to have a friend or relative present at any discussion relating to the complaint.
- 20.2.6 The Scottish Ambulance Service reserves the right to cease using a volunteer where their conduct is felt to fall short of what is expected. There will always be an opportunity for the Community Responder to appeal against any decision that affects them.

20.3 Problem Solving

- 20.3.1 It is recognised that there might be occasions when a Community Responder is unhappy about the way they feel they have been treated. In the first instance, this should be raised verbally with the Team Leader or Facilitator identified to provide support. Difficulties within the Community Responder schemes should be diffused informally where possible.
- 20.3.2 If the issue cannot be resolved through informal discussion, then the CFR should be asked to put the matter in writing. The Scottish Ambulance Service will review the issue and respond to the Community Responder within a reasonable period. If the Community Responder remains dissatisfied, then they will be able to appeal against the decision to a more senior manager. The decision of that manager will be final.

21. AWARDS AND RECOGNITION

- 21.1 Community Responders are eligible to nominate and receive GREATix awards.
- 21.2 Community Responders will be entitled to receive the following Service recognition pins:
 - 10 year service pin
 - 20 year service pin
 - 30 year service pin
- 21.3 Community Responders may be entitled to receive special commemoration medals or certificates, provided any specific criteria for qualification is met (e.g. minimum 5 years service)

APPENDIX 1- ROLE DESCRIPTIONS

Community First Responder (CFR)

Position	Community First Responder
Grade	Voluntary
SAS Primary Contact	Community Resilience Facilitator
CFR Scheme Contact	CFR Scheme Co-ordinator
Based	Local Community – CFR Scheme/Group
Role Description	<p>A CFR is a volunteer who is trained and operates to a clinically assured scope of practice, to compliment, the emergency ambulance response in particular circumstances. CFRs directly impact on their community's readiness to act in the event of a sudden cardiac arrest or other immediately life-threatening incident either by their own intervention, following dispatch by the Scottish Ambulance Service, or by working with their communities to enhance awareness of CPR and lifesaving skills. CFRs may also attend lower acuity medical incidents to provide assistance to patients, and provide on scene information to clinicians to inform decisions relating to patient care.</p>
Key Areas of Responsibility	
<ul style="list-style-type: none"> • Provision of on-call cover, on a rota arrangement, as agreed with the local scheme/group Co-ordinator. • To respond to emergency calls, at the direction of the Ambulance Control Centre (ACC), in a safe and proficient manner, ensuring compliance with Scottish Ambulance Service policies and procedures. • Ensure that CFR equipment is well maintained and complies to a high standard of hygiene. • Attend regular monthly CFR training sessions and participate in scheme/group meetings. • Maintain patient confidentiality. • Contribute to a supportive team environment, committed to supporting the welfare and well being of colleagues. • Actively support the awareness and readiness of communities to respond to a cardiac arrest by ensuring local people are alert to the importance of bystander CPR. 	
Skills, Experience and Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Must be over 18 years old • Resident or working within the locality of Scheme/group • Ability to demonstrate a good level of physical fitness to meet the role • Effective communicator with good interpersonal skills • Ability to work as part of a team • Ability to work on own initiative • Ability to stay calm and work under pressure • Full UK driving license (max. 3 points) 	<ul style="list-style-type: none"> • Previous experience in First Aid/CPR