



28 January 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 35118-24
Subject: Volunteer Responders
Date Received: 16/12/2024

Thank you for your request for information received on 16th December 2024 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

1. Do you utilise any form of Volunteer Responder? (ie Community Responders)	1. We utilise Community First Responders (CFR) to respond to a specific list of AMPDS coded calls on behalf of NIAS.
2. What skillset/training do your volunteer responders have? Please provide a skills matrix if one is available.	2. CFRs complete 5 modules of e-learning and attend a 2-day face-to-face training course which is not accredited by an awarding body but is tailored to meet the standards required for the role. This includes the RCUK BLS protocol.
3. What equipment do your responders carry including any drugs such as Paracetamol or Entonox and also any communication equipment?	3. This varies by scheme. Most CFRs will carry an AED, Bag-valve-mask, Oro-pharyngeal airways and some first aid equipment. Most responders will also carry a pulse oximeter and automated blood pressure cuff.
4. How are your responders allocated incidents? ie NMA, Tetra Radio, Phone call etc...	4. We have 22 CFR schemes. 21 of these receive a one way text alert which is automatically generated by the Computer Aided Dispatch system (CAD). 1 scheme has a trial 2-way text alert system whereby they can reply to alerts to advise they are responding, have arrived and are clear at scene.
5. How do your responders attend incidents, do they have access to Trust vehicles?	5. Responders attend calls using their own personal vehicles.
6. Are your volunteer responders authorised to attend incidents on an Emergency Response?	6. Whilst responders attend emergency calls, they are not authorised to claim any exemptions and respond following the rules of the highway code.



7. If your volunteer responders use their own vehicles, what signage and/or lighting are they permitted to use?	7. A sticker is permitted on their cars to state that they are a Community First Responder. No lights/beacons are permitted.
8. If your volunteer responders use their own vehicles, what signage and/or lighting are they permitted to use?	8. A sticker is permitted on their cars to state that they are a Community First Responder. No lights/beacons are permitted.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk

Website: [ICO Website](#)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team