

Welcome to the Ambulance Volunteering Dashboard – February 2024

Follow the links below to explore insights about our volunteers and the activities they undertake with our two pilot ambulance trusts

[Yorkshire Ambulance Service](#)

[South Western Ambulance Service](#)

[All Data](#)



Click here to visit AACE's website to find out more about our National Volunteering Strategy, and the different volunteer roles available around the country



Yorkshire Ambulance Service - Snapshot of Ambulance Volunteering Activity

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852



Active volunteers, engaged in four key activities

➔ Find out more about our volunteer activities

22,117



Volunteer hours recorded in January 2024

➔ Learn more about who gives us their time

235



Times volunteers first-on-scene to attend patients with life threatening conditions in January 2024

➔ Learn about the impact of trained volunteers

3,597



Patient journeys with Patient Transport Service volunteers completed in December 2023

➔ Learn more about the impact of PTS volunteers

Yorkshire Ambulance Service - Volunteer Activities

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Community First Responders (CFR)



CFRs are volunteers trained to provide life-saving treatment and reduce pre-hospital deaths

➞ Find out more about Yorkshire's CFRs

125

Patient Transport Service Volunteers



PTS volunteers provide transport for people unable to travel to their healthcare appointments by other means

➞ Find out more about Yorkshire's PTS volunteers

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Critical Friends Volunteers



Help shape the way the ambulance service communicates with the public

➞ Visit the AACE website to find out more

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Community Engagement Volunteers



Working in local communities to provide life-saving skills and reduce health inequality

➞ Visit the AACE website to find out more



Yorkshire Ambulance Service – Community First Responders



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CFRs are trained to provide life-saving treatment and reduce pre-hospital deaths



Click here to read CFR stories

727

Active CFRs on standby to help patients in critical need in Jan 2024

15,734

Volunteer hours recorded by CFRs in Jan 2024

398

Life threatening Category-1 incidents attended by CFRs in Jan 2024

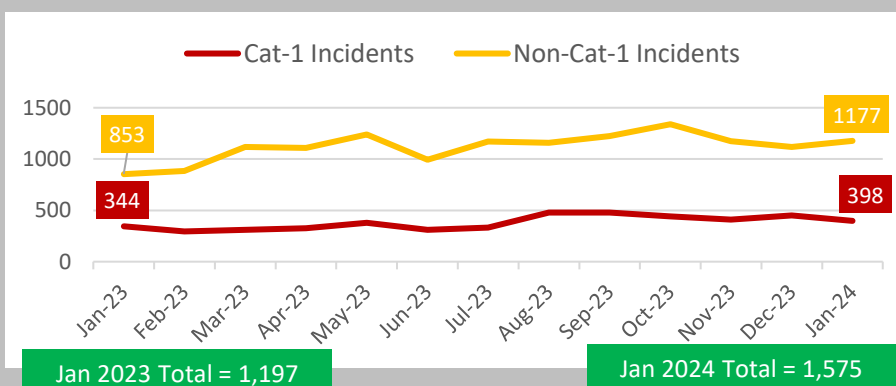
235

Life threatening Category-1 incidents where CFR “first on scene” in Jan 2024

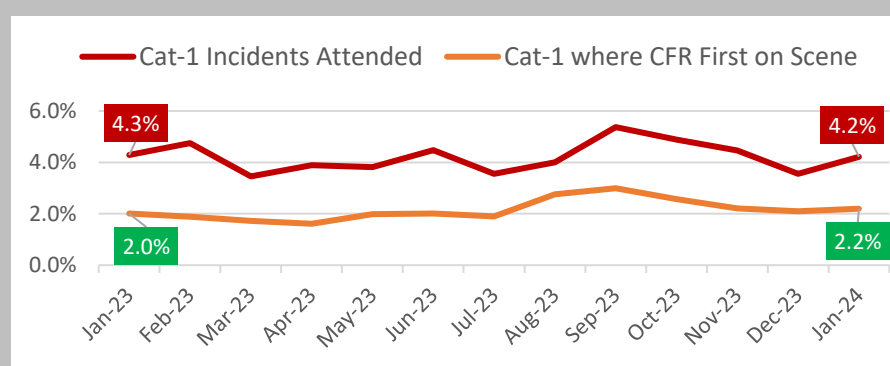
1,177

Incidents not Category-1 attended by CFRs in Jan 2024

All Incidents Attended by Yorkshire CFRs



Proportion of Category-1 Incidents Attended by CFRs



Yorkshire Ambulance Service – Community First Responders

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CFRs are trained to provide life-saving treatment and reduce pre-hospital deaths



Click here to see
CFR data

In their own words – feedback from a recent incident



“They are an absolute credit to the NHS.”

“I would like to give praise to a community first responder (CFR). He showed up in response to our 999 call which was regarding a friend of mine who had had a fall and was really quite shocked and agitated.

“The CFR turned up in a short time and he was brilliant! He was calming, confident reassuring, friendly, knowledgeable and seemed to genuinely care.

“I was having a conversation with him about paramedics etc. that and found out these responders are voluntary! They are an absolute credit to the NHS and I just wanted to give some recognition for the service they provide in their own free time.

“It was lovely to meet him and I sincerely wish him all the best in the future! Thank you so much for simply being you, the world needs more people like him! You are a superstar!”

Source: YAS CFR Volunteer, May 2023 (photo of YAS CFR, not linked to story)

Yorkshire Ambulance Service – Patient Transport Service

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Providing transport for people unable to travel to their healthcare appointments

125

Volunteers on standby across the region to transport patients to their appointments



3,597

Patient journeys completed in Jan 2024

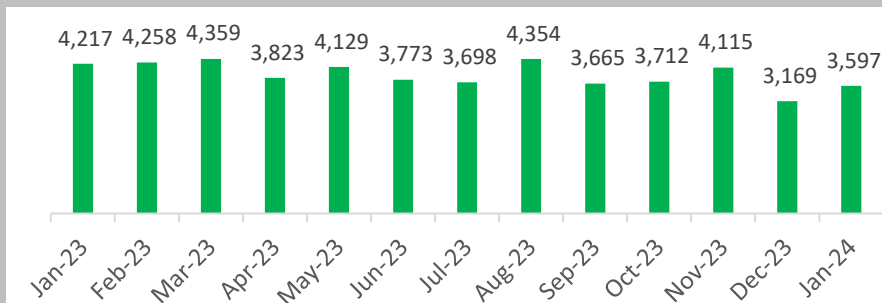
107,193

Miles travelled by PTS volunteers in Jan 2024

6,383

Hours recorded by PTS volunteers in Jan 2024

Patient journeys completed by PTS volunteers



Total from Jan 2023 = 50,869 Patient Journeys

In their own words...

"I volunteer because I feel a great satisfaction in helping others at a time when they are unsure and anxious, plus I am giving something back to society. I enjoy meeting a broad spectrum of people and the opportunity of sharing their experiences, and perhaps helping them by giving them someone to talk to."

Bob – Yorkshire PTS Volunteer



Yorkshire Ambulance Service – Our Volunteers

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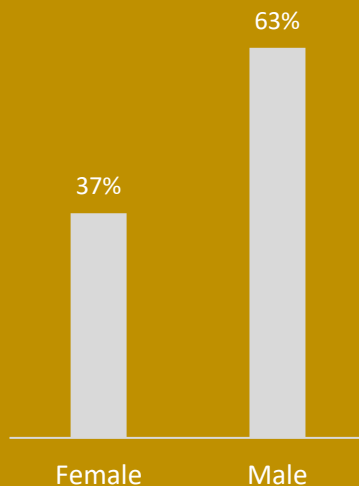
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Nearly 800 volunteers across our region regularly support Yorkshire Ambulance Service – this is what they look like

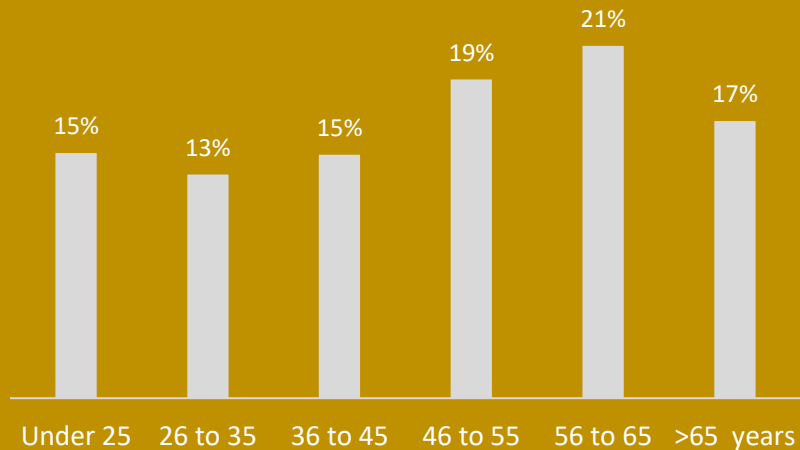


Click here to compare regions

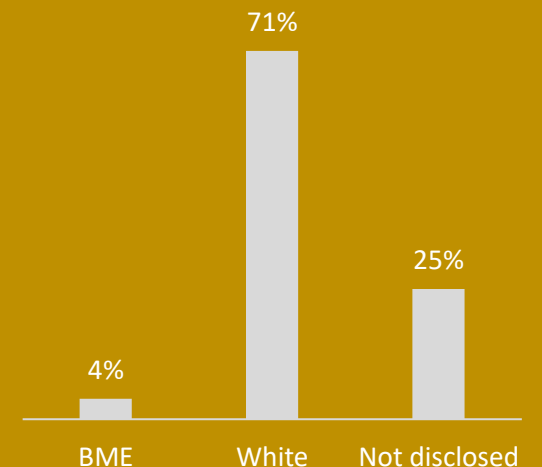
Gender



Age Group



Race / Ethnicity



➔ Click here to visit the Yorkshire Ambulance Service's website, and find out more about becoming a volunteer



South Western Ambulance Service – Volunteering Activities

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Community First Responders (CFR)



CFRs are volunteers trained to provide life-saving treatment and reduce pre-hospital deaths

➞ Find out more about South West's CFRs

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Welfare Volunteers



Support the welfare of our workforce at local Emergency Departments or other ambulance service locations

➞ Visit the AACE website to find out more

103

Staff Responders



Trained staff who volunteer to attend the most serious emergencies

➞ Visit the AACE website to find out more

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Community Engagement Volunteers



Working in local communities to provide life-saving skills and reduce health inequality

➞ Visit the AACE website to find out more



South Western Ambulance Service – Our Volunteers

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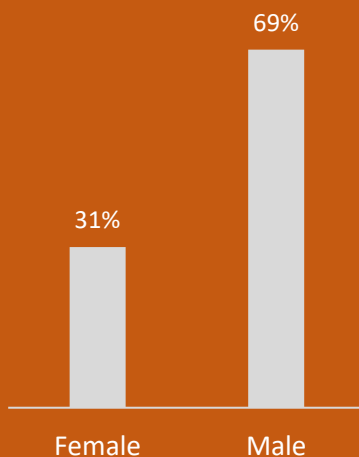
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Over 600 non-staff volunteers across our region regularly support the South West Ambulance Service – this is what they look like

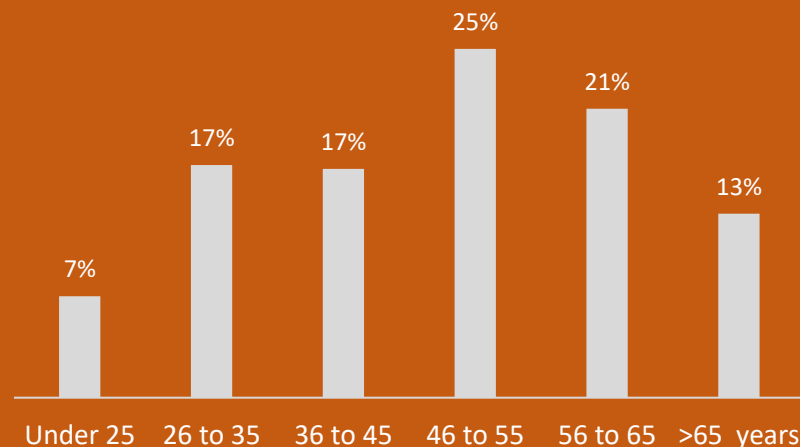


Click here to compare regions

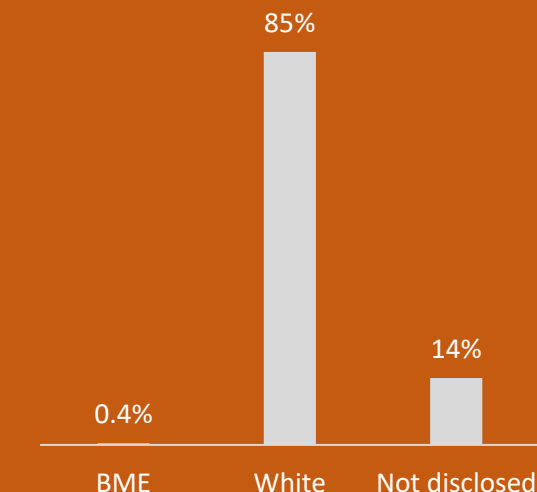
Gender



Age Group



Race / Ethnicity



➔ Click here to visit the South Western Ambulance Service's website, and find out more about becoming a volunteer



South Western Ambulance Service – Community First Responders

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CFRs are trained to provide life-saving treatment and reduce pre-hospital deaths



Click here to read CFR stories

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Active CFRs on standby to help patients in critical need in Jan 2024

16,355

Volunteer hours recorded by CFRs in Jan 2024

494

Life threatening Category-1 incidents attended by CFRs in Jan 2024

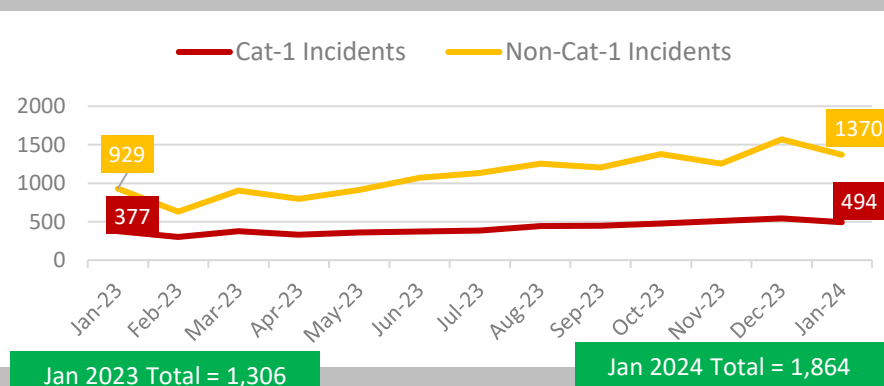
333

Life threatening Category-1 incidents where CFR "first on scene" in Jan 2024

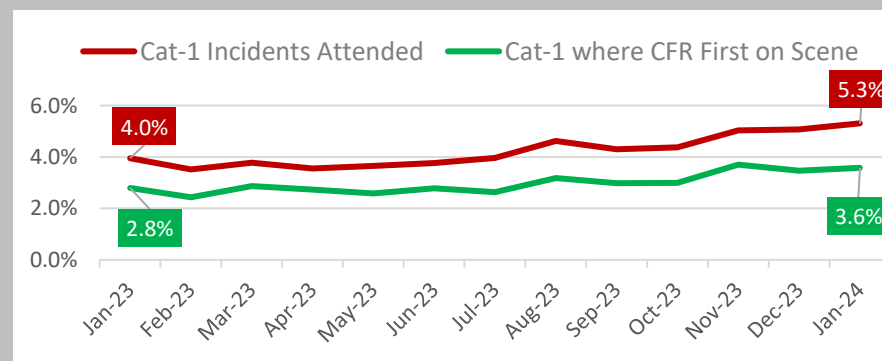
1,370

Incidents not Category-1 attended by CFRs in Jan 2024

All Incidents Attended by South Western CFRs



Proportion of Category-1 Incidents Attended by CFRs





South Western Ambulance Service – Community First Responders

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CFRs are trained to provide life-saving treatment and reduce pre-hospital deaths



Click here to see CFR data

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Active CFRs on standby to help patients in critical need



In their own words...

Learning more while supporting ambulance teams



Jack
SWAST CFR

"I absolutely love responding and find working with crews an absolute pleasure, they're always so keen to get me involved and teach me new things whenever possible and have always supported me after difficult jobs."

"I find the role so rewarding and I feel very lucky being able to help the local community."

In their own words...

Achieving personal goals while supporting the community



Issy
SWAST CFR

"I always wanted to join the Ambulance service but it seemed out of reach. When I saw a post on Facebook inviting people to an open-day I knew I wanted to find out more."

"I love being a responder, being able to be there for people in my community and help them."

In their own words...

Helping those in need through difficult times



Steve
SWAST CFR

"Why am I still a CFR after five years or so? The difficult and the sad are manageable, the long waits pay for the course and the quiet days mean no one is ill."

"The good news is that quite often you are and feel useful, helpful and above all reassuring – so I sign on again!"

All Data – Our Volunteers by Region

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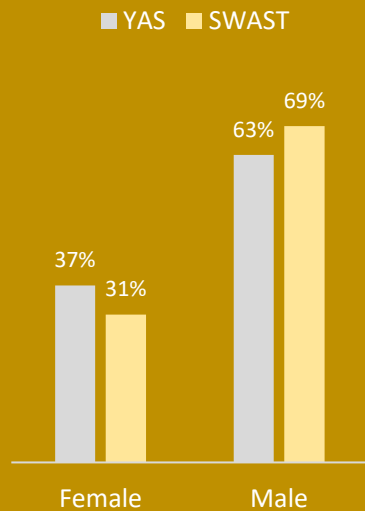
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Nearly 1,500 people offer their time to support the ambulance trusts in our pilot. Here's what they look like

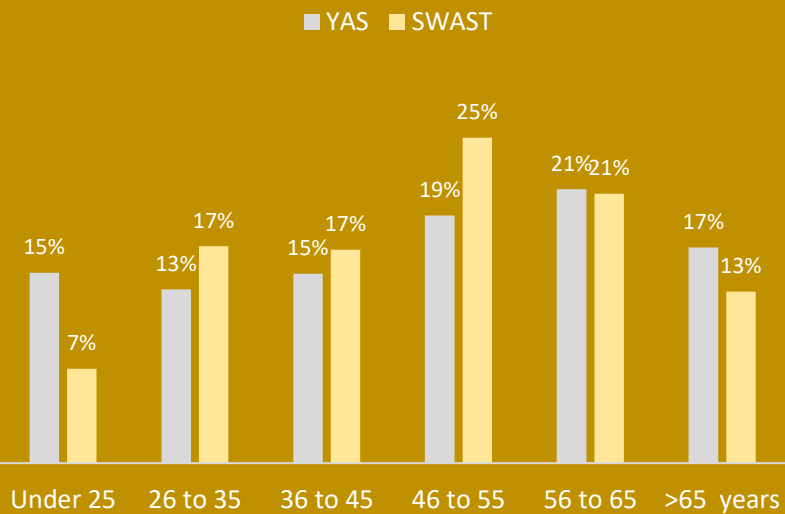


Click here to see the national picture

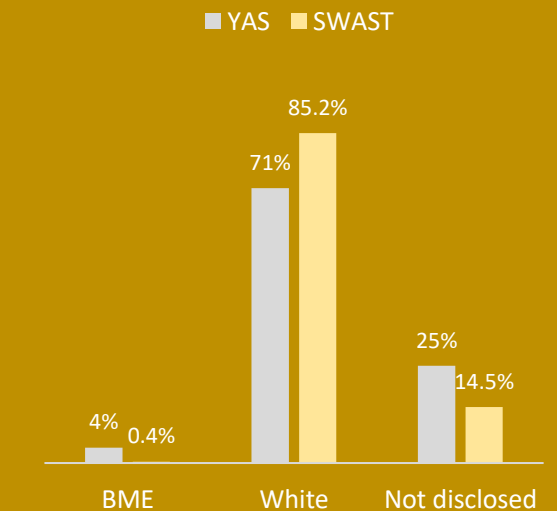
Gender



Age Group



Race / Ethnicity



➞ Click here to view the Office for National Statistics' 2021 census data on regional diversity

All Data – Our Volunteers: The National Picture



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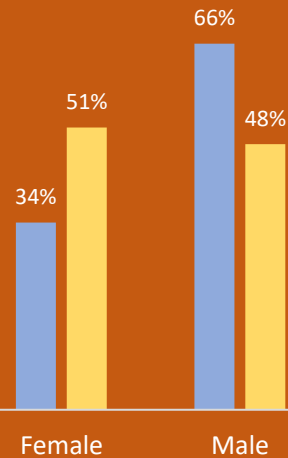
Here's how volunteers in the pilot trusts compare with the national population (aged 18 and over)



Click here to compare regions

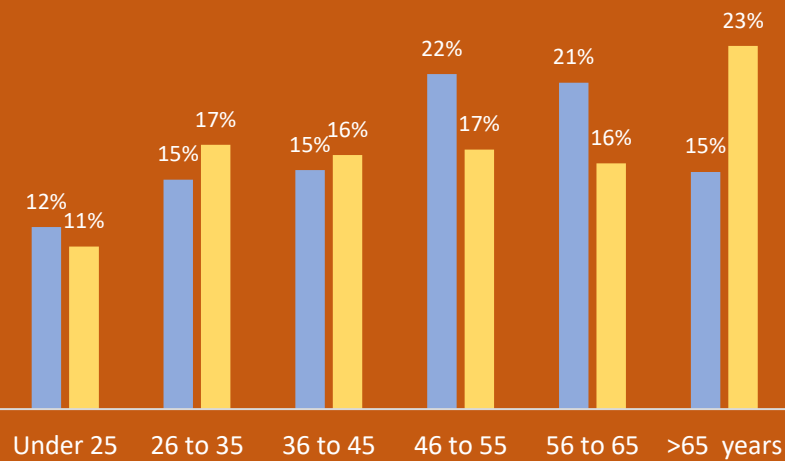
Gender

■ Volunteers ■ 2021 Census



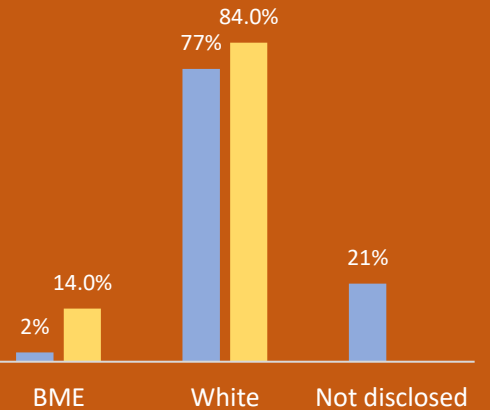
Age Group

■ Volunteers ■ 2021 Census



Race / Ethnicity

■ Volunteers ■ 2021 Census



➞ Click here to view the Office for National Statistics' 2021 census data on regional diversity

All Data – Community First Responders



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This is a combined snapshot of CFR activity across our two pilot trusts



Click here to compare regions

1,316

Active CFRs on standby to help patients in critical need in Jan 2024

32,089

Volunteer hours recorded by CFRs in Jan 2024

892

Life threatening Category-1 incidents attended by CFRs in Jan 2024

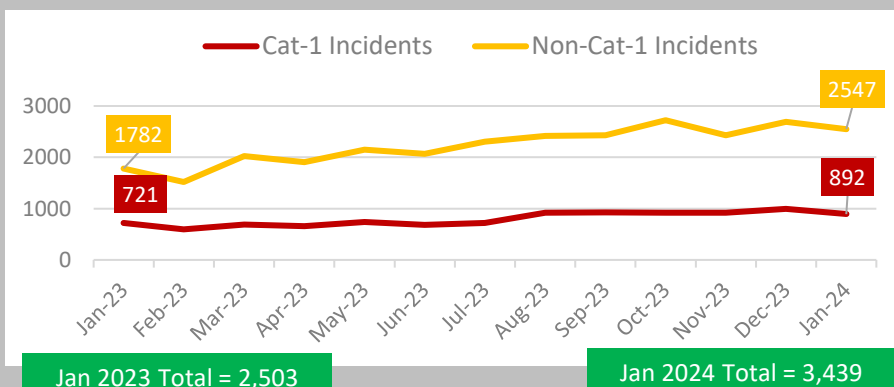
568

Life threatening Category-1 incidents where CFR "first on scene" in Jan 2024

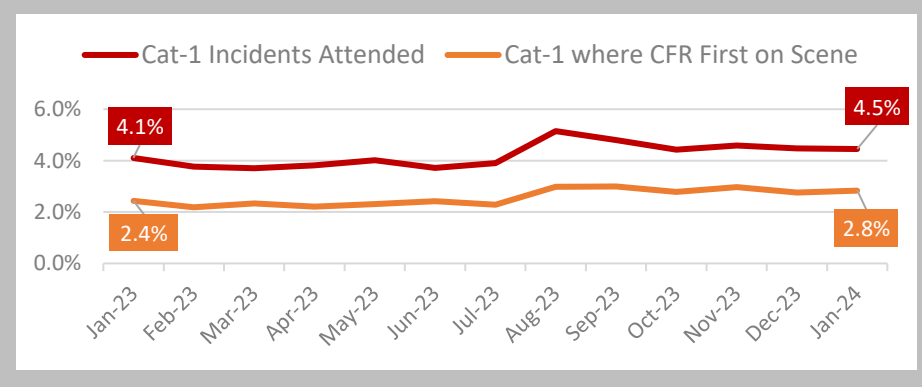
2,547

Incidents not Category-1 attended by CFRs in Jan 2024

All Incidents Attended by CFRs in Pilot Trusts



Proportion of Category-1 Incidents Attended by CFRs



All Data – Community First Responders



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This is how CFR activity compares between our two pilot trusts - two distinct regions in terms of geography, population and demand for ambulance services



Click here for the national picture

Yorkshire – Quick Facts



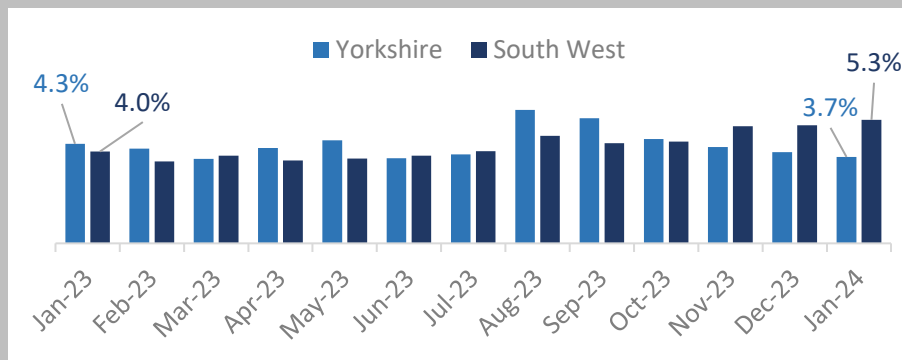
- **875,000** incidents since Jan 2023.
- **13%** of incidents were the most serious (Cat-1) vs. 11% for England.

South West – Quick Facts



- **953,000** incidents since Jan 2023.
- **13%** of incidents were the most serious (Cat-1) vs. 11% for England.

Proportion of Category-1 Incidents Attended by CFRs



Proportion of Category-1 where CFR First on Scene

