



St John Ambulance

Impact Report 2022



**St John
Ambulance**



Introduction

In 2022, we moved from our response to a global health emergency to beginning to deal with the pandemic's aftermath and consequences, as the unpredictable effects of events at home and around the world brought new challenges and pressures. Ours is a charity that responds well to pressure, often calling on the reservoirs of compassion, resilience and optimism that define St John people.



We marked in January a year of vaccinating the nation, an endeavour in which St John people made up a quarter of the workforce and **enabled the NHS to deliver the biggest campaign of its kind**. We must never forget the huge role St John people played in getting to where we are now – a world where we can be together again.

2022 also saw us celebrate a century of St John Ambulance Cadets through our Year of Youth and a highlight of my year was our largest ever contingent of young people making their way through the streets of London to St Paul's Cathedral on St John's Day for the first time since the advent of the pandemic.

The expansion of St John as a youth movement is now critical to our future and we have also been looking closely at how we can best provide pre-hospital care and education services that have the greatest possible impact on the nation's health. Our new strategy will build on the tremendous successes and important learnings of the last few years, so that – with your continued support – St John will be ready for the challenges and opportunities that lie ahead.

Martin Houghton-Brown OSTJ Chief Executive, St John Ambulance

Our purpose

Community first aid saves lives. That's why we want to ensure that everyone gets the help they need in a health crisis:

- » **By responding** as volunteers and first responders, and as a trusted auxiliary to the nation's health services
- » **By educating** to enable safer workplaces and more resilient communities and to inspire every generation to have confidence to provide first aid when faced with a health incident
- » **By discovering** through our service and listening to communities, customers and all St John people, how we can continue to lead standards in community first aid.

And that means putting people first, serving each other and our communities inclusively and without judgement and living our values of Humanity, Excellence, Accountability, Responsiveness and Teamwork every day.



Saving lives: Bob Whetton's story

Nottingham Forest football fan Bob Whetton, 73, was saved by St John Ambulance volunteers from a cardiac arrest outside Brighton Amex stadium in October 2022 – in a rescue captured on CCTV.

"I got off the train with some Brighton supporters and they turned right for their turnstiles. I'd got to go further round the ground and I became aware that all was not well. Then I recall taking two steps forward and that's the last I remember until Dr Rob Galloway was talking to me in hospital.

I'm in no doubt that, had someone not spotted me very quickly and then three St John Ambulance volunteers come to attend to me, then it would have been a very different outcome. The speed with which they started CPR and got the defib to me was critical."

His wife, Elaine, takes up the story:

"When Bob had his cardiac arrest, I wasn't with him. I got the dreaded phone call from the police. It's one I've been dreading for years. I have always thought one day something might happen. But I wasn't prepared for it when it did.

I rallied the daughters and after when we finally got to see Bob he was absolutely full of himself and talking all about how he'd been saved, particularly struck by how young one of the St John first aiders was.

I'd like to say how thankful we all are to the people who saved Bob's life and how grateful we are the first aiders were there instantly. It was amazing how fast he was attended to. They were there straight away. That was critical to his recovery and just fantastic."

Bob and his wife have since donated trauma kits to St John and are campaigning for more equipment and first aid training in football clubs, especially women's clubs. Bob said:

Expressing my gratitude to the people who saved my life is one of the hardest things I have had to do, because how on earth do you thank people for that?

These people are all volunteers and my wife and I simply wanted to do something to recognise what they had done, and what St John does. Our donations are a modest way of doing that and raising awareness of the importance of first aid training and equipment.



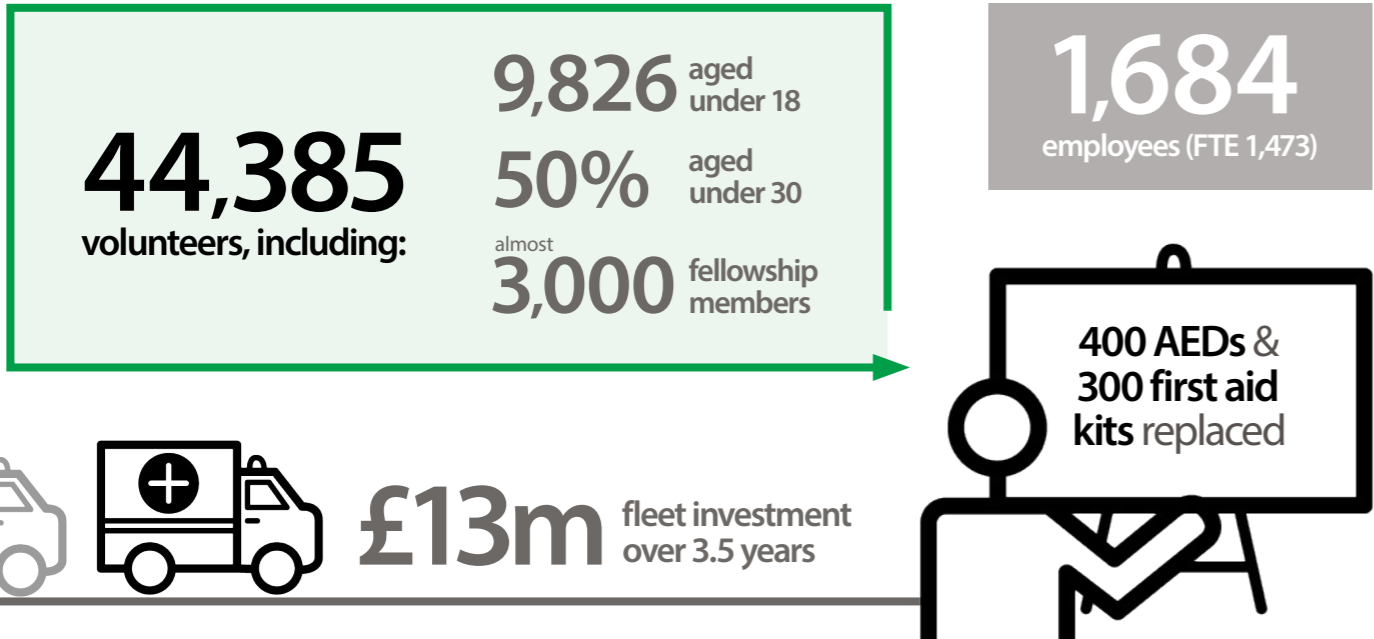
St John people attended 104 cardiac arrest patients in 2022, and saved 38 lives, achieving a ROSC (return of spontaneous circulation) rate of 37%.

That's significantly more than a third of cases, when we know that – on average – just one in ten people survives an out of hospital cardiac arrest.



St John in numbers

Who we are



What we do



- 229,875** hours of emergency ambulance care
- 75,712** hours supporting the NHS
- 159,045** hours of Covid-19 & flu jabs
- 8,046** hours of hospital volunteering
- 18 towns & cities** aided by night-time economy
- 246,851** hours of volunteer training
- 23 tons** of equipment to London Marathon
- 40 tons** of equipment to Operation London Bridge

The difference we make



- Keeping people safe at **11,000 events** in their community
- Attended over 3,100 falls, saving 2,800 ambulance call outs (estimated **saving of £715,000** for local NHS ambulance trusts).
- 2,784 patients in the night-time economy, with just **549 patients** taken to hospital.
- Community First Responders dispatched to **over 4,600 calls**
- Attended 104 cardiac arrest patients and **saved 38 lives** (return of spontaneous circulation [ROSC] in 37% cases)
- 1,355 patients** in our homeless services who would not otherwise access healthcare services.



Young people & St John

As a growing youth movement, St John has expanded the range of volunteering opportunities available to people aged 5 to 25 in recent years. From primary school to university and everywhere in between, we're creating the next generation of lifesavers.

We have a proud tradition of engaging young people in health volunteering. When young people get involved with St John, they don't just learn first aid, so they know how to save lives; they build confidence and gain important life skills.

In 2022 we celebrated 100 years of supporting young people through our Cadet programme and 35 years of our Badger programme. The NHS Cadet programme focused on expanding its reach with an increase in Cadets joining and partnering with more NHS Trusts to support disadvantaged young people to consider volunteering and take up a career in the NHS.

With support from People's Postcode Lottery, we completed the development work of our peer-led Young Responders programme designed to engage those 14-25 year olds least likely to access lifesaving skills and build their confidence to use them in their community. It will launch in 2023. Our student volunteering programme, with a network of over 50 affiliated university first aid societies, continues to allow young people to train to save lives and look at future career options in healthcare.



Cadet Devan Chauhan from Southend, who volunteered at the State Funeral, was on duty in a crowded area when his team got a call to help a man in his seventies who had collapsed. Devan assisted another volunteer with a trolley to bring the patient to the first aid post and contacted a St John cycle response doctor. He then helped prepare the equipment for an ECG, and shortly after the pensioner was delighted to be able to rejoin the crowd.

I feel so proud to be part of St John. **Volunteering has taken me to lots of different places and given me so many experiences that I wouldn't get anywhere else.**

Devan Chauhan
Cadet



Using their lifesaving skills

More than 1,600 of our Badgers and Cadets joined adult St John volunteers to provide first aid support in 2022. Together, they gave over 46,600 hours of their time. The majority were Cadets aged 14 and over. They were present at major events - a whole treatment centre at the Platinum Jubilee was run by young volunteers - and involved with some of our key community projects including night-time economy support, providing medical treatment at pop-up centres in towns and cities across the country. They also volunteered in hospitals where they cared for people by working with clinical staff, triaging patients and completing medical observations. And, in addition to supporting people's health needs, young St John volunteers got involved with thousands more hours of activities including fundraising and sharing lifesaving skills with their peers.

If you were watching Channel 4 in late November 2022, you'd have seen 12-year-old St John Ambulance Cadet Jayden Sorhaindo named in The Sun's star-studded Who Cares Wins health awards. Jayden was recognised for amazing lifesaving skills and quick-thinking, which saved the life of her mum, Natasha.

"I knew something was wrong when mum didn't answer and I ran into the bathroom to find her bleeding and unconscious in the bath," said Jayden. "Using skills learned with St John, I held my ear to mum's mouth to check her breathing, kept her head above water, her airway open, then called 999."

Jayden joined St John Ambulance's Badger programme at the age of seven.

"I joined St John because I wanted to be a doctor at the time, but now I want to become a cardiothoracic heart surgeon, because my mum has heart problems and I want to help find a cure. For me this award is about showing other young carers the importance of first aid."



Three ways to **save a life**

Following the fifth anniversary of the Manchester Arena bombing, St John Ambulance teamed up with BBC Manchester to train thousands of people in essential first aid skills.

From May 2022 to January 2023, 16,154 people learned how to save a life, free of charge. Each participant was taught:

- 1** How to give cardio-pulmonary resuscitation (CPR) and use a defibrillator
- 2** How to treat severe bleeding & catastrophic haemorrhage
- 3** How to treat someone who is choking.

It all began in Manchester's Piccadilly Gardens on 25 May 2022, with more than 200 people receiving training at an initial public session. From then on, St John volunteers delivered training at venues including St John Ambulance premises, fire stations, schools, the BBC's Media City - even people's gardens.

All of the training was given by St John volunteers, with more than a quarter of the sessions delivered by St John Ambulance Cadets aged from 10 to 17.

Our efforts attracted high-profile support from MPs, celebrities and other VIPs, including the Mayor of Manchester, Andy Burnham, who had pledged to work in partnership with St John to make the 10 boroughs of Greater Manchester safer, healthier, more resilient places to live.



“ This has been a brilliant campaign that people living in Greater Manchester have really taken to their hearts.

More than 16,000 of our residents now have the essential skills to save lives, not only in case a tragedy like this ever strikes our city again, but also to help those who are in need in their everyday lives. ”

Kate Squire
Senior Head of Production for BBC North West and North East



“ Thank you to everyone who has taken the time to learn these simple lifesaving skills, and to our volunteers and staff for their commitment to giving people the confidence to deal with health emergencies. Born from a tragedy, the legacy of this joint campaign with BBC Radio Manchester can only be positive with thousands more people understanding essential first aid. **Our local team is committed to continuing to deliver free first aid demonstrations to at least 1,000 people every month.** ”

Dr Lynn Thomas
Medical Director, St John Ambulance



“ I'm thrilled to say that **16,154 people in Greater Manchester now have the skills to save a life.** There's a good chance in Manchester now, if something happens to you, where you do need someone with those skills, somebody now near you knows those skills and can save you. ”

Figen Murray
Manchester activity Campaigner and mother of Martyn Hett, who lost his life in the Manchester Arena bombing

Community operations: summary

St John Ambulance's Chief Operating Officer, Richard Lee, leads our Community Operations Network, which includes the event medical cover and ambulance provision we're probably best known for.

"I think everyone has been excited by the return of big events in 2022- the patients and other people I spoke to are genuinely thankful that St John is there to support them. There's nothing quite like the gratitude of people who have completed the London Marathon. Runners presenting with some serious medical issues were amazed and relieved to find themselves being cared for by highly-skilled and experienced first aiders, physiotherapists and paramedics.

Focusing on quality I am fond of reminding people that 'volunteer does not mean amateur' and that means committing to serious, ongoing improvements in the quality of our services. We're grateful that our efforts have already been recognised in 'good' ratings for our ambulance services from the Care Quality Commission, and the confidence placed in us by partners and stakeholders."



"During a year when many ambulance services have been struggling, we should recognise what a massive achievement it is to get such a rousing affirmation from the Care Quality Commission. It's particularly moving to see how **our people were noted for showing extensive 'compassion and kindness' to patients** - because those are our values and that's what St John is all about."

Craig Harman
Director of Health & Volunteering Operations, St John Ambulance

Working for the community

Vaccinating the nation

Although it didn't dominate our clinical output in 2022 as it had the previous year, we continued behind the scenes with our support for the NHS England-led vaccination programme for Covid-19 and Flu. As that role comes to an end in 2023, we remain proud to have supported the nation to step out from the shadow of the pandemic.

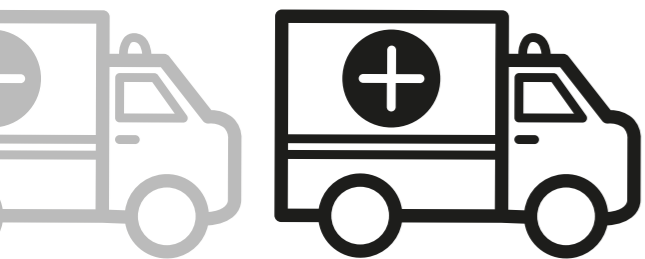
"Looking back at the amazing achievements of the vaccination and screening team and the impact volunteers have made throughout 2022, your efforts throughout the year have been phenomenal, once again. **St John Ambulance vaccination volunteers and NHS Volunteer Responders completed over 780,000 shifts**, helping keep the vaccination programme running. This really highlights the important contributions of volunteers to the health service and **I would like to thank every single one of you for the time you have dedicated to our programme.**"

Steve Russell, National Director for Vaccination & Screening, NHS England December 2022



Investment in our vehicles

With help from generous donors we continued to invest in our life-saving vehicles as we introduced modern, sector-leading vehicles to underpin our delivery. **We're the first ambulance service in the country to deploy a sub 3.5 tonne ambulance on 999 calls** and other ambulance trusts are now following our lead in exploring new types of ambulance.



Supporting the nation's health services

St John has always supported the health service through emergency ambulance provision during peak periods and seasonal demands, and a new partnership agreed in 2022 gives the vital relationship between our charity and NHS England firm foundations for the future. With over 800 ambulance crew members - both employed and volunteer - and more than 250 ambulances, we will continue to add the much-needed resilience to NHS ambulance trusts, treating and transporting patients across the country.

"I am acutely aware of the pressures on emergency services and so I am delighted this new partnership with St John Ambulance will provide crew members and volunteers with extra support to help reduce delays in 999 response times. This will ensure patients get the care they need when they need it".
Steve Barclay MP Health and Social Care Secretary.

Night-time economy (NTE) support

The projects, which mainly run on Friday and Saturday nights, see our first aiders and healthcare professionals provide a vital service in administering immediate medical help and safe spaces, as well as relieving pressure on NHS emergency departments through preventing unnecessary hospital attendance during busy periods.

St John Ambulance teams in
18 TOWN AND CITY CENTRES

treated this many patients:

2,783

Of this number just
549 TAKEN TO HOSPITAL



Electronic Patient Report Form

Effective and accessible patient reporting is a critical part of our clinical practice and in 2022 we made a leap towards fulfilling a long-held ambition for electronic patient report forms. With investment in place, we are looking forward to rolling out our new approach in 2023 and to the new capabilities it will unlock for understanding and continuously improving the standard of our care.

Volunteers playing a key role in our nation's history

The Platinum Jubilee in early June saw around 1,000 St John volunteers support celebrations for Her Majesty The Queen in London, with thousands more keeping people safe at 400 events across the country during the bumper four-day bank holiday weekend.



Following the sad passing of Her Majesty in September 2022, decades of planning for 'Operation London Bridge' was put into practice. As the country's leading first aid provider, St John Ambulance was privileged to provide support during the period of mourning in London, Windsor and in communities across the country.

Among the mourners attending the funeral itself were representatives from the Order of St John and St John Ambulance, including Nakkita Charag from Newcastle who was chosen for her outstanding contributions as a volunteer with St John. "It's been an honour and a privilege to be given this role," said Nakkita. "I saw world leaders, prime ministers, kings and queens. I was walking down the same aisle as William and Kate when they got married! But once I started in the procession, shoulders back, eyes straight, I am representing my country, the Order of St John and myself. That was really incredible, that feeling of pride, honour and privilege."



Telling our lifesaving story through the ages

The Museum of the Order of St John was proud to be awarded the Hidden Gem accolade in October, one of only two museums in London to receive this.

The Awards are presented by Visit England whose assessors look at every aspect of the visitor experience from the welcome received to activities and programming.

St John holds collections of objects, records and photographs in many of its buildings across England; these artefacts tell the stories of lives saved, individual and team achievements, community heroes and volunteer presence in some of the most important events in English history. In 2022, our first National Collections Policy was launched to safeguard these treasured objects and make sure we record the stories that go alongside them so that we can continue to tell St John's story for hundreds of years to come.

Our historic library at St John's Gate was renamed the 'Mellows Library' in 2022 after the benefactor, the late Professor Anthony Mellows, former Lord Prior of the Order of St John. St John has been collecting books since the early days of the Order and the Library now holds over 1,000 early printed books and 200 manuscripts. The museum is enormously grateful to Mrs Elizabeth Mellows who has provided the funding for and been a constant support during the cataloguing of the library.



Why donors give



“ As a long-term supporter of St John, I’ve witnessed the charity’s significant, positive contribution towards local communities through its healthcare and response to emergencies. **I fully back St John’s commitment to protecting lives**, while trying to protect the environment. I believe in empowering people to preserve and enhance the wellbeing of their own communities and hope that together, the funds raised can go further. ”

David Medlock
Chairman of The Medlock Charitable Trust

“ **We are blown away by the commitment of St John Ambulance to people’s safety**, as demonstrated through their ambulance services, first aid training and provision of emergency care at events. We hope the new agile and well-equipped Community Support Vehicles funded by our grant will be a great addition to their infrastructure - providing quicker and better emergency response at events. ”

Soma Pujari
Executive Trustee, Kusuma Trust

“ Kinetik is proud to have partnered with St John Ambulance since 2016 in delivering our range of clinically validated medical devices. Aligning with the St John charity has given customers that extra confidence in our products, knowing that every device sale helps support the work of the UK’s no1 first aid charity! **This partnership most definitely helps us to deliver our mission, empowering health in the home.** Thank you, St John. ”

James Grover
Sales & Marketing Director, Kinetik Wellbeing

“ I have made a donation to express our gratitude toward your team who helped us on 1 July in the Piccadilly area. We had lost our accommodation and were desperately searching for a new accommodation. We did not know London very well and at some point it was dark and loud and not so safe for our children anymore. But luckily your team noticed us and offered us help. ”

We had a feeling like you were a team of angels.
Anonymous donor

Thank you for your support

We would like to give our sincere thanks to all those who so generously supported St John in 2022.

A huge thank you to everyone who supports our charity’s vital work, including those who raise funds on our behalf. From direct debits to appeals, and all the donations dropped into a collection tin, every penny counts. Heartfelt thanks also to those who remembered St John Ambulance with a gift in their will in 2022.

And a particular mention for the generosity of:

- B&Q Swindon
- Co-Op Community Funds
- Denise Coates Foundation
- Department for Digital, Culture, Media & Sport
- Donors of Lord Lieutenant of Cheshire appeal
- EBM Charitable Trust
- Embleton Trust
- Ferring Pharmaceuticals Ltd
- Garfield Weston Foundation
- Gennets Charitable Trust
- John James Bristol Foundation
- Kinetik Wellbeing
- Kusuma Trust
- Martin Laing Foundation
- Mr David Halliburton Hadley
- Mr Farha
- Mr Mark Astaire
- Ms Christine Wayman - Legacy
- NHS England
- Peacock Charitable Trust
- People’s Postcode Lottery
- St John Historical Society
- Standard Chartered
- Stoller Charitable Trust
- Tesco Community Grants
- The Adint Charitable Trust
- The Anthony & Elizabeth Mellows Charitable Settlement
- The Eveson Trust
- The Medlock Charitable Trust
- The National Lottery Community Fund
- The National Lottery Heritage Fund
- The Schroder Collection
- The Vernon N Ely Charitable Trust

Without all of your generous donations, the efforts you see celebrated in this report would not have been possible.

Total income in 2022

£120.1m
(which generated a net deficit of £(3.7)m)

Fundraising income

£17.2m
(14.3 % of our total income)

Expenditure on charitable activities

£110.4m
(92p per £1 of total expenditure)

