

Training

- We trained 269,000 people in the workplace predominantly in physical first aid, with additional modules on health and safety and fire marshalling, contributing to the safety of the places people work in
- We commissioned research that showed that 40% of the public would be worried about intervening in a hypothetical first aid scenario. Those who had received some form of first aid training in the past 12 months were likely to feel more confident that they could provide the right health support compared to the general population (72% v 41%)
- We began our partnership with Mental Health First Aid England and trained 4971 people. Even though it's a much smaller number, there has been a significant shift in the demand for mental health first aid and it will play an increasingly important role in our delivery
- We provided over 14,000 training opportunities for our people and we began to explore how we can better match training and support to where our people are, ensuring they have the skills they need for the communities they serve
- We invested in significant changes to our contribution to the annual Restart a Heart campaign which allowed over 1500 of our people were involved in providing demonstrations to over 6000 members of the public
- 21 new vehicles, both ambulances and treatment centres, were rolled into active service thanks to the generosity of the Mark Masters Masons
- We delivered some aspects of an improved process for recruiting new volunteers, training over 2000 people as operational first aiders

Impact in communities

- In London alone, our community first responders were called out 5762 times including over 1700 category 1 emergencies. In 64% of cases, they were the first on the scene, providing time critical care
- We treated 104,000 people at over 21,589 events such as village fetes, Premiership football and music festivals. Three quarters of our work was delivered at community level which meant that people could continue to enjoy their days out, but also meant we were on hand to deal with immediate emergencies. Over a third of the events that we covered were sport-related and during the football season, we provided medical support at an average of 186 matches a month
- During our busiest events season (June – October) we treated 22 cardiac arrests with 64% achieving return of spontaneous circulation (ROSC)

Work with young people

- 2600 Badgers (7 to 11 year olds) and 8400 cadets (11 to 17 year olds) met regularly with their youth leaders. 59% of the cadets expressed an interest in becoming a healthcare professional

- Supported over 1000 young people to participate in our frontline delivery at events, gaining first-hand experience of caring for others
- We have student volunteering units in over 40 universities and they are reaching out beyond their immediate academic confines to the wider communities around them
- We trained 113,000 children and young people in schools and worked with partners such as the Guides and Army Cadets, as well as the Youth United Foundation and the Duke of Edinburgh's Award, to extend the reach of our training as far as possible

The Order

- 125 people were admitted to the Order or promoted within it and 277 people were honoured for their long service.
- We welcomed 32,866 members of the public to the Museum of the Order with 45% of them engaging with the activities that we provided such as tours and talks, deepening understanding of the Order of St John and its role through the ages