Report Overview – December 2025

This report focuses on volunteer activity within participating Ambulance Trusts. It currently includes Community First Responders (CFRs), Patient Transport Service (PTS) volunteers. Emergency Reponders (LAS only) and volunteer demographics. Click this box to go straight to the Main Menu.

Participating Trusts and Colour Key

Ambulance Trust	Abbreviation
Yorkshire	YAS
South Western	SWAST
East of England	EEAST
North East	NEAS
South East Coast	SECAMB
North West	NWAS
London	LAS

Four Key Insights from Participating Trusts in this Quarter's Report

2,811 volunteers

in the seven participating trusts volunteered over one million hours of time in the 12-months to December 2025

Find out more

10,845 incidents

attended by CFRs in December 2025, 446 more incidents than the previous month

Find out more

9 minutes and 17 seconds

the average time taken for CFR to reach Category-2 patients in December 2025

Find out more

108,399 patients

driven to appointments by volunteers in three ambulance trusts* over the last 12-months

(*YAS,NEAS and EEAST)

Find out more

For an overview of ambulance volunteering across England, Scotland, Wales and Northern Ireland, please visit AACE's summary dashboard
To learn how your trust can participate in the full analytics report, please contact AACE here

Main Menu

This document can be read like a standard report. You can also navigate by clicking the blue boxes below, which take you to the sub-menu for each section. Click the "home" icon at the bottom of each sub-menu page to return to this menu

Section 1
Community First Responders

Includes the number of incidents attended by Community First Responders (CFRs) by category, the number of those incidents when CFRs were first on scene, and the time taken to arrive on scene. Data shown for participating trusts, both combined and individually.

Section 2
Patient Transport Service

Includes the number of patients transported to healthcare appointments by Patient Transport Service (PTS) volunteers, the miles covered and hours logged. Data shown for participating trusts, both combined and individually.

Section 3
Volunteer Demographics

Shows the demographic profile of ambulance volunteers. Data shown for participating trusts, both combined and individually.

Section 4
Volunteer Stories

Short stories from ambulance volunteers, and the patients they have supported.

Menu - Community First Responders (CFRs)

Click the blue boxes below to visit each section, and the "home" icon at the bottom of the page to return to this sub menu

National Data

Shows combined data for participating trusts. Includes number of incidents attended by CFRs, the number of times CFRs were first on scene and the time taken to arrive on scene. Data shows overall number incidents, and category-level data.

Compare Categories

Shows combined data for participating trusts, and compares incidents attended, number of times CFRs first on scene and time taken to arrive on scene at category level, for the most recent month.

Compare Trusts

Compares trust level data for participating trusts. Includes number of incidents attended by CFRs, the number of times CFRs were first on scene and the time taken to arrive on scene. Data shows overall number incidents, and category-level data.

Menu - National Data: Community First Responders

Click the blue text in the grey box below to visit each section, and the "home" icon at the bottom of the page to return to this menu

- Hours Logged by CFRs
- Incidents Attended by CFRs

- Category-1: Incidents Attended
- Category-1: Times CFR First on Scene
- Category 1: Time to Arrive on Scene
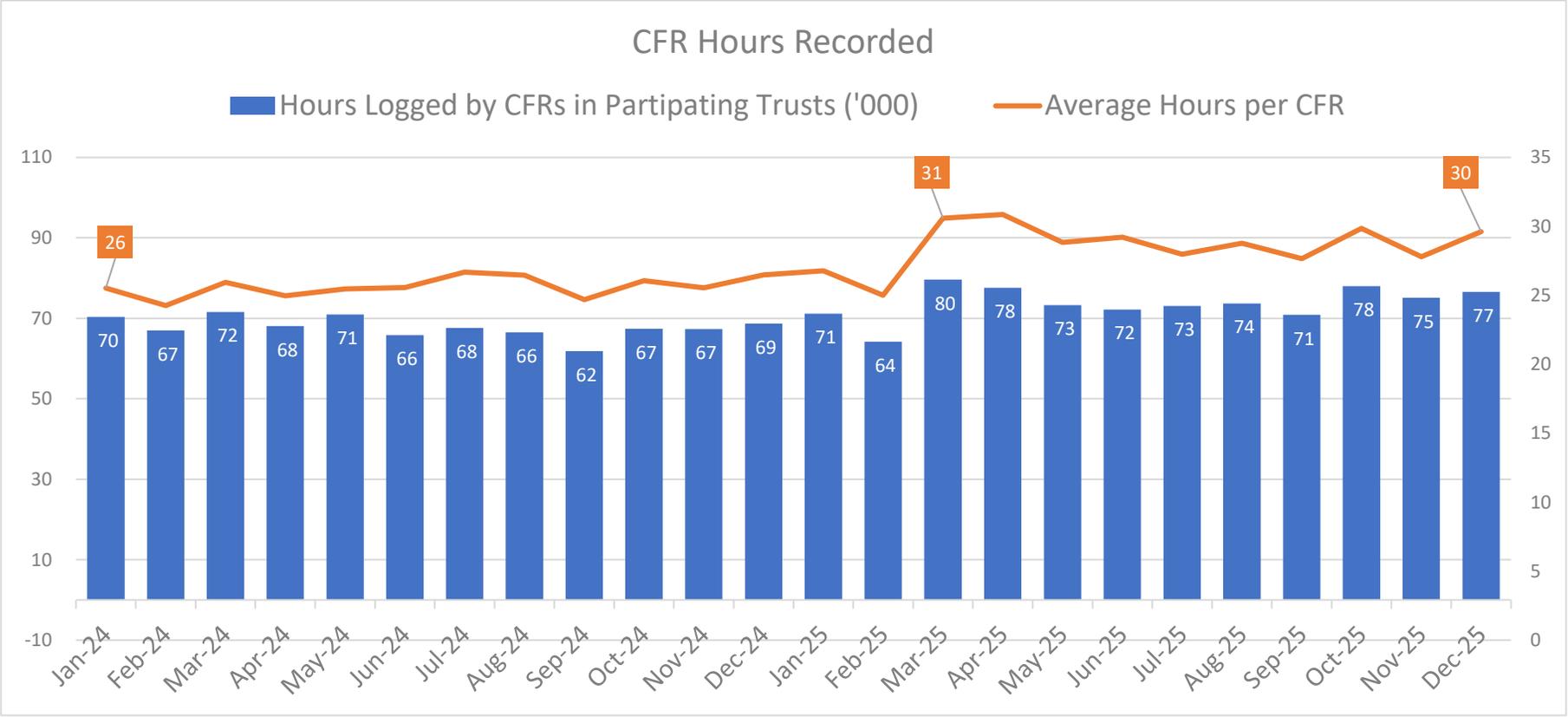
- Category-2: Incidents Attended
- Category-2: Times CFR First on Scene
- Category 2: Time to Arrive on Scene

- Category-3: Incidents Attended
- Category-3: Times CFR First on Scene
- Category-3: Time to Arrive on Scene

- Category-4: Incidents Attended
- Category-4: Times CFR First on Scene
- Category-4: Time to Arrive on Scene

National Data: Hours Logged by CFRs

CFR Hours Recorded

■ Hours Logged by CFRs in Partipating Trusts ('000) —— Average Hours per CFR

Month	Hours Logged ('000)	Average Hours per CFR
Jan-24	70	26
Feb-24	67	
Mar-24	72	
Apr-24	68	
May-24	71	
Jun-24	66	
Jul-24	68	
Aug-24	66	
Sep-24	62	
Oct-24	67	
Nov-24	67	
Dec-24	69	
Jan-25	71	
Feb-25	64	
Mar-25	80	31
Apr-25	78	
May-25	73	
Jun-25	72	
Jul-25	73	
Aug-25	74	
Sep-25	71	
Oct-25	78	
Nov-25	75	
Dec-25	77	30

Total hours logged by CFRs in the 12 months to December 2025
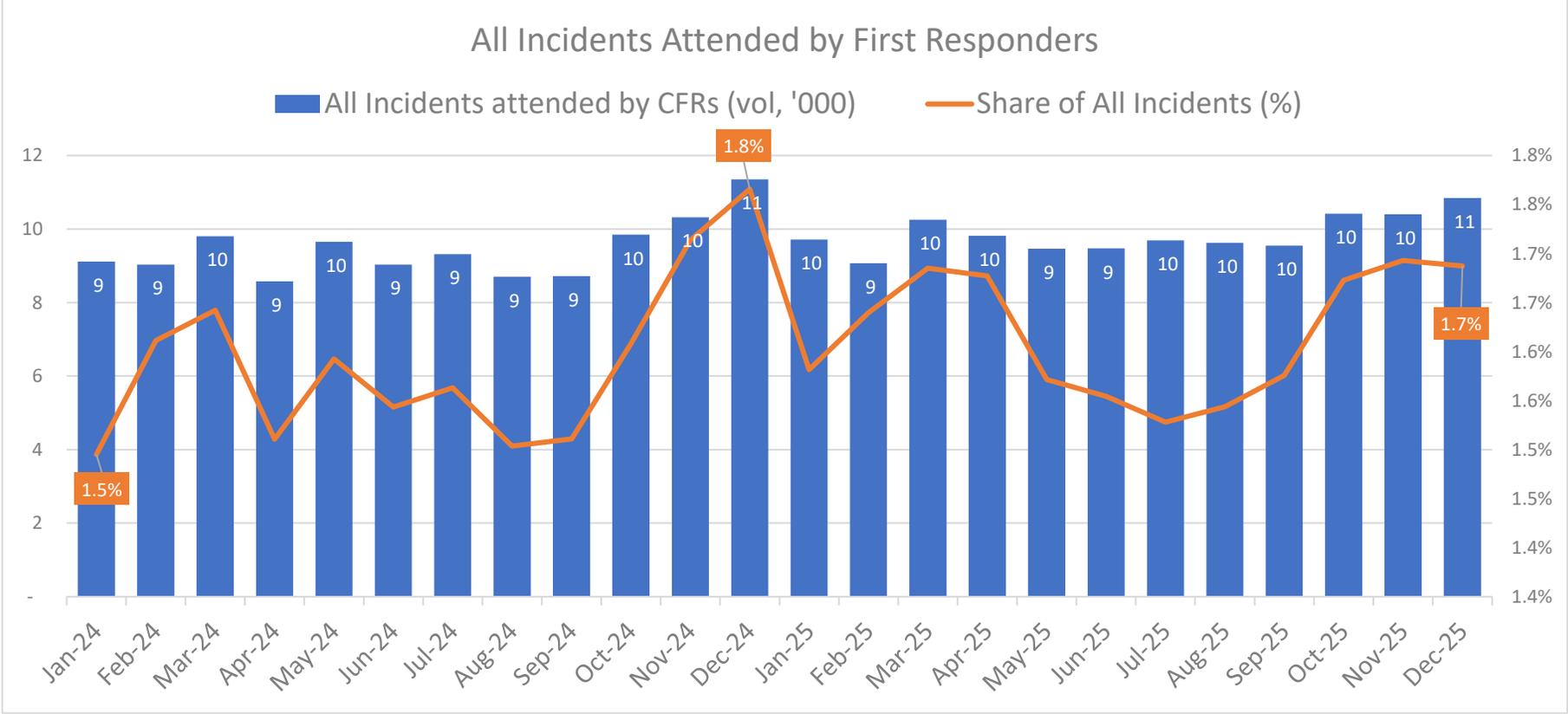**885-thousand hours**

Average number of hours individual CFRs volunteer each month
29 hours each month

Total includes Emergency Responders for LAS

National Data: Incidents Attended by CFRs

All Incidents Attended by First Responders

- All Incidents attended by CFRs (vol, '000)
- Share of All Incidents (%)

Incidents attended by CFRs in the 12 months to December 2025
118-thousand

Share of all recorded incidents attended by CFRs in the 12 months to December 2025
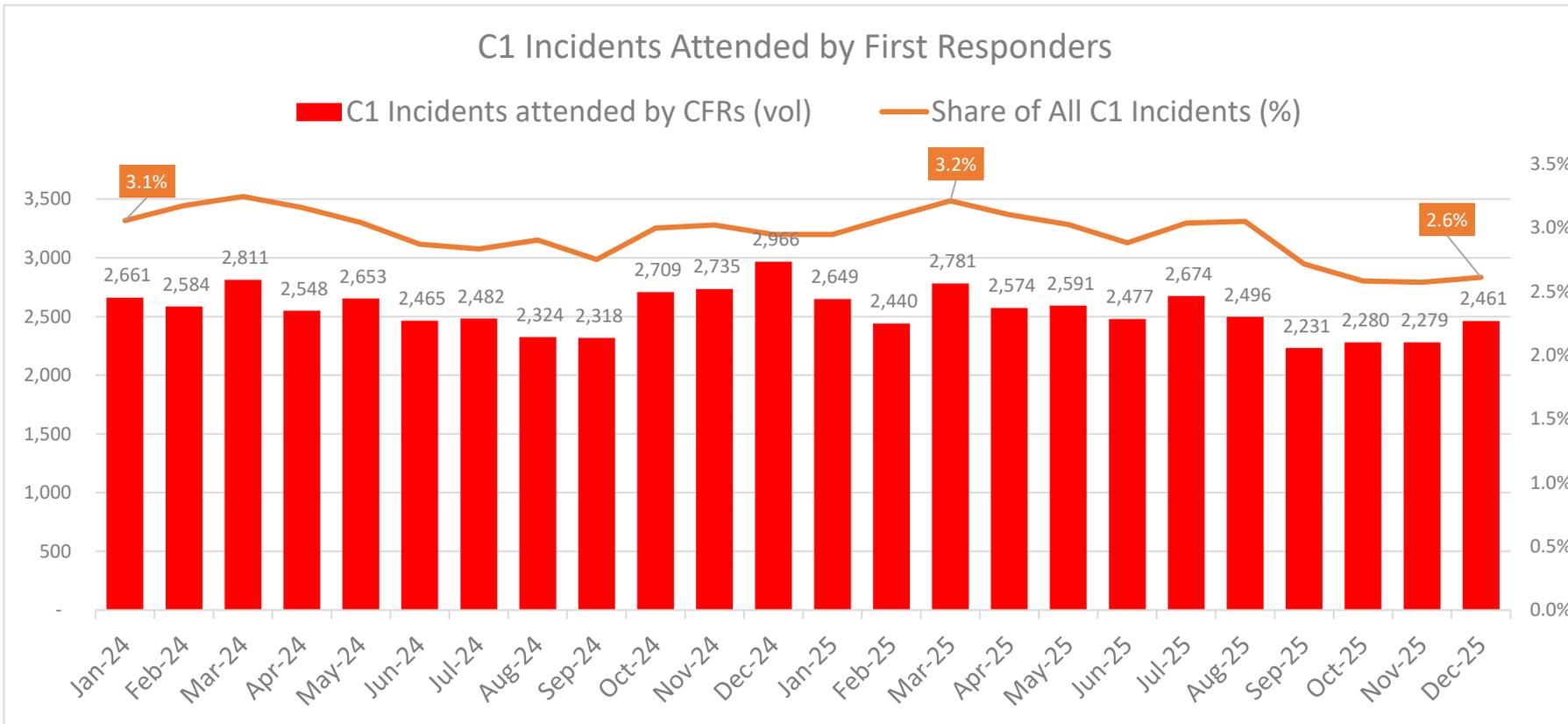**1.6%**

Total includes Emergency Responders for LAS
National Data: AQI A7 for participating trusts

National Data: Category-1 Incidents Attended by CFRs

C1 Incidents Attended by First Responders

Legend:
- C1 Incidents attended by CFRs (vol)
- Share of All C1 Incidents (%)

Month	C1 Incidents attended by CFRs (vol)
Jan-24	2,661
Feb-24	2,584
Mar-24	2,811
Apr-24	2,548
May-24	2,653
Jun-24	2,465
Jul-24	2,482
Aug-24	2,324
Sep-24	2,318
Oct-24	2,709
Nov-24	2,735
Dec-24	2,966
Jan-25	2,649
Feb-25	2,440
Mar-25	2,781
Apr-25	2,574
May-25	2,591
Jun-25	2,477
Jul-25	2,674
Aug-25	2,496
Sep-25	2,231
Oct-25	2,280
Nov-25	2,279
Dec-25	2,461

Share of All C1 Incidents (%) callouts: 3.1% (Jan-24), 3.2% (Mar-25), 2.6% (Dec-25)

Category-1 Incidents attended by CFRs in the 12 months to December 2025
30-thousand

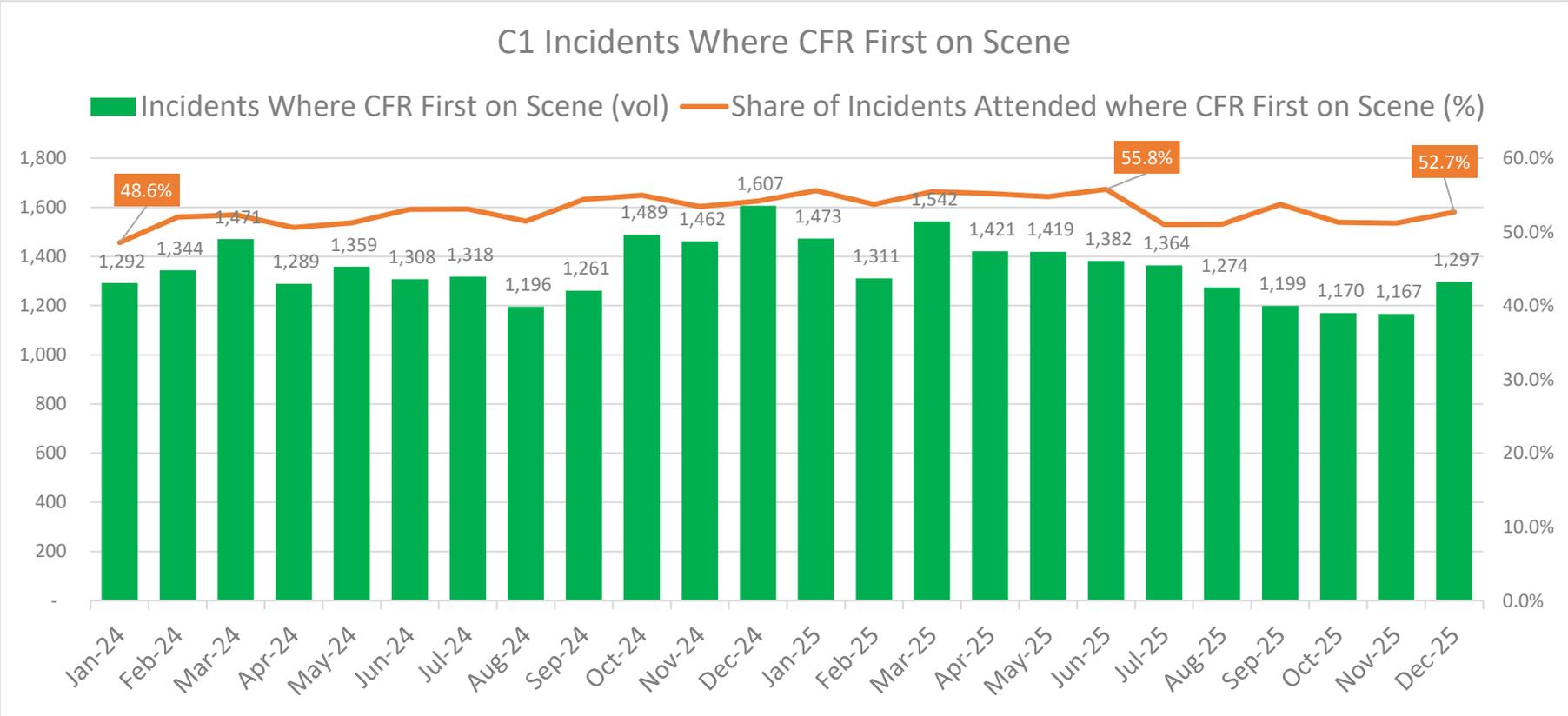Share of all recorded Category-1 incidents attended by CFRs in the 12 months to December 2025
2.9%

Total includes Emergency Responders for LAS
National Data: AQI A8 for participating trusts

National Data: Category-1 Times CFR First on Scene (FOS)

C1 Incidents Where CFR First on Scene

Legend: ■ Incidents Where CFR First on Scene (vol) — Share of Incidents Attended where CFR First on Scene (%)

Month	Incidents (vol)	Share (%)
Jan-24	1,292	48.6%
Feb-24	1,344	
Mar-24	1,471	
Apr-24	1,289	
May-24	1,359	
Jun-24	1,308	
Jul-24	1,318	
Aug-24	1,196	
Sep-24	1,261	
Oct-24	1,489	
Nov-24	1,462	
Dec-24	1,607	
Jan-25	1,473	
Feb-25	1,311	
Mar-25	1,542	
Apr-25	1,421	
May-25	1,419	
Jun-25	1,382	55.8%
Jul-25	1,364	
Aug-25	1,274	
Sep-25	1,199	
Oct-25	1,170	
Nov-25	1,167	
Dec-25	1,297	52.7%

Category-1 incidents where CFRs First on Scene in the 12 months to December 2025

16-thousand

Share of all Category-1 attendances where CFRs First on Scene (last 12m)

53.5%

Total includes Emergency Responders for LAS

National Data: Category-1 Time to Arrive on Scene

C1 Time to Arrive on Scene (Mean Response, mm:ss)

■ C1 Mean Response Time (Amb Resource)   ■ CFR C1 Mean Time from Allocation to Arrive on Scene
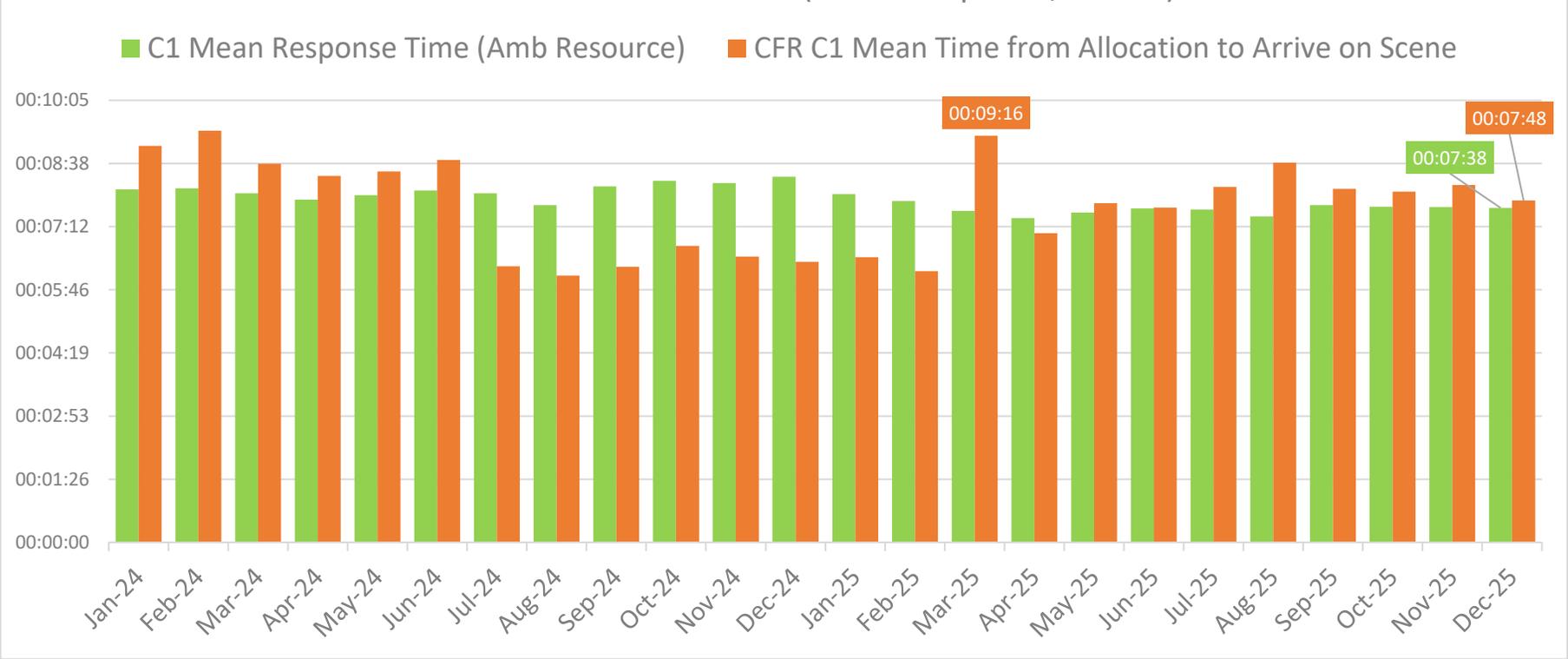
Average ambulance response time for Category-1 incidents in the 12 months to December 2025
00:07:37

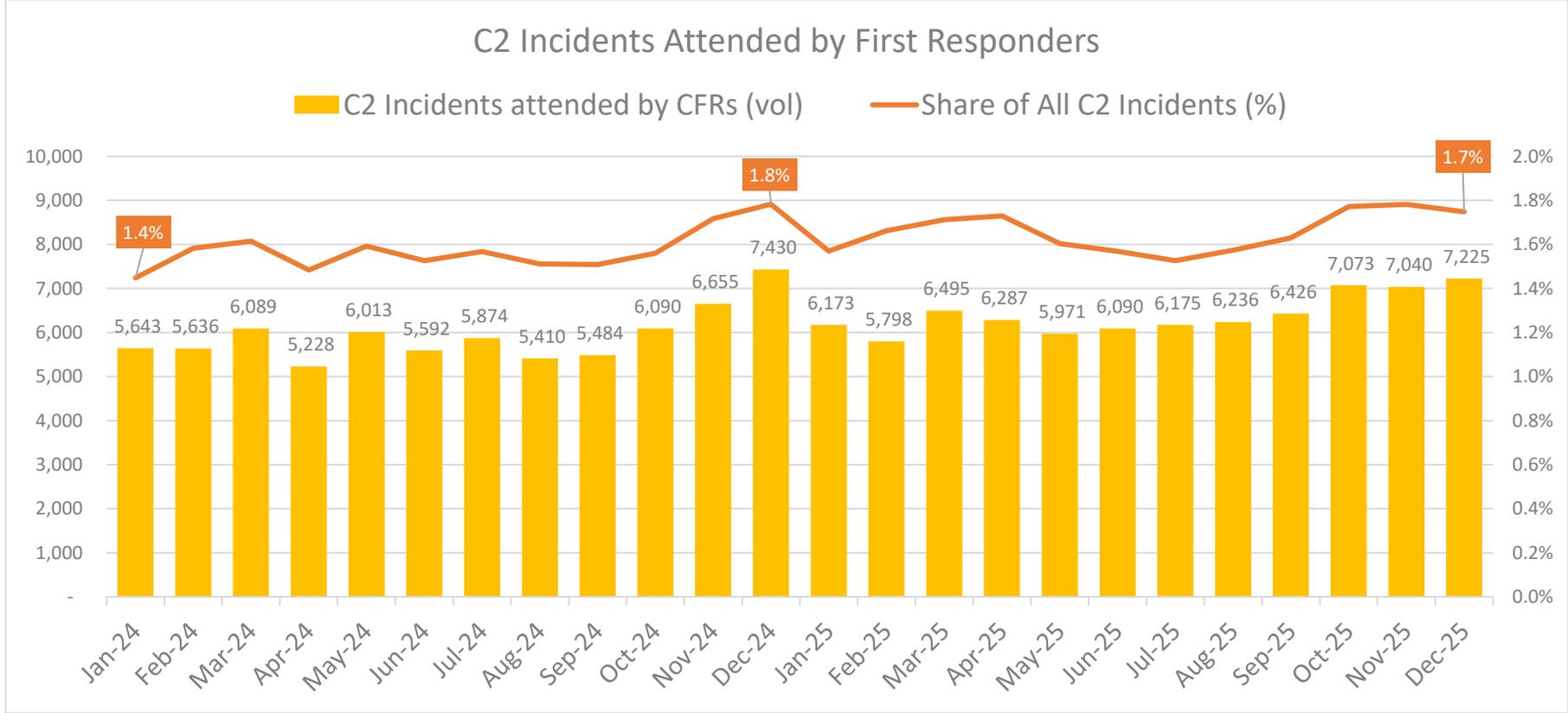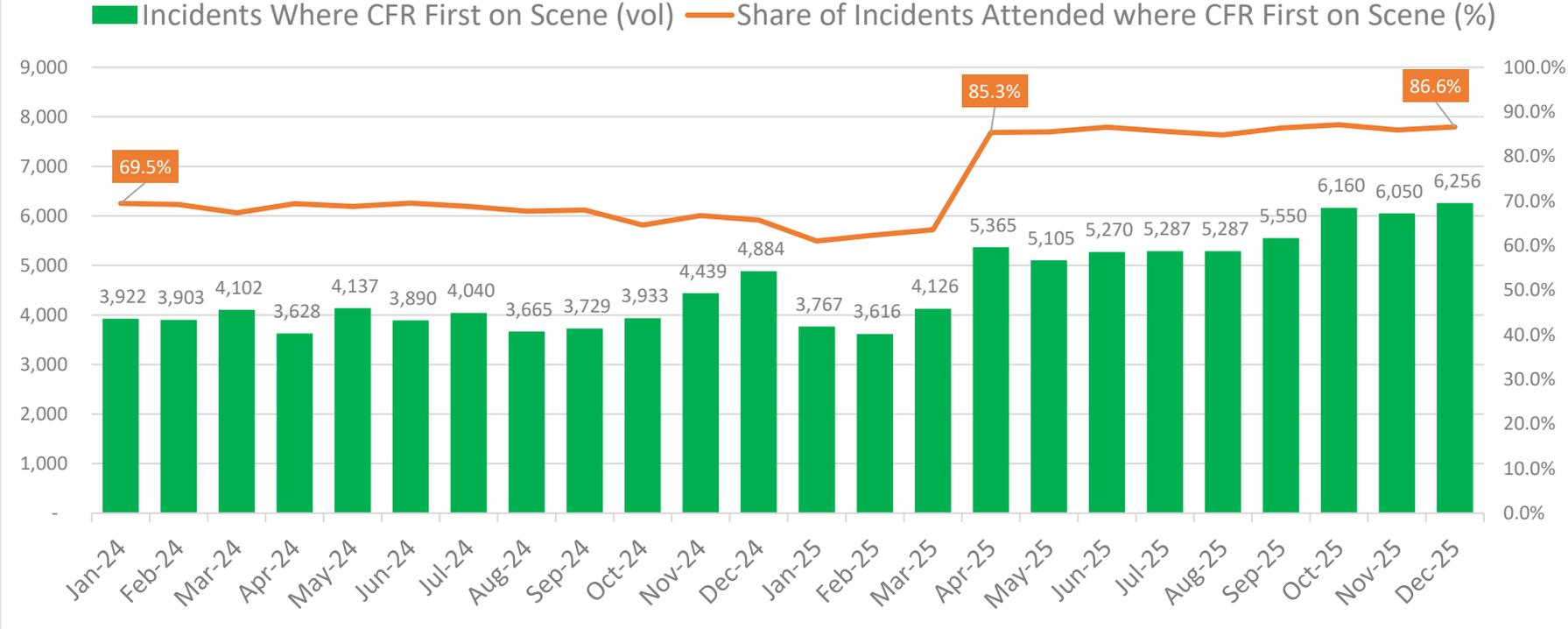Average time for CFR to arrive on scene for Category-1 incidents in the 12 months to December 2025
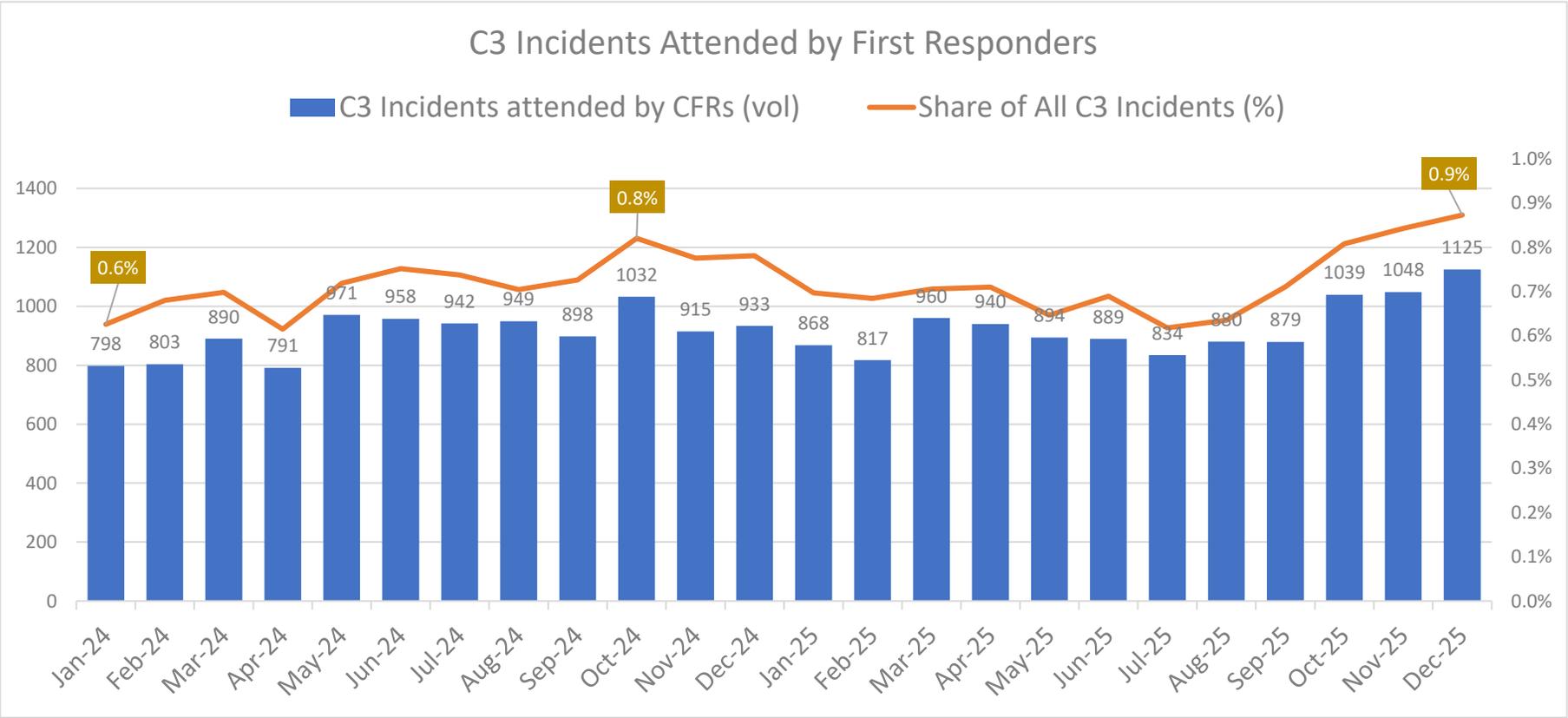**00:07:46**

Includes Emergency Responders for LAS
National Data: AQI A25 for participating trusts

National Data: Category-2 Incidents Attended by CFRs

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Click the "home" icon at the bottom of the page to return to the "National Data" menu

C2 Incidents Attended by First Responders

- C2 Incidents attended by CFRs (vol)
- Share of All C2 Incidents (%)

Month	Value
Jan-24	5,643 (1.4%)
Feb-24	5,636
Mar-24	6,089
Apr-24	5,228
May-24	6,013
Jun-24	5,592
Jul-24	5,874
Aug-24	5,410
Sep-24	5,484
Oct-24	6,090
Nov-24	6,655
Dec-24	7,430 (1.8%)
Jan-25	6,173
Feb-25	5,798
Mar-25	6,495
Apr-25	6,287
May-25	5,971
Jun-25	6,090
Jul-25	6,175
Aug-25	6,236
Sep-25	6,426
Oct-25	7,073
Nov-25	7,040
Dec-25	7,225 (1.7%)

Category-2 Incidents attended by CFRs in the 12 months to December 2025

77-thousand

Share of all recorded Category-2 incidents attended by CFRs in the 12 months to December 2025
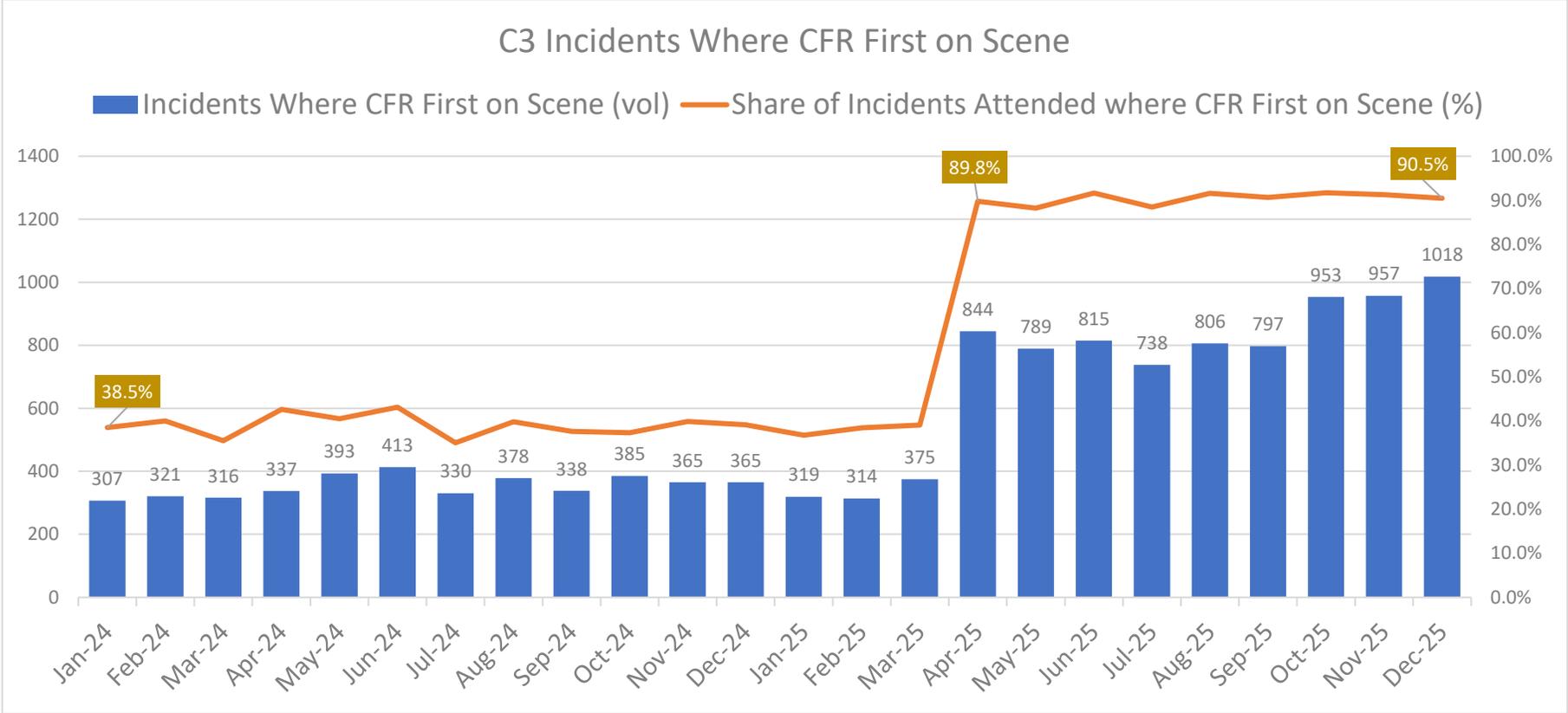
1.7%

Total includes Emergency Responders for LAS
National Data: AQI A10 for participating trusts

National Data: Category-2 Times CFR First on Scene (FOS)

C2 Incidents Where CFR First on Scene

Legend:
- Incidents Where CFR First on Scene (vol)
- Share of Incidents Attended where CFR First on Scene (%)

Bar values (Incidents Where CFR First on Scene):
- Jan-24: 3,922
- Feb-24: 3,903
- Mar-24: 4,102
- Apr-24: 3,628
- May-24: 4,137
- Jun-24: 3,890
- Jul-24: 4,040
- Aug-24: 3,665
- Sep-24: 3,729
- Oct-24: 3,933
- Nov-24: 4,439
- Dec-24: 4,884
- Jan-25: 3,767
- Feb-25: 3,616
- Mar-25: 4,126
- Apr-25: 5,365
- May-25: 5,105
- Jun-25: 5,270
- Jul-25: 5,287
- Aug-25: 5,287
- Sep-25: 5,550
- Oct-25: 6,160
- Nov-25: 6,050
- Dec-25: 6,256

Line callouts: 69.5%, 85.3%, 86.6%

Category-2 incidents where CFRs First on Scene in the 12 months to December 2025

62-thousand

Share of all Category-2 attendances where CFRs First on Scene (last 12m)

80.1%

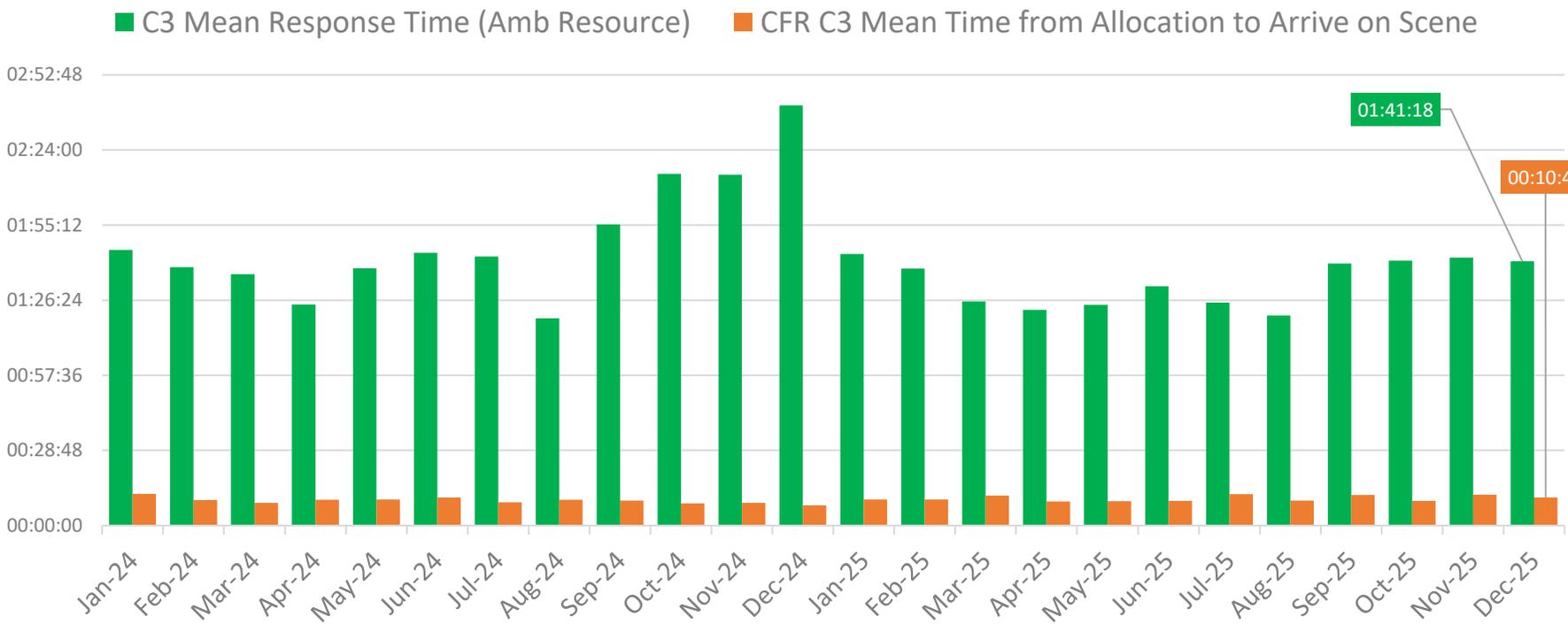Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS
Notes: SWAST data from April 2025 only, awaiting back-data

National Data: Category-2 Time to Arrive on Scene

Click the "home" icon at the bottom of the page to return to the "National Data" menu

C2 Time to Arrive on Scene (Mean Response, hh:mm:ss)

- ■ C2 Mean Response Time (Amb Resource)
- ■ CFR C2 Mean Time from Allocation to Arrive on Scene

00:34:29   00:10:05
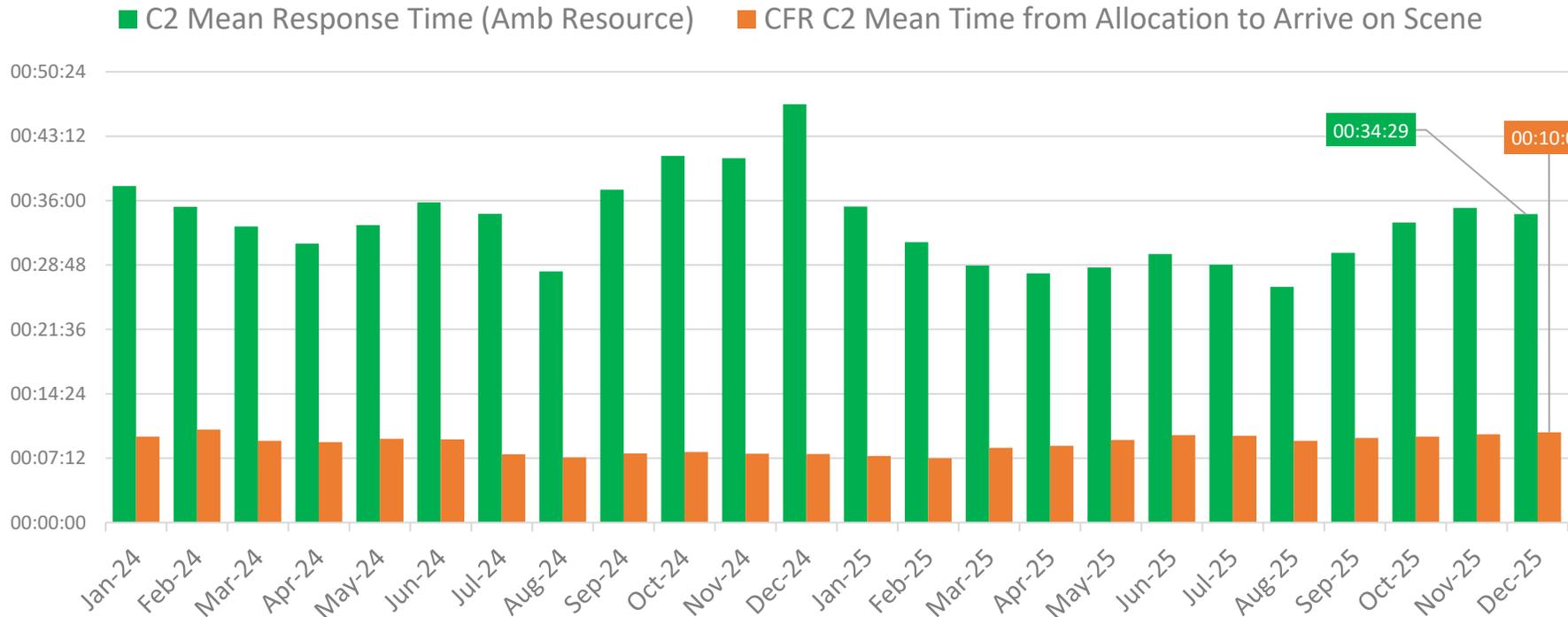
Average ambulance response for Category-2 incidents in the 12 months to December 2025

00:30:52

Average time for CFR to arrive on scene for Category-2 incidents in the 12 months to December 2025
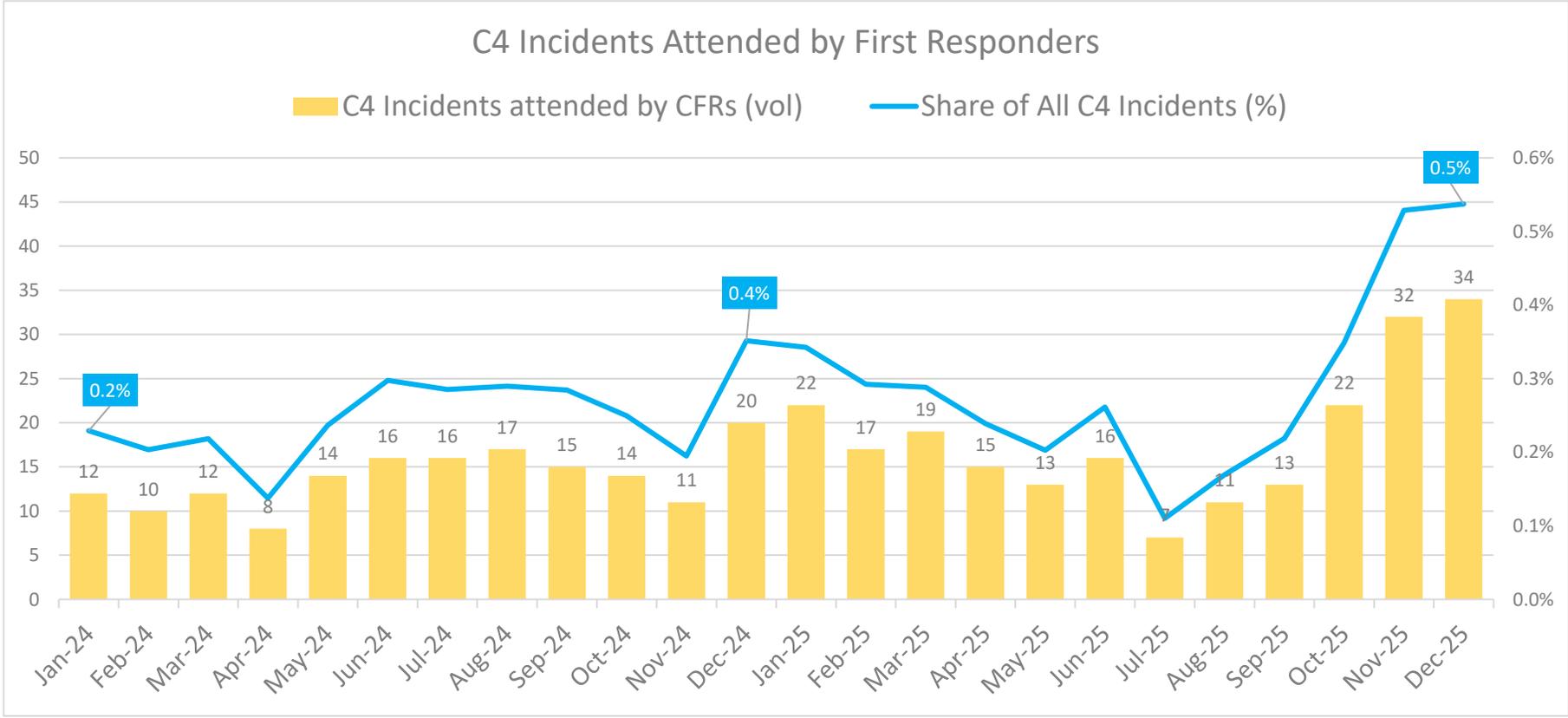
00:09:02

Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS
National Data: AQI A31 for participating trusts

National Data: Category-3 Incidents Attended by CFRs

C3 Incidents Attended by First Responders

- C3 Incidents attended by CFRs (vol)
- Share of All C3 Incidents (%)

Month	C3 Incidents attended by CFRs (vol)	Share (%)
Jan-24	798	0.6%
Feb-24	803	
Mar-24	890	
Apr-24	791	
May-24	971	
Jun-24	958	
Jul-24	942	
Aug-24	949	
Sep-24	898	
Oct-24	1032	0.8%
Nov-24	915	
Dec-24	933	
Jan-25	868	
Feb-25	817	
Mar-25	960	
Apr-25	940	
May-25	894	
Jun-25	889	
Jul-25	834	
Aug-25	880	
Sep-25	879	
Oct-25	1039	
Nov-25	1048	
Dec-25	1125	0.9%

Category-3 Incidents attended by CFRs in the 12 months to December 2025
11-thousand

Share of all recorded Category-3 incidents attended by CFRs in the 12 months to December 2025
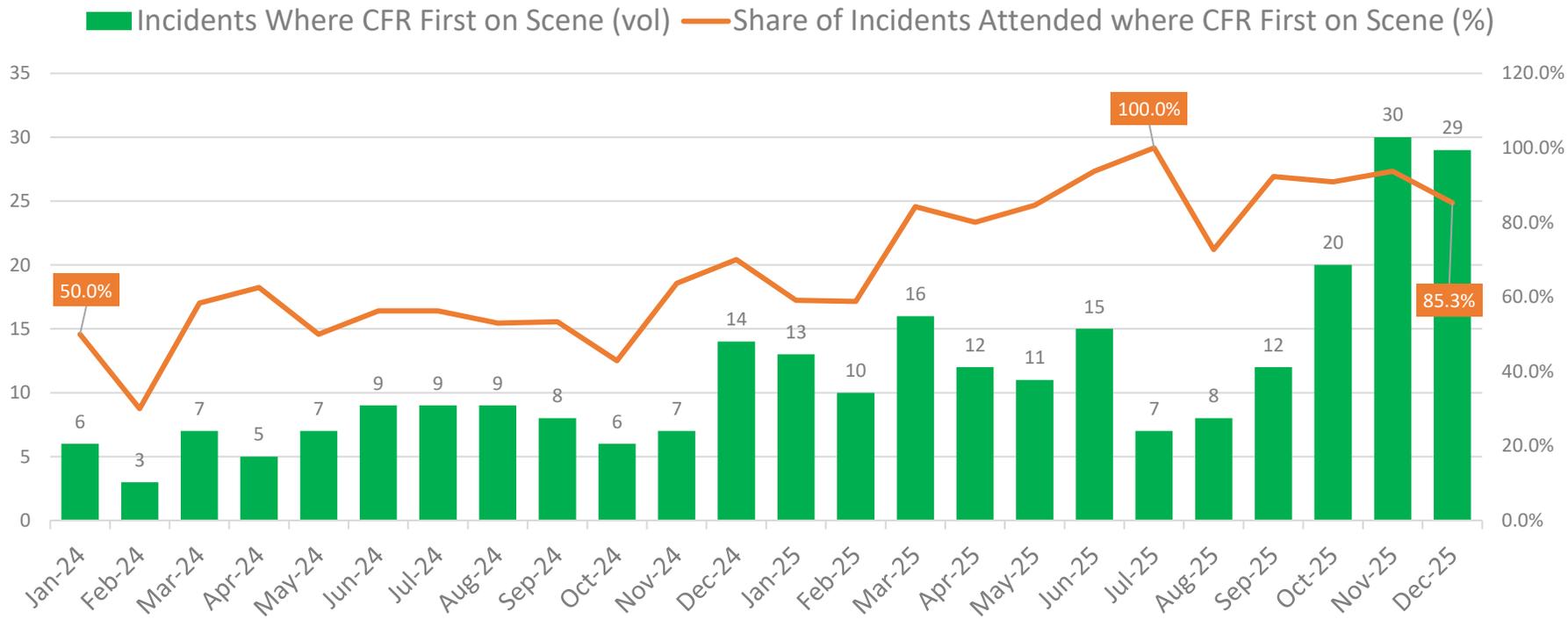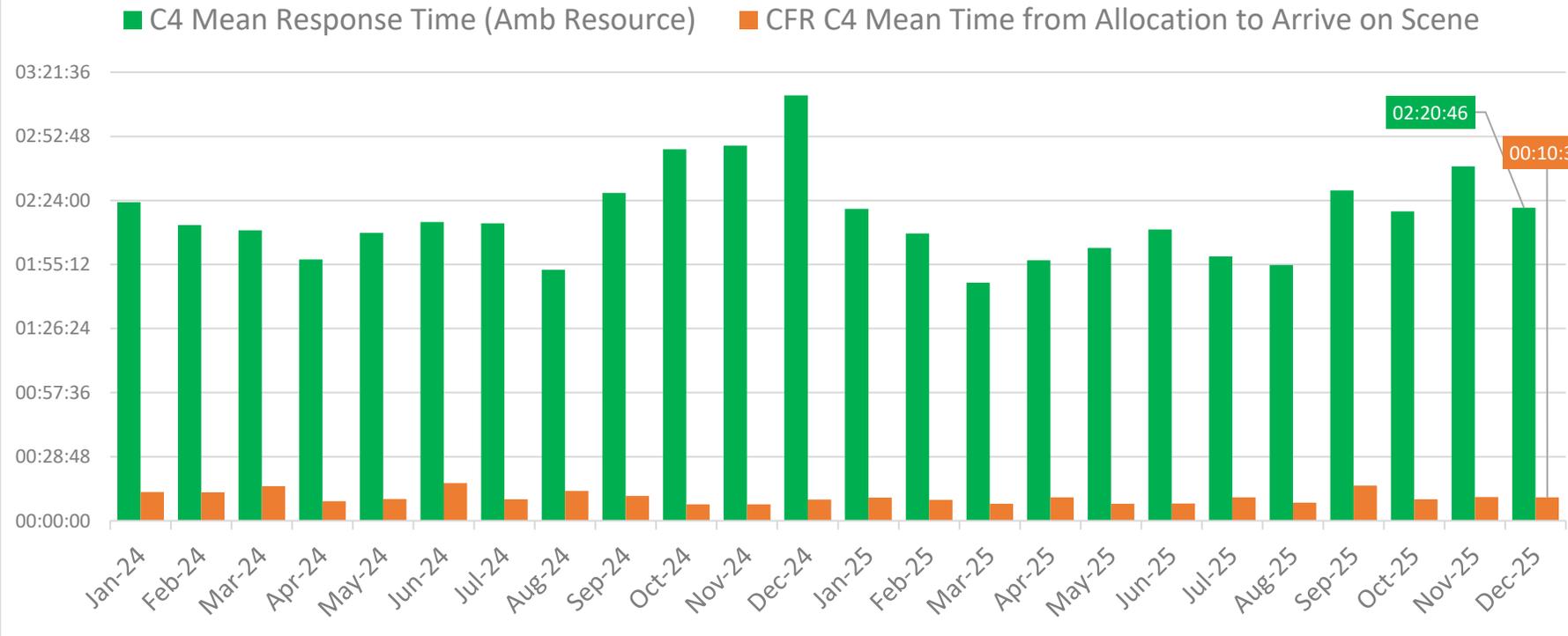**0.7%**

Total includes Emergency Responders for LAS
National Data: AQI A11 for participating trusts

National Data: Category-3 Times CFR First on Scene (FOS)

C3 Incidents Where CFR First on Scene

- Incidents Where CFR First on Scene (vol)
- Share of Incidents Attended where CFR First on Scene (%)

Month	Volume
Jan-24	307
Feb-24	321
Mar-24	316
Apr-24	337
May-24	393
Jun-24	413
Jul-24	330
Aug-24	378
Sep-24	338
Oct-24	385
Nov-24	365
Dec-24	365
Jan-25	319
Feb-25	314
Mar-25	375
Apr-25	844
May-25	789
Jun-25	815
Jul-25	738
Aug-25	806
Sep-25	797
Oct-25	953
Nov-25	957
Dec-25	1018

Share values noted: 38.5%, 89.8%, 90.5%

Category-3 incidents where CFRs First on Scene in the 12 months to December 2025
9-thousand

Share of all Category-3 attendances where CFRs First on Scene (last 12m)
77.4%

Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS
Notes: SWAST data from April 2025 only, awaiting back-data

National Data: Category-3 Time to Arrive on Scene

Click the "home" icon at the bottom of the page to return to the "National Data" menu

C3 Time to Arrive on Scene (Mean Response, hh:mm:ss)

- C3 Mean Response Time (Amb Resource)
- CFR C3 Mean Time from Allocation to Arrive on Scene

01:41:18
00:10:48

Awaiting SWAST data from Jan 2024 to March 2025

Average ambulance response for Category-3 incidents in the 12 months to December 2025

01:33:19

Average time for CFR to arrive on scene for Category-3 incidents in the 12 months to December 2025

00:10:24

Total includes Emergency Responders for LAS
National Data: AQI A34 for participating trusts

National Data: Category-4 Incidents Attended by CFRs

C4 Incidents Attended by First Responders

■ C4 Incidents attended by CFRs (vol) — Share of All C4 Incidents (%)

Month	C4 Incidents attended by CFRs (vol)	Share (%)
Jan-24	12	0.2%
Feb-24	10	
Mar-24	12	
Apr-24	8	
May-24	14	
Jun-24	16	
Jul-24	16	
Aug-24	17	
Sep-24	15	
Oct-24	14	
Nov-24	11	
Dec-24	20	0.4%
Jan-25	22	
Feb-25	17	
Mar-25	19	
Apr-25	15	
May-25	13	
Jun-25	16	
Jul-25	7	
Aug-25	11	
Sep-25	13	
Oct-25	22	
Nov-25	32	
Dec-25	34	0.5%

Category-4 Incidents attended by CFRs in the 12 months to December 2025

221

Share of all recorded Category-4 incidents attended by CFRs in the 12 months to December 2025

0.3%

Total includes Emergency Responders for LAS
National Data: AQI A12 for participating trusts

National Data: Category-4 Times CFR First on Scene (FOS)

C4 Incidents Where CFR First on Scene

Legend: Incidents Where CFR First on Scene (vol) — Share of Incidents Attended where CFR First on Scene (%)

Month	Volume	Share
Jan-24	6	50.0%
Feb-24	3	
Mar-24	7	
Apr-24	5	
May-24	7	
Jun-24	9	
Jul-24	9	
Aug-24	9	
Sep-24	8	
Oct-24	6	
Nov-24	7	
Dec-24	14	
Jan-25	13	
Feb-25	10	
Mar-25	16	
Apr-25	12	
May-25	11	
Jun-25	15	
Jul-25	7	100.0%
Aug-25	8	
Sep-25	12	
Oct-25	20	
Nov-25	30	
Dec-25	29	85.3%

Category-4 incidents where CFRs First on Scene in the 12 months to December 2025
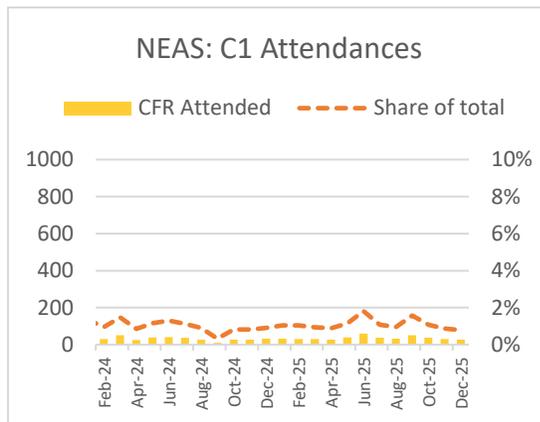**125**

Share of all Category-4 attendances where CFRs First on Scene (last 12m)
74.8%

Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS
National Data: AQI A31 for participating trusts

National Data: Category-4 Time to Arrive on Scene

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

C4 Time to Arrive on Scene (Mean Response, hh:mm:ss)

■ C4 Mean Response Time (Amb Resource) ■ CFR C4 Mean Time from Allocation to Arrive on Scene

Average ambulance response for Category-4 incidents in the 12 months to December 2025
02:10:43

Average time for CFR to arrive on scene for Category-4 incidents in the 12 months to December 2025
00:09:52

Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS
National Data: AQI A37 for participating trusts

Menu – Compare Categories: Community First Responders

- [Incidents attended by CFRs by Incident Category (latest month)](#)

- [Times CFR First on Scene by Incident Category (latest month)](#)

- [Time to Arrive on Scene by Incident Category (latest month)](#)

National Data: Incidents Attended by Category

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Click the "home" icon at the bottom of the page to return to the "Compare Categories" menu

Dec - Incidents Attended by Community First Responders First on Scene

- Incidents Attended by Participating Trusts
- Share of All Incidents Attended by Participating Trusts

Category	Incidents	Share
Category 1	2,461	2.6%
Category 2	7,225	1.7%
Category 3	1,125	0.9%
Category 4	34	0.5%
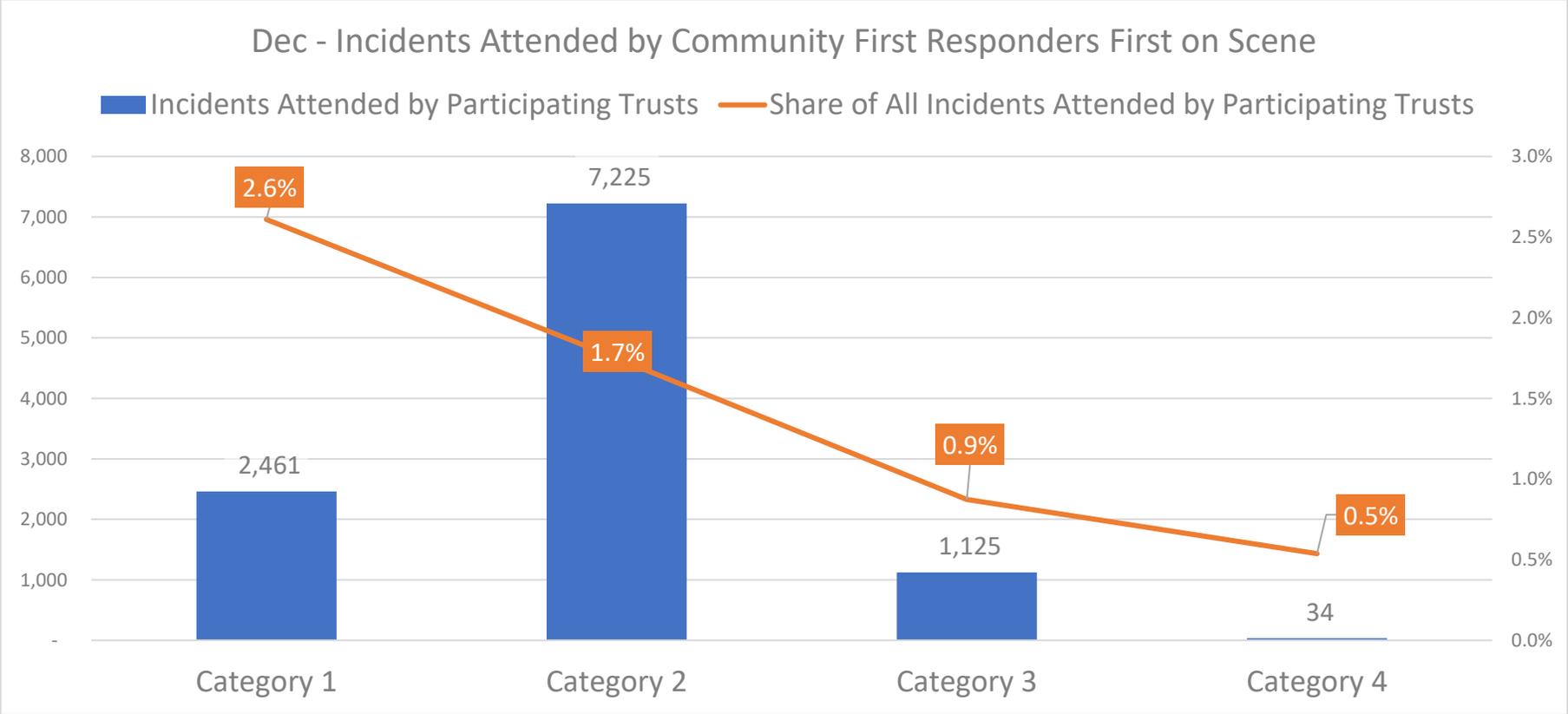
All incidents attended by CFRs in December 2025
10,845

Average Share of All Incidents attended by CFRs in December 2025
1.7%

Total includes Emergency Responders for LAS
National Data: AQI A7 for participating trusts

National Data: Times CFRs First on Scene (FOS) by Category

Dec - Incidents Attended by Community First Responders First on Scene

Legend:
- Incidents Where CFR First on Scene
- Share of Incidents Attended where CFR First on Scene (%)

Data points:
- Category 1: 1,297 incidents, 52.7%
- Category 2: 6,256 incidents, 86.6%
- Category 3: 1,018 incidents, 90.5%
- Category 4: 29 incidents, 85.3%
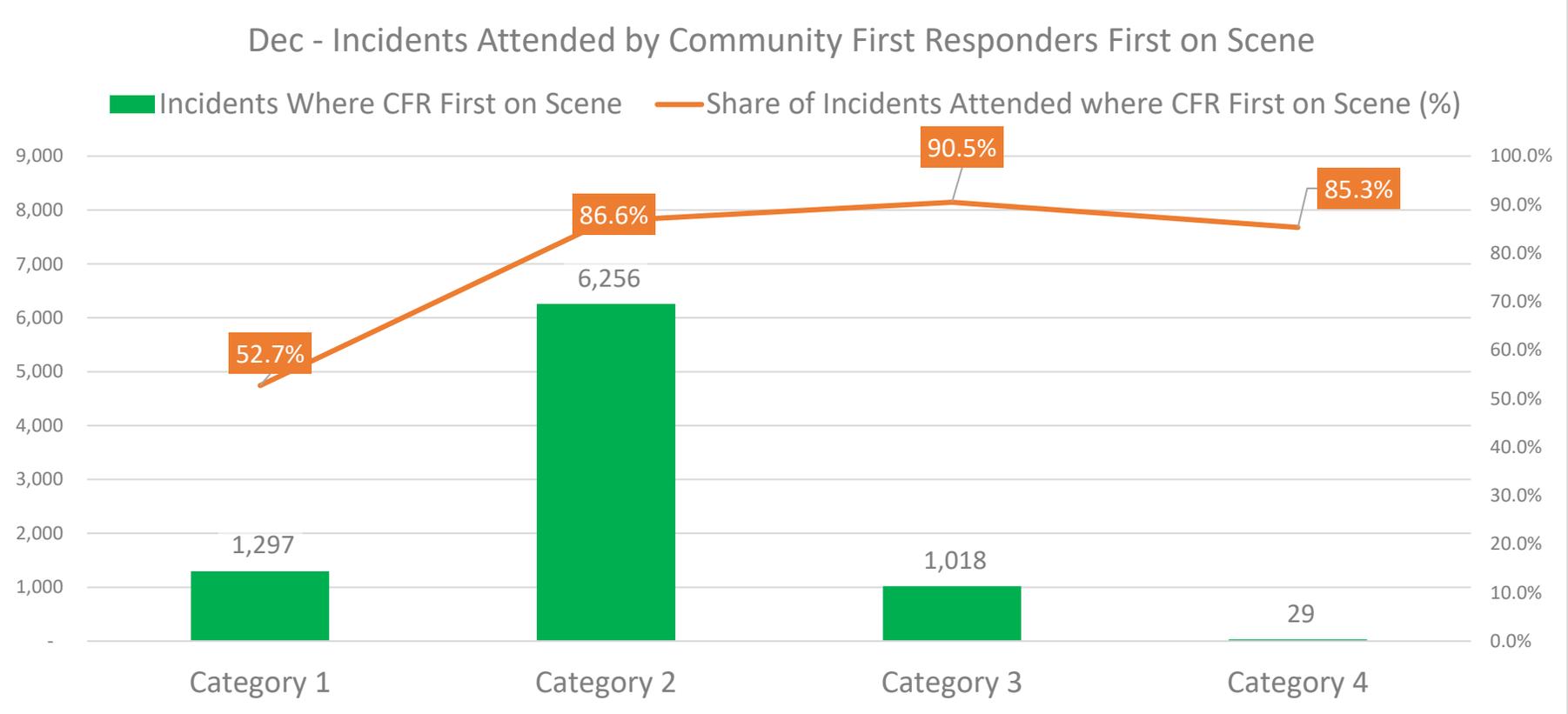
All incidents where CFRs First on Scene in December 2025
8,600

Share of Incidents where CFRs First on Scene in December 2025
79.3%

Total includes Emergency Responders for LAS
Notes: SWAST data from April 2025 only, awaiting back-data

National Data: Time to Arrive on Scene by Category

ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES

Click the "home" icon at the bottom of the page to return to the "Compare Categories" menu

Dec - Time to Arrive on Scene (mean response, hh:mm:ss)

- ■ National Average (for Particpating Trusts)
- ■ Community First Responder

Category 1: 00:07:38 / 00:07:48
Category 2: 00:34:29 / 00:10:05
Category 3: 01:41:18 / 00:10:48
Category 4: 02:20:46 / 00:10:30
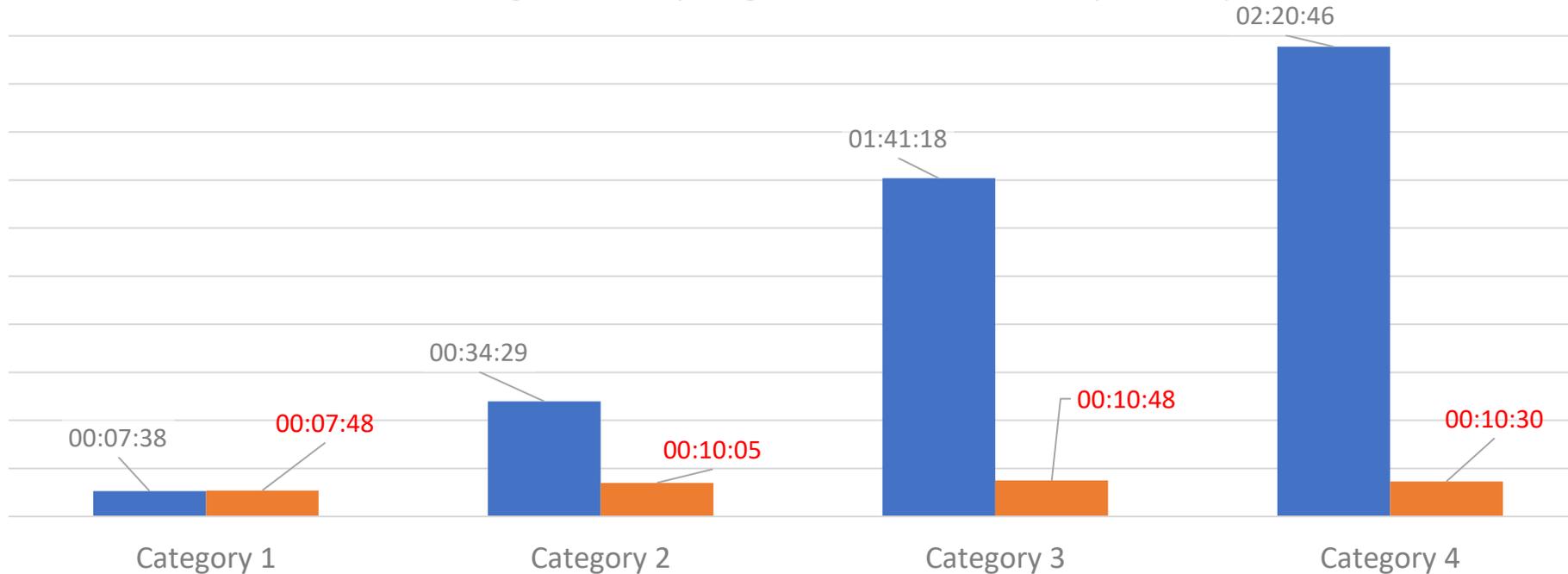
National Average response for participating trusts – December 2025
01:11:03

Average time for CFR to arrive on scene – December 2025
00:09:48

Includes Emergency Responders for LAS
Notes: SWAST data from April 2025 only, awaiting back-data
National Data: AQI A25, A31, A34, A37 for participating trusts

Menu – Compare Trusts: Community First Responders

Click the blue text in the grey box below to visit each section, and the "home" icon at the bottom of the page to return to this menu

- [Category-1: Incidents Attended](#)
- [Category-1: Times CFR First on Scene](#)
- [Category 1: Time to Arrive on Scene](#)

- [Category-2: Incidents Attended](#)
- [Category-2: Times CFR First on Scene](#)
- [Category 2: Time to Arrive on Scene](#)

- [Category-3: Incidents Attended](#)
- [Category-3: Times CFR First on Scene](#)
- [Category-3: Time to Arrive on Scene](#)

- [Category-4: Attendance and Response Times by Trust](#)

Category-1 Incidents Attended by Trust

YAS: C1 Attendances
CFR Attended — Share of total

SWAST: C1 Attendances
CFR Attended — Share of total

EEAST: C1 Attendances
CFR Attended — Share of total

NEAS: C1 Attendances
CFR Attended — Share of total

SECAMB: C1 Attendances
CFR Attended — Share of total

NWAS: C1 Attendances
CFR Attended — Share of total

LAS: C1 Attendances
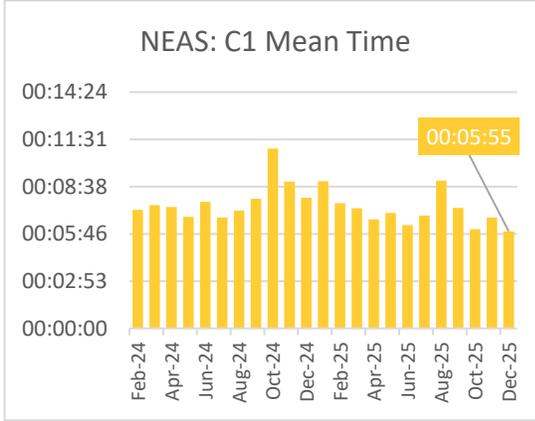CFR — ER — Share of total

Context
Volume of C1 Incidents by Trust ('000, last 12m)

Trust	Volume
LAS	168
NWAS	122
WMAS	114
YAS	102
SWAST	102
EEAST	98
EMAS	81
SECAMB	64
SCAS	45
NEAS	40
IoW	2

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A8.

Category-1 Proportion of Times Volunteer First on Scene, by Trust

Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

YAS: C1 FOS
46.6%

SWAST: C1 FOS
59.7%

EEAST: C1 FOS
56.1%

NEAS: C1 FOS
64.3%

SECAMB: C1 FOS
60.3%

NWAS: C1 FOS
45.5%

LAS: C1 FOS (ER & CFR)
37.1%
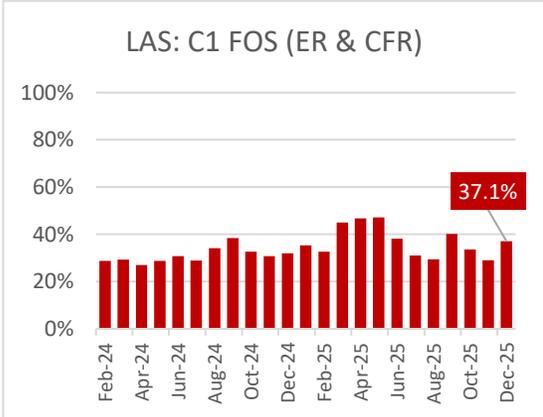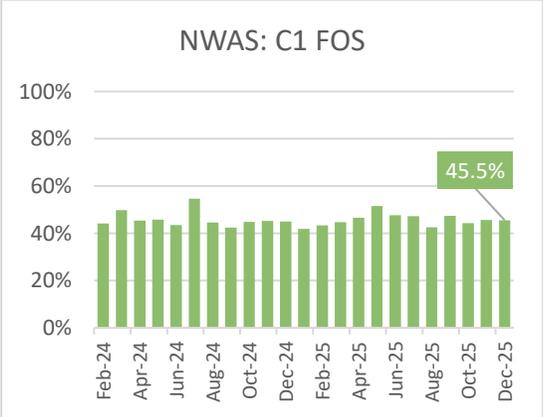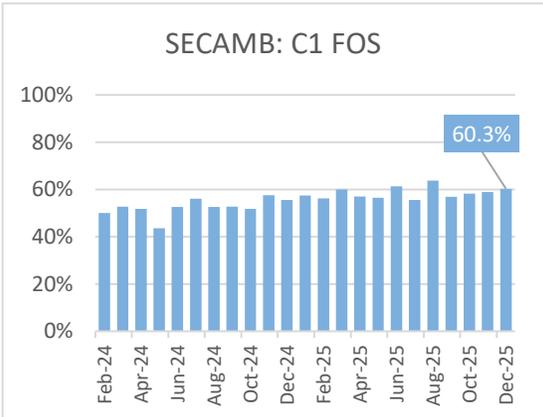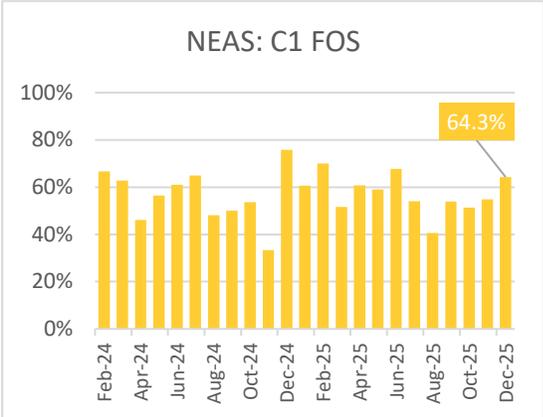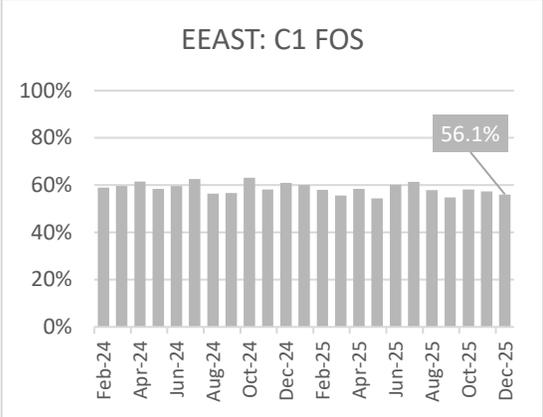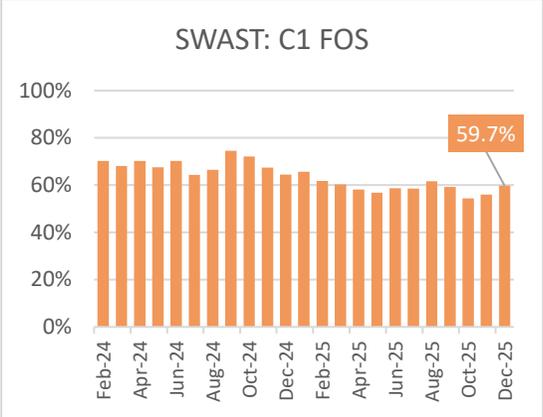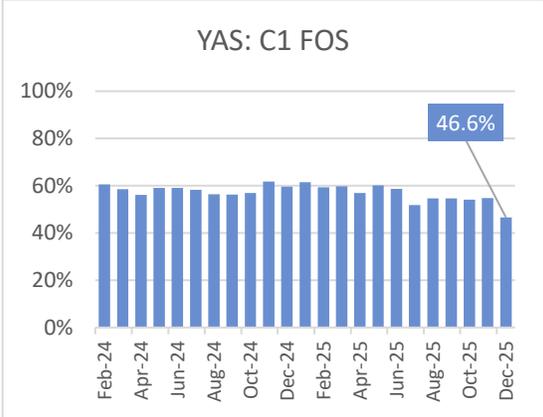
Context
Volume of C1 Incidents by Trust ('000, last 12m)

LAS	168
NWAS	122
WMAS	114
YAS	102
SWAST	102
EEAST	98
EMAS	81
SECAMB	64
SCAS	45
NEAS	40
IoW	2

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A8.

Category-1 Mean Time to Arrive on Scene by Trust

YAS: C1 Mean Time — 00:07:15

SWAST: C1 Mean Time — 00:08:30
Awaiting SWAST data from Jan 2024 to Mar 2025

EEAST: C1 Mean Time — 00:07:53

NEAS: C1 Mean Time — 00:05:55

SECAMB: C1 Mean Time — 00:07:01

NWAS: C1 Mean Time — 00:07:03

LAS: C1 Mean Time — 00:08:51
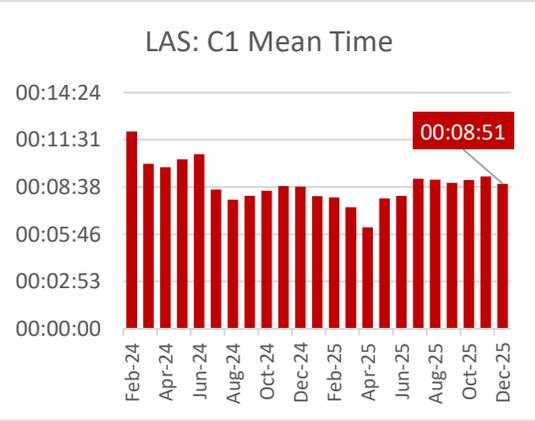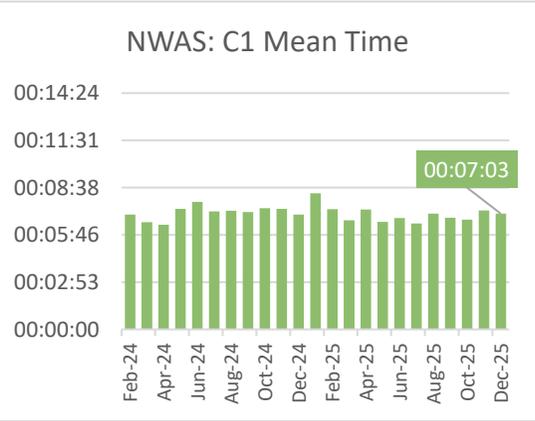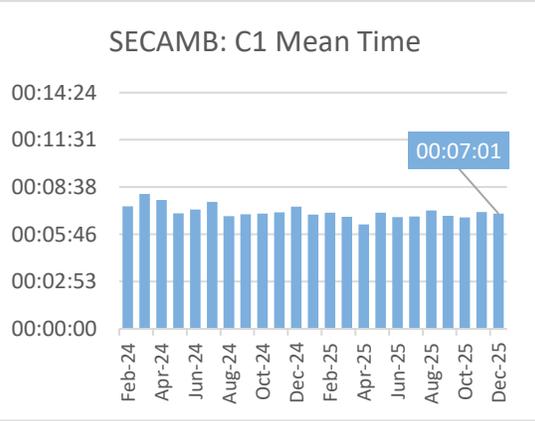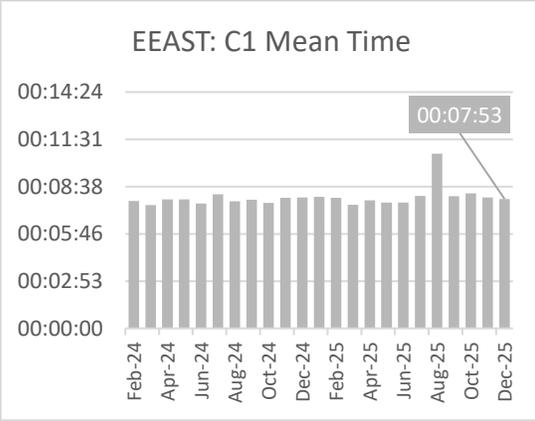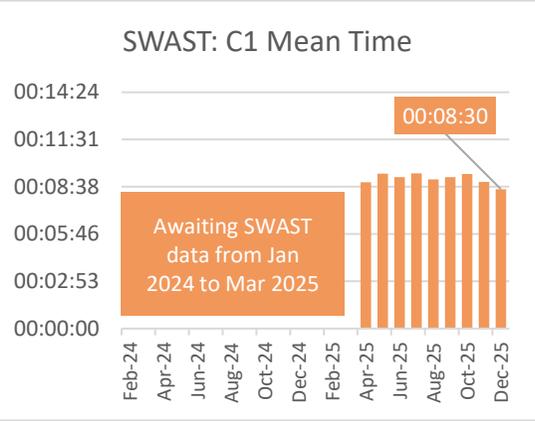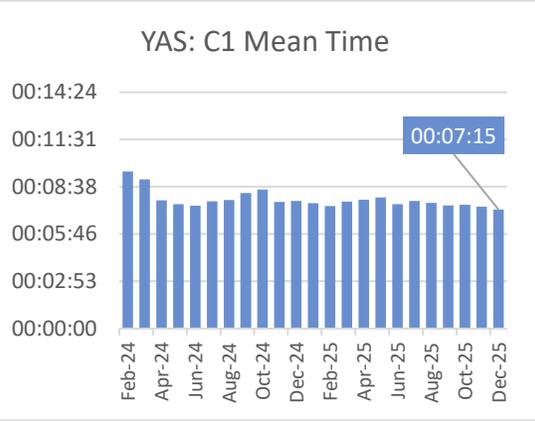
Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Context
C1 Mean response-times in December 2025

Trust	Time
LAS	00:07:05
NWAS	00:07:09
WMAS	00:08:08
YAS	00:07:55
SWAST	00:08:54
EEAST	00:08:39
EMAS	00:09:12
SECAMB	00:08:27
SCAS	00:08:26
NEAS	00:06:20
IoW	00:07:39

Source: AQI, A25.

Category-2 Incidents Attended by Trust

Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

YAS: C2 Attendances
CFR Attended — Share of total

SWAST: C2 Attendances
CFR Attended — Share of total

EEAST: C2 Attendances
CFR Attended — Share of total

NEAS: C2 Attendances
CFR Attended — Share of total

SECAMB: C2 Attendances
CFR Attended — Share of total

NWAS: C2 Attendances
CFR Attended — Share of total

LAS: C2 Attendances
CFR — ER — Share of total

Context
Volume of C2 Incidents by Trust ('000, last 12m)

Trust	Value
LAS	709
NWAS	570
WMAS	512
YAS	498
SWAST	462
EEAST	508
EMAS	458
SECAMB	402
SCAS	317
NEAS	249
IoW	16

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

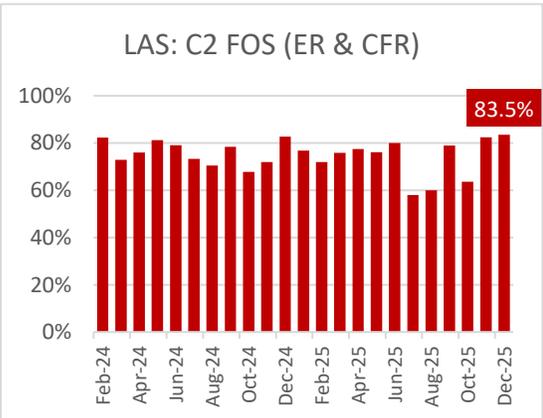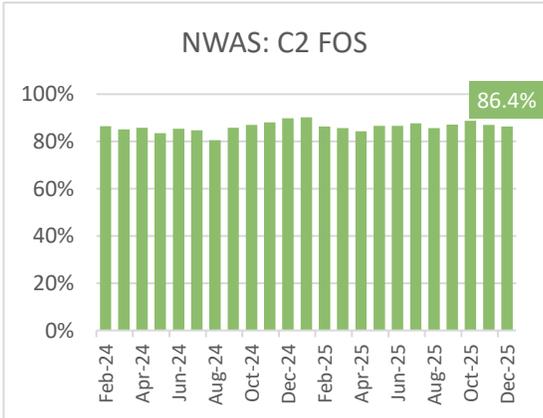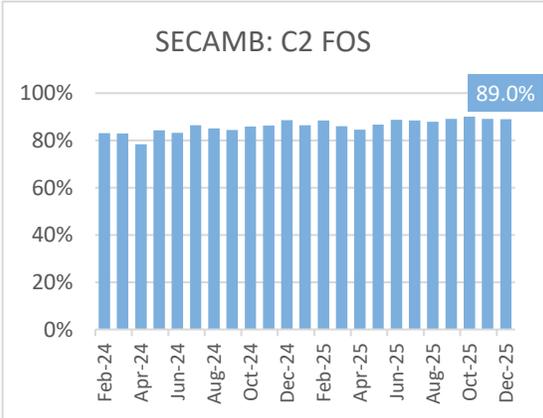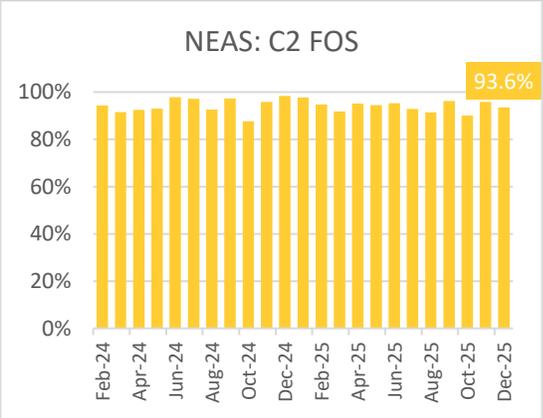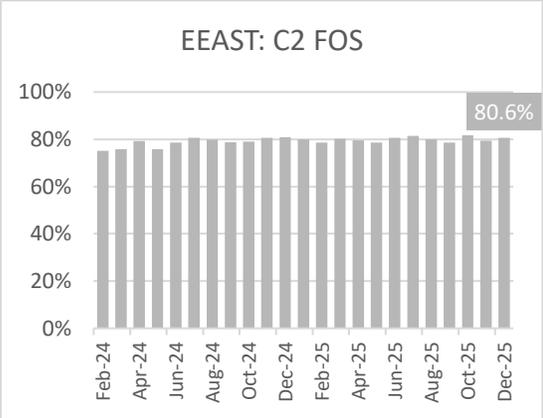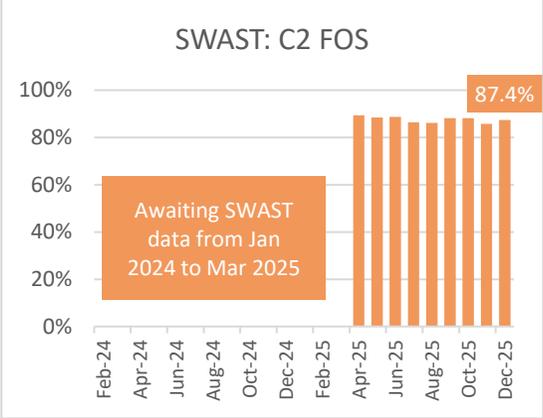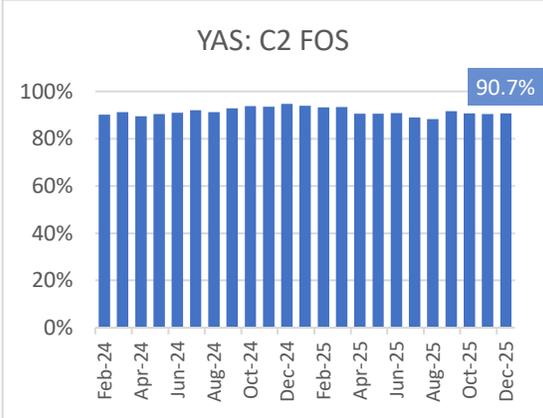In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A10.

Category-2 Proportion of Times Volunteer First on Scene, by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

YAS: C2 FOS — 90.7%

SWAST: C2 FOS — 87.4% — Awaiting SWAST data from Jan 2024 to Mar 2025

EEAST: C2 FOS — 80.6%

NEAS: C2 FOS — 93.6%

SECAMB: C2 FOS — 89.0%

NWAS: C2 FOS — 86.4%

LAS: C2 FOS (ER & CFR) — 83.5%

Context
Volume of C2 Incidents by Trust ('000, last 12m)

Trust	Value
LAS	709
NWAS	570
WMAS	512
YAS	498
SWAST	462
EEAST	508
EMAS	458
SECAMB	402
SCAS	317
NEAS	249
IoW	16

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A10.

Category-2 Mean Time to Arrive on Scene by Trust
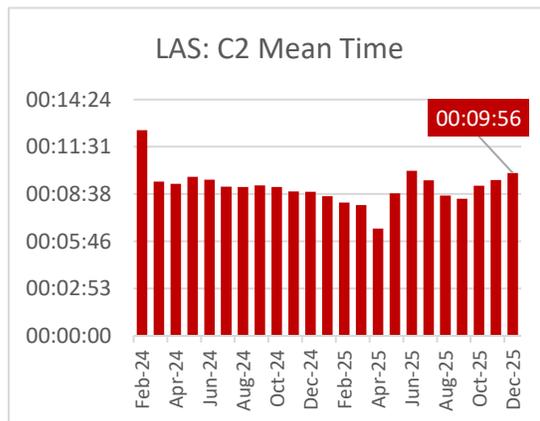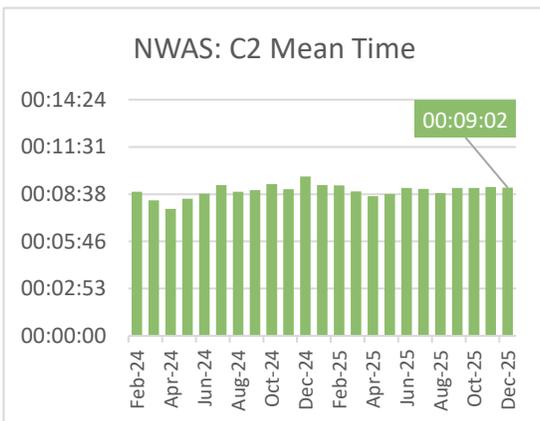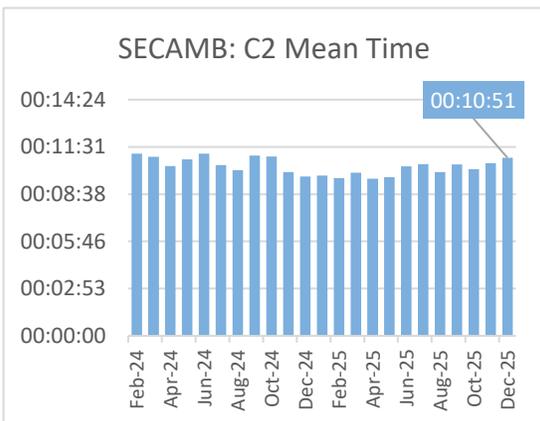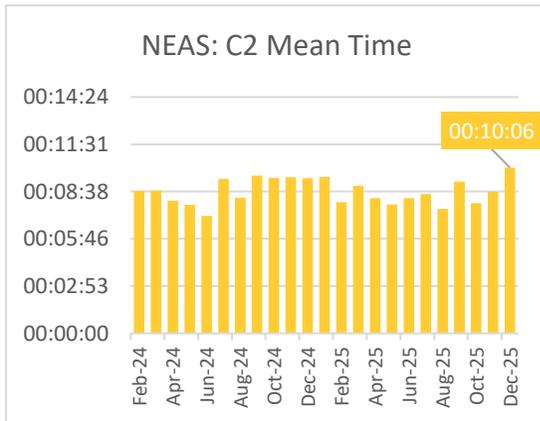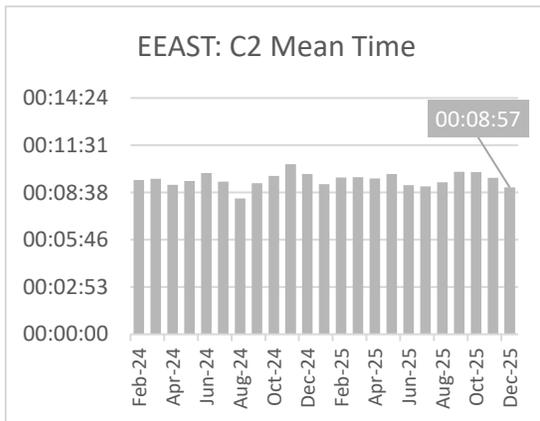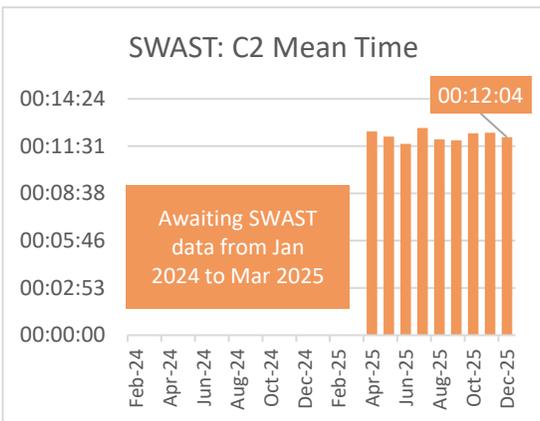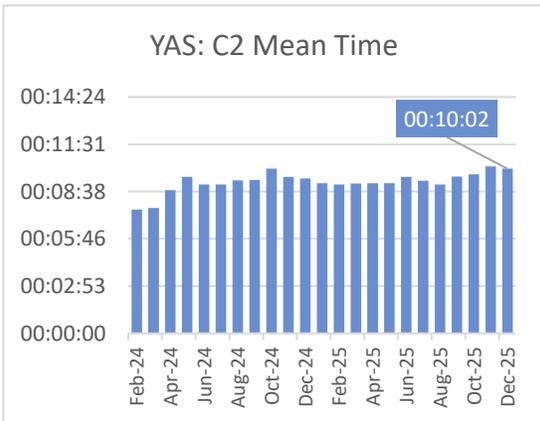
Context
C1 Mean response-times in December 2025

LAS	00:32:18
NWAS	00:33:28
WMAS	00:30:46
YAS	00:26:54
SWAST	00:32:57
EEAST	00:36:43
EMAS	00:44:19
SECAMB	00:28:23
SCAS	00:31:54
NEAS	00:25:03
IoW	00:30:21

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A30.

Category-3 Incidents Attended by Trust

Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

YAS: C3 Attendances
- CFR Attended
- Share of total

SWAST: C3 Attendances
- CFR Attended
- Share of total

Note – different axis values for SWAST
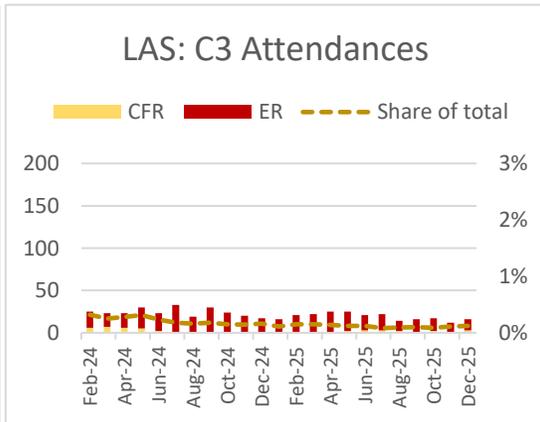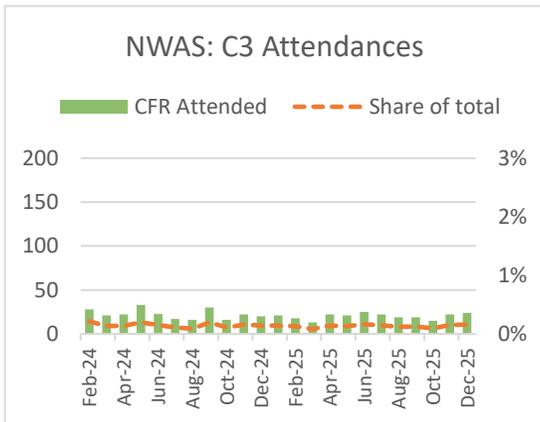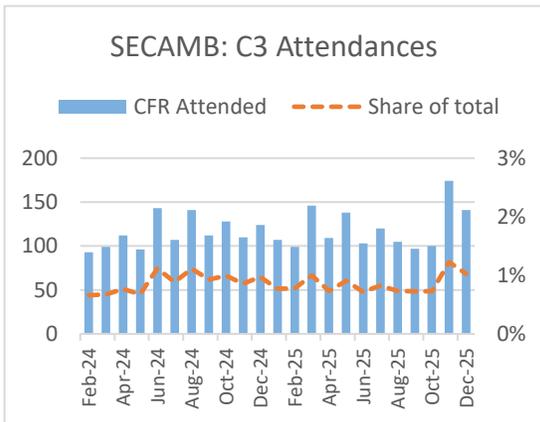
EEAST: C3 Attendances
- CFR Attended
- Share of total

NEAS: C3 Attendances
- CFR Attended
- Share of total

NEAS has 24 C3 attendances since Jan 24

SECAMB: C3 Attendances
- CFR Attended
- Share of total

NWAS: C3 Attendances
- CFR Attended
- Share of total

LAS: C3 Attendances
- CFR
- ER
- Share of total

Context
Volume of C3 Incidents by Trust ('000, last 12m)

LAS	14.1
NWAS	15.2
WMAS	13.3
YAS	12.7
SWAST	18.0
EEAST	16.5
EMAS	8.5
SECAMB	13.7
SCAS	10.0
NEAS	10.3
IoW	0.7

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

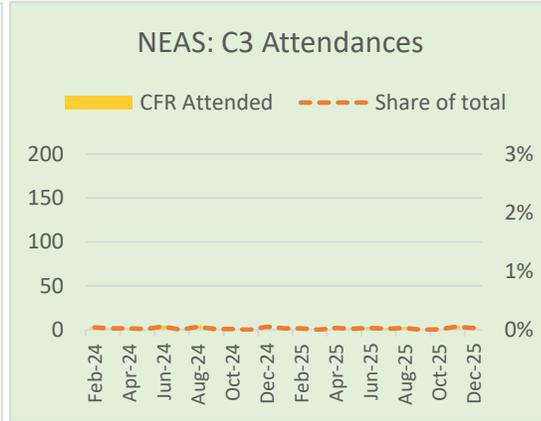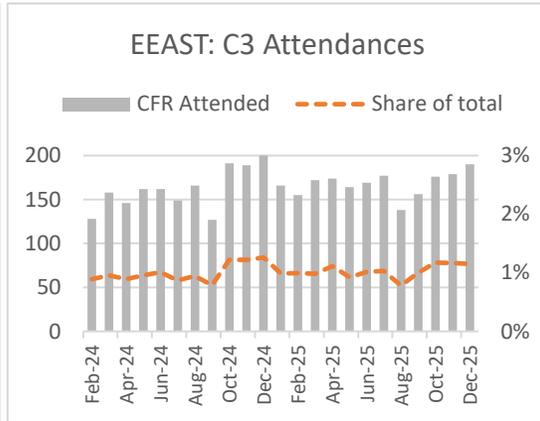There was no CFR activity in London between July 2024 and Feb 2025

Source: AQI, A11.

Category-2 Proportion of Times Volunteer First on Scene, by Trust

Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

YAS: C3 FOS
96.8%

SWAST: C3 FOS
93.5%

Awaiting SWAST data from Jan 2024 to Mar 2025

EEAST: C3 FOS
76.8%

NEAS: C3 FOS

Very small numbers for NEAS (total 20 FOS)
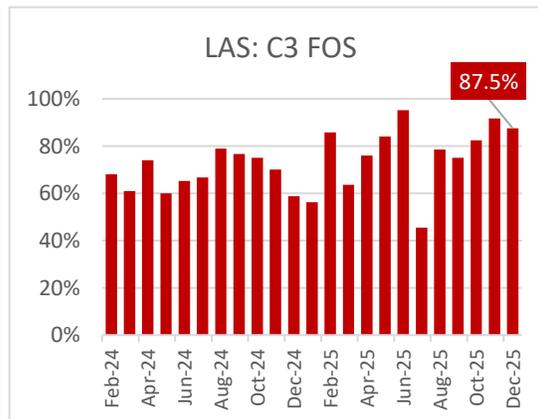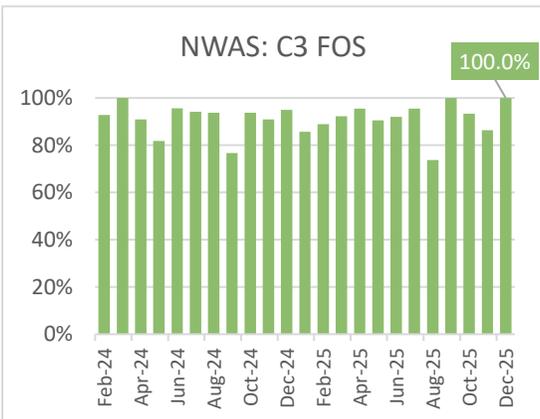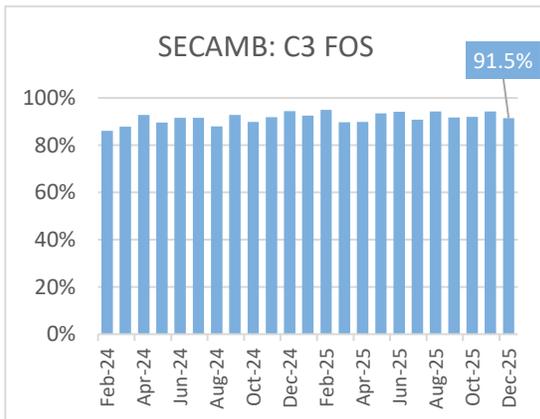
SECAMB: C3 FOS
91.5%

NWAS: C3 FOS
100.0%

LAS: C3 FOS
87.5%

Context
Volume of C3 Incidents by Trust ('000, last 12m)

LAS	14.1
NWAS	15.2
WMAS	13.3
YAS	12.7
SWAST	18.0
EEAST	16.5
EMAS	8.5
SECAMB	13.7
SCAS	10.0
NEAS	10.3
IoW	0.7

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.

There was no CFR activity in London between July 2024 and Feb 2025
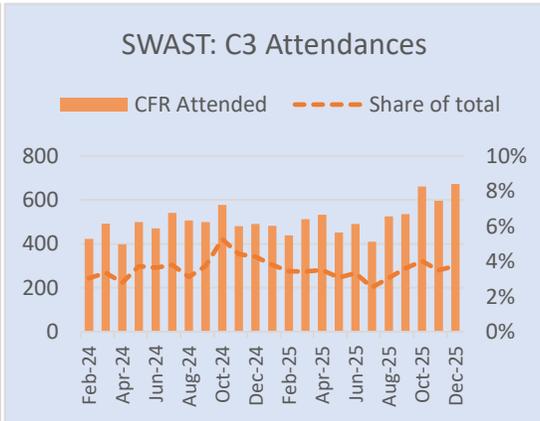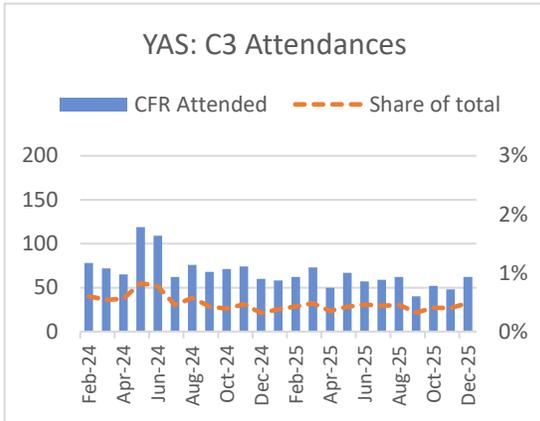
Source: AQI, A11.

Category-3 Time to Arrive on Scene by Trust

YAS: C3 Mean Time

00:14:41

SWAST: C3 Mean Time

Awaiting SWAST data from Jan 2024 to Mar 2025

00:13:14

EEAST: C3 Mean Time

00:09:48

NEAS: C3 Mean Time

00:14:21

NEAS has 24 C3 attendances since Jan 24

SECAMB: C3 Mean Time

00:12:31

NWAS: C3 Mean Time

00:07:46

LAS: C3 Mean Time

00:08:16

Emergency Responders (ERs) are London Ambulance Service-trained volunteers who attend a range of emergency calls in Service uniform and in blue-light response cars.

In December 2025 there were 123 ERs volunteering in London alongside 47 CFRs.
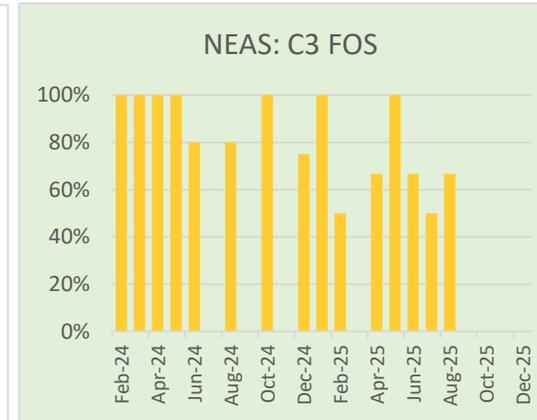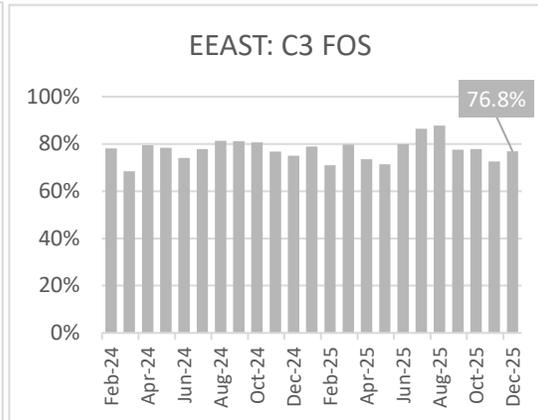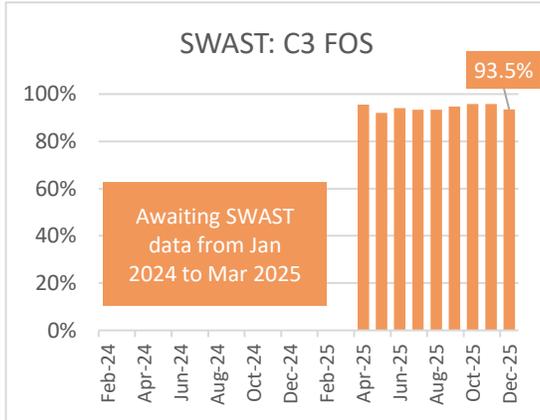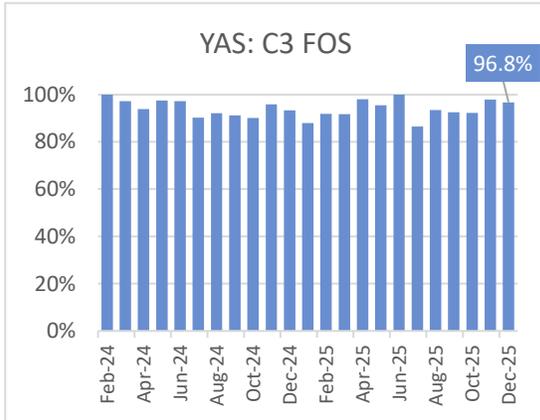
There was no CFR activity in London between July 2024 and Feb 2025

Context
C3 Mean response-times in December 2025

LAS	01:34:36
NWAS	01:52:41
WMAS	02:23:05
YAS	01:21:40
SWAST	01:41:27
EEAST	02:02:03
EMAS	03:23:49
SECAMB	02:16:52
SCAS	03:07:32
NEAS	01:13:12
IoW	01:35:21

Source: AQI, A33.

Category-4 Attendance and Response Times by Trust

C4 Attendances - 12months to December

Legend: Attendances, First on scene

Trust	Attendances	First on scene
YAS	31	31
SWAST	54	43
EEAST	40	23
NEAS	15	12
SECAMB	63	60
NWAS	12	10
LAS	3	2
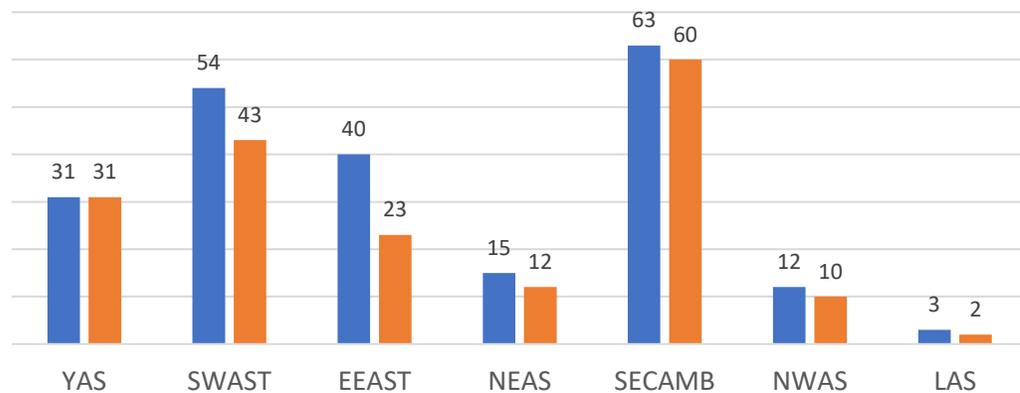
C4 Mean Response - Av 12months to December

Legend: Trust, CFR

Trust	Trust	CFR
YAS	01:35:31	00:20:38
SWAST	02:36:46	00:13:19
EEAST	02:48:50	00:13:16
NEAS	01:11:28	00:13:56
SECAMB	02:18:20	00:08:59
NWAS	02:04:40	00:06:51
LAS	02:20:16	00:03:19
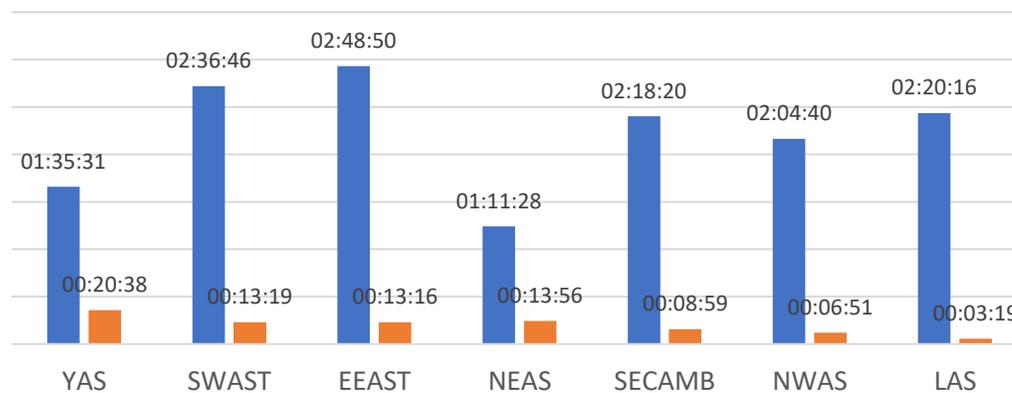
Context
Volume of C4 Incidents by Trust ('000, last 12m)

Trust	Value
LAS	11.9
NWAS	14.3
WMAS	4.1
YAS	1.6
SWAST	4.0
EEAST	5.4
EMAS	5.9
SECAMB	7.1
SCAS	7.7
NEAS	6.8
IoW	0.5

Note – small volumes of CFR attendances
Mean response at trust level source: AQI, A37

Source: AQI, A12.

Menu – Patient Transport Service (PTS) Volunteers

Click the blue boxes below to visit each section, and the "home" icon at the bottom of the page to return to this sub menu

National Data

Shows combined data for participating trusts. Includes hours logged, the number of patients transported to healthcare appointments and the miles covered by PTS volunteers.

Compare Trusts

Compares trust level data for participating trusts. Includes hours logged, the number of patients transported to healthcare appointments and the miles covered by PTS volunteers.

National Data: Patient Service Volunteers

Click the blue text in the grey box below to visit each section, and the "home" icon at the bottom of the page to return to this menu

- Active Patient Service Volunteers

- Patients Transported by Patient Service Volunteers

- Miles Covered by Patient Service Volunteers

- Hours Logged by Patient Service Volunteers

National Data: Active PTS Volunteers

Active Patient Transport Service Volunteers

Month	Value
Jan-24	237
Feb-24	235
Mar-24	234
Apr-24	225
May-24	259
Jun-24	255
Jul-24	255
Aug-24	239
Sep-24	246
Oct-24	238
Nov-24	228
Dec-24	218
Jan-25	220
Feb-25	226
Mar-25	224
Apr-25	218
May-25	213
Jun-25	215
Jul-25	208
Aug-25	207
Sep-25	206
Oct-25	207
Nov-25	199
Dec-25	208
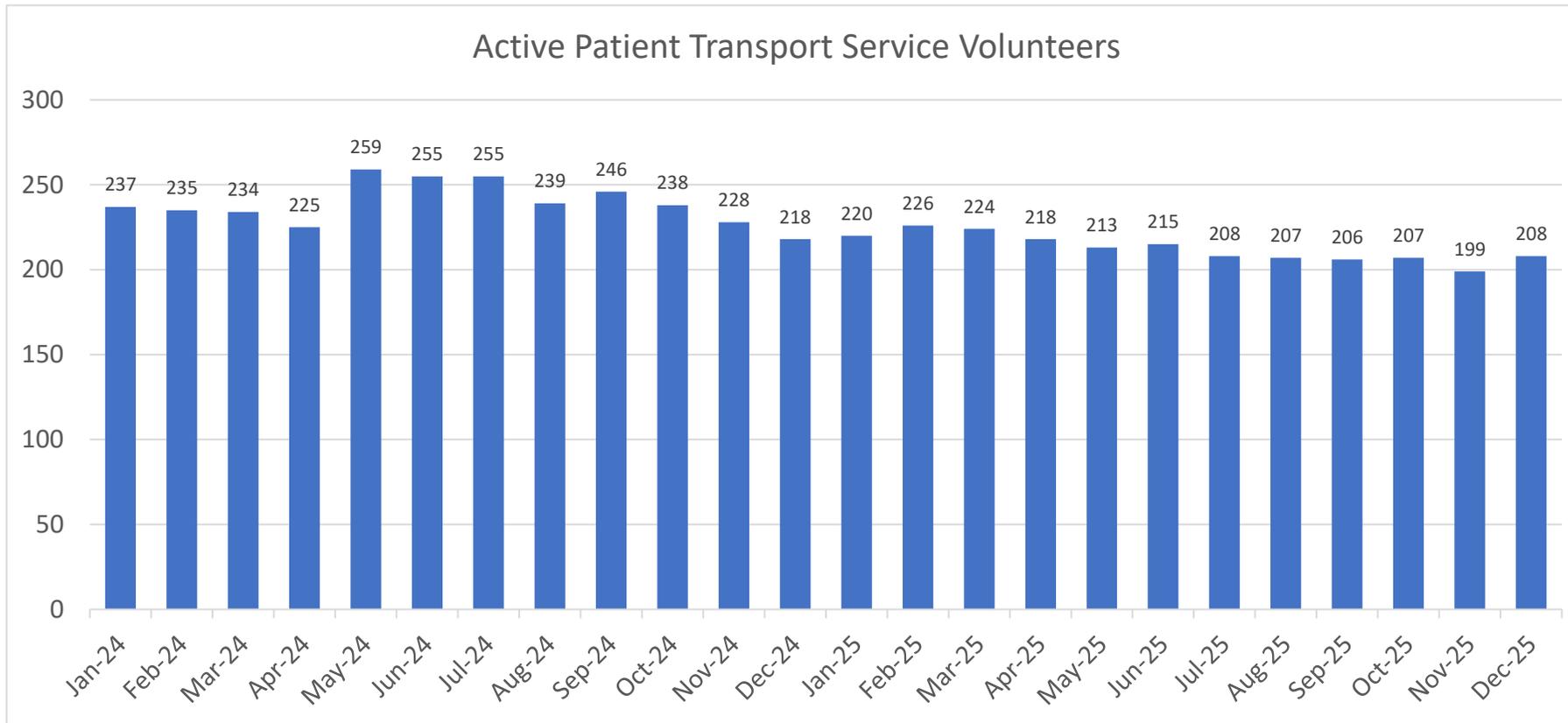
Average Active Patient Transport Service Volunteers each month – last 12 months

213

Trusts Included: EEAST, YAS, NEAS

National Data: Patients Transported by PTS Volunteers

Number of Patients Transported by Patient Service Volunteers ('000)

Month	Value
Jan-24	11
Feb-24	11
Mar-24	11
Apr-24	10
May-24	10
Jun-24	9
Jul-24	11
Aug-24	10
Sep-24	9
Oct-24	11
Nov-24	9
Dec-24	8
Jan-25	9
Feb-25	9
Mar-25	9
Apr-25	9
May-25	9
Jun-25	9
Jul-25	10
Aug-25	9
Sep-25	9
Oct-25	9
Nov-25	9
Dec-25	8
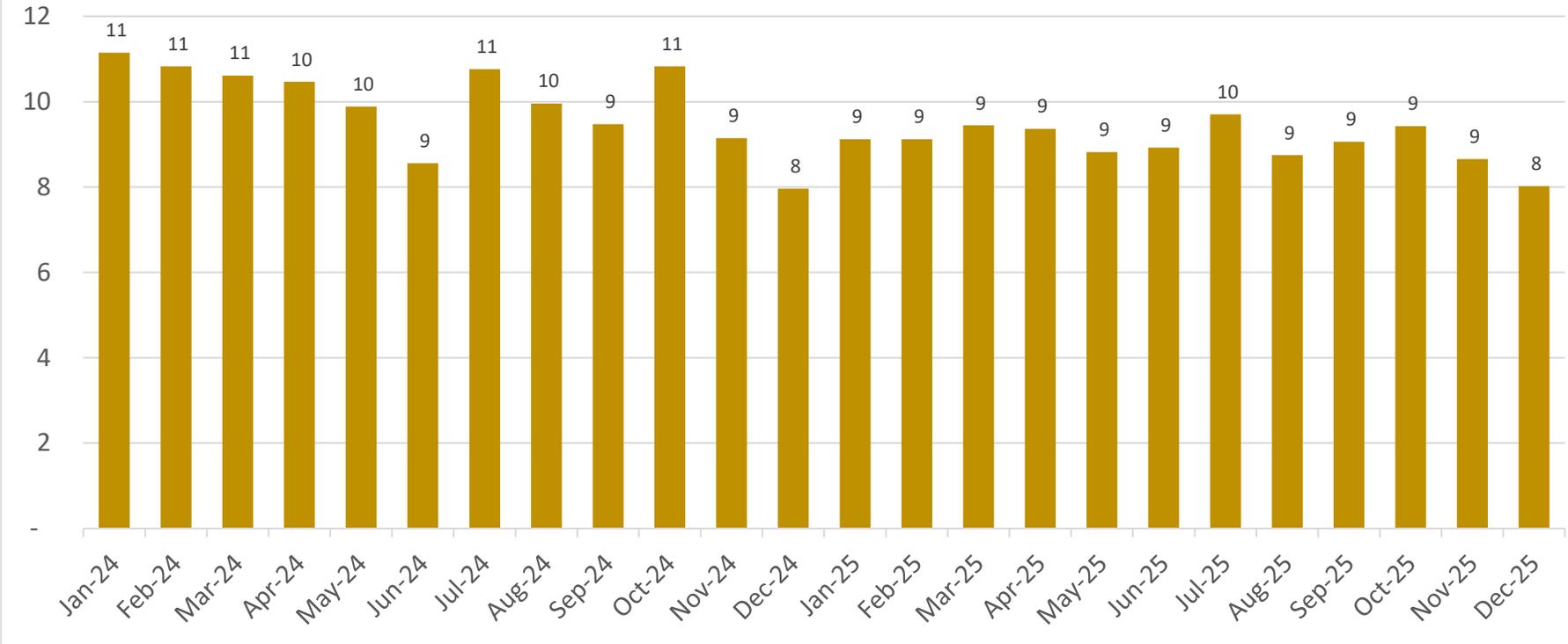
Patients Transported by PTS volunteers in the 12-months to December 2025

108-thousand

Trusts Included: EEAST, YAS, NEAS

National Data: Miles Covered by PTS Volunteers

Miles Covered by Patient Transport Service Volunteers ('000)

Month	Value
Jan-24	382
Feb-24	371
Mar-24	358
Apr-24	358
May-24	336
Jun-24	308
Jul-24	377
Aug-24	332
Sep-24	364
Oct-24	357
Nov-24	312
Dec-24	271
Jan-25	319
Feb-25	306
Mar-25	308
Apr-25	321
May-25	297
Jun-25	300
Jul-25	320
Aug-25	278
Sep-25	298
Oct-25	312
Nov-25	276
Dec-25	269

Miles Covered by PTS Volunteers in the 12-months to December 2025

3.6-million

Trusts Included: EEAST, YAS, NEAS

National Data: Hours Logged by PTS Volunteers

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours Logged by Patient Transport Service Volunteers ('000)

Month	Value
Jan-24	15
Feb-24	15
Mar-24	15
Apr-24	15
May-24	15
Jun-24	14
Jul-24	16
Aug-24	15
Sep-24	14
Oct-24	16
Nov-24	14
Dec-24	12
Jan-25	13
Feb-25	13
Mar-25	13
Apr-25	14
May-25	13
Jun-25	13
Jul-25	15
Aug-25	13
Sep-25	13
Oct-25	14
Nov-25	13
Dec-25	12
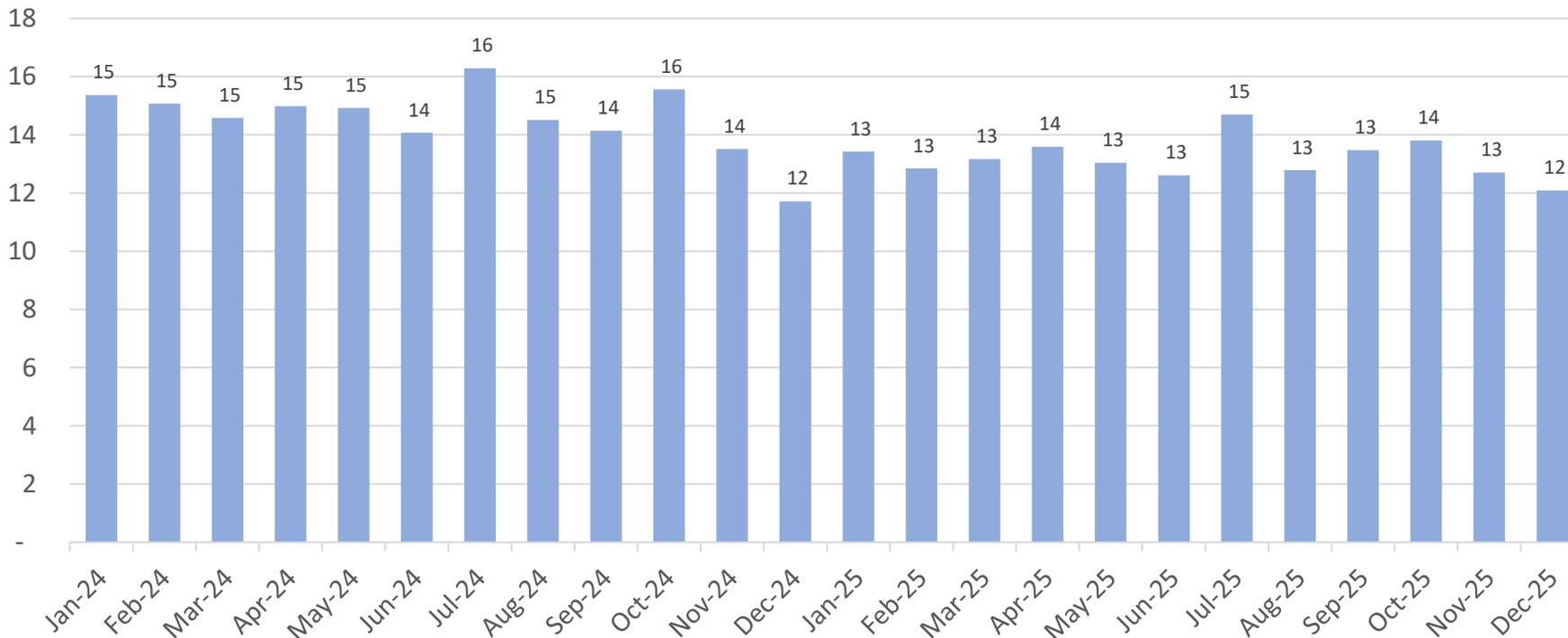
Hours Logged by PTS Volunteers in the 12-months to December 2025

158-thousand

Trusts Included: EEAST, YAS, NEAS

National Data: Patient Service Volunteers

- Active Patient Service Volunteers by Trust

- Patients Transported by Patient Service Volunteers by Trust

- Miles Covered by Patient Service Volunteers by Trust

- Hours Logged by Patient Service Volunteers by Trust

Active PTS Volunteers by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Active Patient Transport Service Volunteers by Trust

Legend: YAS, EEAST, NEAS

Month	YAS	EEAST	NEAS
Jan-24	125	6	106
Feb-24	119	6	110
Mar-24	118	6	110
Apr-24	116	6	103
May-24	151	6	102
Jun-24	151	5	99
Jul-24	149	7	99
Aug-24	148	5	86
Sep-24	148	5	93
Oct-24	142	0	96
Nov-24	137	0	91
Dec-24	136	0	82
Jan-25	134	0	86
Feb-25	135	0	91
Mar-25	134	0	90
Apr-25	126	0	92
May-25	124	0	89
Jun-25	124	1	90
Jul-25	122	1	85
Aug-25	121	1	85
Sep-25	121	1	84
Oct-25	121	1	85
Nov-25	121	1	77
Dec-25	121	1	86
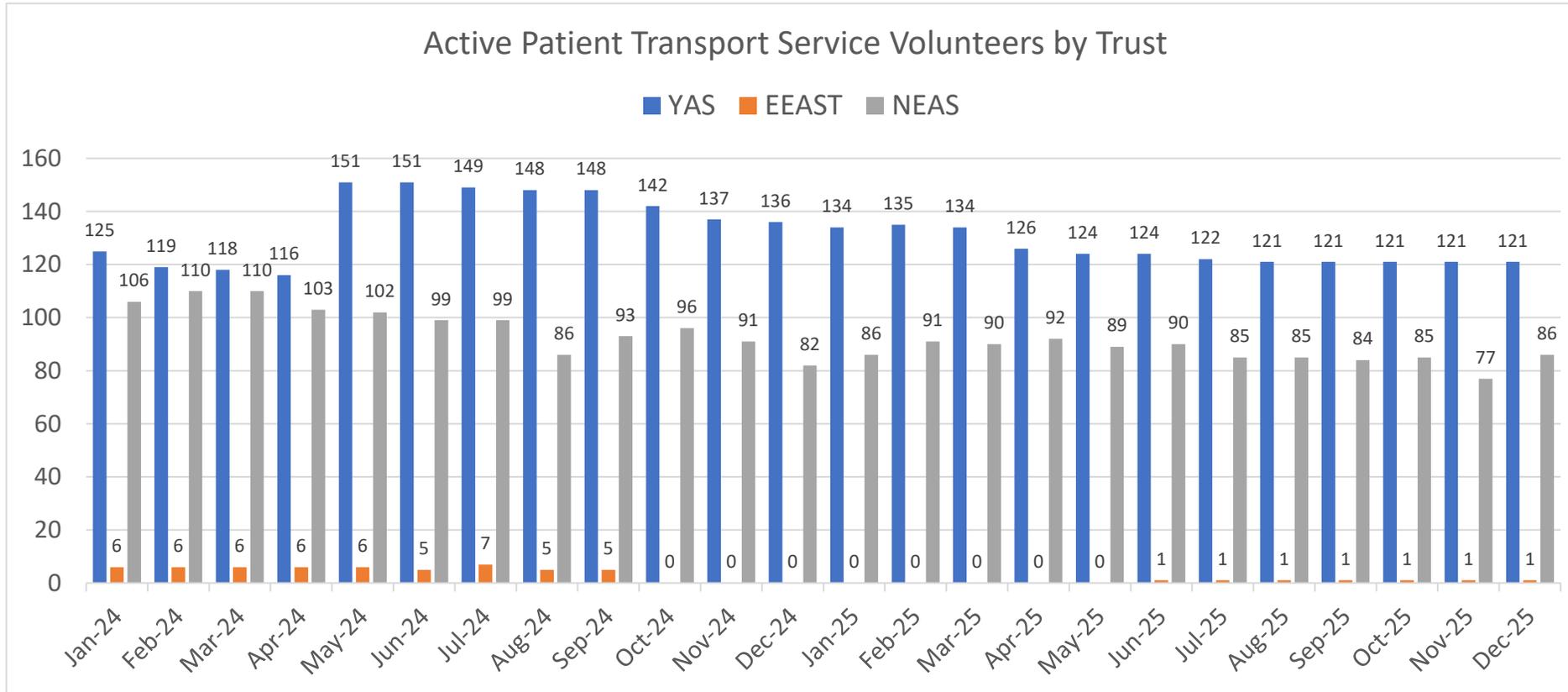
Average Active Patient Transport Service per Month

YAS = 125

Average Active Patient Transport Service per Month

EEAST = 1

Average Active Patient Transport Service per Month

NEAS = 87

Trusts Included: EEAST, YAS, NEAS

Patients Transported by PTS Volunteers by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Number of Patients Transported by Patient Service Volunteers, by Trust ('000)

Legend: ■ YAS ■ EEAST ■ NEAS

Month	YAS	EEAST	NEAS
Jan-24	3.6	0.1	7.4
Feb-24	3.5	0.1	7.3
Mar-24	3.4	0.1	7.2
Apr-24	3.5	0.1	6.9
May-24	3.4	0.1	6.4
Jun-24	2.9	0.1	5.6
Jul-24	3.9	0.1	6.8
Aug-24	3.6	0.1	6.3
Sep-24	3.3	0.0	6.1
Oct-24	3.7	-	7.1
Nov-24	3.1	-	6.1
Dec-24	2.7	-	5.3
Jan-25	2.9	-	6.2
Feb-25	3.1	-	6.0
Mar-25	3.2	-	6.2
Apr-25	3.3	-	6.1
May-25	3.3	-	5.5
Jun-25	3.4	0.0	5.5
Jul-25	3.9	0.0	5.8
Aug-25	3.6	0.0	5.1
Sep-25	3.4	0.0	5.6
Oct-25	3.6	0.0	5.8
Nov-25	3.5	0.0	5.1
Dec-25	3.2	0.0	4.8
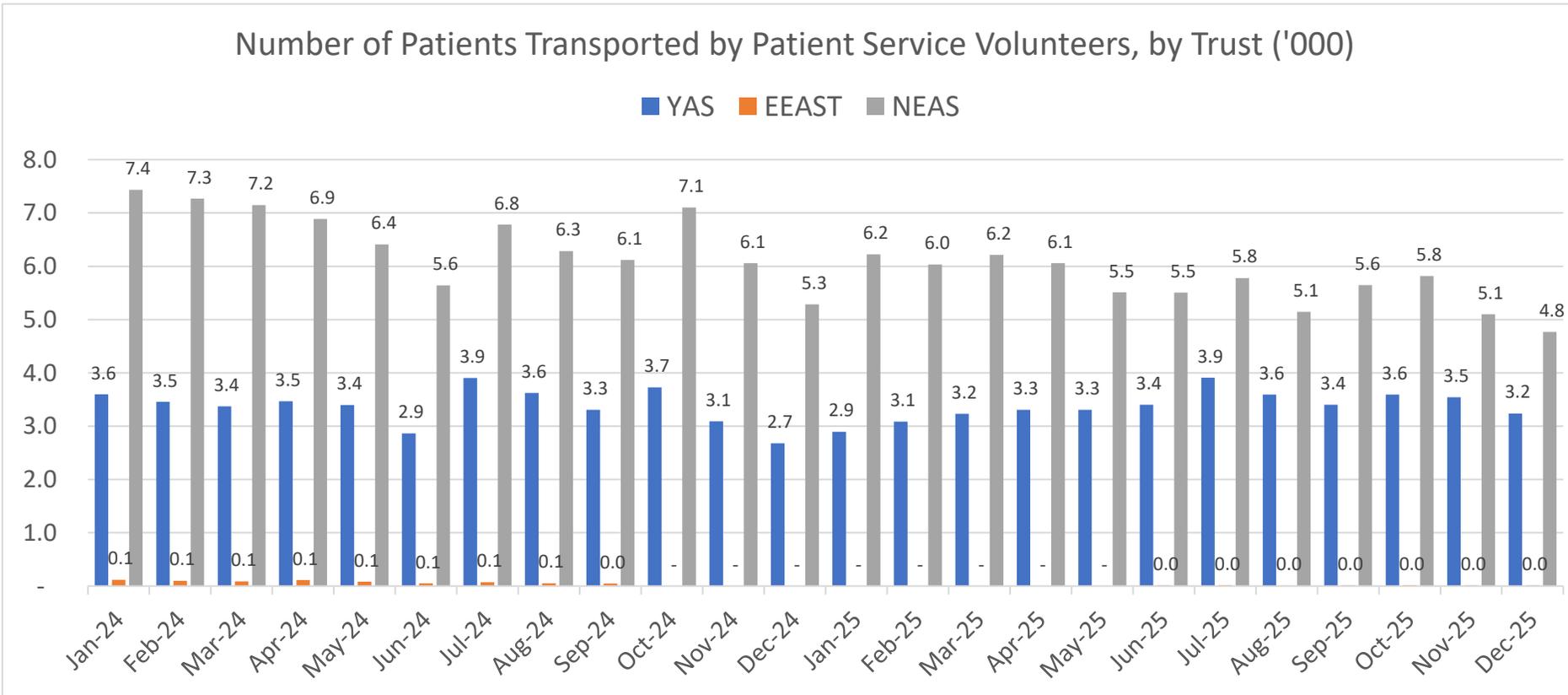
Patients Transported by PTS Volunteers in the 12-months to December 2025
YAS = 41-thousand

Patients Transported by PTS Volunteers in the 12-months to December 2025
EEAST = 97

Patients Transported by PTS Volunteers in the 12-months to December 2025
NEAS = 68-thousand

Trusts Included: EEAST, YAS, NEAS

Miles Covered by PTS Volunteers by Trust

Miles Covered by Patient Transport Service Volunteers, by Trust ('000)

■ YAS ■ EEAST ■ NEAS

Month	YAS	EEAST	NEAS
Jan-24	107	8	266
Feb-24	96	7	267
Mar-24	95	5	258
Apr-24	94	8	257
May-24	88	6	241
Jun-24	84	4	220
Jul-24	111	6	260
Aug-24	103	7	222
Sep-24	137	5	222
Oct-24	109		248
Nov-24	90		222
Dec-24	77		195
Jan-25	89		230
Feb-25	93		213
Mar-25	92		216
Apr-25	96		225
May-25	96		201
Jun-25	99	0.2	201
Jul-25	108	0.5	212
Aug-25	95	0.3	183
Sep-25	93	0.4	204
Oct-25	99	0.3	212
Nov-25	94	0.2	182
Dec-25	87	0.4	182

Miles Covered by PTS Volunteers in the 12-months to December 2025

YAS = 1.1-million

Miles Covered by PTS Volunteers in the 12-months to December 2025

EEAST = 2 thousand

Miles Covered by PTS Volunteers in the 12-months to December 2025

NEAS = 2.4-million

Trusts Included: EEAST, YAS, NEAS

Hours Logged by PTS Volunteers by Trust

Hours Logged by Patient Transport Service Volunteers by Trust ('000)

Legend: YAS, EEAST, NEAS
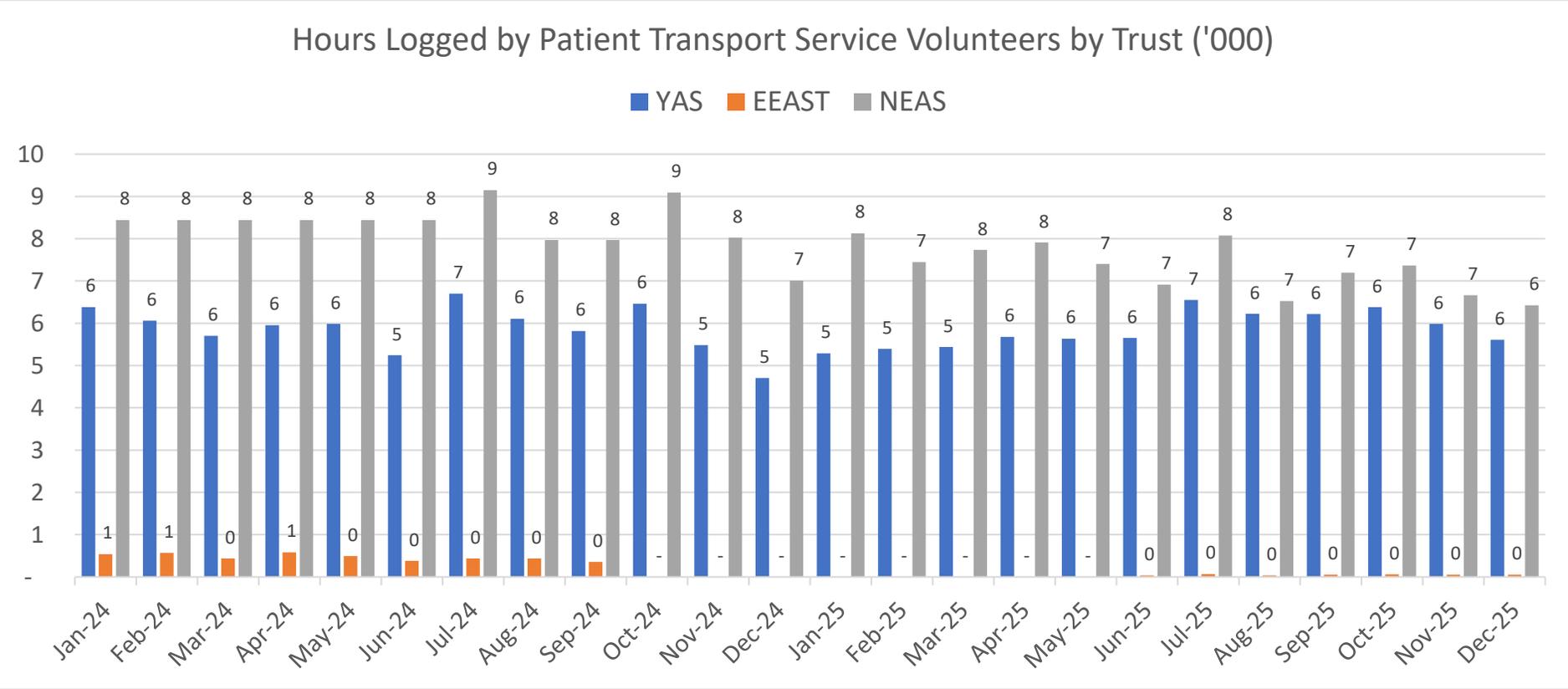
Hours Logged by PTS Volunteers in the 12-months to December 2025
YAS = 70-thousand

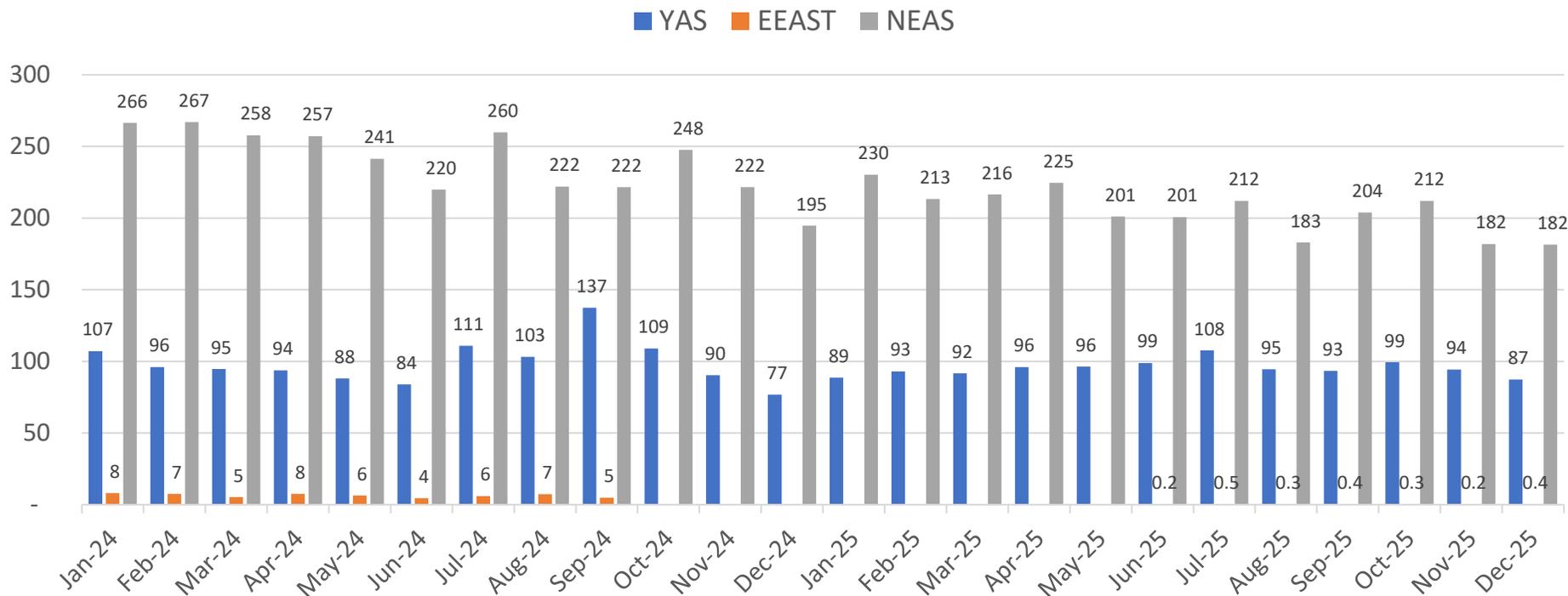Hours Logged by PTS Volunteers in the 12-months to December 2025
EEAST = 0.4-thousand

Hours Logged by PTS Volunteers in the 12-months to December 2025
NEAS = 98-thousand

Trusts Included: EEAST, YAS, NEAS

Menu – Volunteer Demographics

Click the blue boxes below to visit each section, and the "home" icon at the bottom of the page to return to this sub menu

| National Data | Shows combined data for participating trusts, and compares basic demographic data for ambulance volunteers with those gathered in the most recent National Census. |

| Compare Trusts | Compares basic demographic for ambulance volunteers from participating trusts. |

National Data: Volunteer Demographics

Click the "home" icon at the bottom of the page to return to the "Volunteer" menu

Gender
- Female: Volunteers 42%, National Census Data 51%
- Male: Volunteers 58%, National Census Data 48%

Age
- Under 25: Volunteers 8%, National Census Data 11%
- 26 to 35: Volunteers 7%, National Census Data 17%
- 36 to 45: Volunteers 11%, National Census Data 16%
- 46 to 55: Volunteers 14%, National Census Data 17%
- 56 to 65: Volunteers 20%, National Census Data 16%
- >65 years: Volunteers 39%, National Census Data 23%

Ethnicity
- BME: Volunteers 4%, National Census Data 14.0%
- White: Volunteers 96%, National Census Data 84.0%

Volunteers

National Census Data
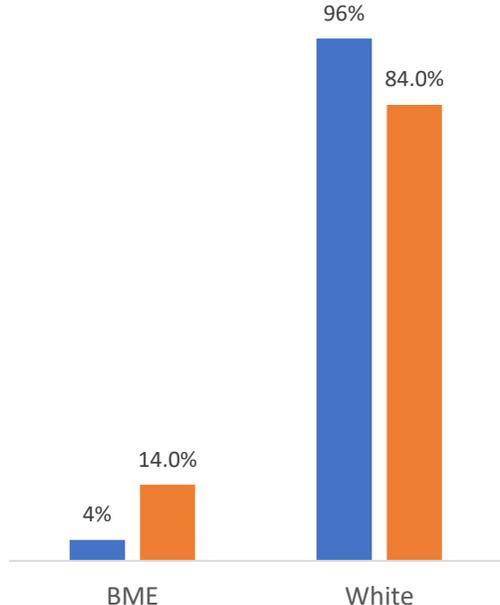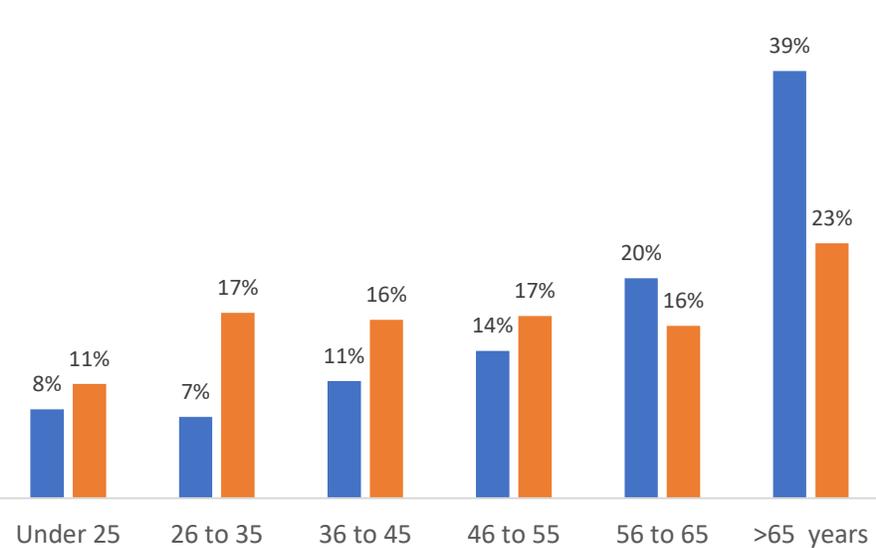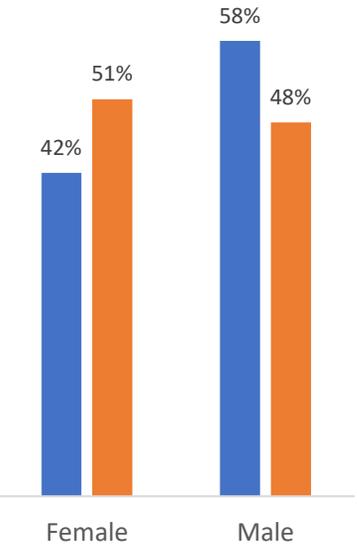
Compare Trusts: Volunteer Demographics

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Key

- Yorkshire
- South Western
- East of England
- North East
- South East Coast
- North West
- London (TBC)

Gender

	Female	Male
Yorkshire	38%	62%
South Western	35%	65%
East of England	32%	68%
North East	27%	73%
South East Coast	39%	61%
North West	45%	55%

Age

	Under 25	26 to 35	36 to 45	46 to 55	56 to 65	>65 years
Yorkshire	4%	15%	18%	20%	25%	18%
South Western	9%	12%	19%	22%	23%	15%
East of England	7%	15%	18%	20%	21%	14%
North East	15%	10%	7%	15%	27%	27%
South East Coast	4%	13%	19%	22%	27%	15%
North West	9%	3%	6%	9%	18%	55%

Ethnicity

	BME	White
Yorkshire	5%	95%
South Western	1.8%	98.2%
East of England	2%	98%
North East	6%	94%
South East Coast	2%	98%
North West	11%	89%

Menu – Volunteer Stories

Click the blue boxes below to visit each story, and the "home" icon at the bottom of the page to return to this sub menu

Patient's Story	The recent experience of someone whose friend received emergency support from a Community First Responder
CFR Story - Phoenix	Becoming a Community First Responder
CFR Story - Kamran	A day in the life of a Community First Responder
CFR Story - Andrew	A day in the life of a Community First Responder
PTS Volunteer Story - Kathryn	A PTS volunteers tells us why she volunteers

Patient's Story

Feedback from a recent incident

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!

Community First Responder's Story

Becoming a CFR. Meet Phoenix, a CFR with South Western Ambulance Service.

"I'll never forget the moment when 999 operators told me to collect the nearest defibrillator for my son, who was struggling with his breathing. That feeling of helplessness was a part of what pushed me to get involved with the emergency services, and give back in any way I could.

"The recruitment process was straightforward, and I really enjoyed the training weekends.

"On my second day as a CFR, I was called to a cardiac arrest at the house of one of my closest friends. Personal feelings went out the window, and my life support training kicked in.

"I performed CPR, with support from the family, for around ten- minutes, until two crews, and the critical care team, arrived. Thankfully, the patient survived and is doing incredibly well.

"That is a day that I will never, ever forget.

"Afterwards I had a very compassionate debrief with one of the crews, and my volunteer coordinator checked in with me several times over the following days. The support I received was incredible.

"I work in a secondary school, and I'm fortunate the Head-Teacher supports my involvement in the most serious local calls. I now volunteer between eight and twenty hours a week, alongside my work and family commitments.

"**I am lucky to have found, and been trained in, a role that satisfies my medical interests, while remaining in a job I enjoy, and that also allows me to be present with my family. All while being able to help a community where I have lived most of my life, and in which my son now grows-up.**"

Community First Responder's Story

Click the "home" icon at the bottom of the page to return to the "Volunteer Stories" menu

Life as a community first responder; meet Kamran

Kamran Nazir had always wanted to give back to his local community but struggled to find the right opportunity. In 2022, a back injury requiring surgery and two months off work gave him time to contemplate what he wanted to do. He decided he wanted to help people in their moments of need by becoming a community first responder (CFR).

More than a year on, Kamran has become a familiar figure in Blackburn, where he volunteers. Reflecting on his role, he shared, "I really enjoy volunteering. I like being there and helping people when they are in bad situations. Most of the calls I get are for difficulties breathing, chest pains, and cardiac arrests. Being able to give someone a fighting chance is incredibly rewarding. It's also helped me come to terms with how fragile life can be and to appreciate my personal and family life."

Despite running a busy vehicle auto electrician business, Kamran dedicates four days a week to volunteering. His flexible schedule allows him to balance work and his commitment to the community. He explained, "I am fortunate that I work for myself, so I can be flexible with the hours I work. Over winter, my workload increases, but nights get darker earlier, so I use those lost hours to respond to emergencies, often signing on after work during the week and then on Sundays."

CFRs like Kamran use an app to let the control centre know when they're available. Based on their location, they're then dispatched to emergencies to give vital, often life-saving support.

Kamran says: "In August 2022, I sustained a herniated disc injury and had to take eight weeks off work after surgery. It gave me time to think about my life and what I wanted to do. I had wanted to volunteer for a while, and this gave me the push to do it."

Community First Responder's Story

A day in the life of Andrew, a South Western Ambulance Service First Responder

The day started very quickly, with my first incident coming in just minutes after signing on and that's how it continued throughout the day.

As soon as I cleared from one incident, I was on my way to the next one and by lunch time I had attended five incidents.

I had lunch with my wife but another incident came in shortly after. This was to a Category-2, only to be stood down when I was about half a mile away, and sent to a Category-1 (most serious type of incident) back where I live!

At the end of the day I had attended eight incidents, had two stand downs and one which I declined as I was just sitting down to eat my lunch. By far my busiest day ever, but a very satisfying day and one I feel proud to have been of . I was able to close five incidents with the assistance of Specialist Paramedics, so saving five ambulances to attend others who needed them. The Specialist Paramedics gave excellent support and guidance which was a huge benefit to me and the members of the public.

All in all, a very tiring but satisfying day. Am I going to book the car for a weekend again? Absolutely!

Patient Transport Service Volunteer's Story

Click the "home" icon at the bottom of the page to return to the "Volunteer Stories" menu

Why I Volunteer: Kathryn, PTS Volunteer in Yorkshire

I like to give back to the NHS for what they have done over the years for me and my family…it also gives me a sense of pride when I put on that uniform and go out and patients in need.

It has allowed me to gain new skills which I can use both volunteering and personally, and it makes me feel part of a fantastic team within a fantastic organisation.

It lets you to go out and about meeting new people, seeing new places, gives you a sense of purpose throughout the week and improves mental health.