



ASSOCIATION OF  
**AMBULANCE**  
CHIEF EXECUTIVES



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### Four fast facts about ambulance volunteers

## Over 7,000 volunteers



Give 1.7 million hours of their time every year

## 113,000 patients



Driven to appointments by volunteers each year\*

## 108,000 incidents



Attended by Community First Responders in the last 12 months\*

## 10 minutes, average



Time it takes CFRs to reach Category 2 patients\*\*

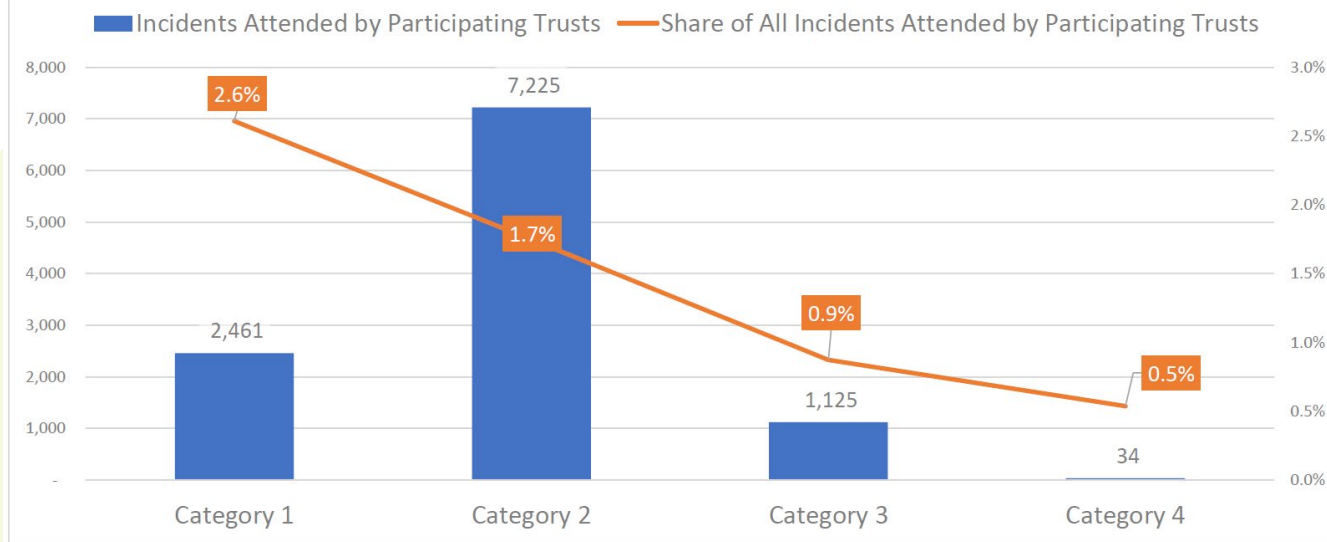
August 2025

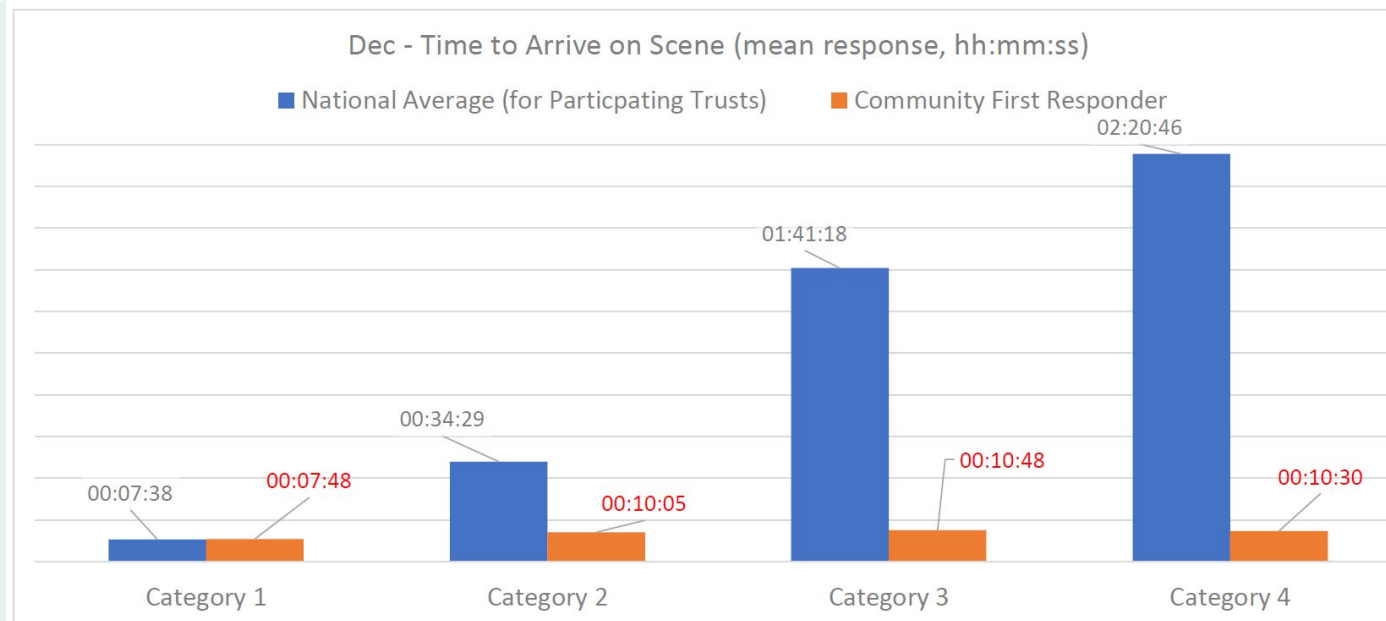
Find out more about ambulance volunteers, their individual stories, and the essential role they play across the sector at [AAACE's Ambulance Volunteer Dashboard](#)

\*Based on data from participating trusts over the last 12 months.  
\*\*Compared with a 35-minute average for C2 ambulance responses in England over the same time.



Dec - Incidents Attended by Community First Responders First on Scene





- Better patient experience.
- Enhanced patient care.
- Supporting patients.
- Supporting family and friends.
- “Live feed” to control room.
- Supporting remote decision making.
- Reducing avoidable conveyance.
- Higher see and treat rates.





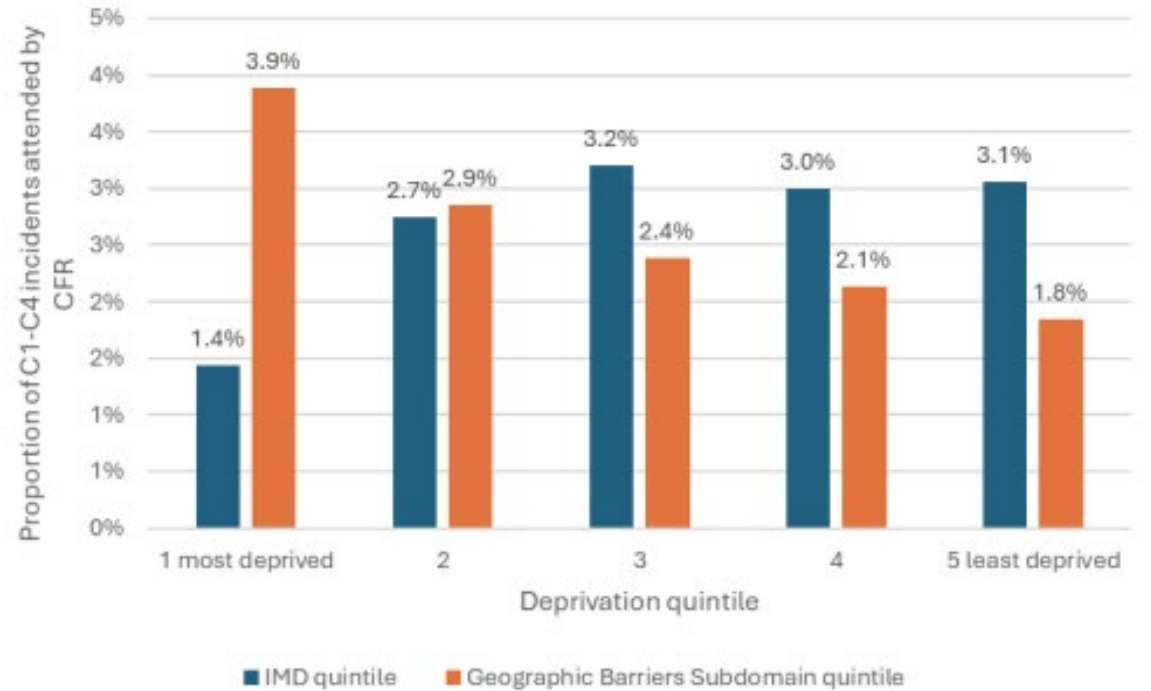
“[T]heir role is far more than supplementary – they are essential to the safety and resilience of our communities.”

“We remain committed to ensuring that CFRs continue to have the greatest possible impact for the people and places they serve. I encourage ambulance services to explore new ways of harnessing the potential of these volunteers — particularly in helping to address health inequalities and improve outcomes for underserved communities.”

Karin Smyth, Minister of State for Health and Secondary Care

Source: [UK health minister Karin Smyth formally recognises ambulance volunteers for their crucial impact on UK ambulance sector - aace.org.uk](https://www.aace.org.uk)

Figure 14: Proportion of Incidents attended by CFR by IMD and GB quintiles



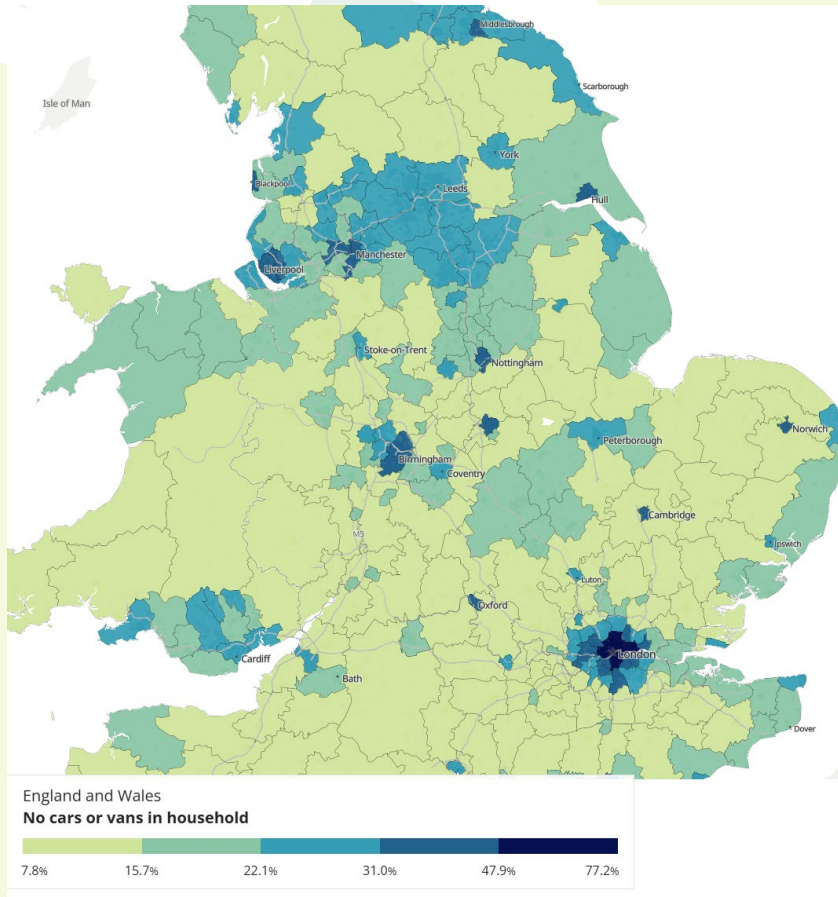
# Volunteer demographics

Demographic	Census data	NHSE volunteers	Ambulance volunteers
BAME	14%	17%	1%
Under 25s	11%	17%	8%
Over 65s	23%	27%*	40%
Female	51%	49%	41%

\*NHSE measures over 66s.



# Accessibility



## Car ownership

% of households in highest income quintile without a car or van: **14%**

% of households in lowest income quintile without a car or van: **40%**

% of white households without car or van: **12%**

% of black households without car or van: **34%**



