

Ambulance Volunteering – Analytics Report: Data to April 2026

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[Click here for Report Overview](#)

Volunteering Overview

This report focuses on volunteer activity within participating Ambulance Trusts. It currently includes Community First Responders (CFRs), Patient Transport Service (PTS) volunteers. Emergency Responders (LAS only), Co-responders (EEAST 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 Ambulance Volunteer Data in this Quarter's Report

7,393 volunteers

Currently support ambulance trusts across the UK. Find out more in AACE's summary dashboard

[Find out more](#)

9,260 incidents

attended by CFRs in participating trusts in March 2026, 580 more incidents than the previous month

[Find out more](#)

9 minutes and 36 seconds

the average time taken for CFR in participating trusts to reach Category-2 patients in March 2026

[Find out more](#)

105,233 patients

driven to appointments by volunteers in three participating 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](#)

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](#)

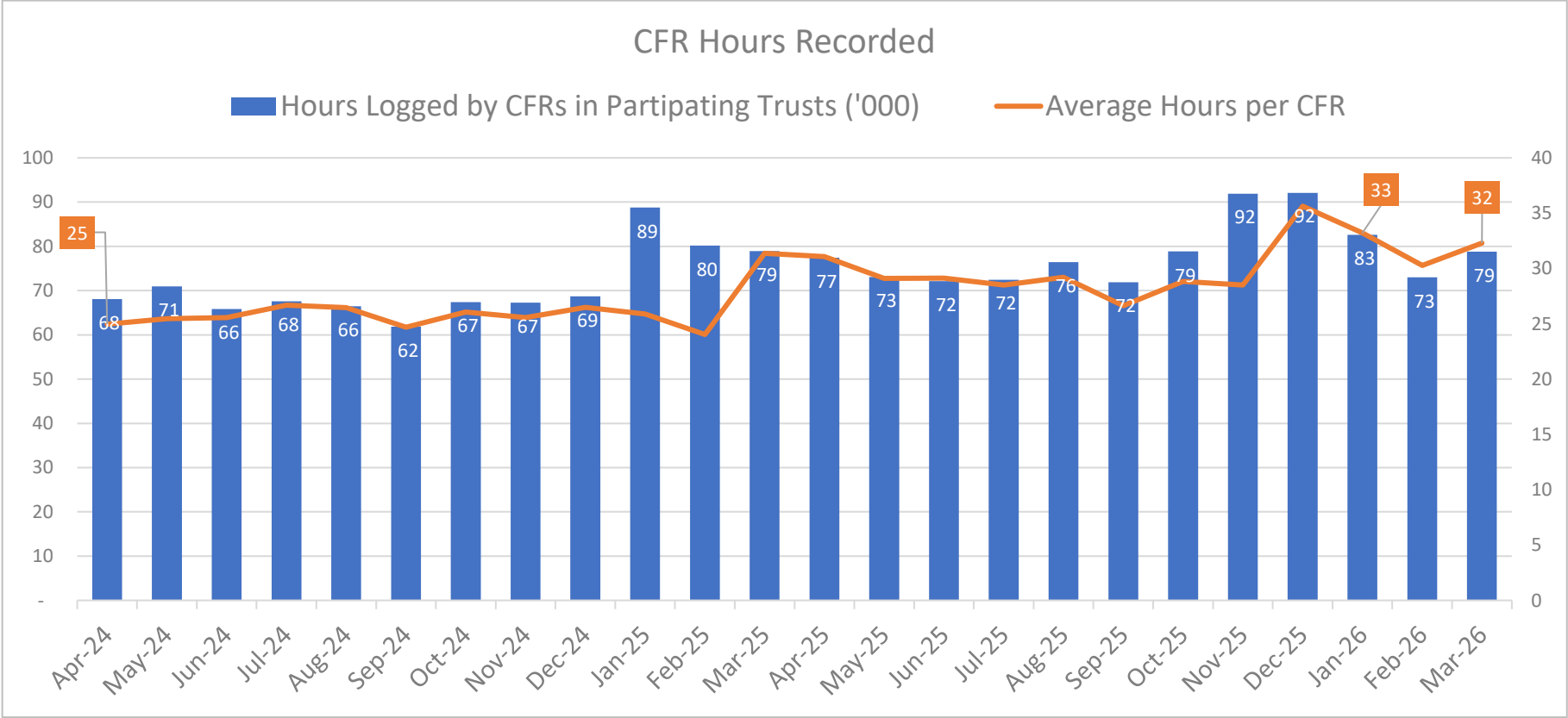
- [Category-2: Incidents Attended](#)
- [Category-2: Times CFR First on Scene](#)
- [Category 2: Time to Arrive on Scene](#)

- [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

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



Total hours logged by CFRs in the 12 months to March 2026
941-thousand hours

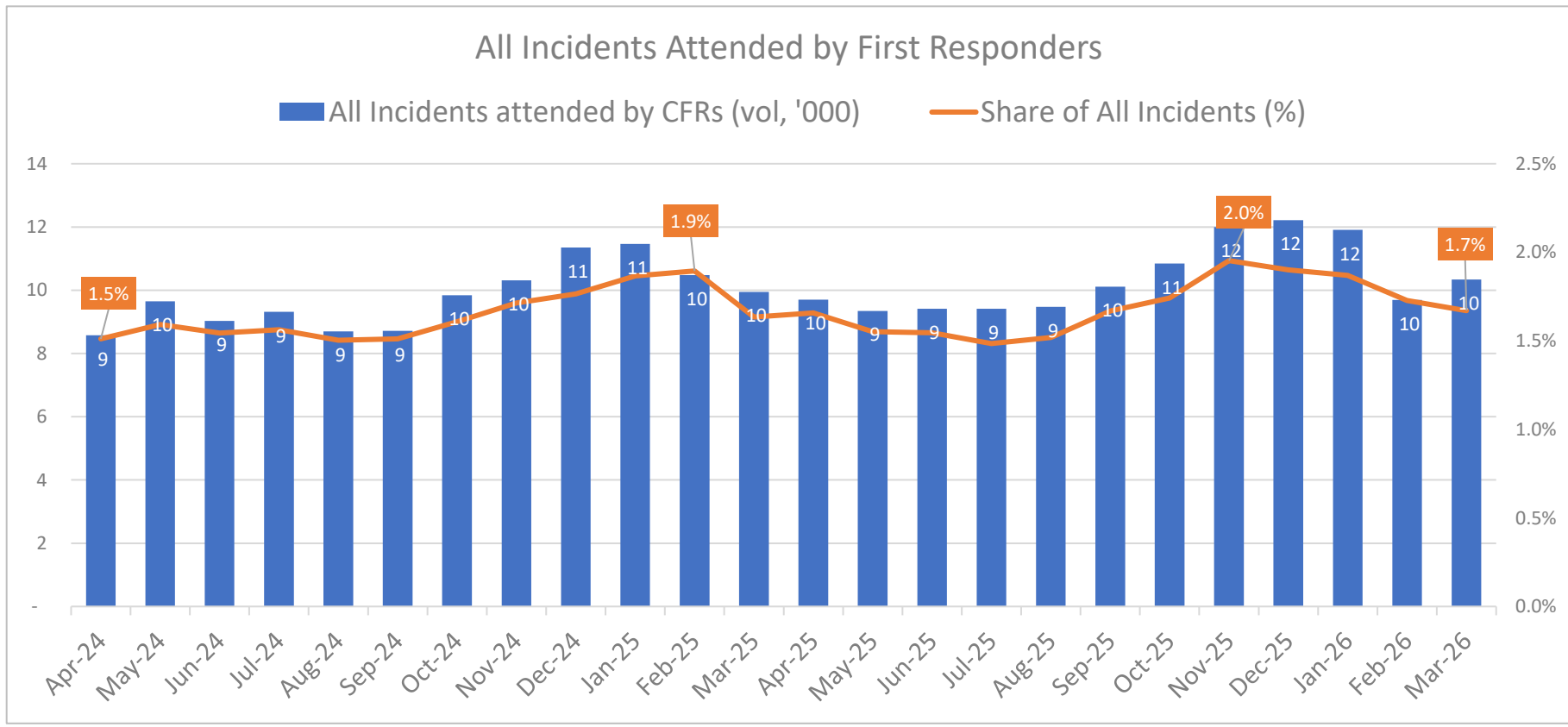
Average number of hours individual CFRs volunteer each month
36 hours each month

Total includes Emergency Responders for LAS and Co-responders for EEST



National Data: Incidents Attended by CFRs

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



Incidents attended by CFRs in the 12 months to March 2026

124-thousand

Share of all recorded incidents attended by CFRs in the 12 months to March 2026

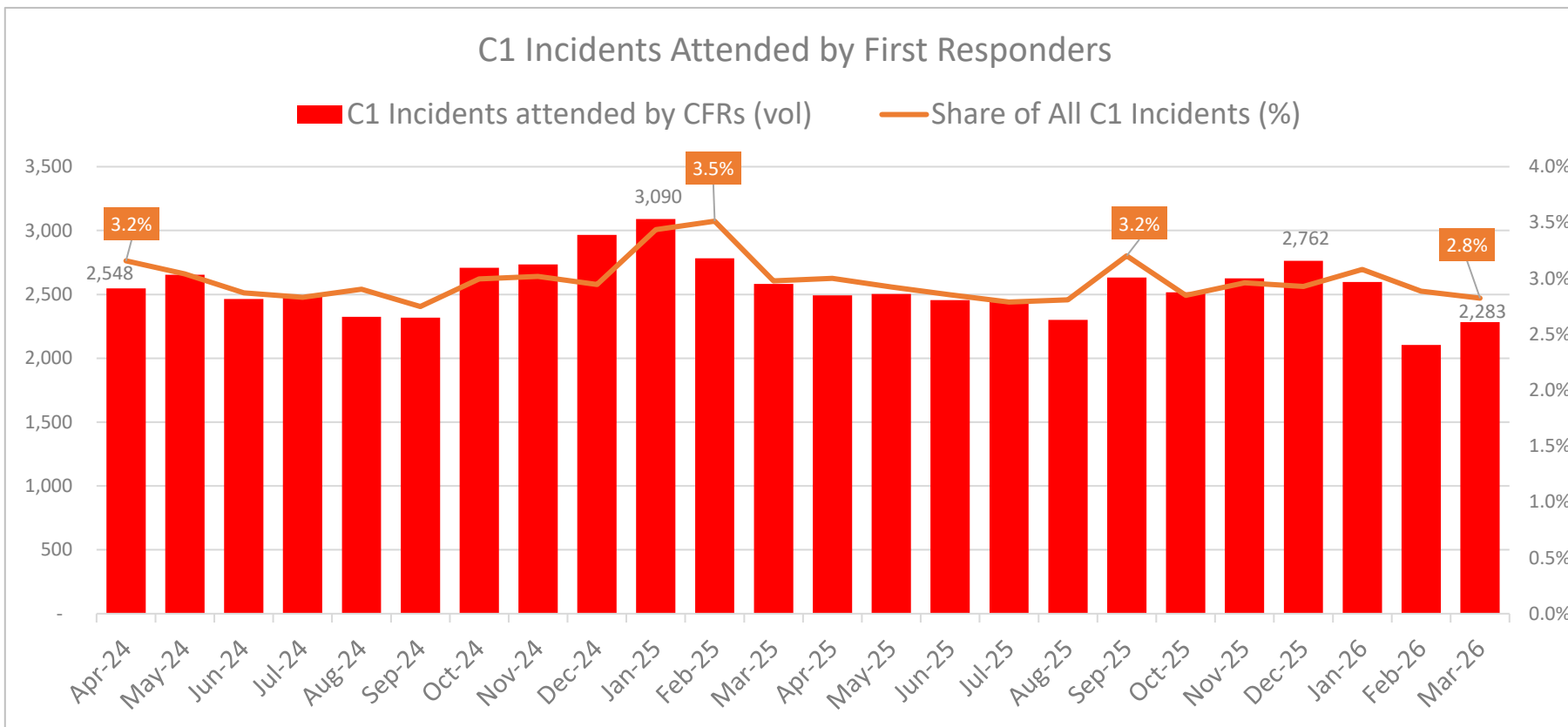
1.7%

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A7 for participating trusts



National Data: Category-1 Incidents Attended by CFRs

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



Category-1 Incidents attended by CFRs in the 12 months to March 2026

30-thousand

Share of all recorded Category-1 incidents attended by CFRs in the 12 months to March 2026

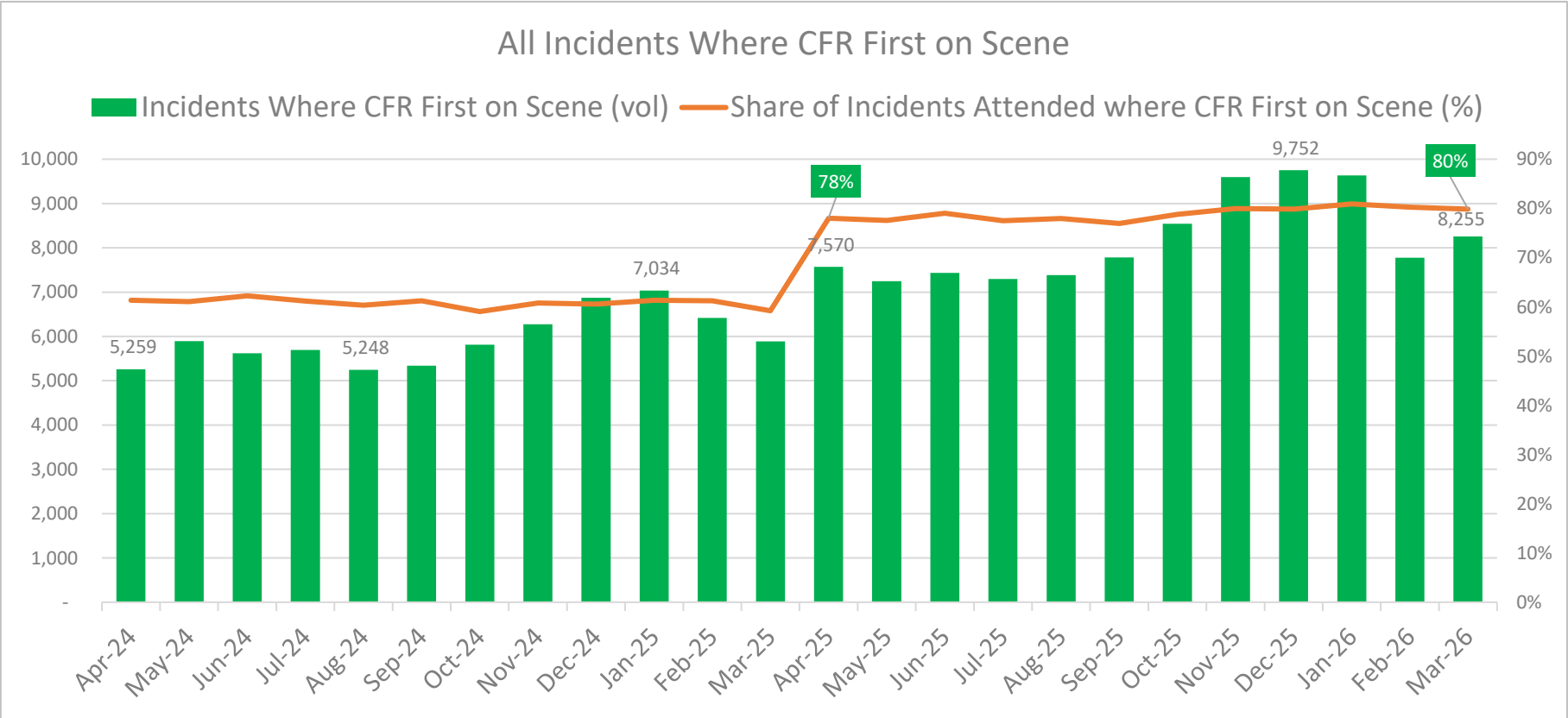
2.9%

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A8 for participating trusts



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

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



Category-1 incidents where CFRs First on Scene in the 12 months to March 2026

16-thousand

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

54%

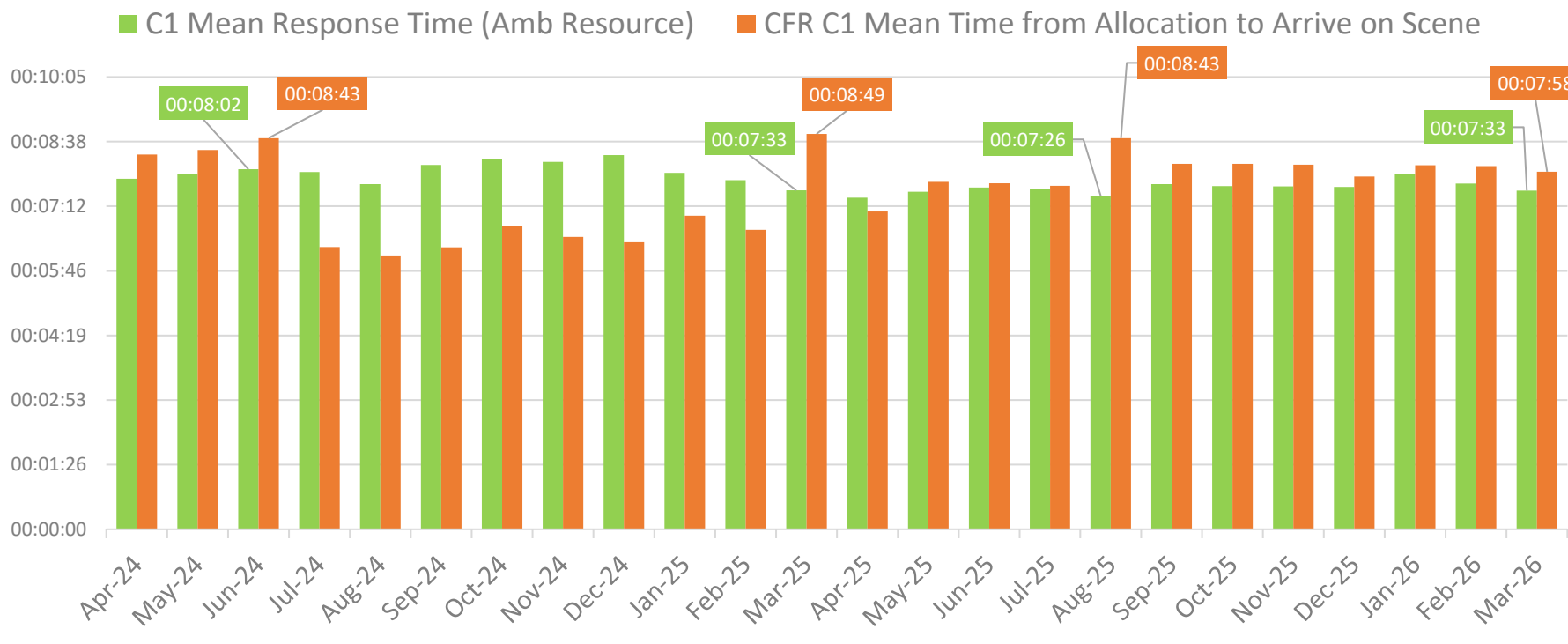
Total includes Emergency Responders for LAS and Co-responders for EEAST



National Data: Category-1 Time to Arrive on Scene

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

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



Average ambulance response time for Category-1 incidents in the 12 months to March 2026

00:07:37

Average time for CFR to arrive on scene for Category-1 incidents in the 12 months to March 2026

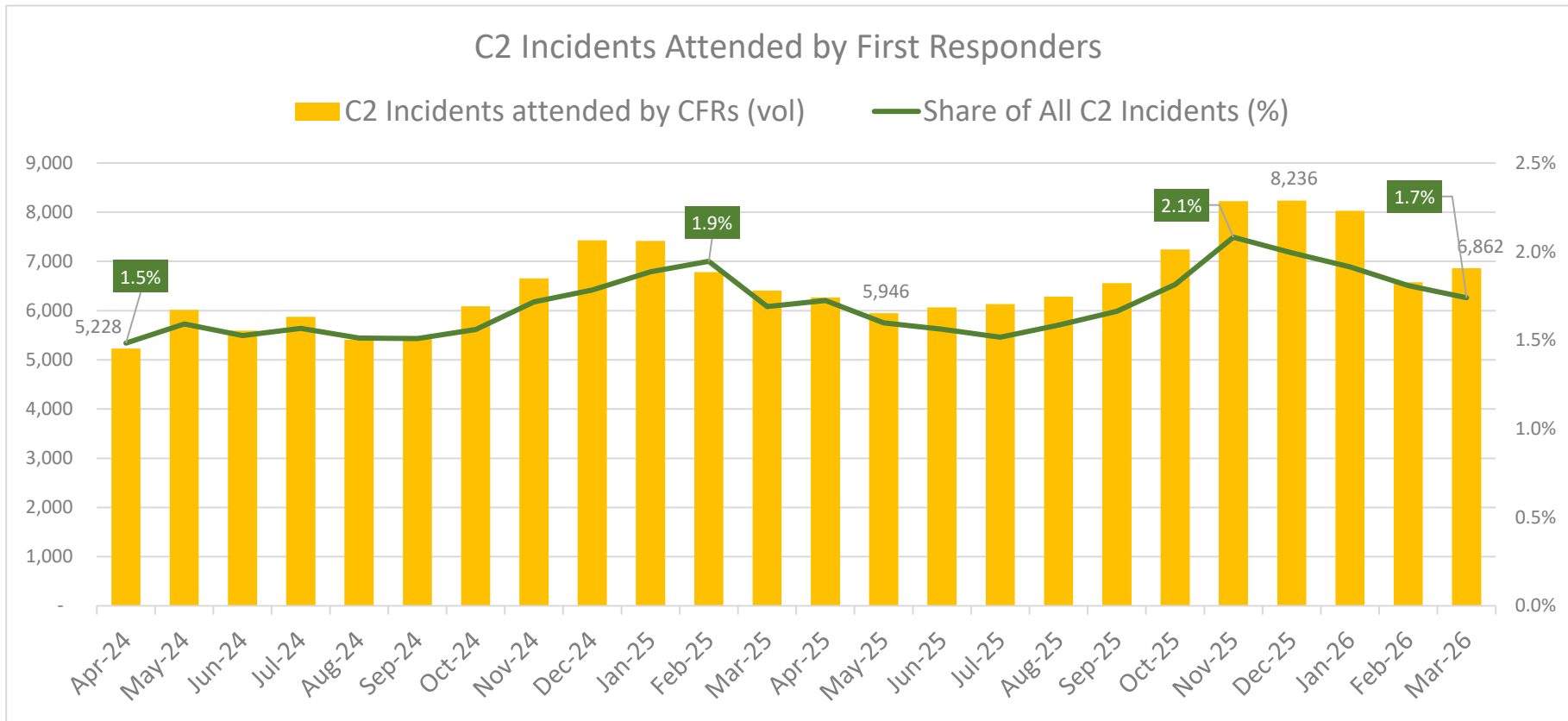
00:07:57

Average includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A25 for participating trusts



National Data: Category-2 Incidents Attended by CFRs

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



Category-2 Incidents attended by CFRs in the 12 months to March 2026

82-thousand

Share of all recorded Category-2 incidents attended by CFRs in the 12 months to March 2026

1.7%

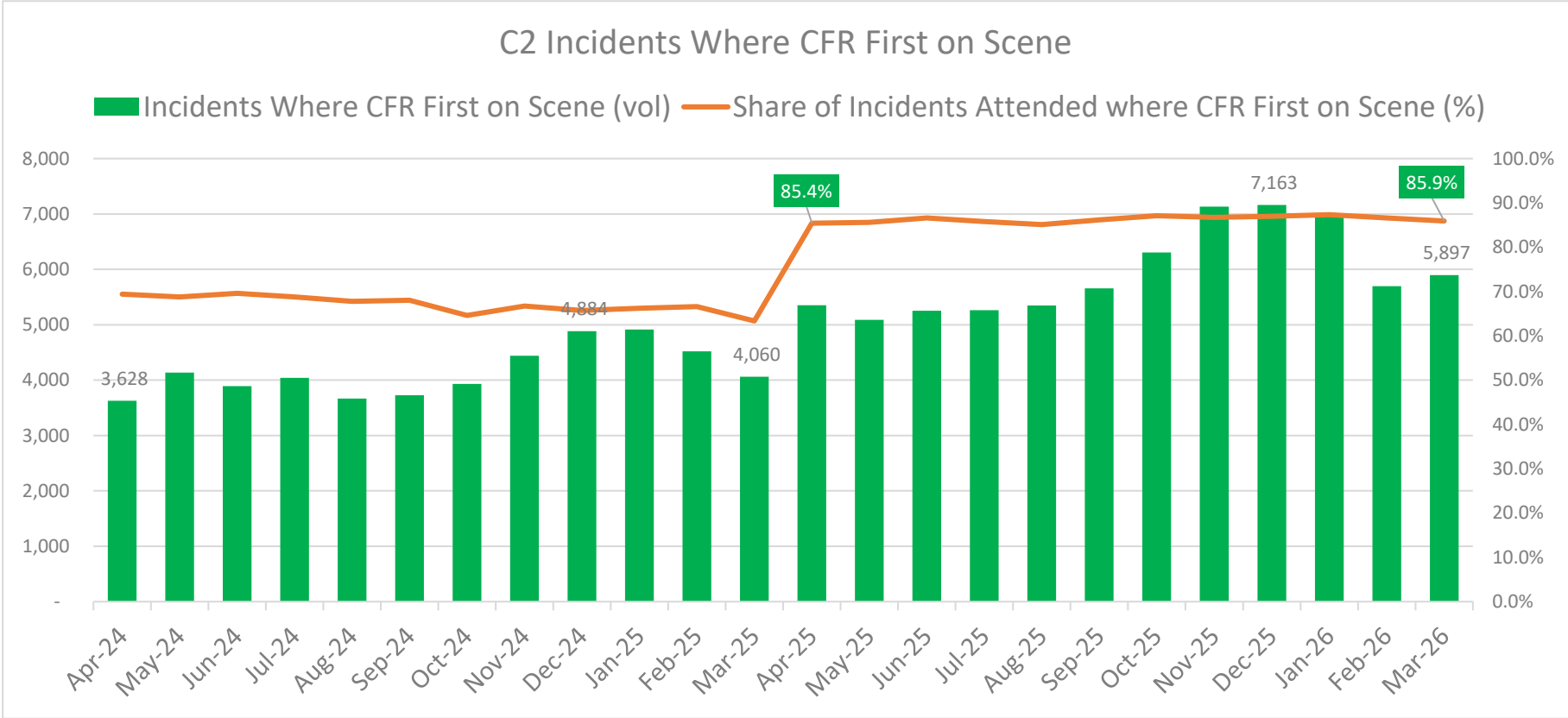
Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A10 for participating trusts



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



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



Category-2 incidents where CFRs First on Scene in the 12 months to March 2026
71-thousand

Share of all Category-2 attendances where CFRs First on Scene (last 12m)
86.3%

Awaiting SWAST data from Jan 2024 to March 2025

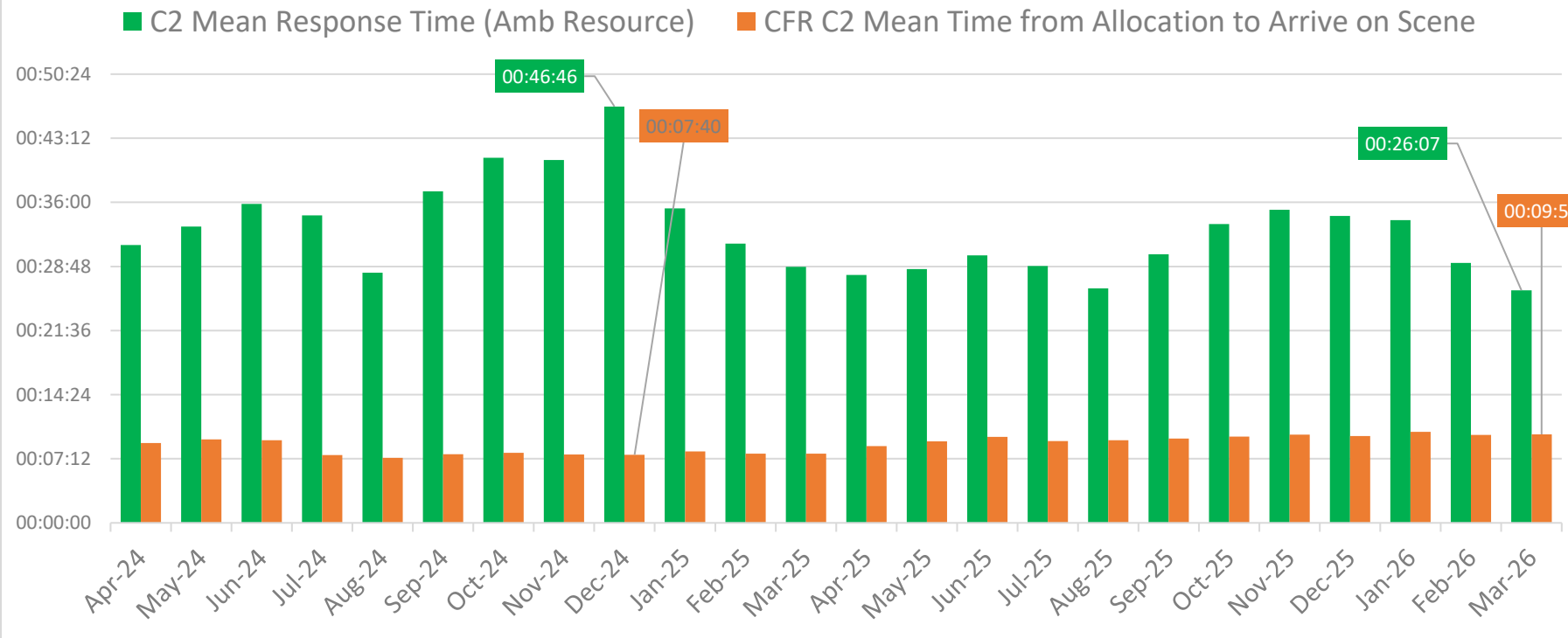
Total includes Emergency Responders for LAS and Co-responders for E EAST
Notes: SWAST data from April 2025 only, awaiting back-data



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)



Average ambulance response for Category-2 incidents in the 12 months to March 2026

00:30:22

Average time for CFR to arrive on scene for Category-2 incidents in the 12 months to March 2026

00:09:34

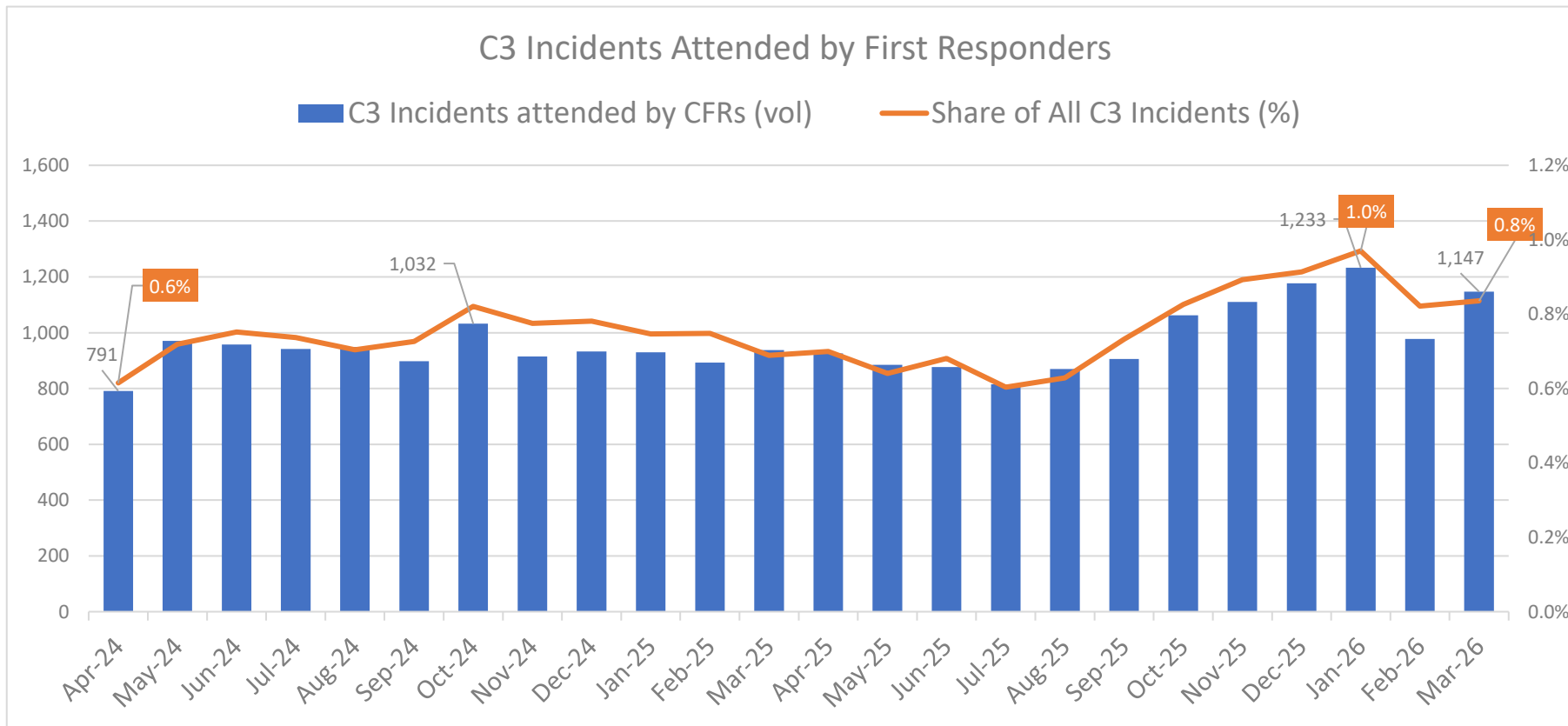
Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A31 for participating trusts



National Data: Category-3 Incidents Attended by CFRs

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



Category-3 Incidents attended by CFRs in the 12 months to March 2026

12-thousand

Share of all recorded Category-3 incidents attended by CFRs in the 12 months to March 2026

0.8%

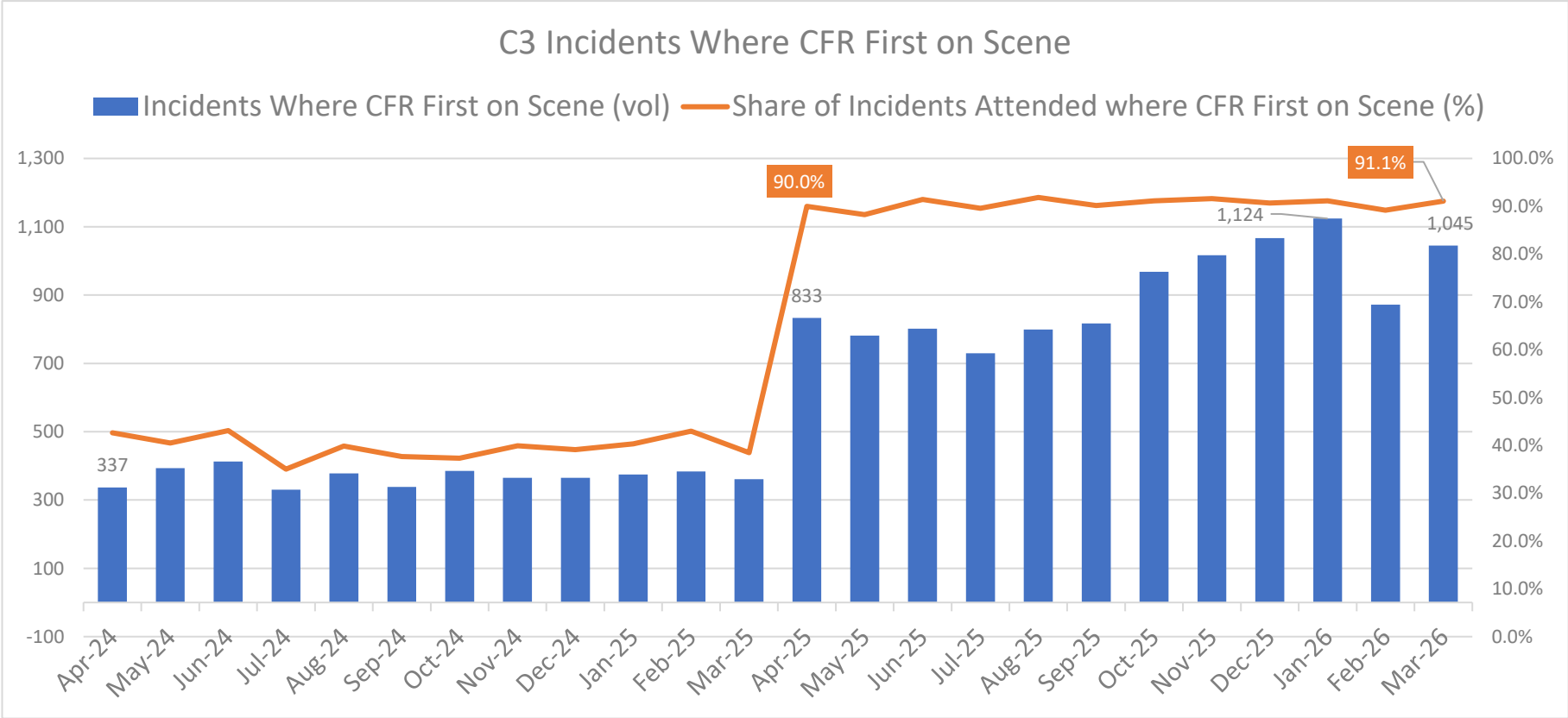
Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A11 for participating trusts



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



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



Category-3 incidents where CFRs First on Scene in the 12 months to March 2026

11-thousand

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

90.5%

Awaiting SWAST data from Jan 2024 to March 2025

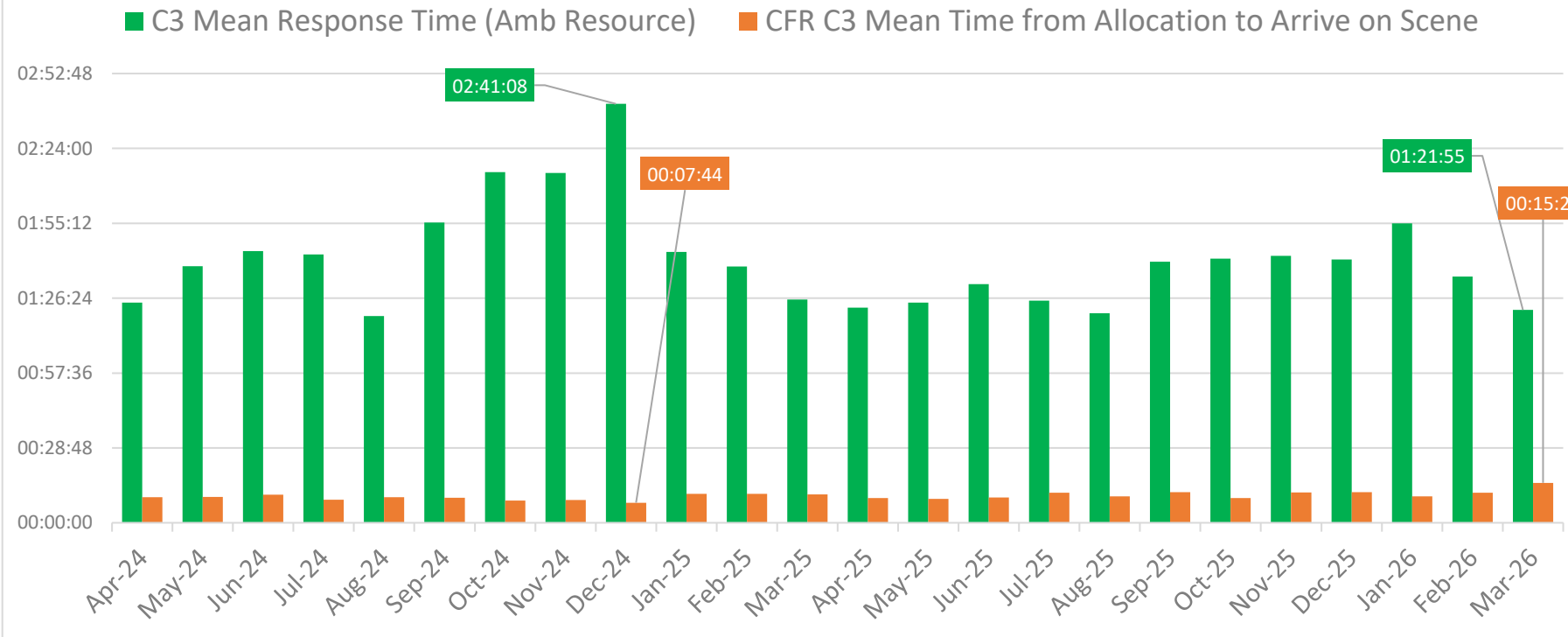
Total includes Emergency Responders for LAS and Co-responders for E EAST
 Notes: SWAST data from April 2025 only, awaiting back-data



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)



Average ambulance response for Category-3 incidents in the 12 months to March 2026

01:33:35

Average time for CFR to arrive on scene for Category-3 incidents in the 12 months to March 2026

00:11:00

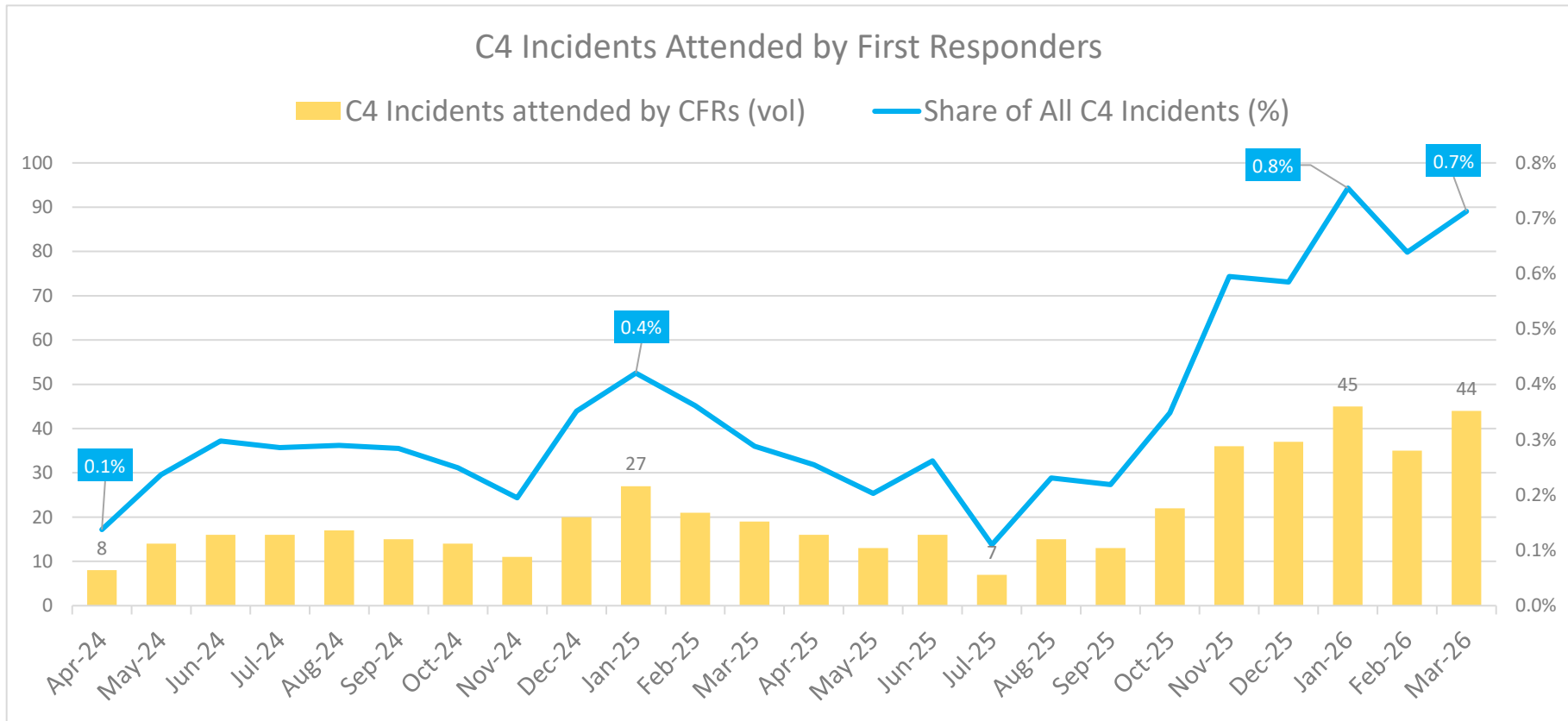
Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A34 for participating trusts



National Data: Category-4 Incidents Attended by CFRs

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



Category-4 Incidents attended by CFRs in the 12 months to March 2026

299

Share of all recorded Category-4 incidents attended by CFRs in the 12 months to March 2026

0.4%

Total includes Emergency Responders for LAS and Co-responders for EEAST
 National Data: AQI A12 for participating trusts

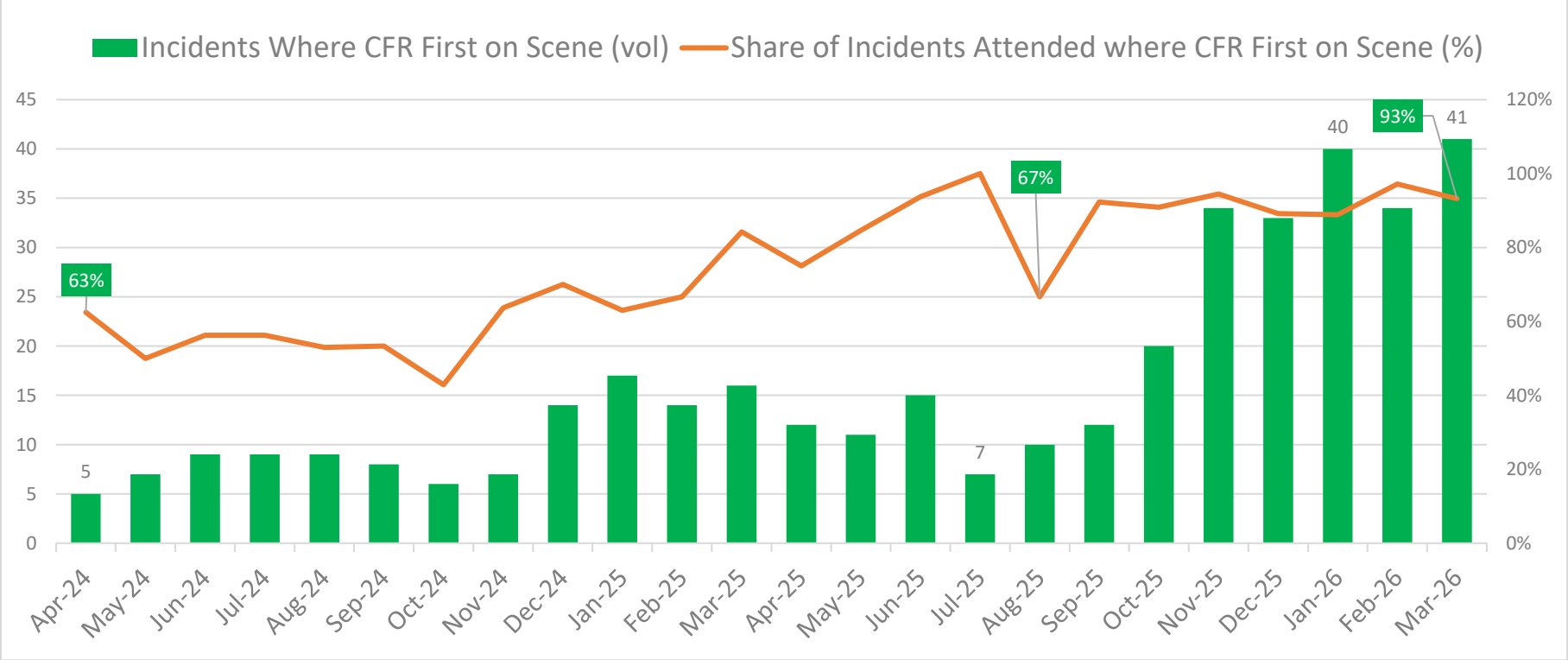


National Data: Category-4 Times CFR First on Scene (FOS)



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

C4 Incidents Where CFR First on Scene



Category-4 incidents where CFRs First on Scene in the 12 months to March 2026

269

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

88.8%

Awaiting SWAST data from Jan 2024 to March 2025

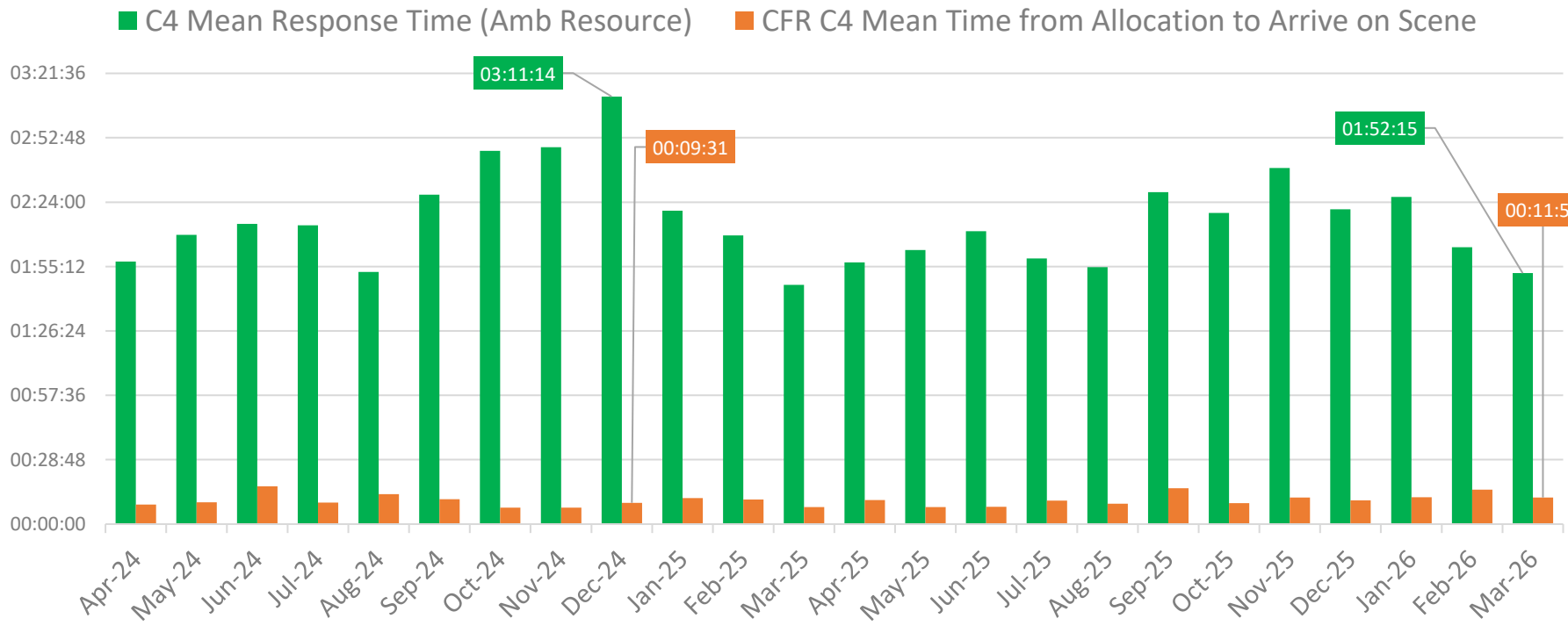
Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A31 for participating trusts



National Data: Category-4 Time to Arrive on Scene

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

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



Average ambulance response for Category-4 incidents in the 12 months to March 2026

02:11:12

Average time for CFR to arrive on scene for Category-4 incidents in the 12 months to March 2026

00:11:05

Awaiting SWAST data from Jan 2024 to March 2025

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A37 for participating trusts



Menu – Compare Categories: 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

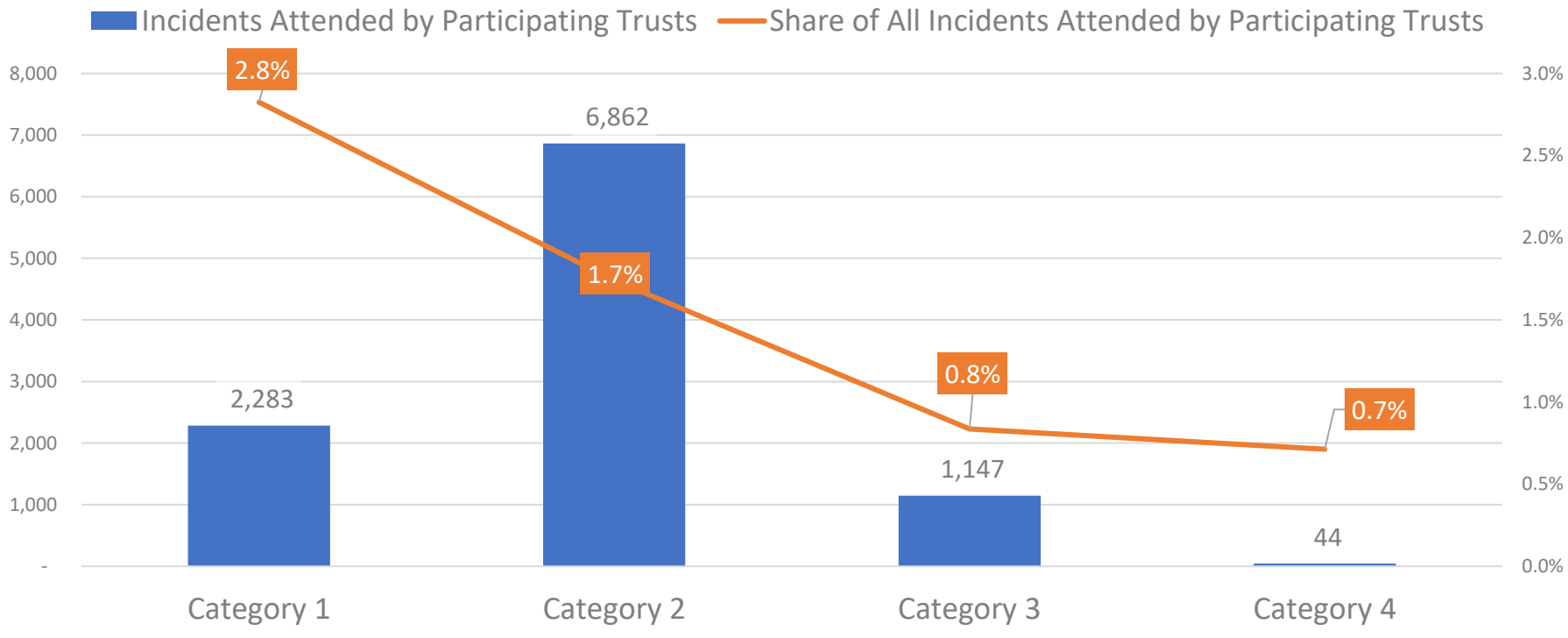


- [Incidents attended by CFRs by Incident Category \(latest month\)](#)
- [Times CFR First on Scene by Incident Category \(latest month\)](#)
- [Time to Arrive on Scene by Incident Category \(latest month\)](#)

National Data: Incidents Attended by Category

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

March - Incidents Attended by Community First Responders First on Scene



All incidents attended by CFRs in
March 2026
10,336

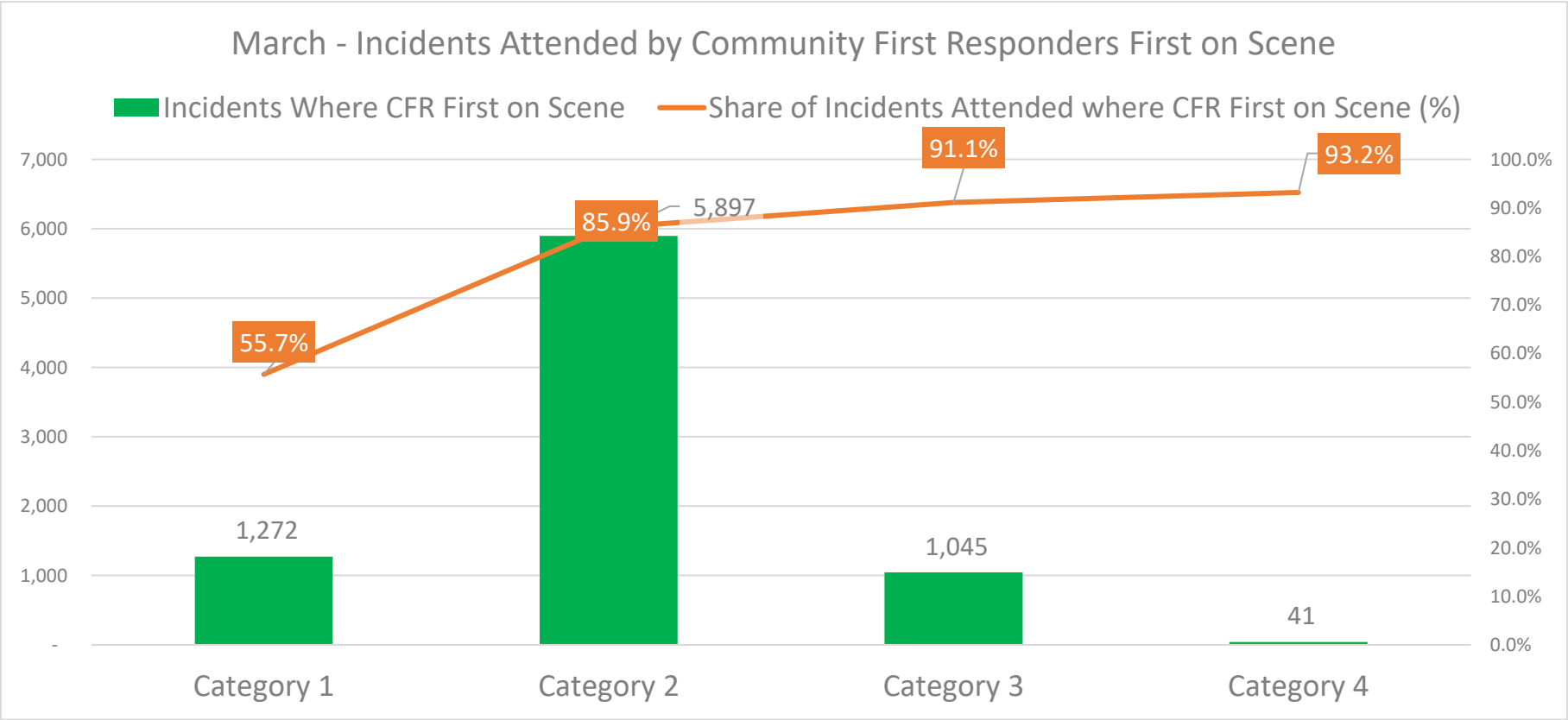
Average Share of All Incidents
attended by CFRs in March 2026
1.7%

Total includes Emergency Responders for LAS and Co-responders for EEAST
National Data: AQI A7 for participating trusts



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

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



All incidents where CFRs First on Scene in March 2026

8,225

Share of Incidents where CFRs First on Scene in March 2026

79.9%

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

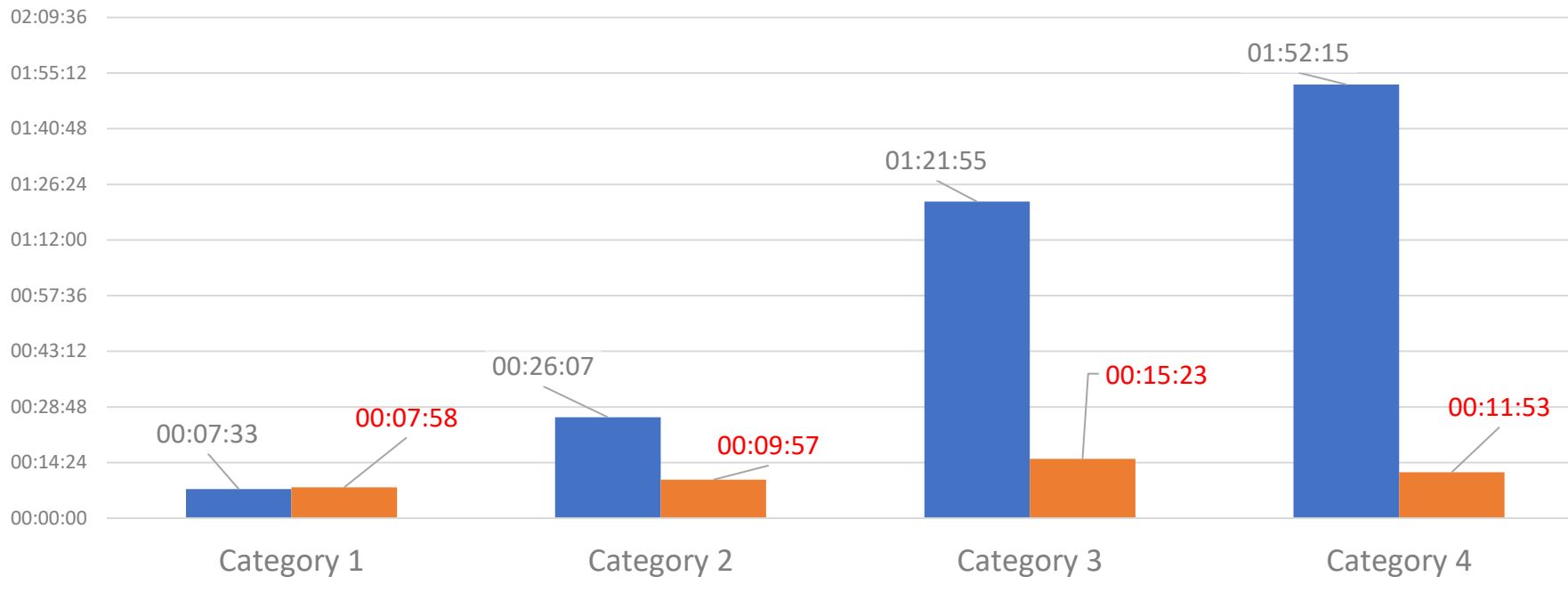


National Data: Time to Arrive on Scene by Category

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

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

■ National Average (for Participating Trusts) ■ Community First Responder



National Average response for participating trusts – March 2026

00:56:58

Average time for CFR to arrive on scene – March 2026

00:11:18

Includes Emergency Responders for LAS and Co-responders for EEAST
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](#)

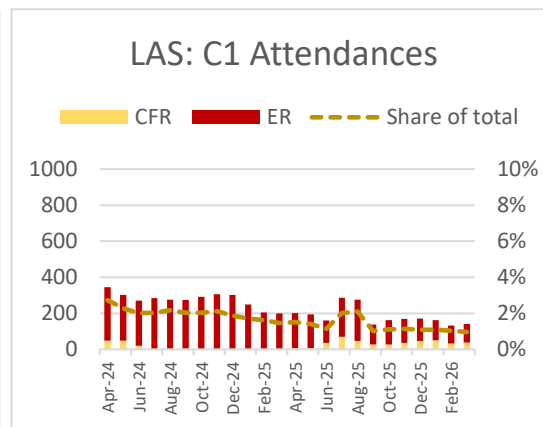
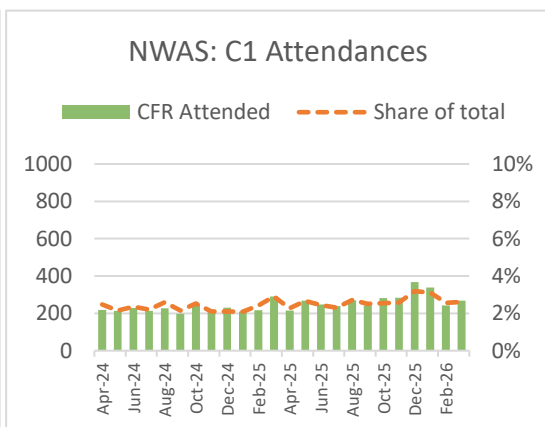
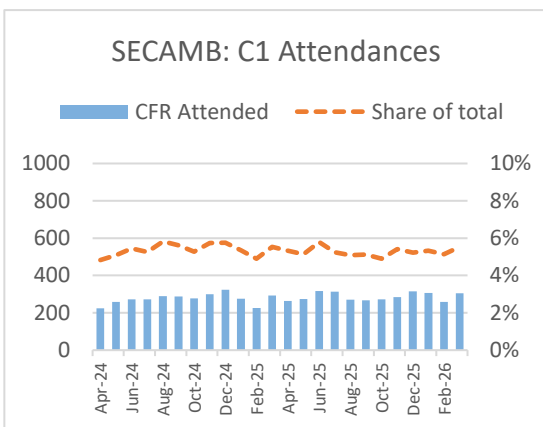
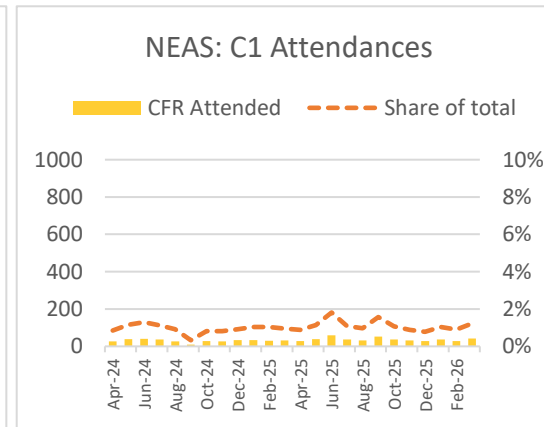
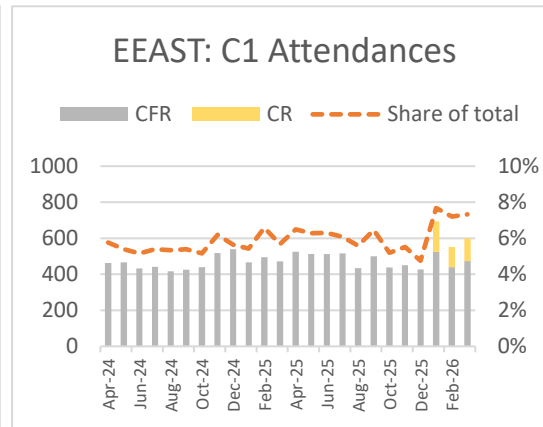
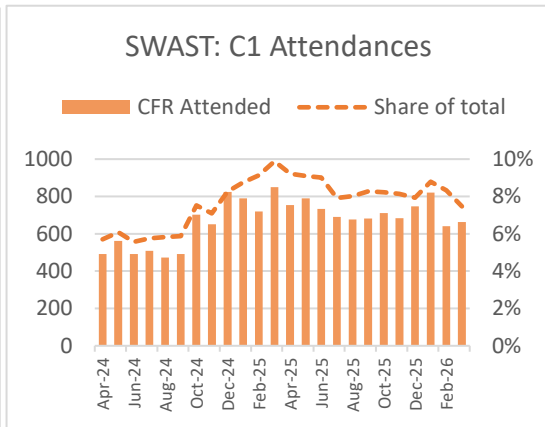
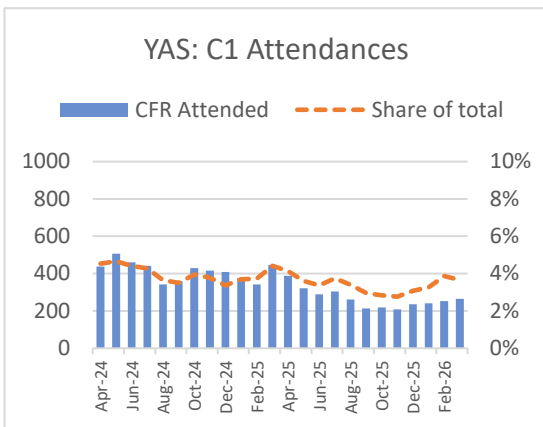
- [Category-2: Incidents Attended](#)
- [Category-2: Times CFR First on Scene](#)
- [Category 2: Time to Arrive on Scene](#)

- [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

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



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

LAS	169
NWAS	124
WMAS	114
YAS	94
SWAST	103
EEAST	83
EMAS	99
SECAMB	65
SCAS	46
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. **There was no CFR activity in London between July 2024 and Feb 2025.**

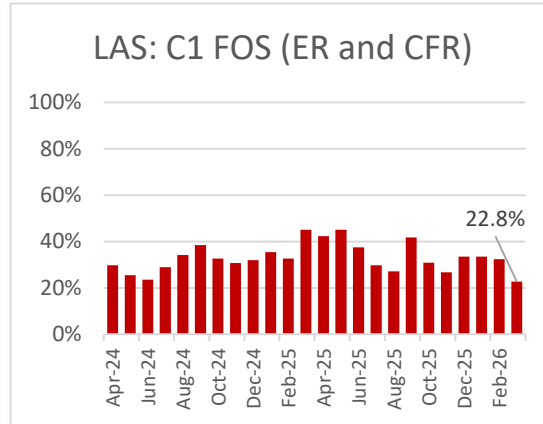
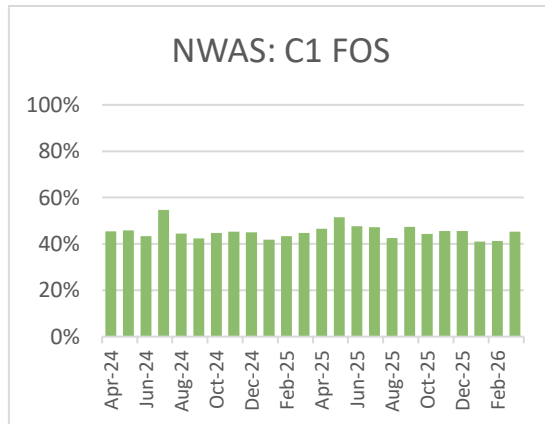
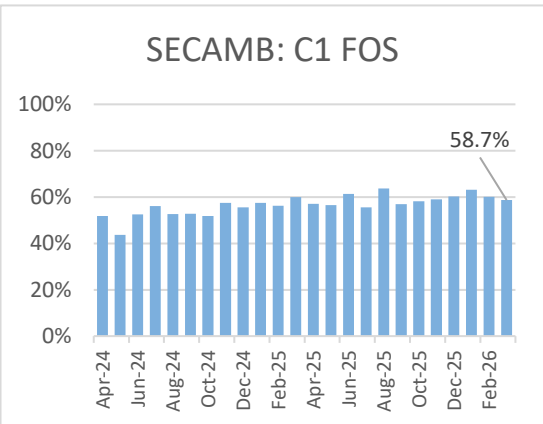
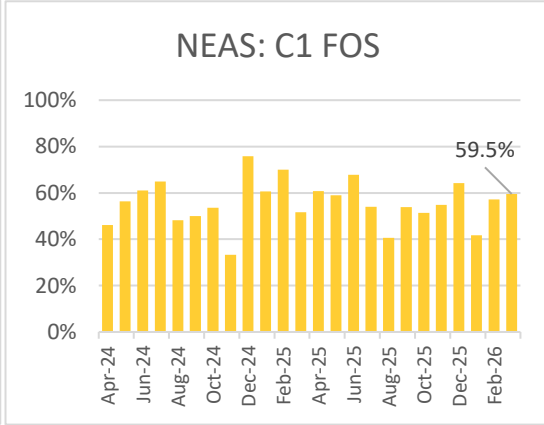
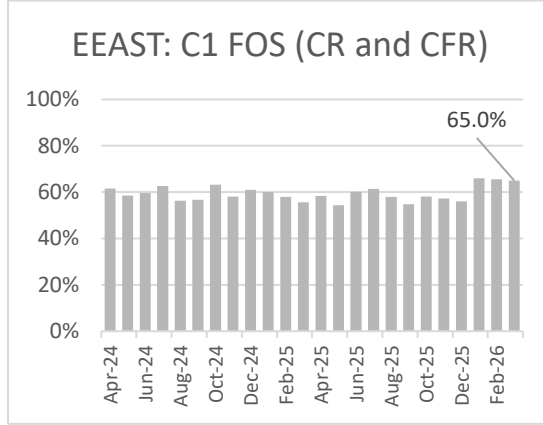
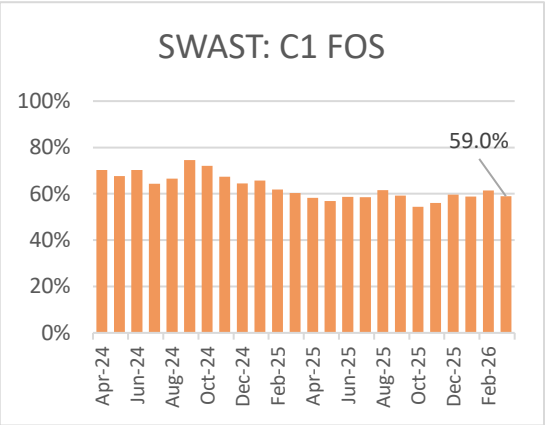
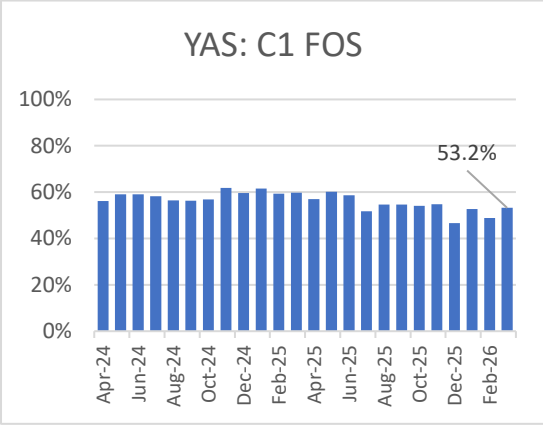
Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

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



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

LAS	169
NWAS	124
WMAS	114
YAS	94
SWAST	103
EEAST	83
EMAS	99
SECAMB	65
SCAS	46
NEAS	40
IoW	2

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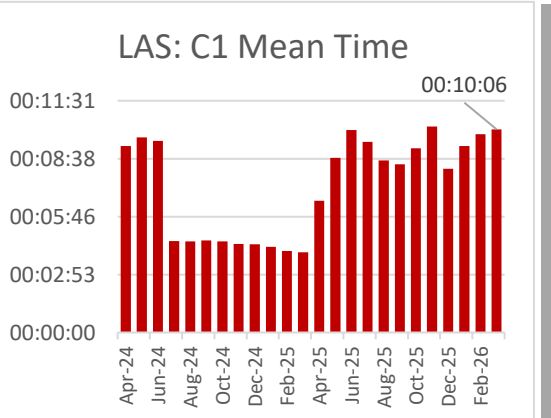
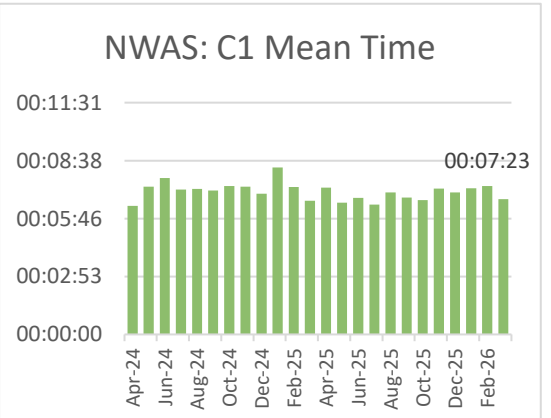
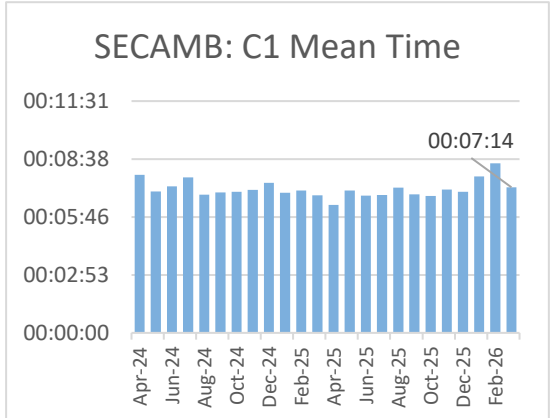
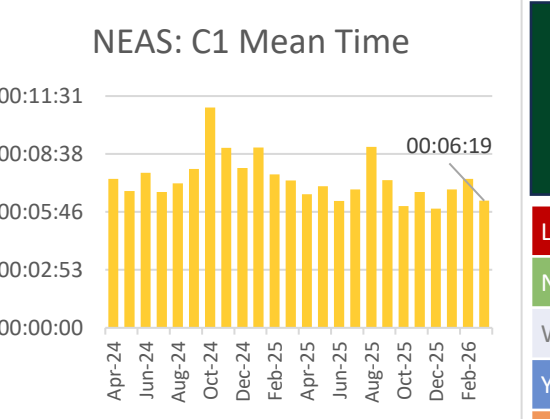
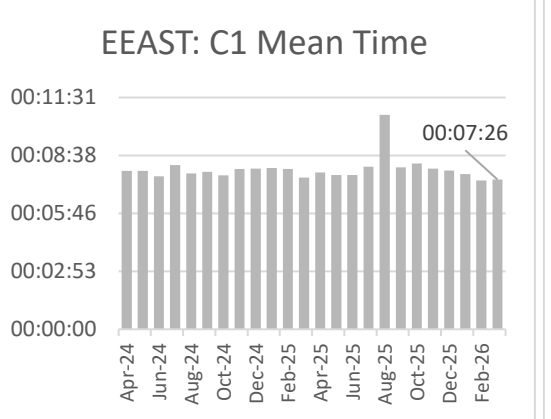
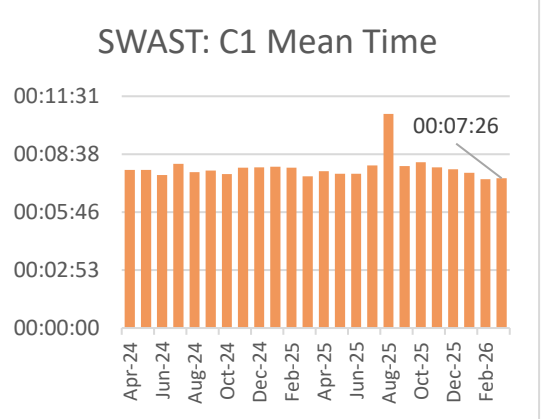
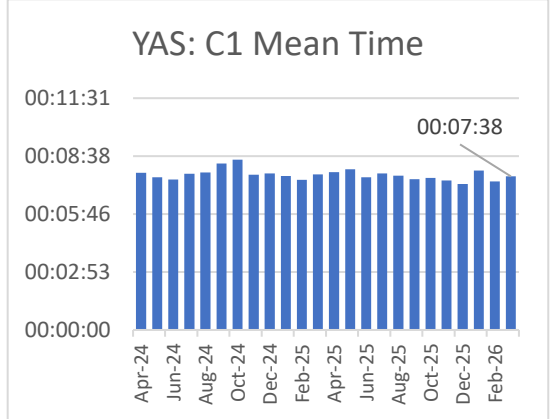
Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Source: AQI, A8.



Category-1 Mean Time to Arrive on Scene by Trust

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



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

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Context
C1 Mean response-times in March 2026

LAS	00:06:57
NWAS	00:07:05
WMAS	00:08:01
YAS	00:07:48
SWAST	00:09:03
EEAST	00:08:56
EMAS	00:08:41
SECAMB	00:08:16
SCAS	00:08:28
NEAS	00:06:17
IoW	00:08:34

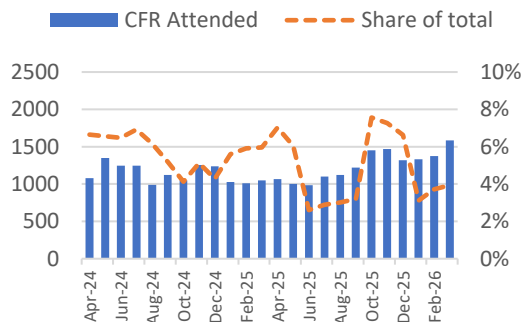
Source: AQI, A25.



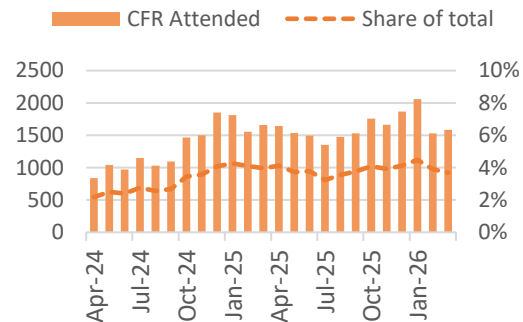
Category-2 Incidents Attended by Trust

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

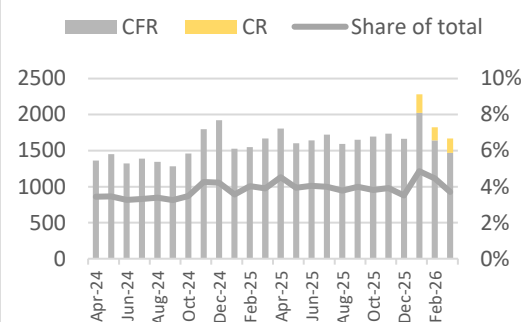
YAS: C2 Attendances



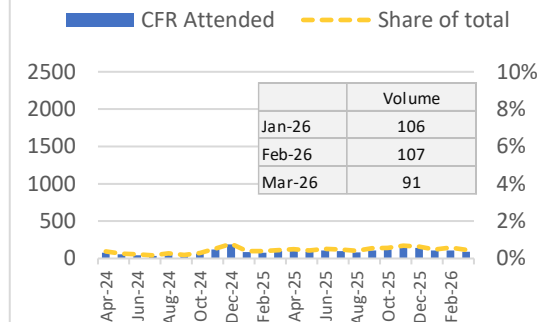
SWAST: C2 Attendances



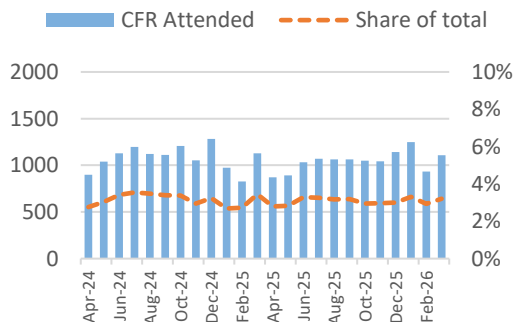
EEAST: C2 Attendances



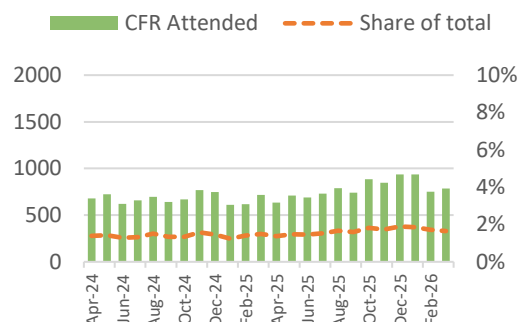
NEAS: C2 Attendances



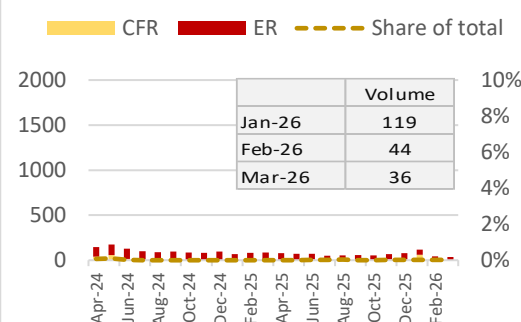
SECAMB: C2 Attendances



NWAS: C2 Attendances



LAS: C2 Attendances



Context

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

Trust	Volume
LAS	714
NWAS	572
WMAS	472
YAS	472
SWAST	504
EEAST	469
EMAS	517
SECAMB	406
SCAS	322
NEAS	247
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. **There was no CFR activity in London between July 2024 and Feb 2025.**

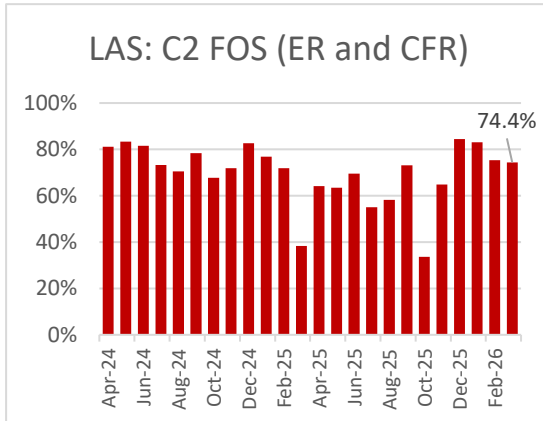
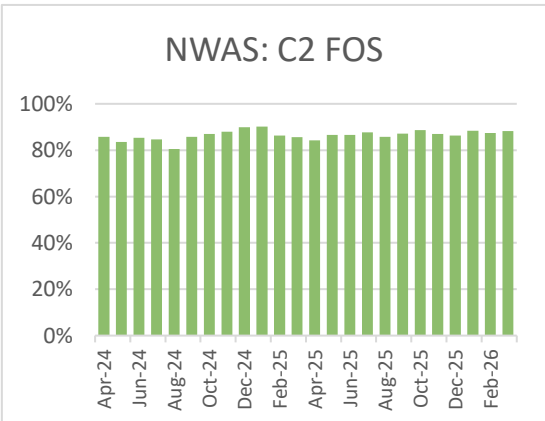
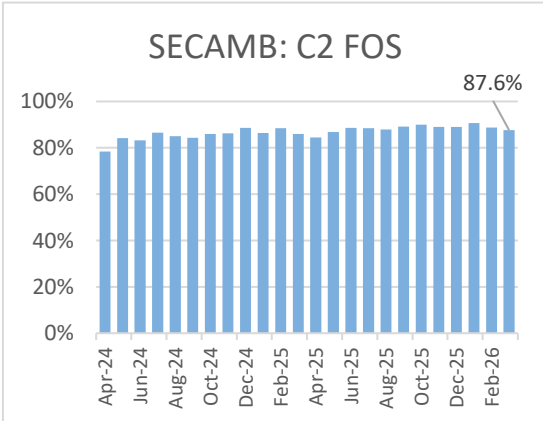
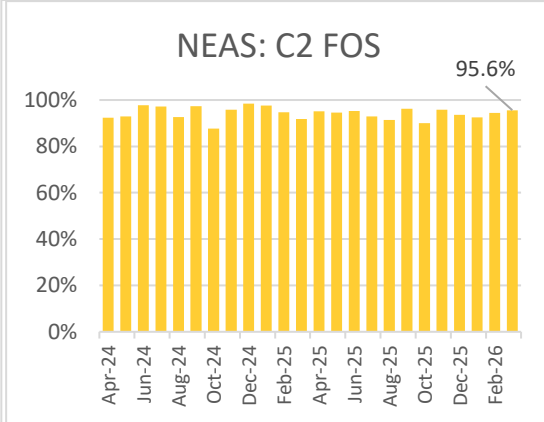
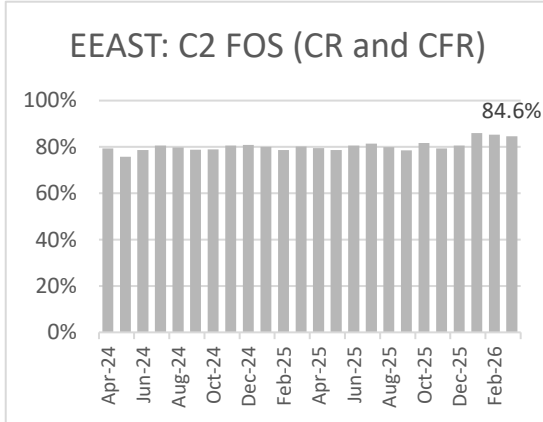
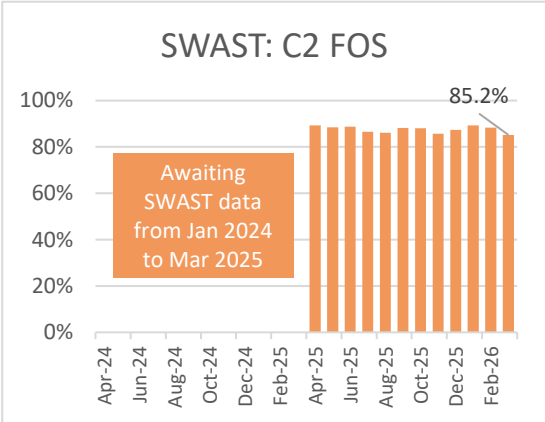
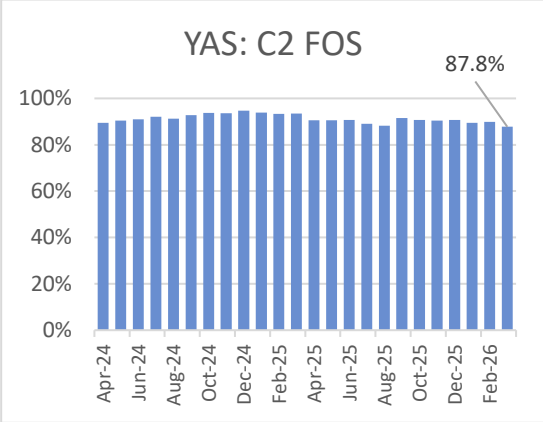
Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Source: AQI, A10.



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



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

LAS	714
NWAS	572
WMAS	472
YAS	472
SWAST	504
EEAST	469
EMAS	517
SECAMB	406
SCAS	322
NEAS	247
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. **There was no CFR activity in London between July 2024 and Feb 2025.**

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

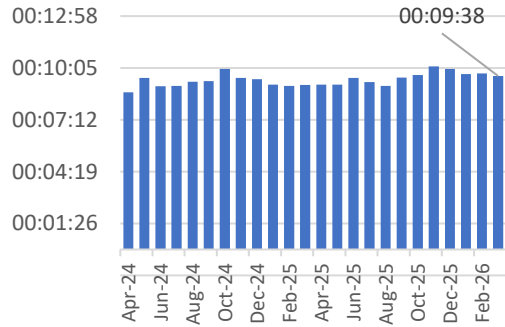
Source: AQI, A10.



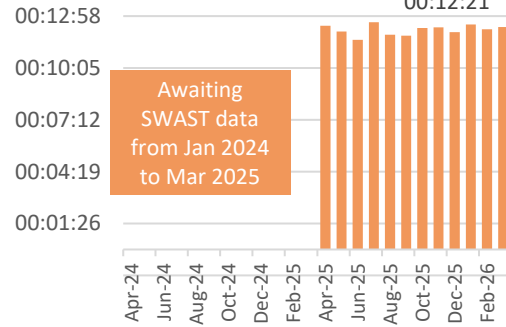
Category-2 Mean Time to Arrive on Scene by Trust

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

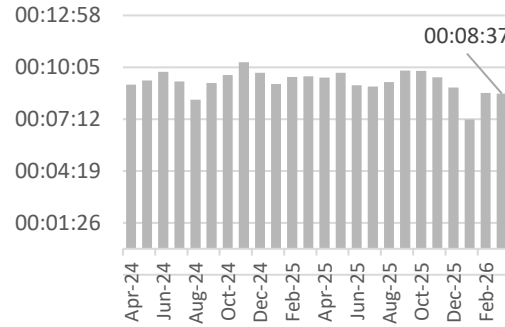
YAS: C2 Mean Time



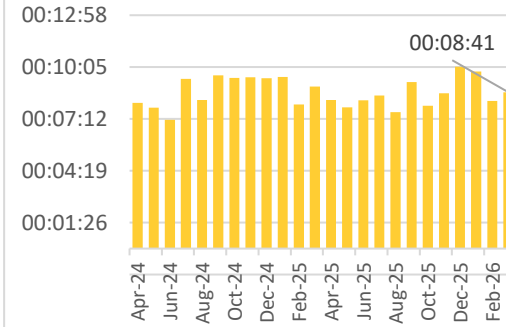
SWAST: C2 Mean Time



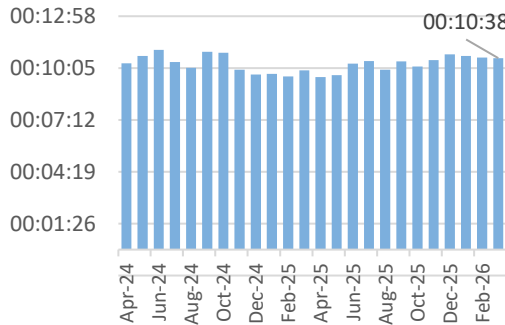
EEAST: C2 Mean Time



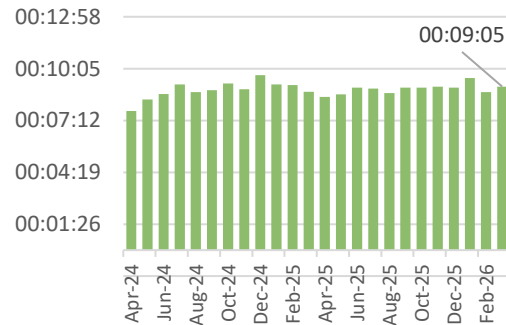
NEAS: C2 Mean Time



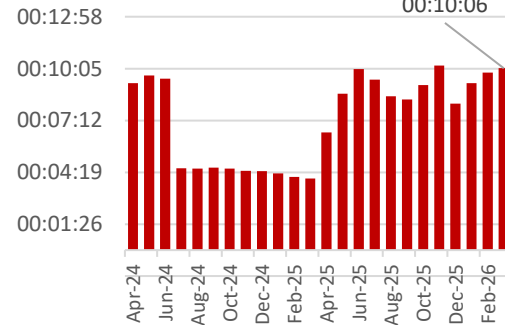
SECAMB: C2 Mean Time



NWAS: C2 Mean Time



LAS: C2 Mean Time



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

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Context
C2 Mean response-times in March 2026

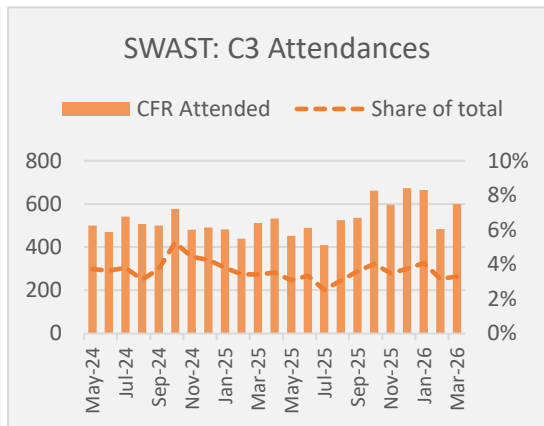
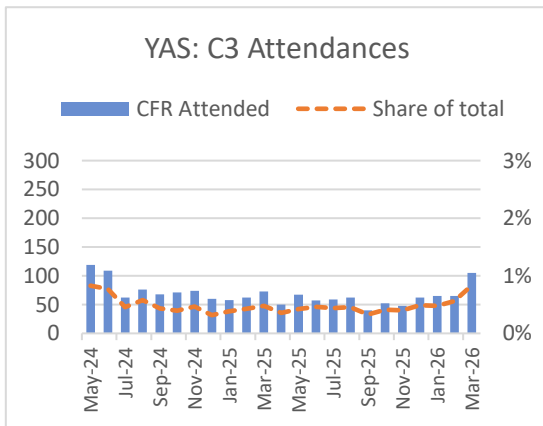
LAS	00:30:13
NWAS	00:26:55
WMAS	00:24:36
YAS	00:26:13
SWAST	00:34:18
EEAST	00:38:35
EMAS	00:35:41
SECAMB	00:27:50
SCAS	00:29:50
NEAS	00:21:31
IoW	00:29:05

Source: AQI, A30.

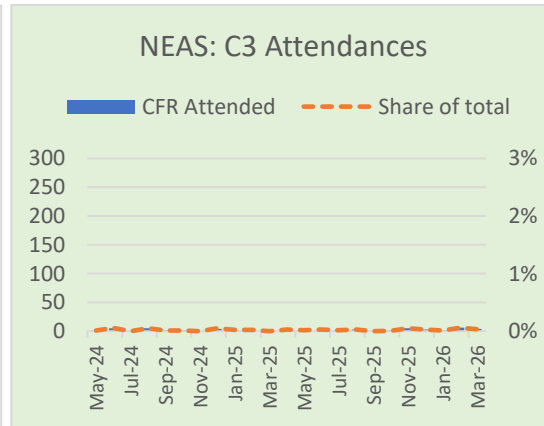
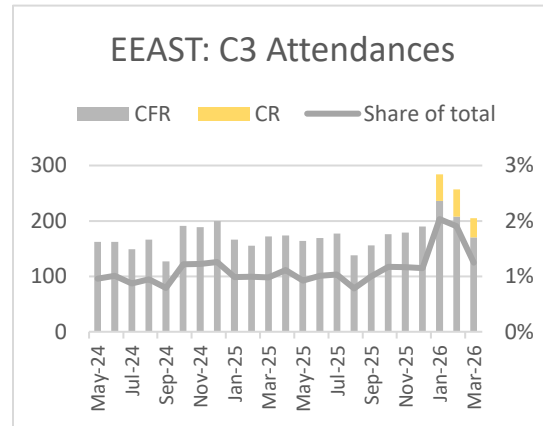


Category-3 Incidents Attended by Trust

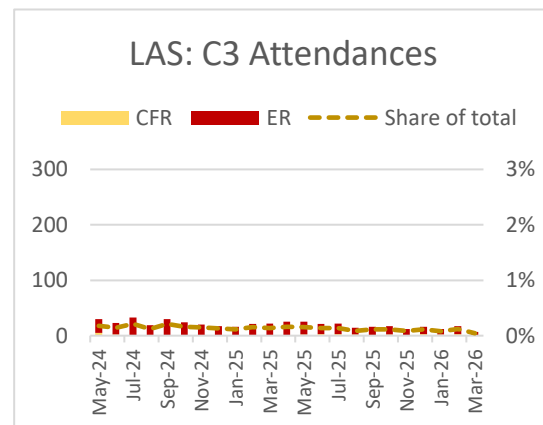
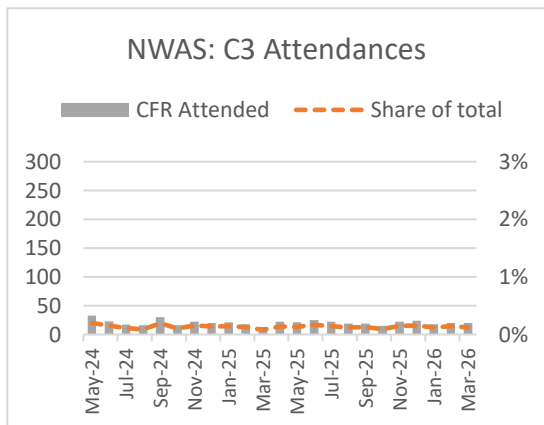
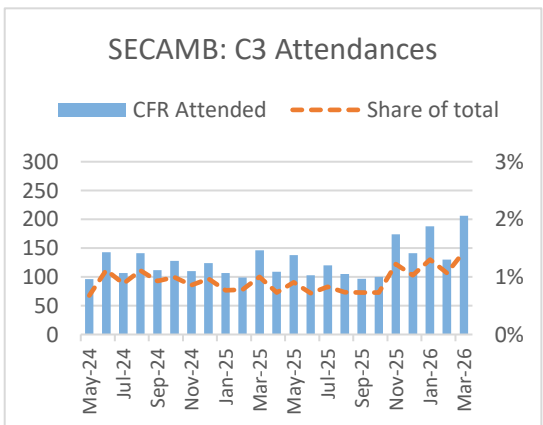
Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



Note – different axis values for SWAST



NEAS has 33 C3 attendances since April 2025



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

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

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

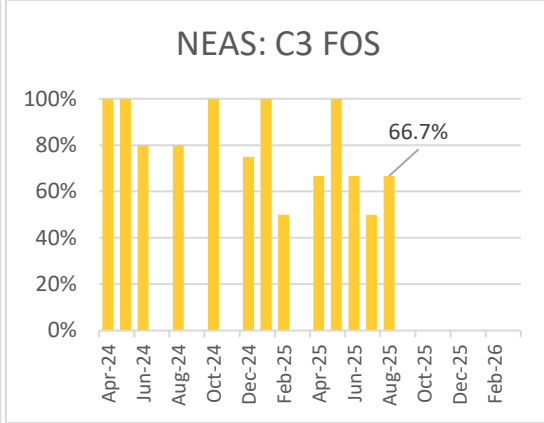
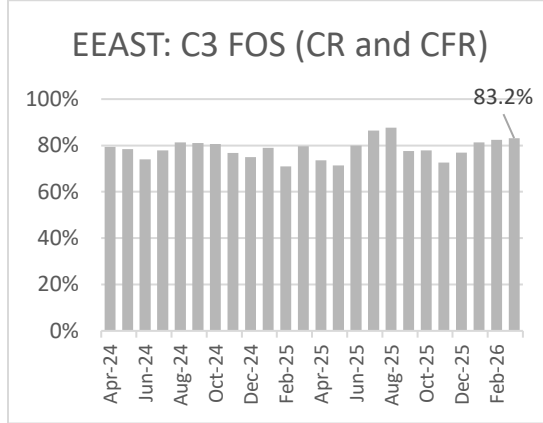
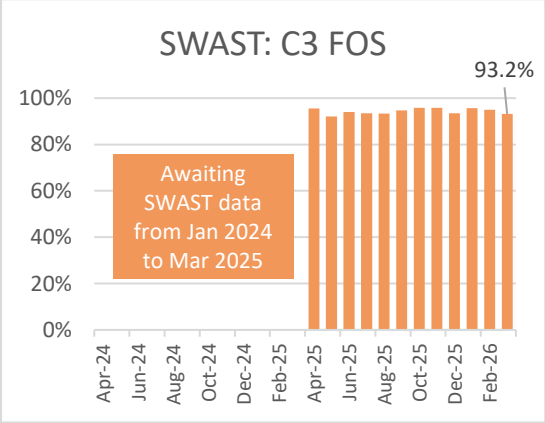
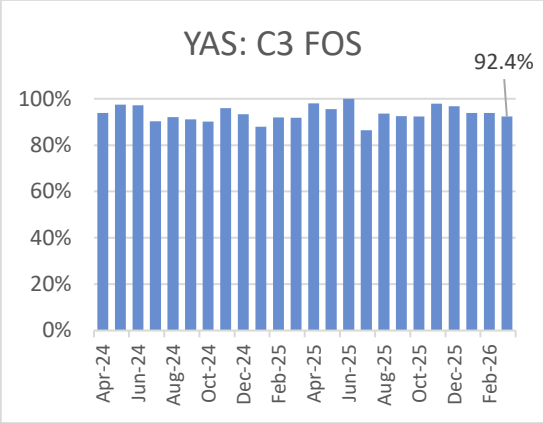
LAS	181
NWAS	182
WMAS	169
YAS	151
SWAST	194
EEAST	117
EMAS	191
SECAMB	169
SCAS	123
NEAS	126
IoW	9

Source: AQI, A11.



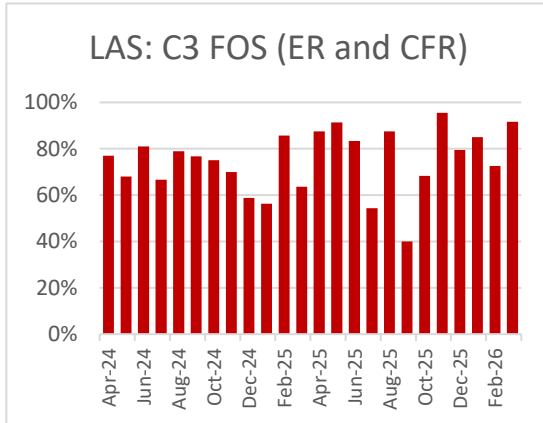
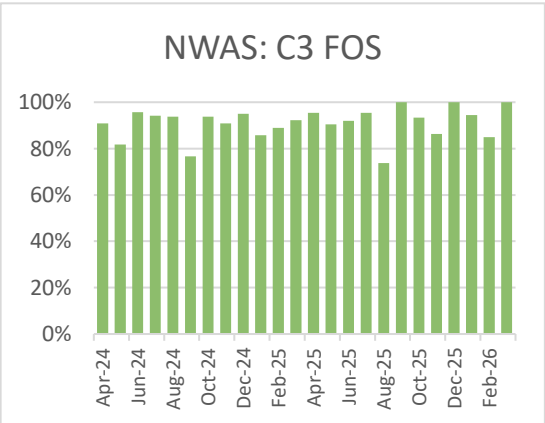
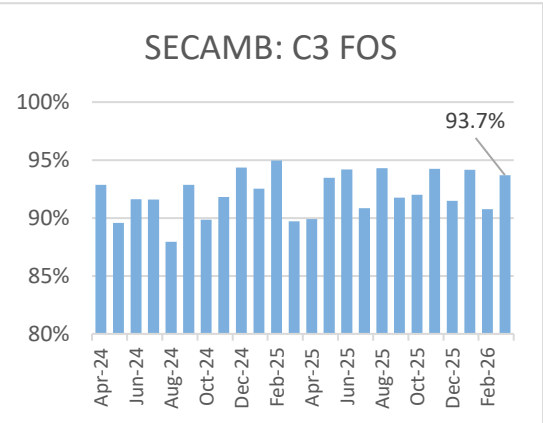
Category-3 Proportion of Times Volunteer First on Scene, by Trust

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



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

LAS	181
NWAS	182
WMAS	169
YAS	151
SWAST	194
EEAST	117
EMAS	191
SECAMB	169
SCAS	123
NEAS	126
IoW	9



Low incident volume for NEAS

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

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

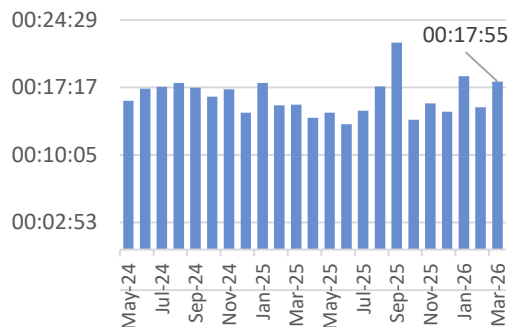
Source: AQI, A11.



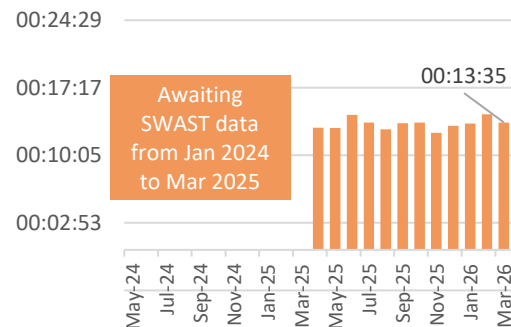
Category-3 Time to Arrive on Scene by Trust

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

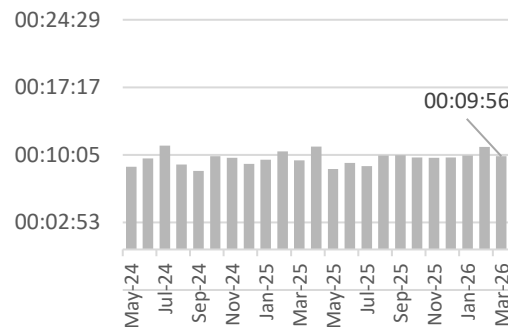
YAS: C3 Mean Time



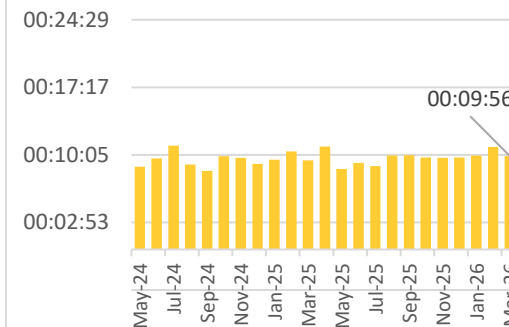
SWAST: C3 Mean Time



EEAST: C3 Mean Time

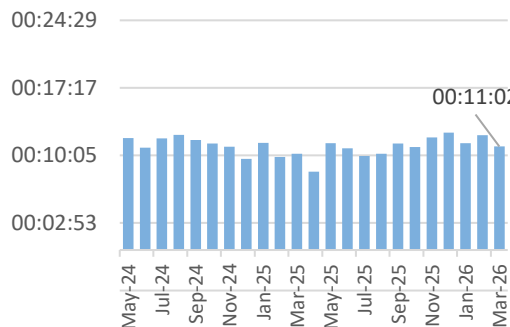


EEAST: C3 Mean Time

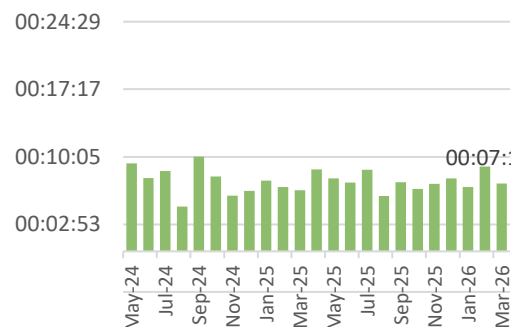


Low incident volume for NEAS

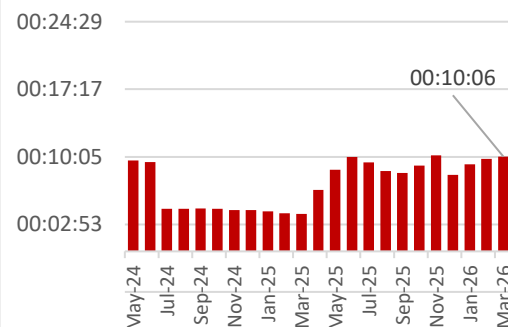
SECAMB: C3 Mean Time



NWAS: C3 Mean Time



LAS: C3 Mean Time



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

Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Context
C3 Mean response-times in March 2026

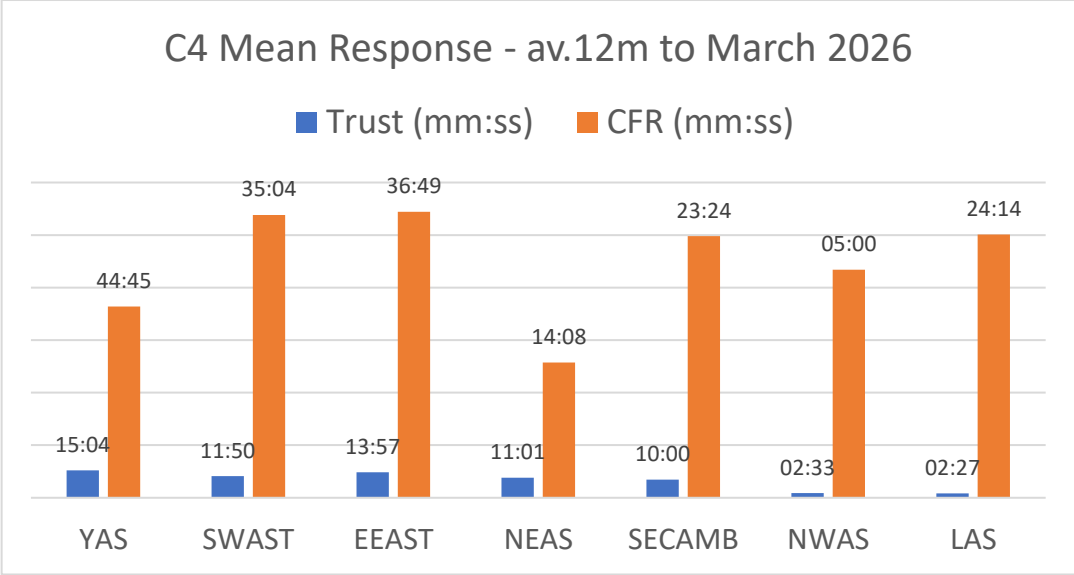
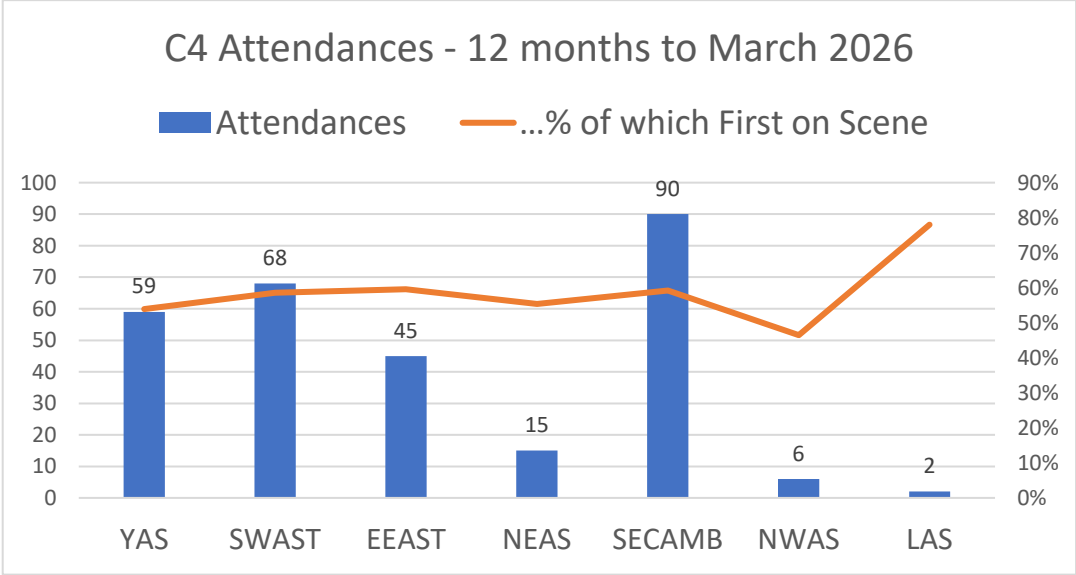
LAS	01:23:13
NWAS	01:40:15
WMAS	01:58:39
YAS	01:18:48
SWAST	01:47:50
EEAST	02:31:32
EMAS	01:57:09
SECAMB	02:01:34
SCAS	02:47:07
NEAS	00:57:05
IoW	01:22:44

Source: AQI, A33.



Category-4 Attendance and Response Times by Trust

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



Context
Volume of C4
Incidents by Trust
(‘000, last 12m)

LAS	12.0
NWAS	14.3
WMAS	4.3
YAS	2.9
SWAST	4.1
EEAST	4.8
EMAS	6.0
SECAMB	7.0
SCAS	7.0
NEAS	6.7
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

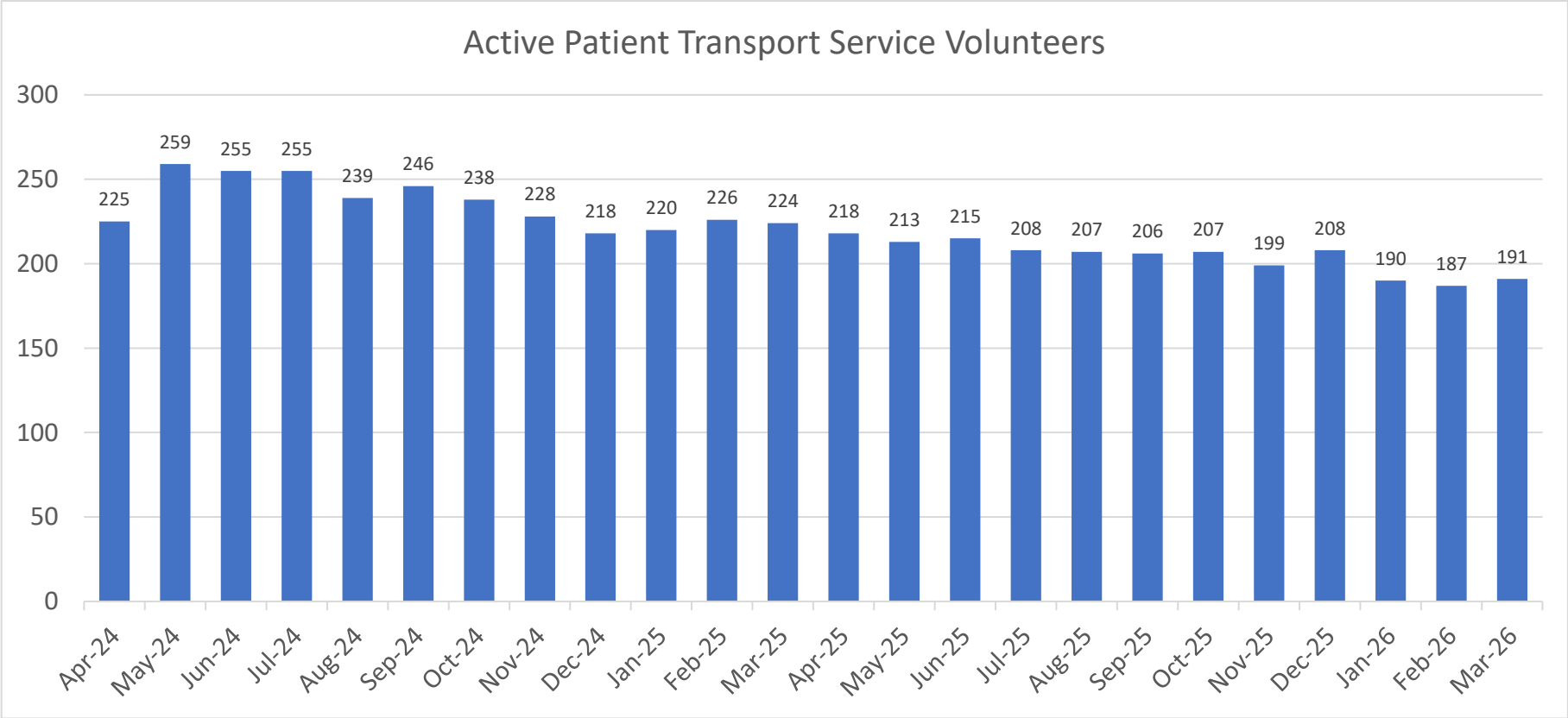
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- [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

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Average Active Patient Transport Service Volunteers each month – last 12 months

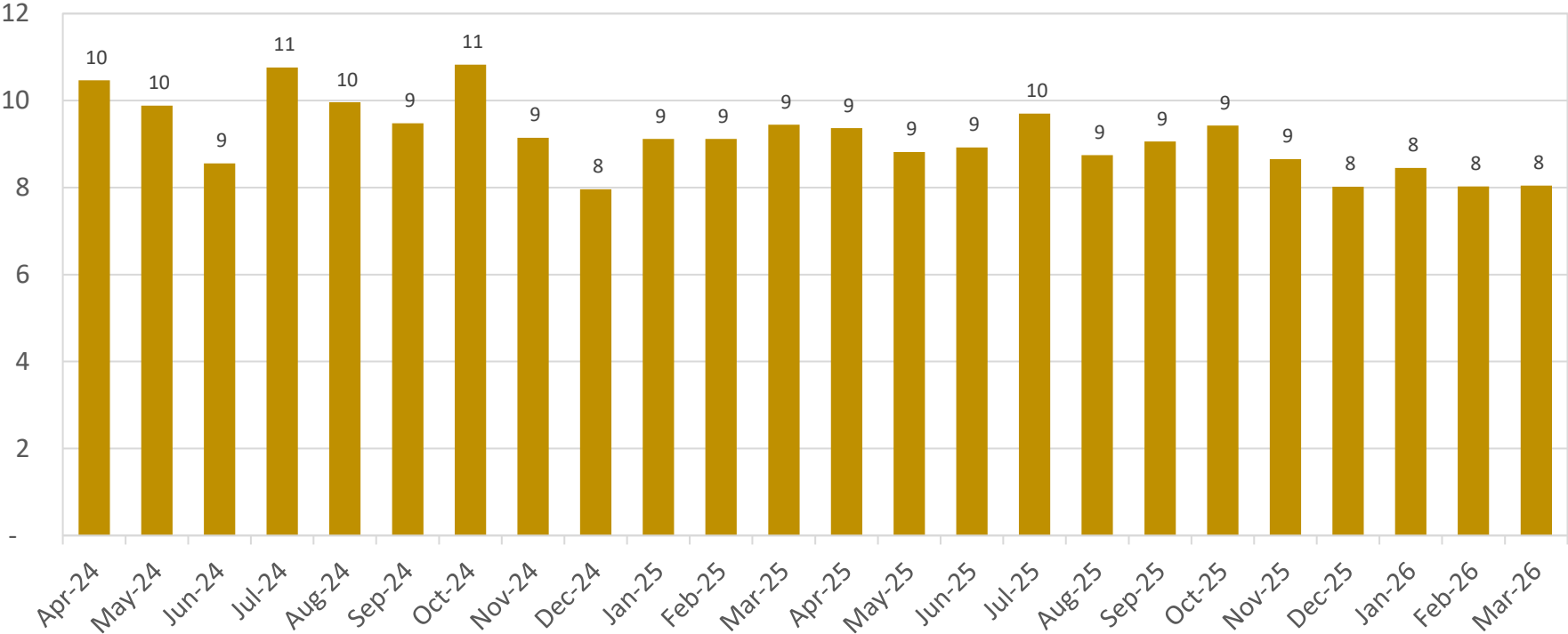
204



National Data: Patients Transported by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu

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

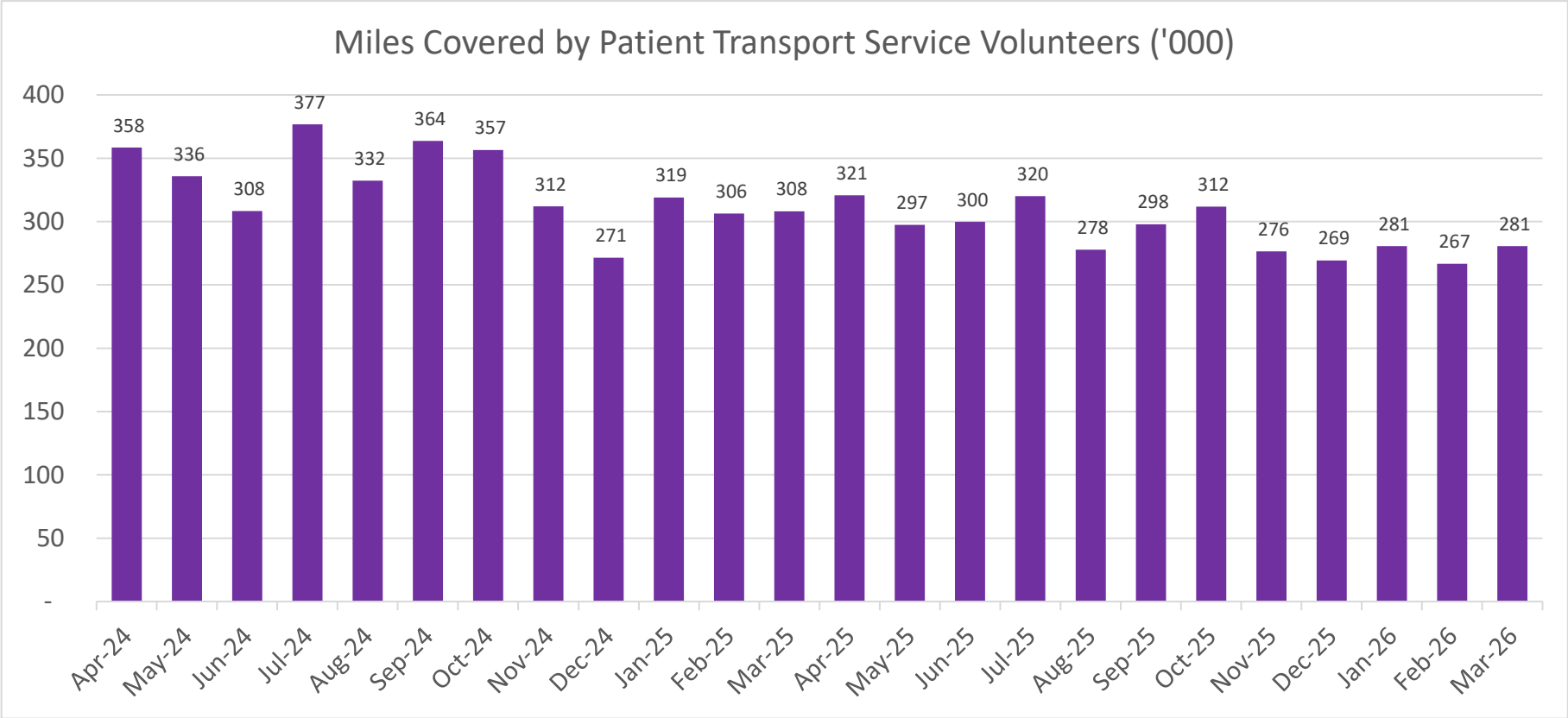


Patients Transported by PTS
volunteers in the 12-months to
March 2026
105-thousand



National Data: Miles Covered by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Miles Covered by PTS Volunteers in the 12-months to March 2026

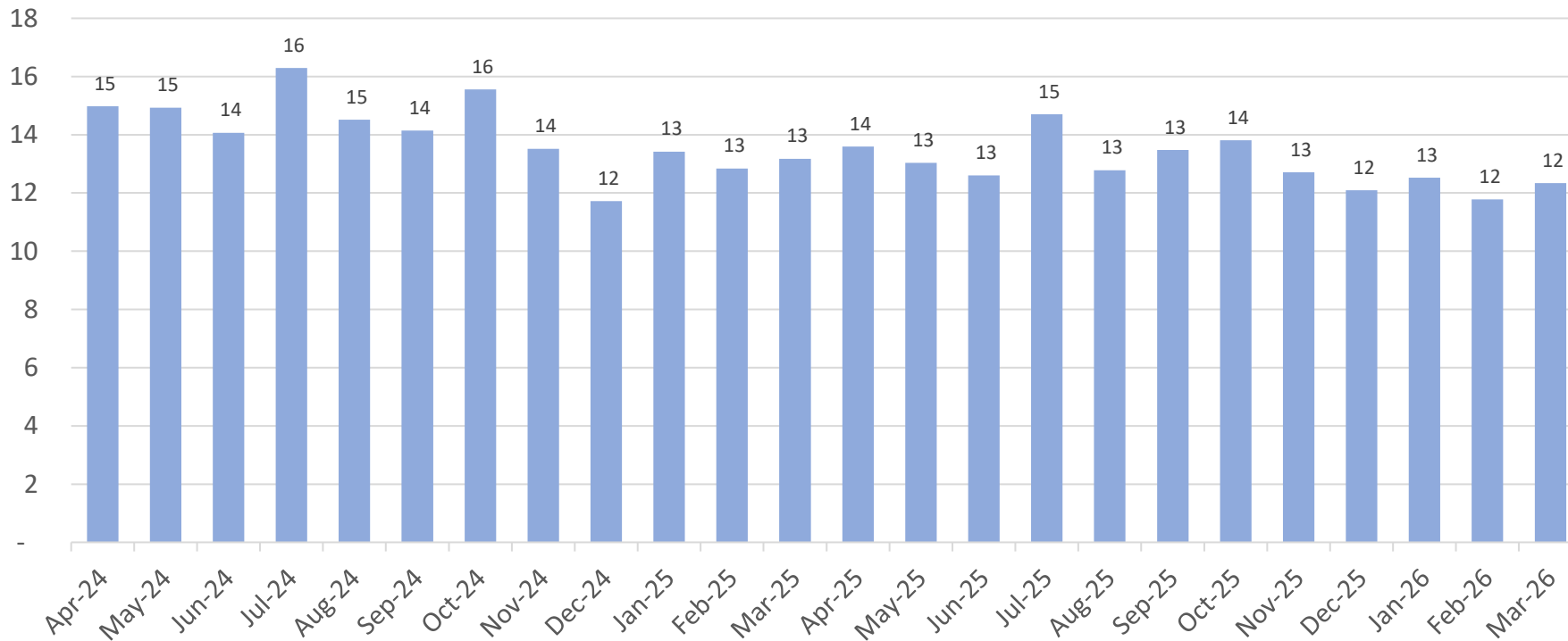
3.4-million



National Data: Hours Logged by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Hours Logged by Patient Transport Service Volunteers ('000)



Hours Logged by PTS Volunteers in
the 12-months to March 2026

155-thousand



National Data: Patient Service Volunteers

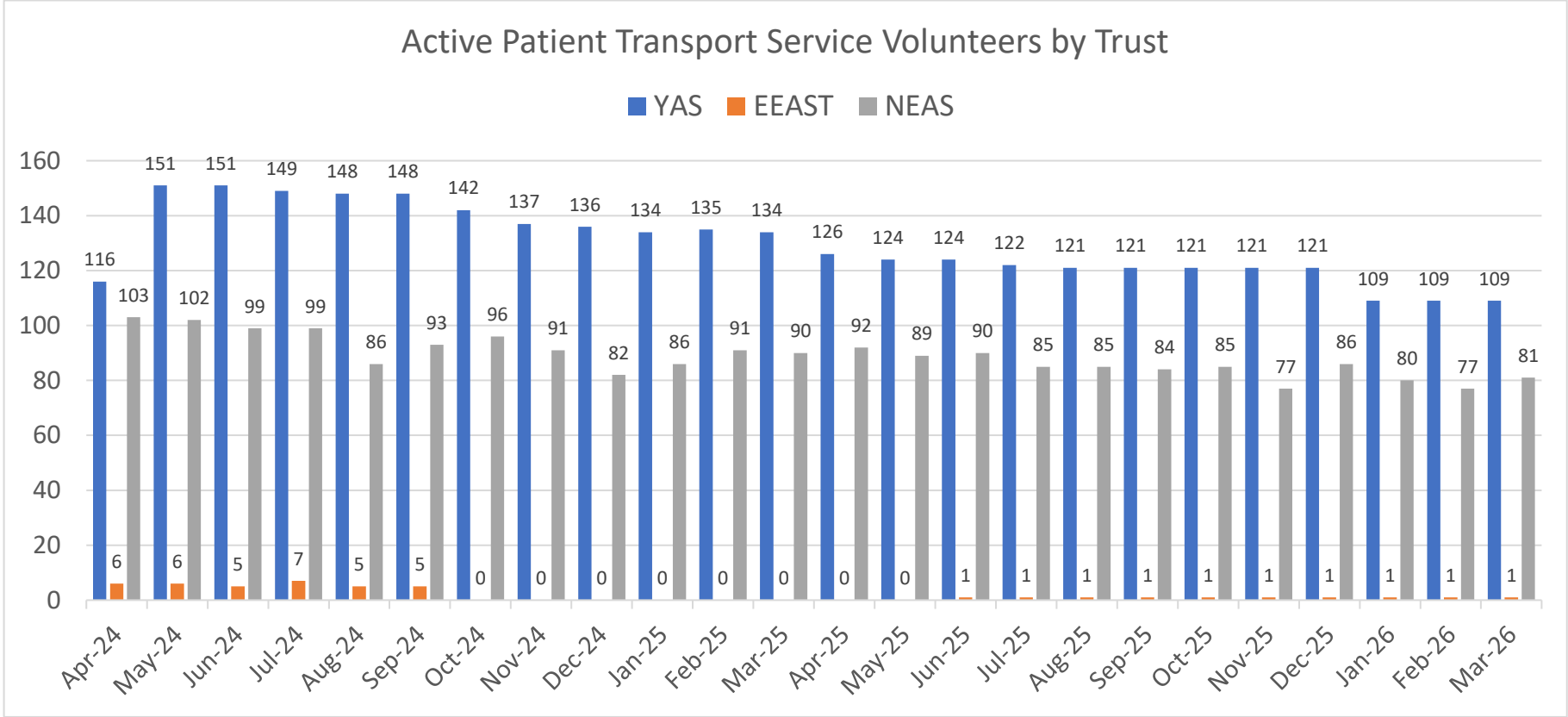
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- [Active Patient Service Volunteers 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

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Average Active Patient Transport Service per Month
YAS = 119

Average Active Patient Transport Service per Month
EEAST = 1

Average Active Patient Transport Service per Month
NEAS = 84

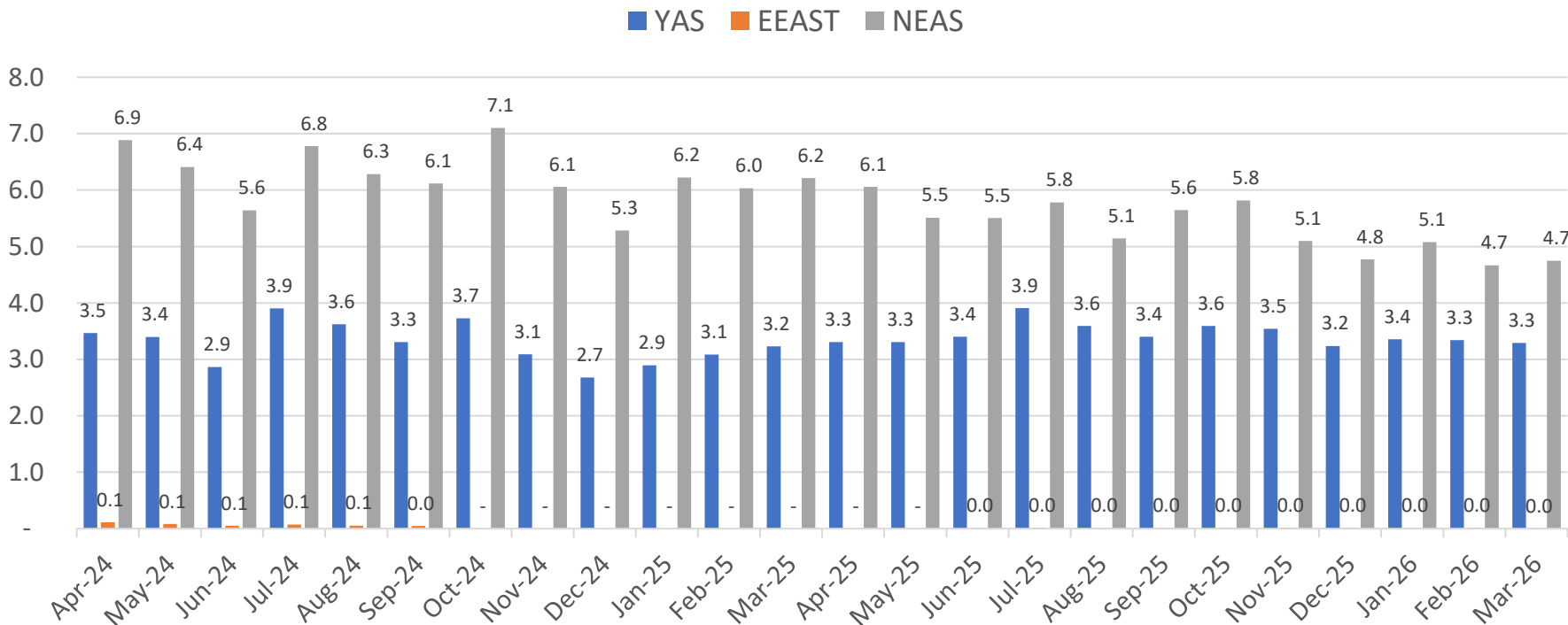
Trusts Included: EEAST, YAS, NEAS



Patients Transported by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu

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



Patients Transported by PTS
Volunteers in the 12-months to
March 2026

YAS = 41-thousand

Patients Transported by PTS
Volunteers in the 12-months to
March 2026

EEAST = 132

Patients Transported by PTS
Volunteers in the 12-months to
March 2026

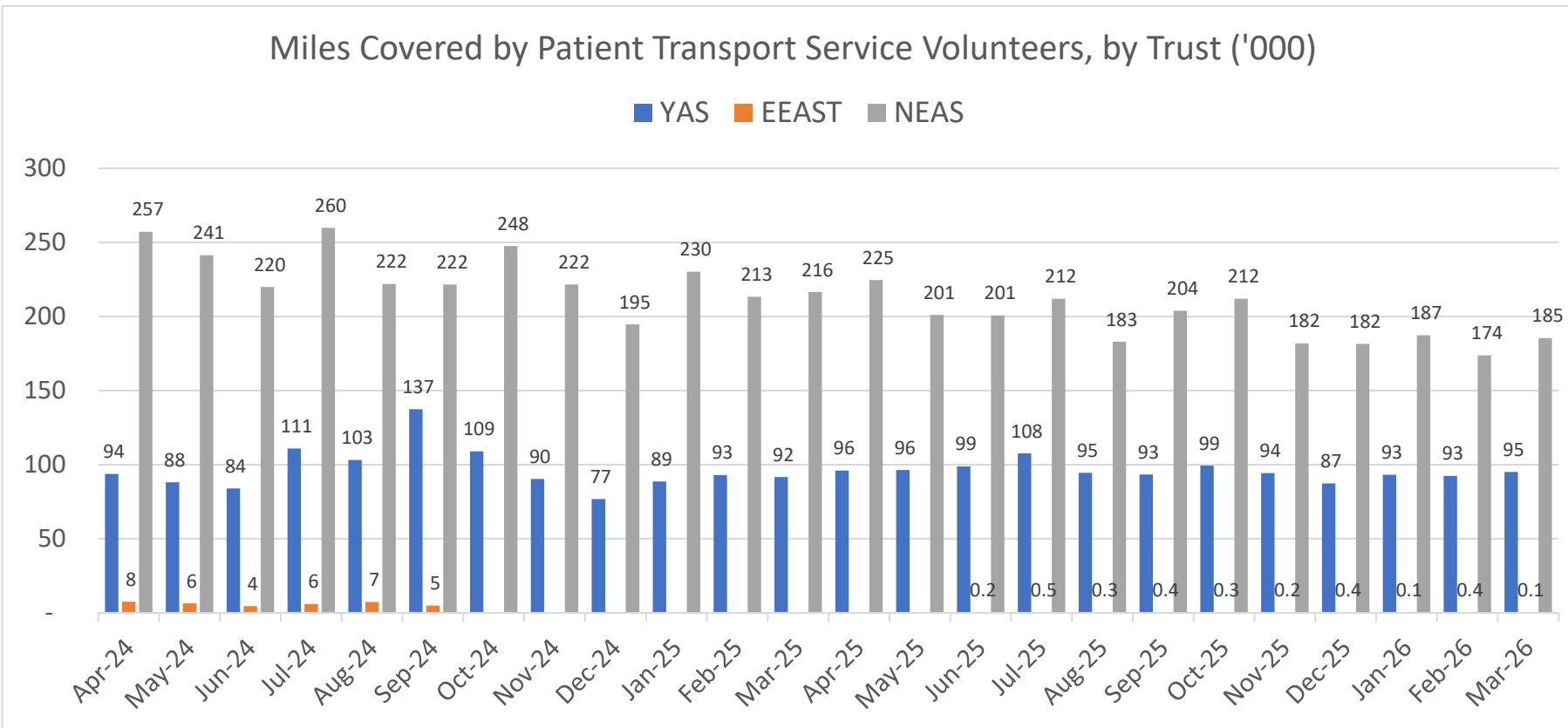
NEAS = 69-thousand

Trusts Included: EEAST, YAS, NEAS



Miles Covered by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Miles Covered by PTS Volunteers in the 12-months to March 2026

YAS = 1.2-million

Miles Covered by PTS Volunteers in the 12-months to March 2026

EEAST = 3 thousand

Miles Covered by PTS Volunteers in the 12-months to March 2026

NEAS = 2.3-million

Trusts Included: EEAST, YAS, NEAS

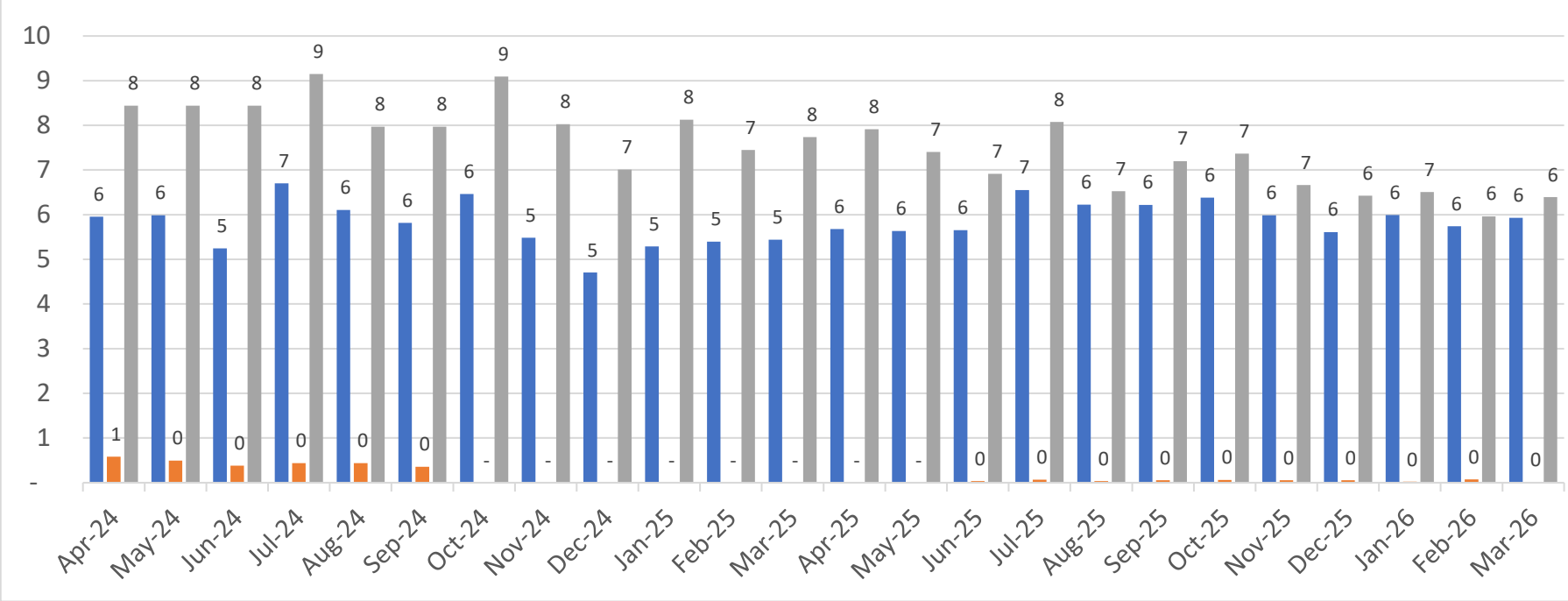


Hours Logged by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu

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

■ YAS ■ EEAST ■ NEAS



Hours Logged by PTS Volunteers in the 12-months to March 2026
YAS = 73-thousand

Hours Logged by PTS Volunteers in the 12-months to March 2026
EEAST = 0.5-thousand

Hours Logged by PTS Volunteers in the 12-months to March 2026
NEAS = 83-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

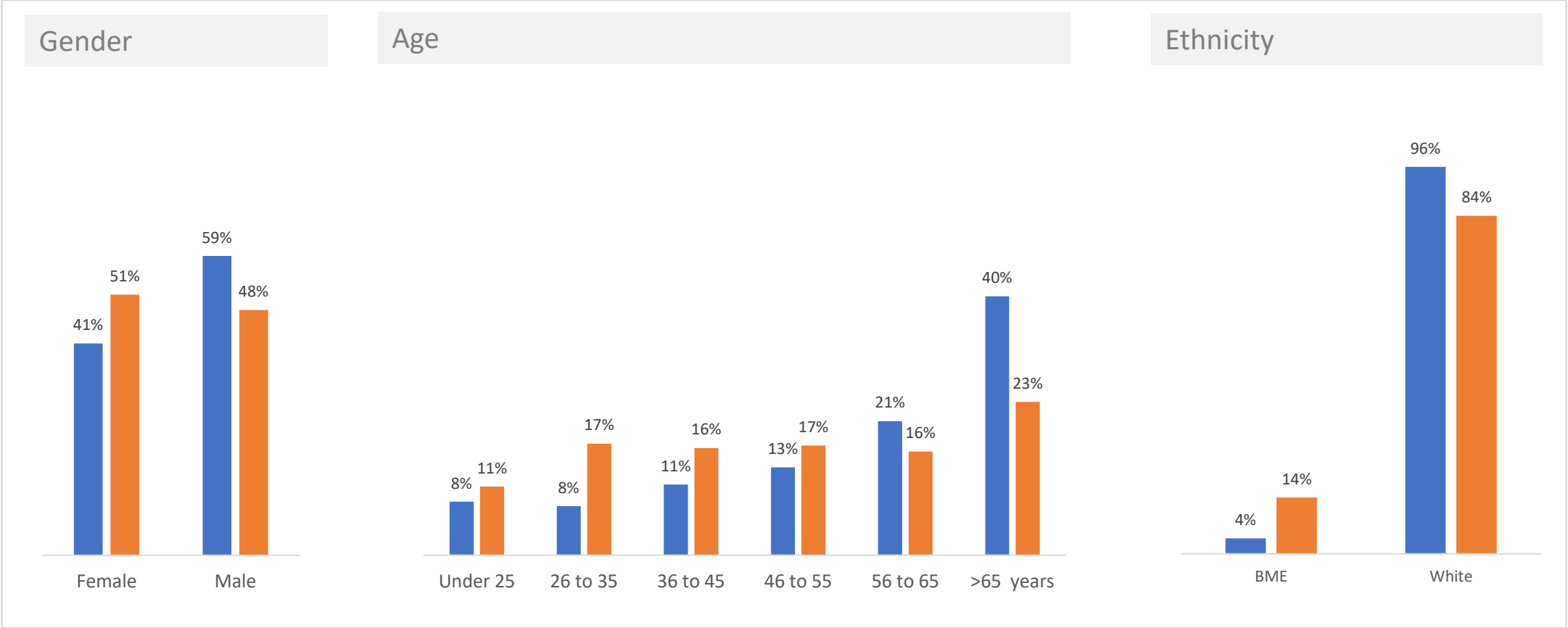
Shows combined data for participating trusts, and compares basic demographic data for ambulance volunteers with those gathered in the most recent National Census.

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

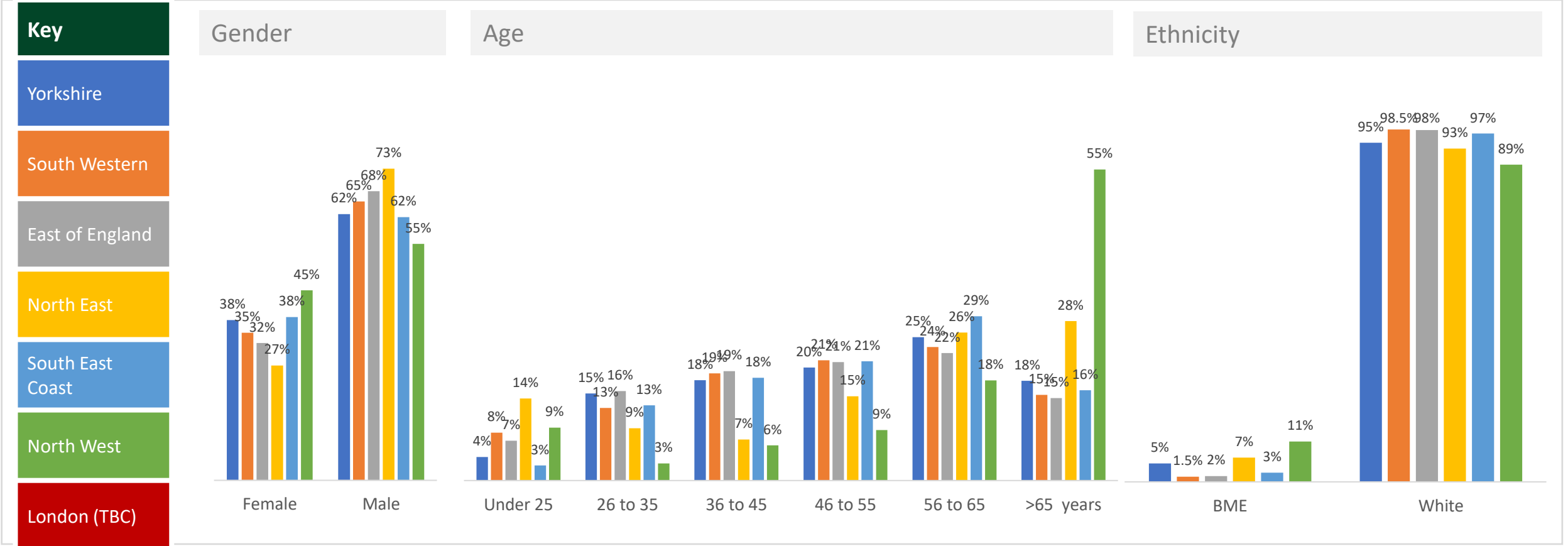


Volunteers

National
Census Data

Compare Trusts: Volunteer Demographics

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



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



If you know of any stories about volunteers and volunteering in the ambulance sector, we would love to hear from you. As well as Community First Responders and Patient Transport Volunteers, we want to showcase all the different roles volunteers provide within the sector. Stories about critical friends, community resilience and engagement, welfare and chaplains are most welcome. You can contact us at the following address: joe.crook@aace.org.uk

CFR Story - Phoenix

Becoming a Community First Responder

CFR Story - Kamran

A day in the life of a Community First Responder

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



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.”

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.”

