ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Ambulance Volunteering – Analytics Report: Data to September 2026

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Author – Steve Hearnshaw, AACE Data Analyst







Click here for Report Overview

Volunteering Overview

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

10,235 incidents

attended by CFRs in participating trusts in September 2026, 827 more incidents than September 2025

Find out more

9 minutes and 43 seconds

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

Find out more

91,197 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

Main Menu

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

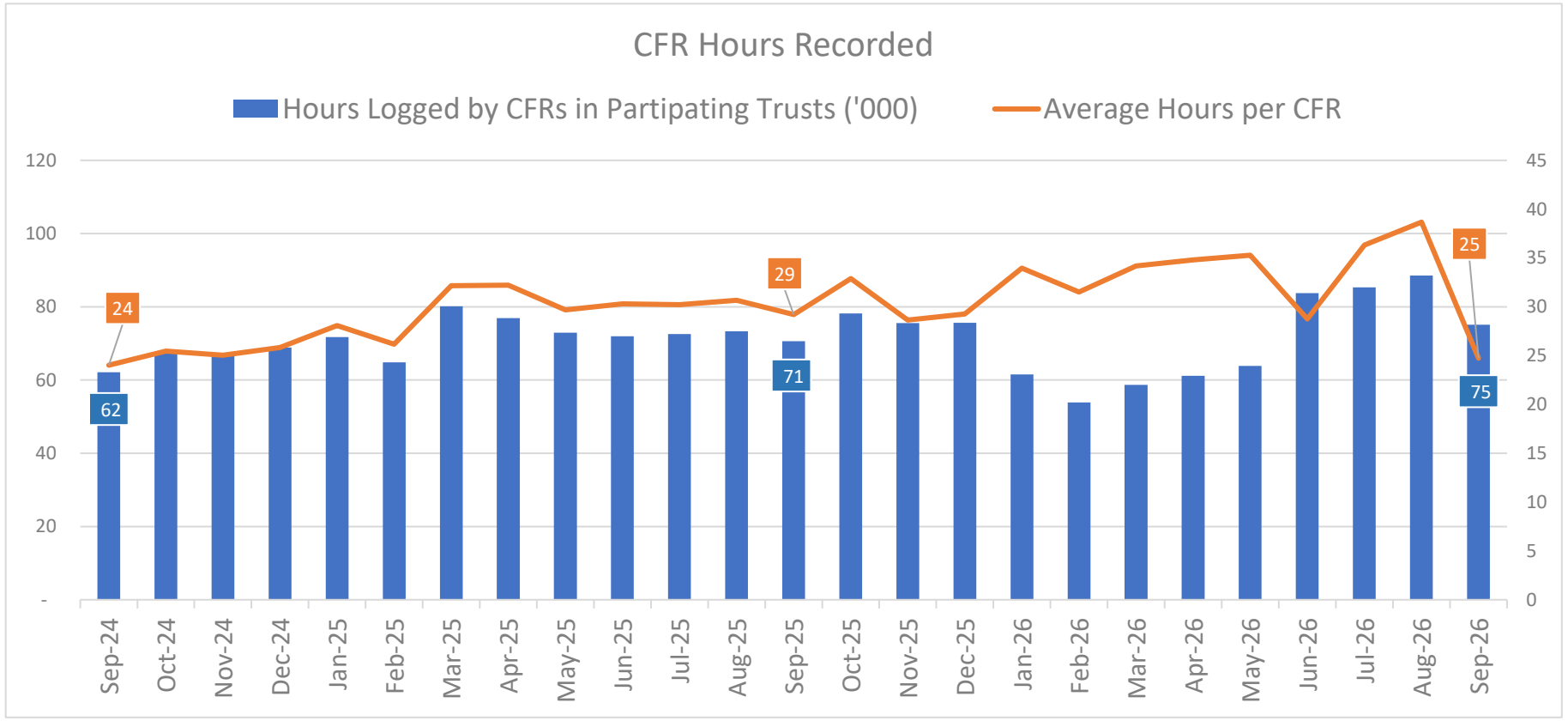
- Category-2: Incidents Attended
- Category-2: Times CFR First on Scene
- Category 2: Time to Arrive on Scene

- 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 September 2026

861-thousand hours

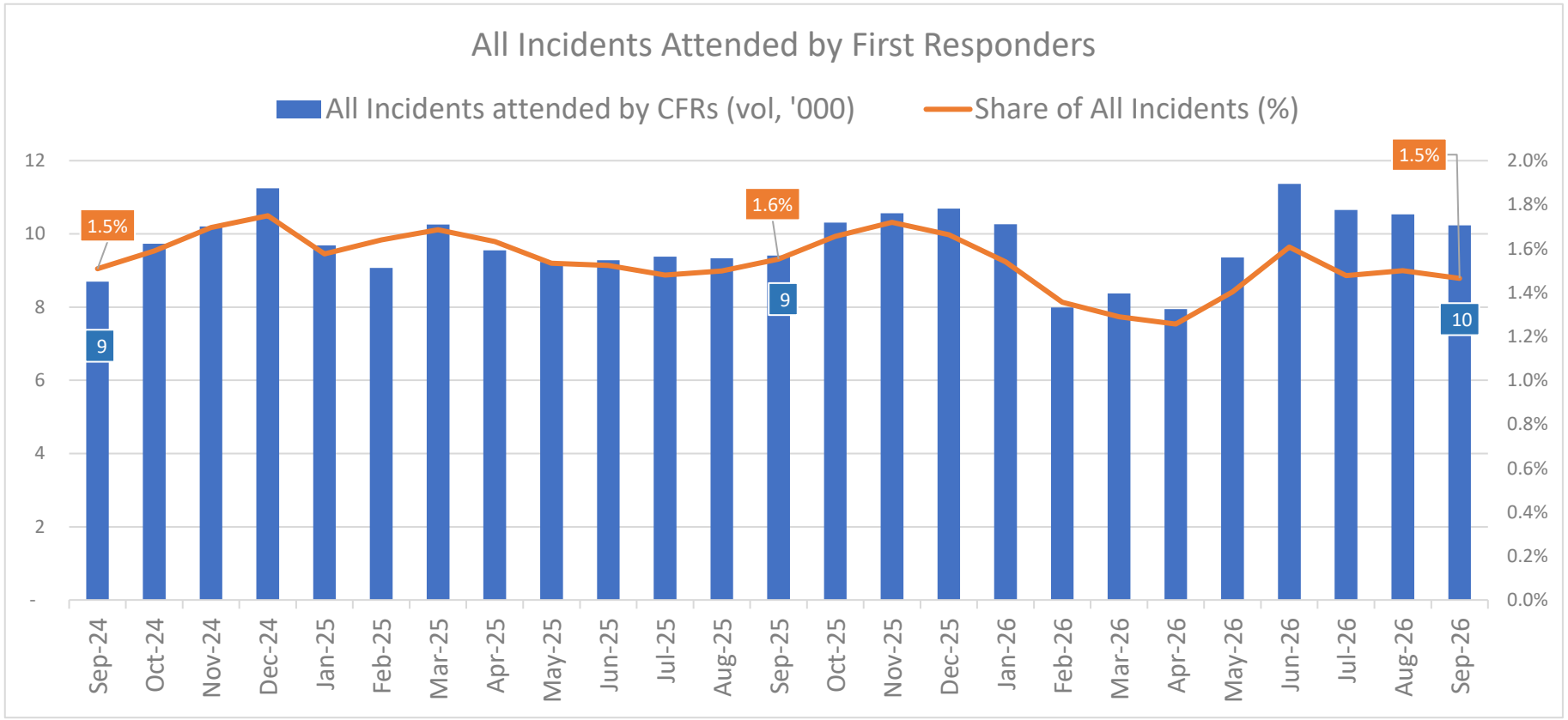
Average number of hours individual CFRs volunteer each month in the 12 months to September 2026

32 hours each month

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

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 September 2026

118-thousand

Average monthly share of incidents attended by CFRs in the 12 months to September 2026

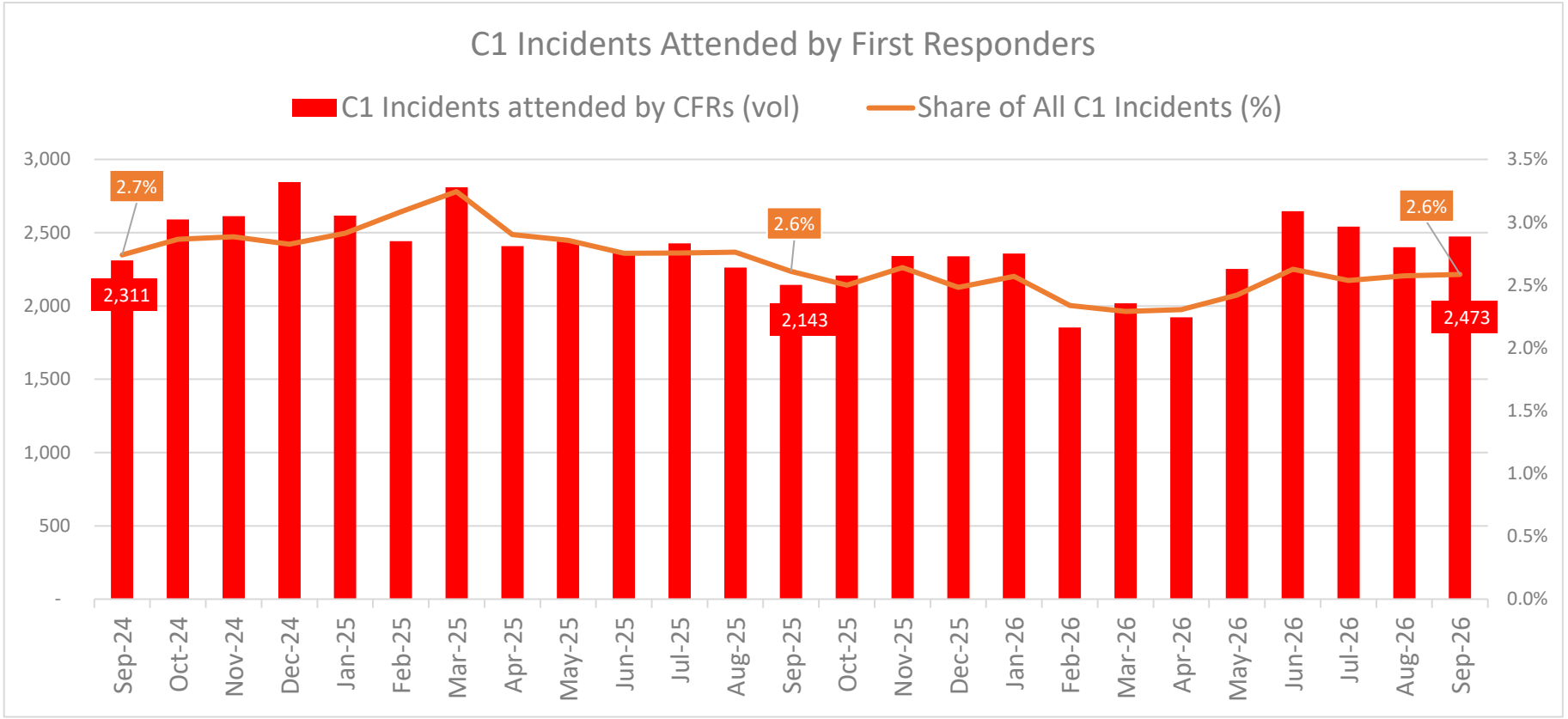
1.5%

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 Sept 2026

27-thousand

Average monthly share of Category-1 incidents attended by CFRs in the 12 months to Sept 2026

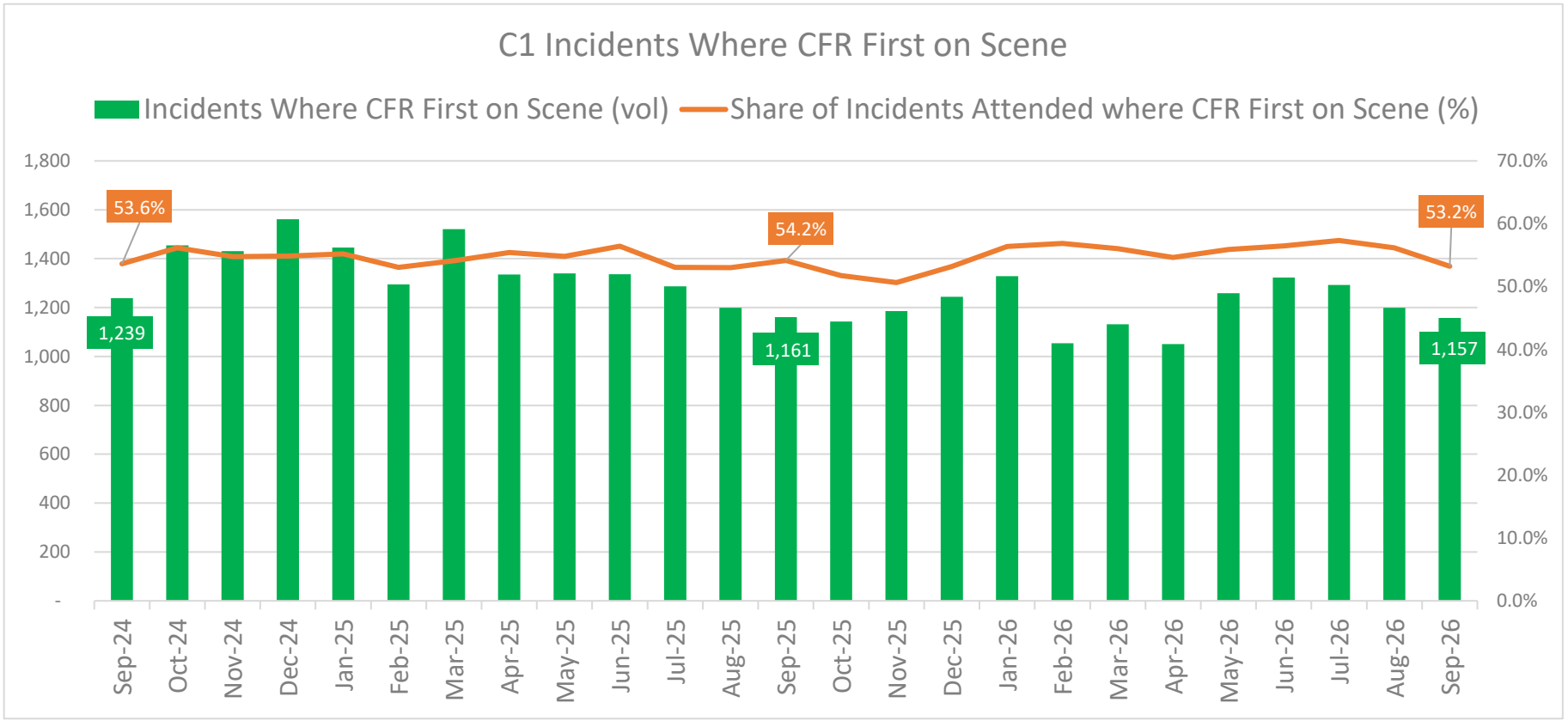
2.5%

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 Sept 2026

14-thousand

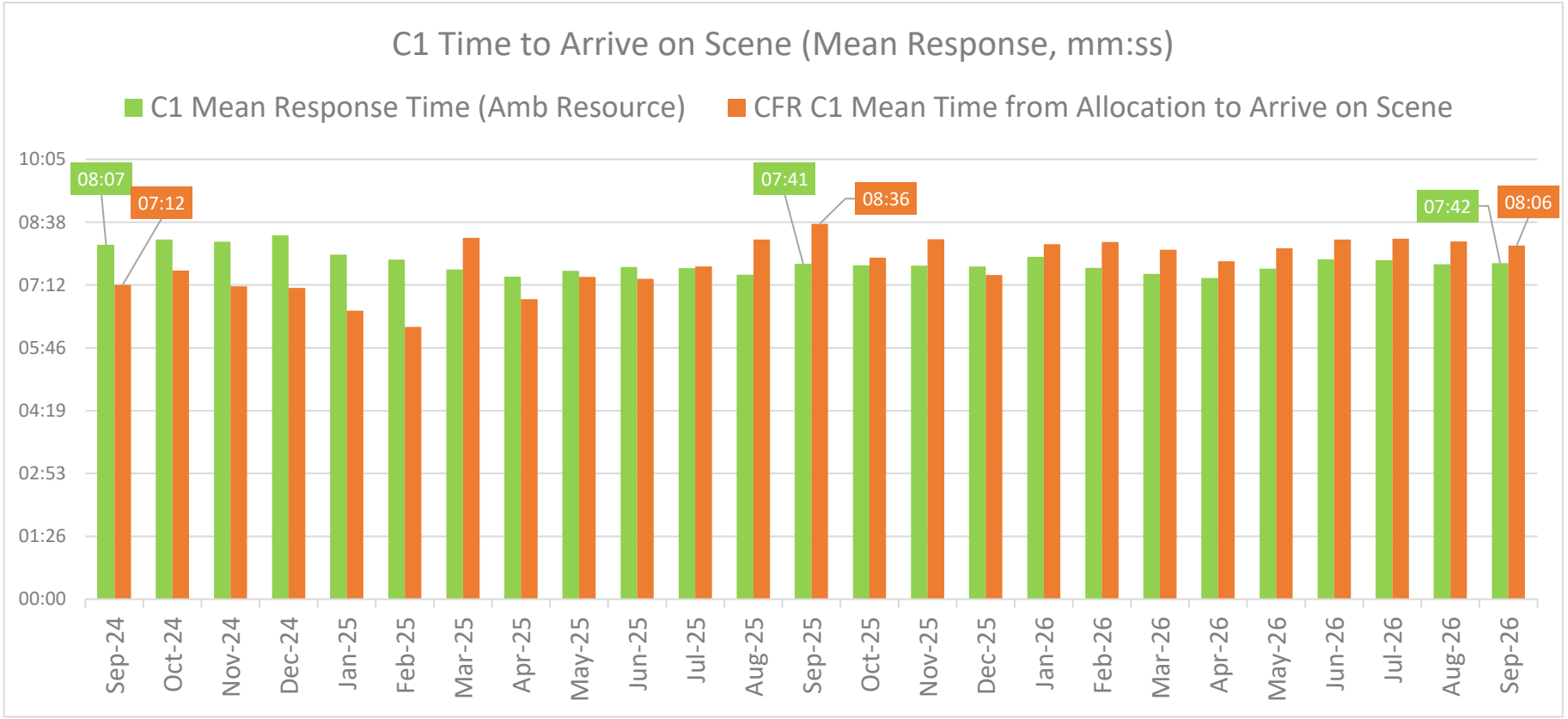
Average monthly share of Category-1 attendances where CFRs First on Scene in the 12 months to Sept 2026

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



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

00:07:38

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

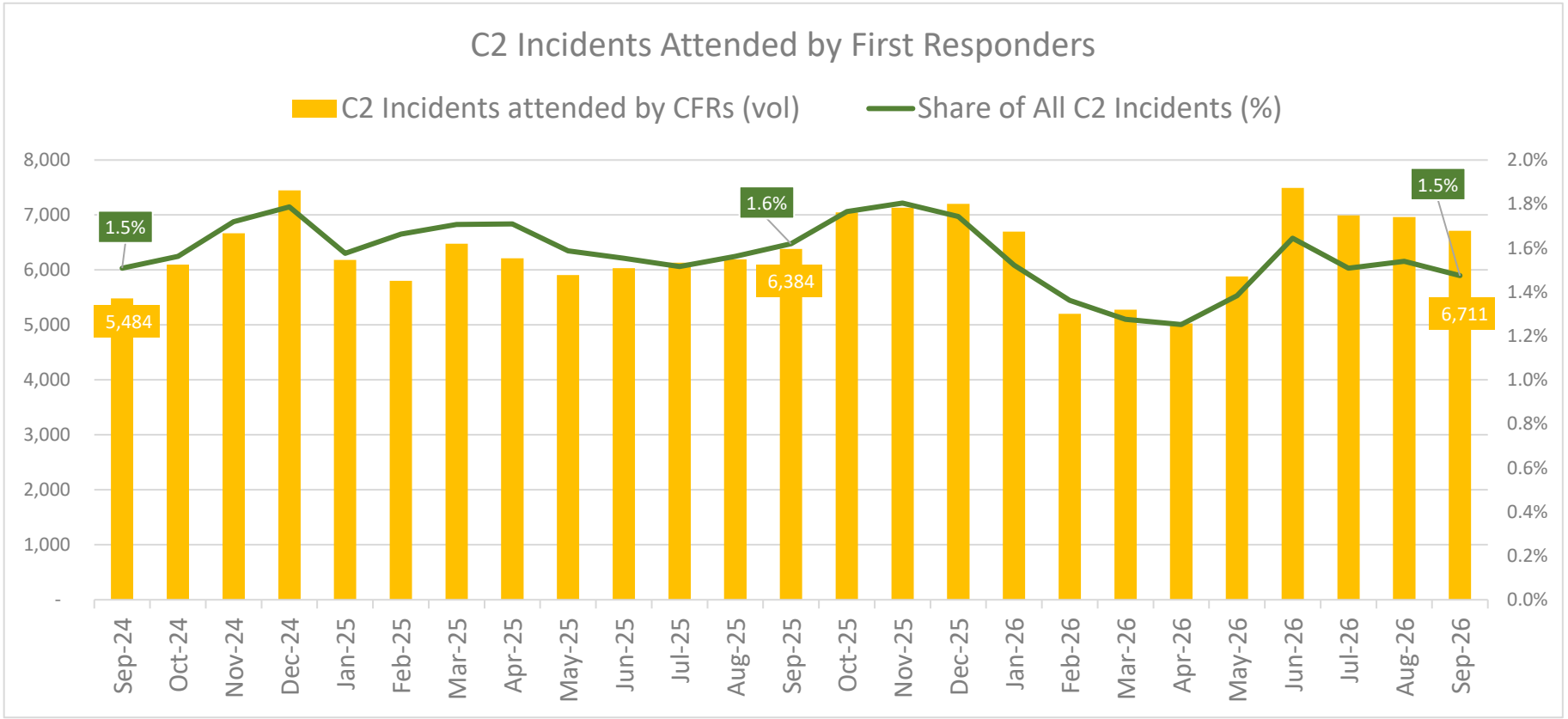
00:08:02

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 Sept 2026

78-thousand

Average monthly share of Category-2 incidents attended by CFRs in the 12 months to Sept 2026

1.5%

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)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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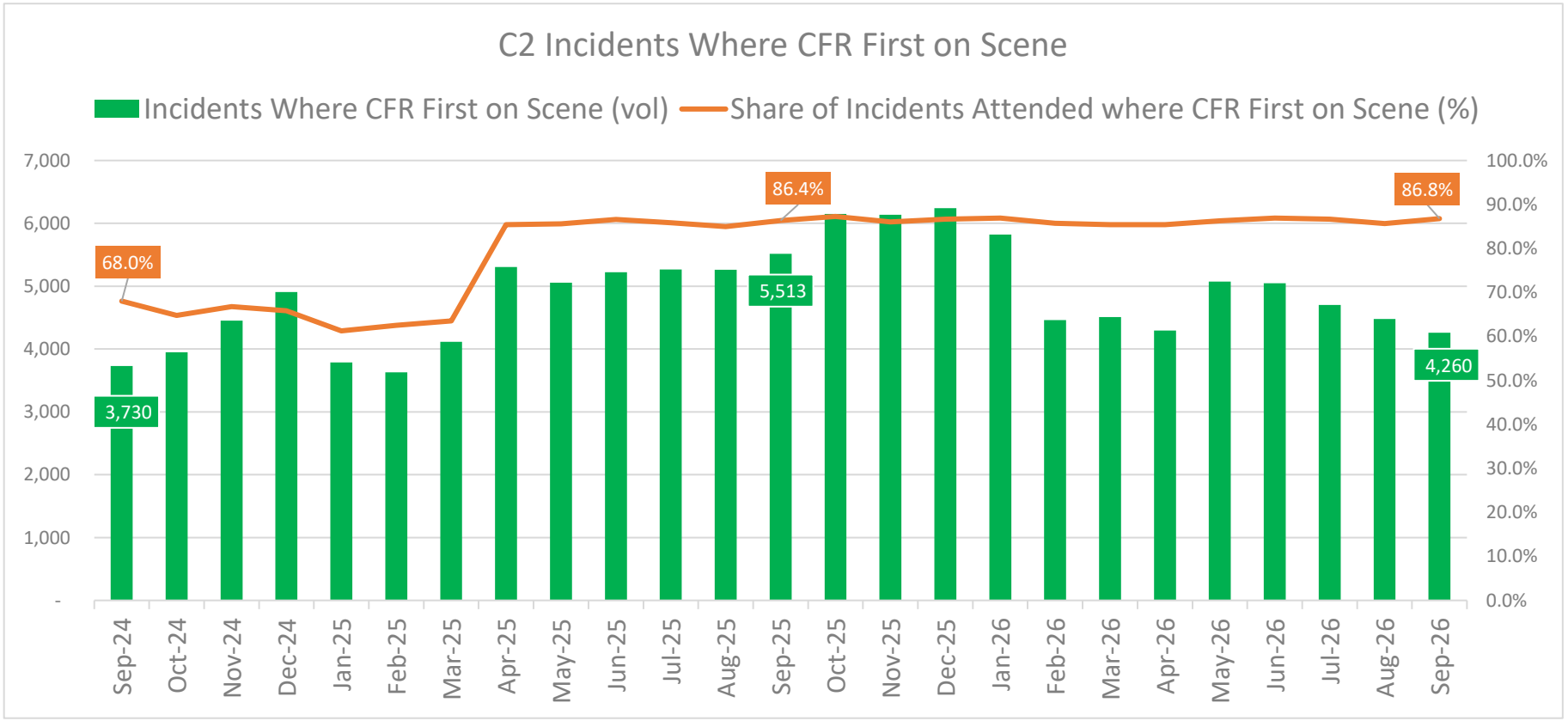


Category-2 incidents where CFRs First on Scene in the 12 months to Sept 2026

61-thousand

Average monthly share of Category-2 attendances where CFRs First on Scene in the 12 months to Sept 2026

86.3%

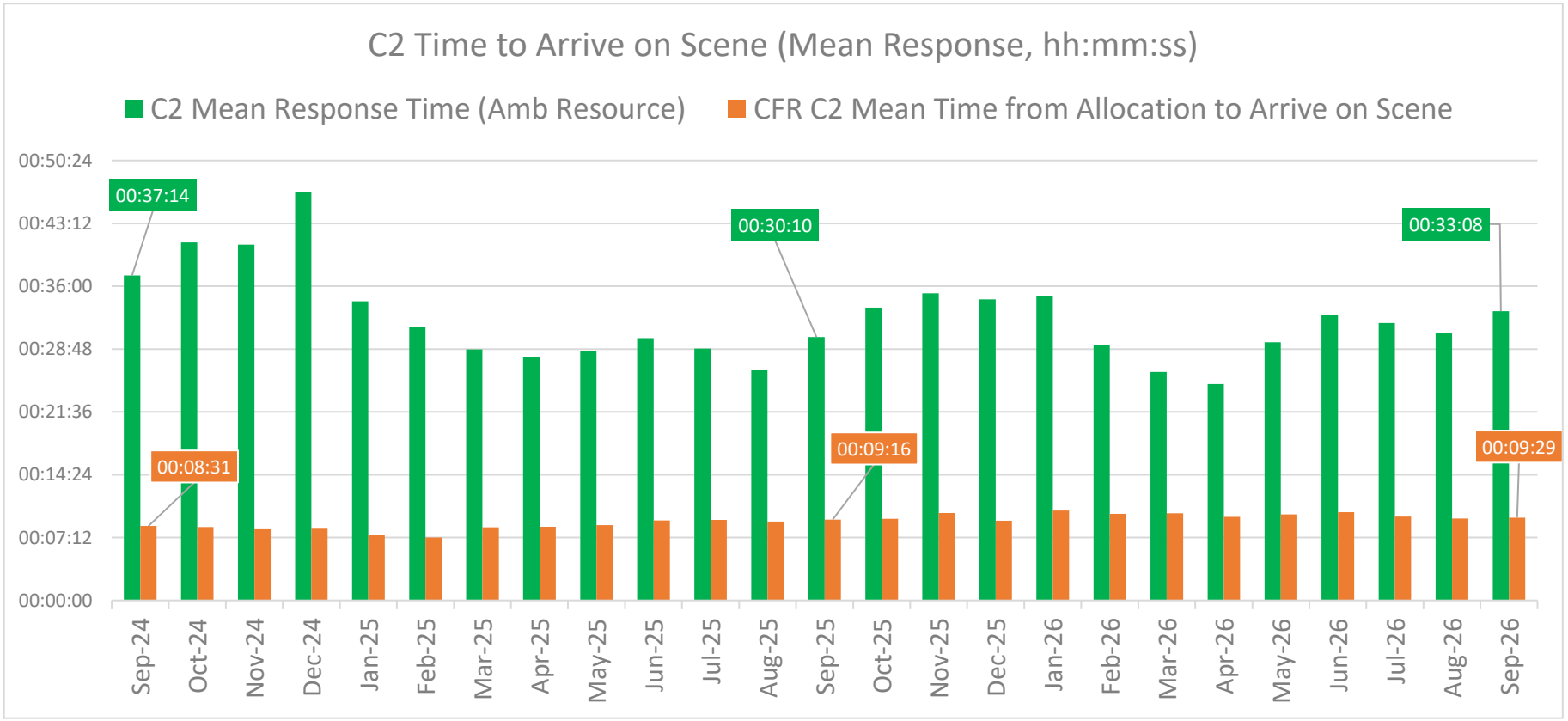
Awaiting SWAST data from Jan 2024 to March 2025

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

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



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

00:31:21

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

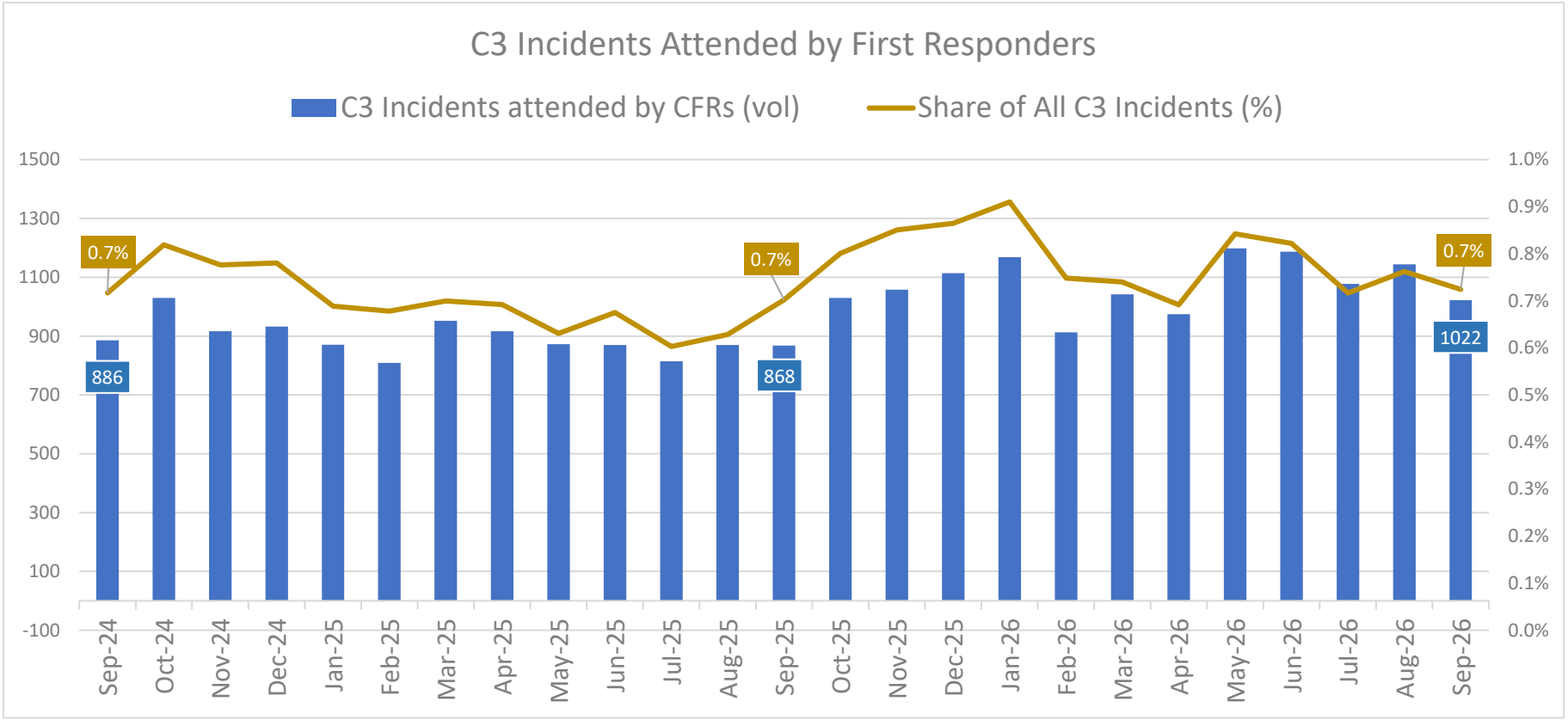
00:09:43

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 Sept 2026

13-thousand

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

0.8%

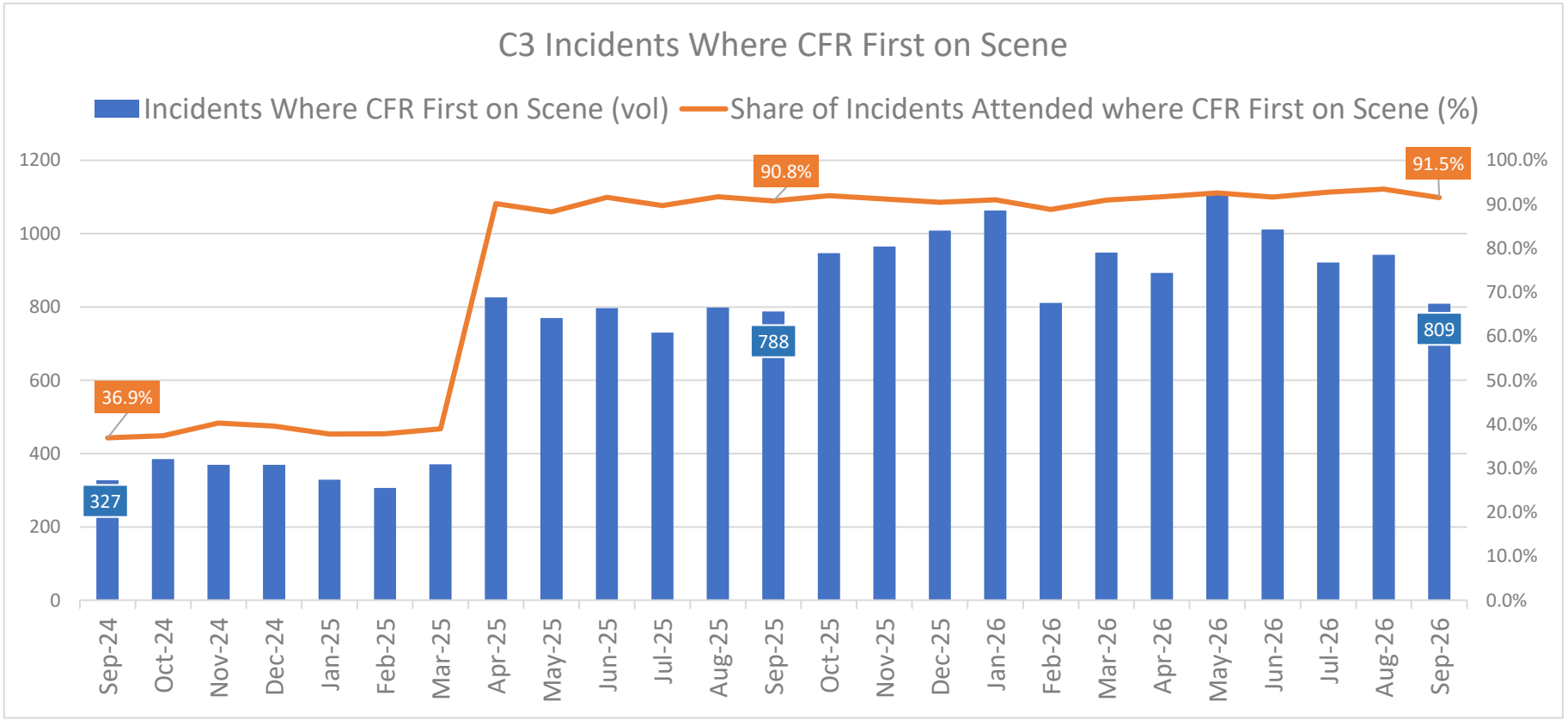
Total includes Emergency Responders for LAS and Co-responders for EEAST

National Data: AQI A11 for participating trusts

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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 Sept 2026

11-thousand

Average monthly share of Category-3 attendances where CFRs First on Scene in the 12 months to Sept 2026

91.5%

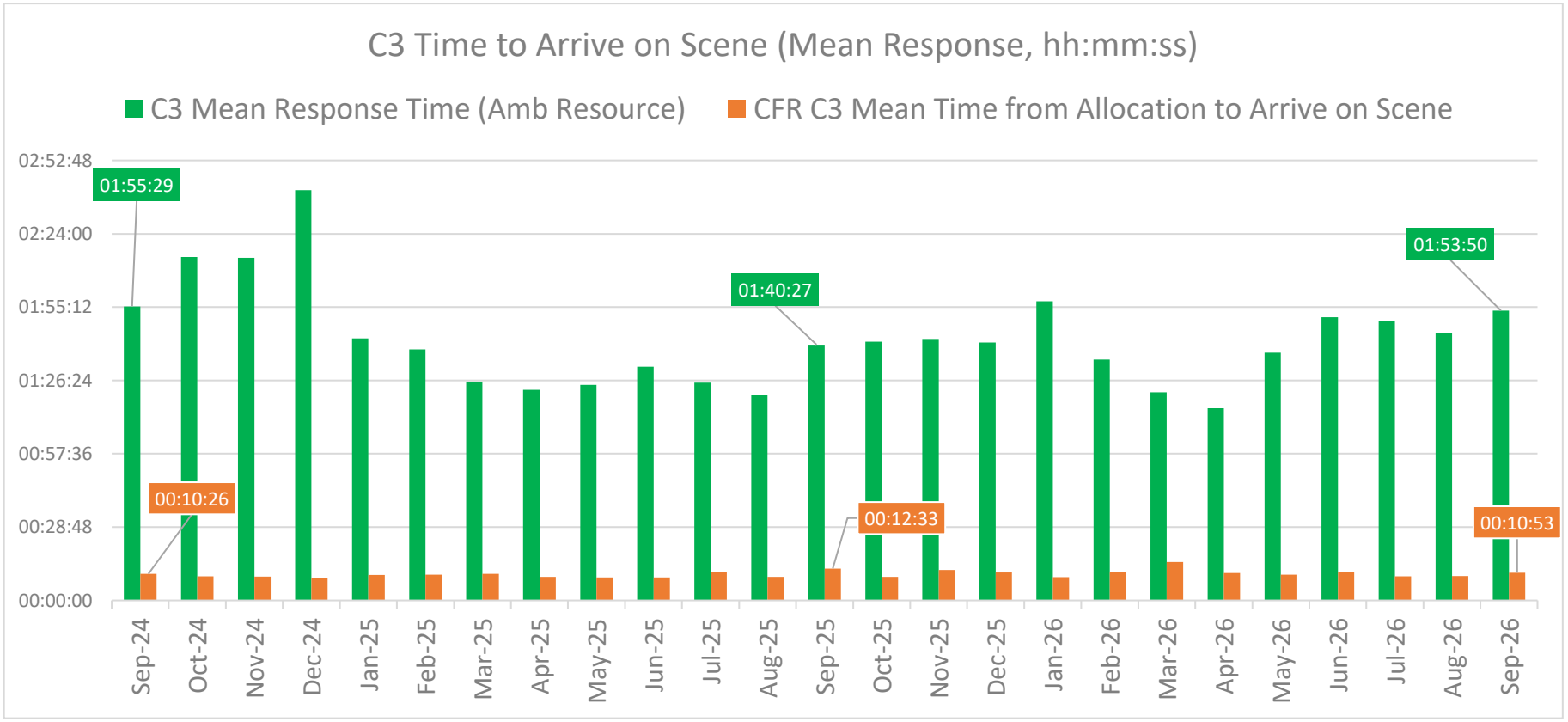
Awaiting SWAST data from Jan 2024 to March 2025

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

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



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

01:41:00

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

00:10:47

Awaiting SWAST data from Jan 2024 to March 2025

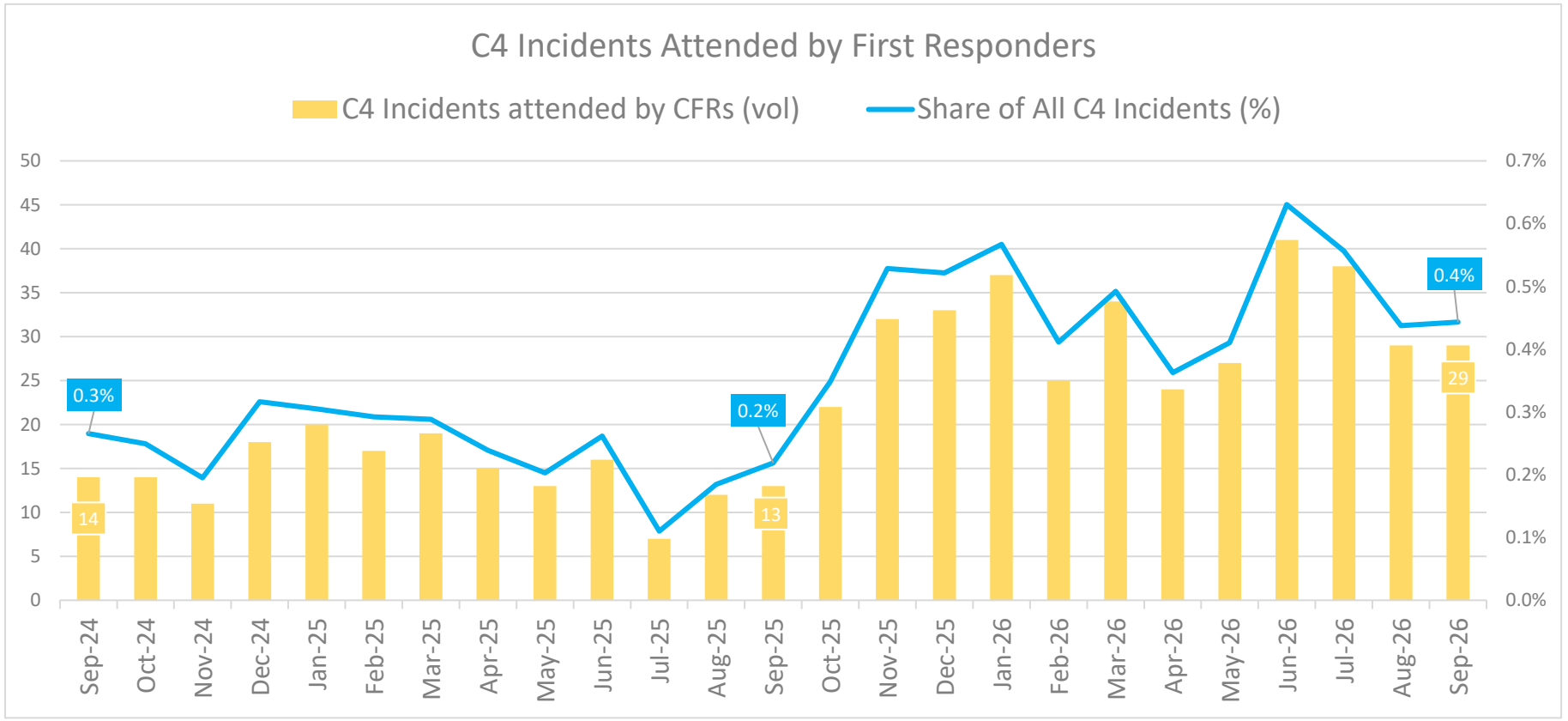
Total includes Emergency Responders for LAS and Co-responders for EEAST

National Data: AQI A34 for participating trusts

National Data: Category-4 Incidents Attended by CFRs

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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 Sept 2026

371

Average monthly share of Category-4 incidents attended by CFRs in the 12 months to Sept 2026

0.5%

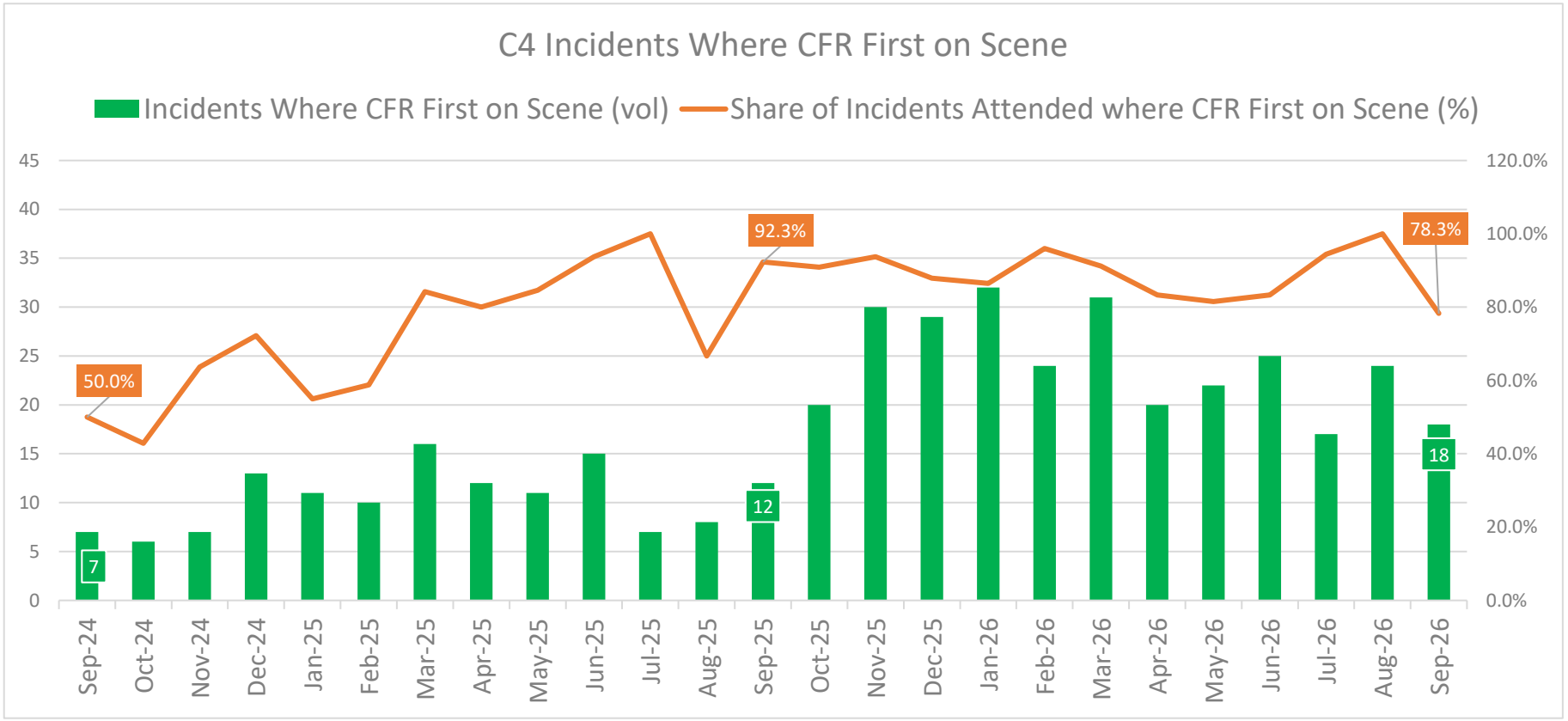
Total includes Emergency Responders for LAS and Co-responders for EEAST

National Data: AQI A12 for participating trusts

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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



Awaiting SWAST data from Jan 2024 to March 2025

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

292

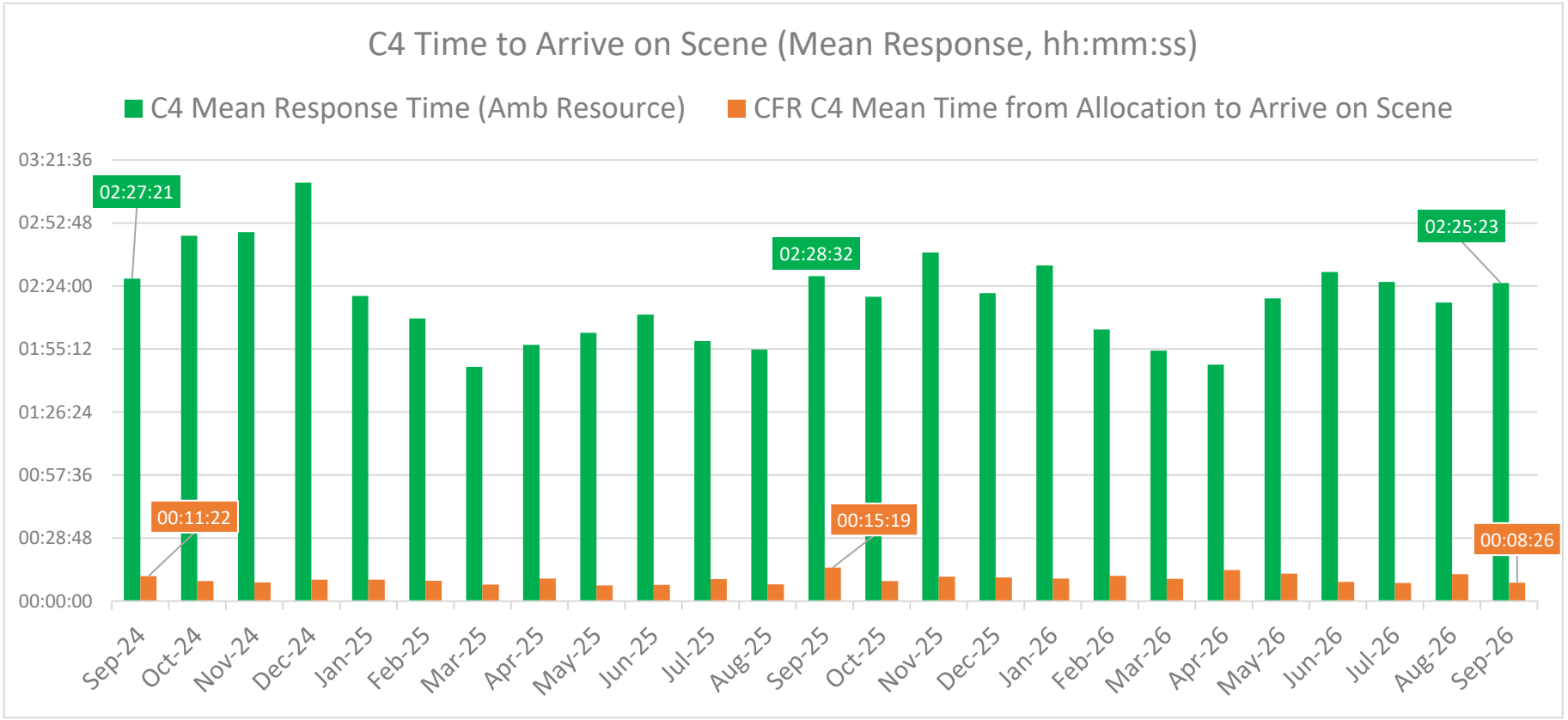
Average monthly share of Category-4 attendances where CFRs First on Scene in the 12 months to Sept 2026

88.9%

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



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

02:17:58

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

00:10:38

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

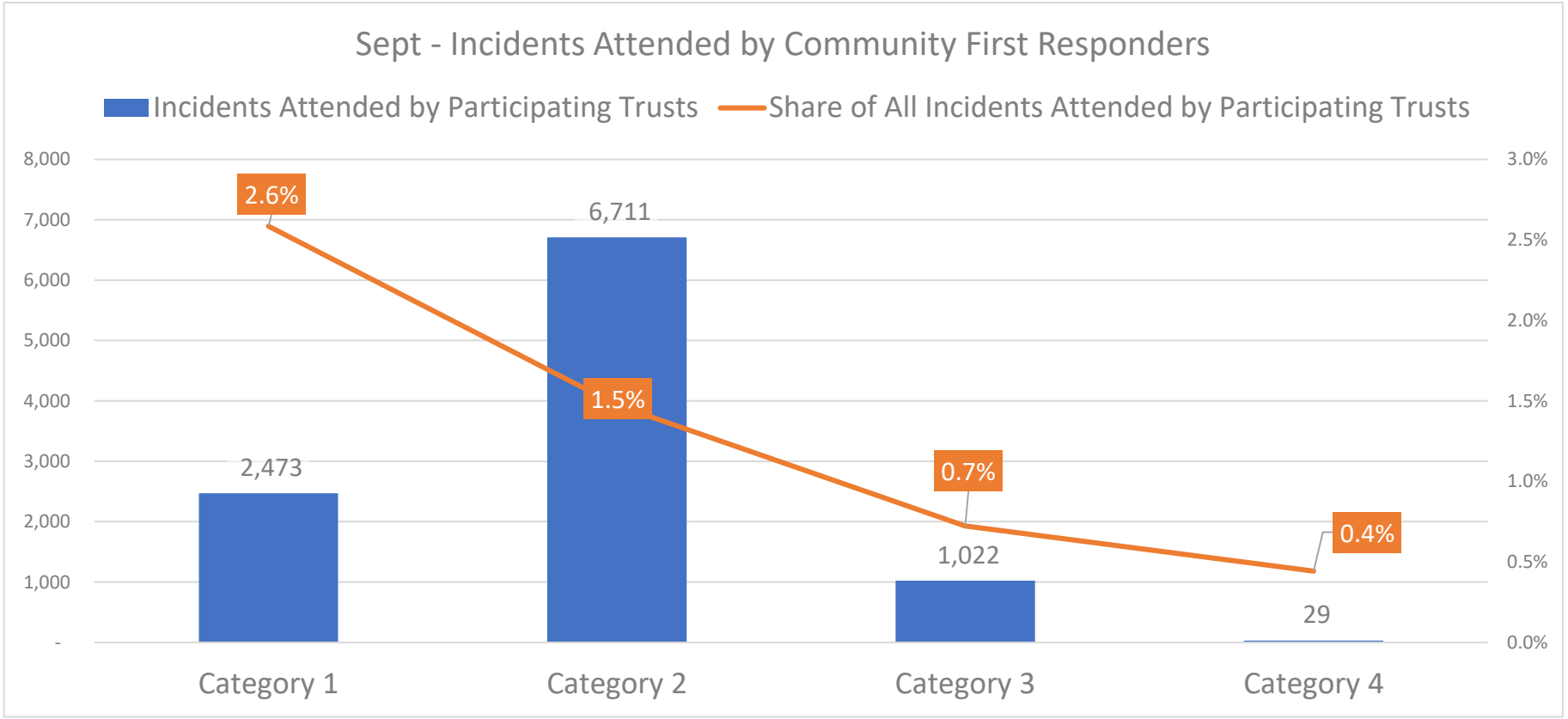
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- 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



All incidents attended by CFRs in Sept 2026

10,235

Average Share of All Incidents attended by CFRs in Sept 2026

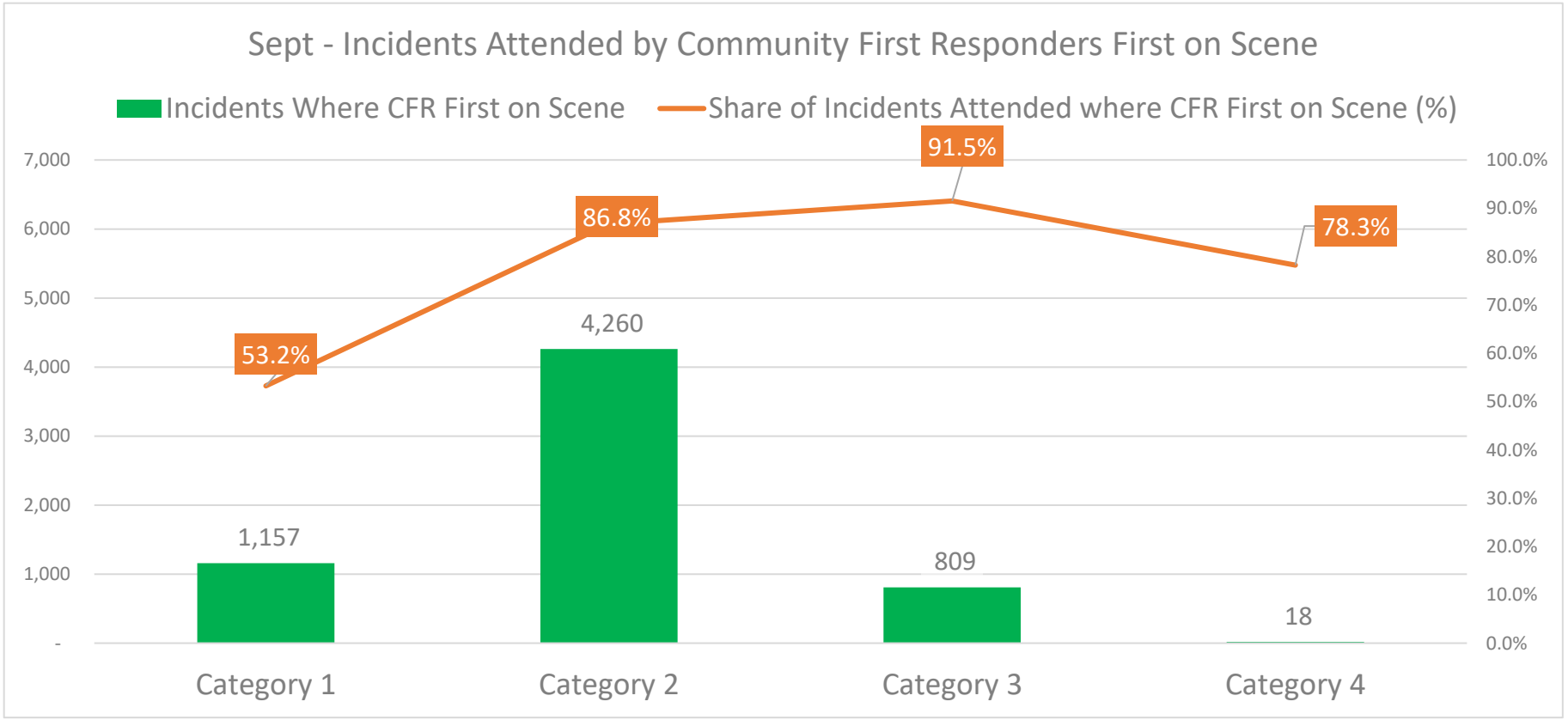
1.5%

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 Sept 2026

6,224

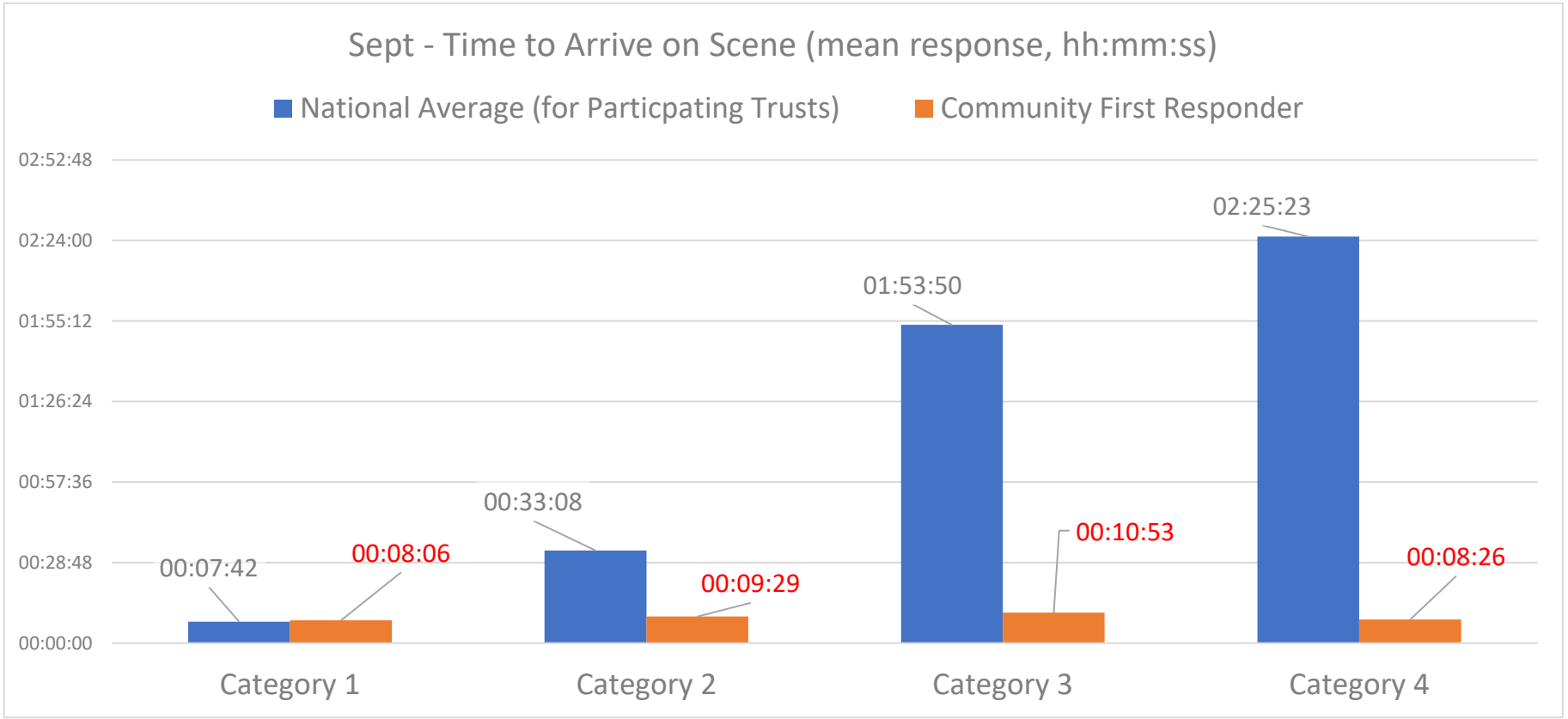
Share of Incidents where CFRs First on Scene in Sept 2026

78.4%

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



National Average response for participating trusts – Sept 2026

01:15:01

Average time for CFR to arrive on scene – Sept 2026

00:09:14

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

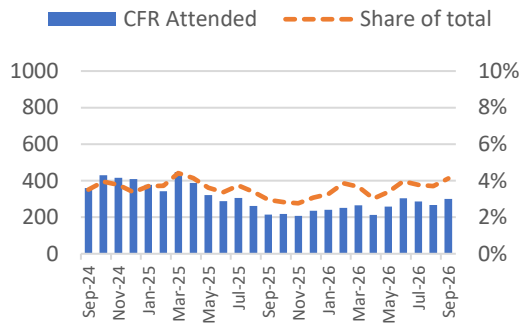
- Category-4: Attendance and Response Times by Trust

Category-1 Incidents Attended by Trust

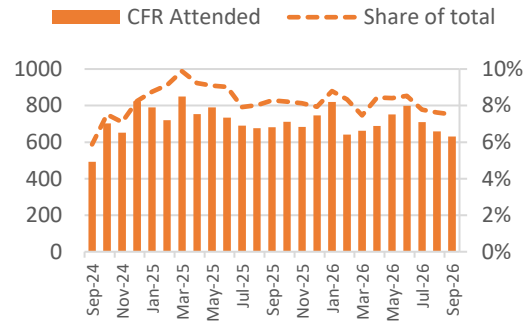
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

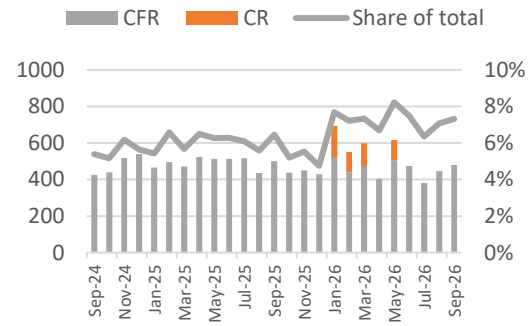
YAS: C1 Attendances



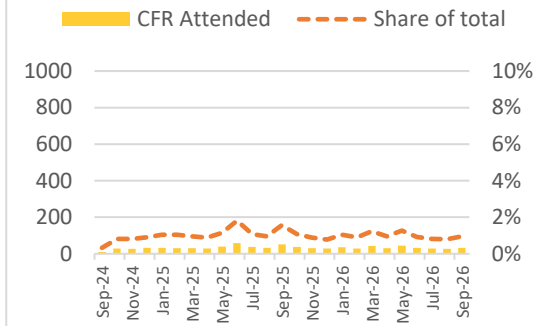
SWAST: C1 Attendances



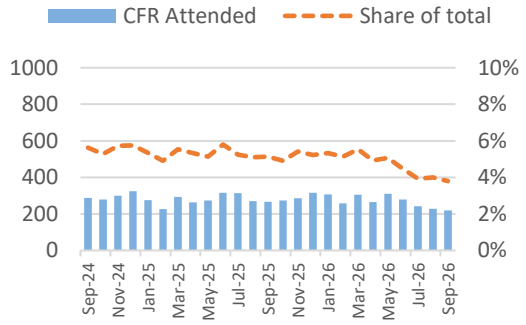
EEAST: C1 Attendances



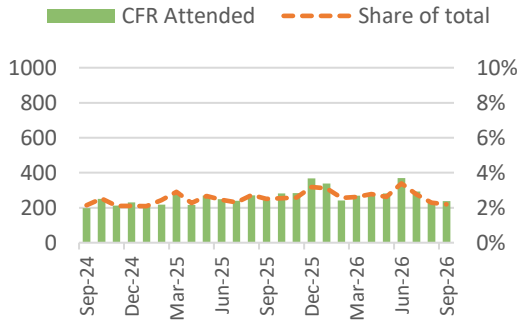
NEAS: C1 Attendances



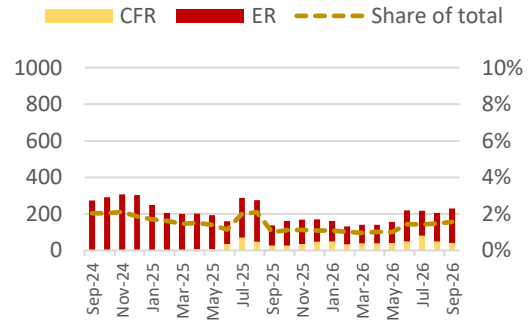
SECAMB: C1 Attendances



NWAS: C1 Attendances



LAS: C1 Attendances



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

LAS	173
NWAS	126
WMAS	115
SWAST	104
EEAST	99
YAS	89
EMAS	85
SECAMB	67
SCAS	46
NEAS	41
IOW	2

Source: AQI, A8.

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

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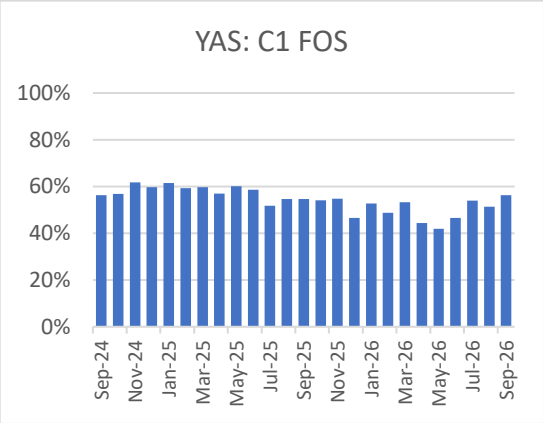
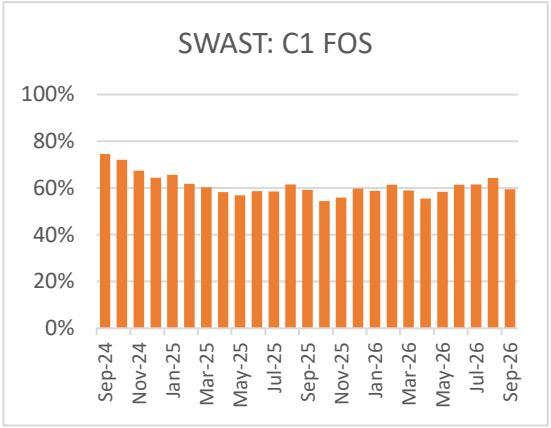
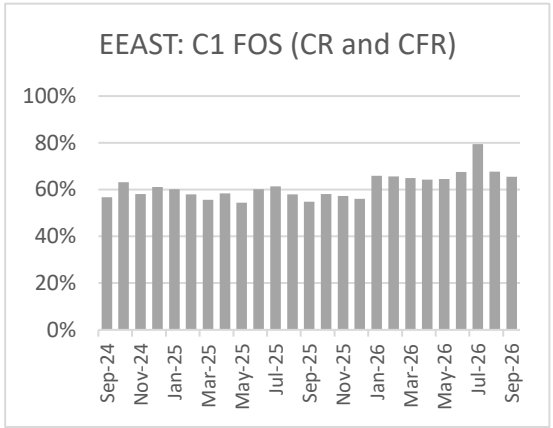
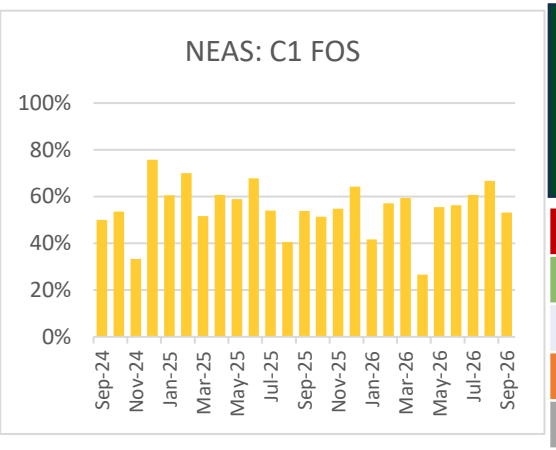
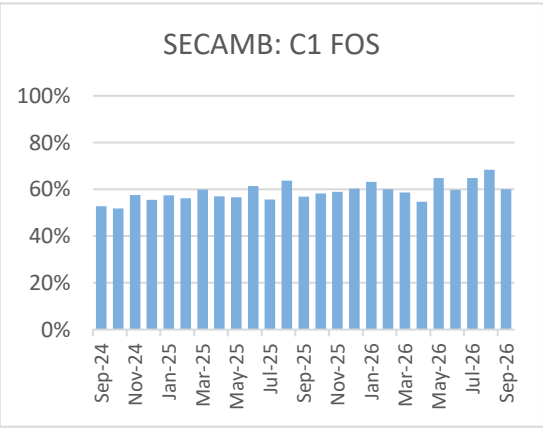
Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

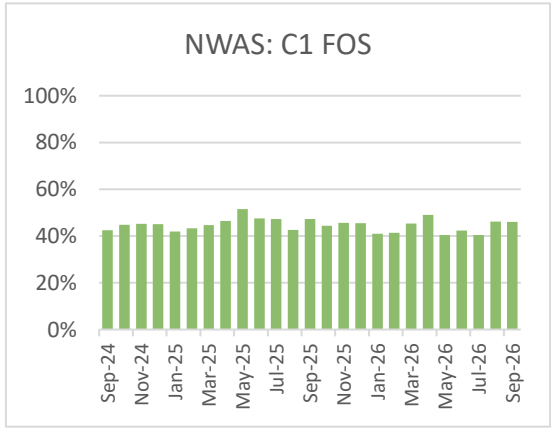


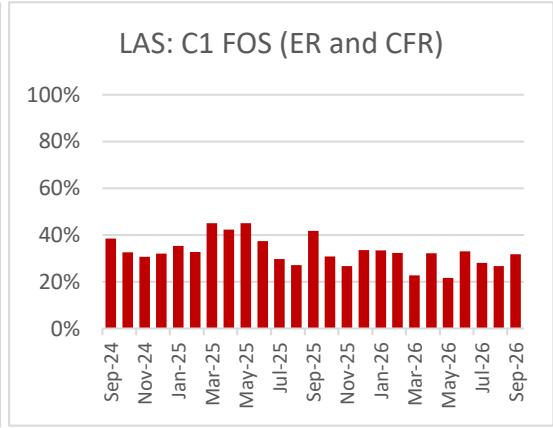












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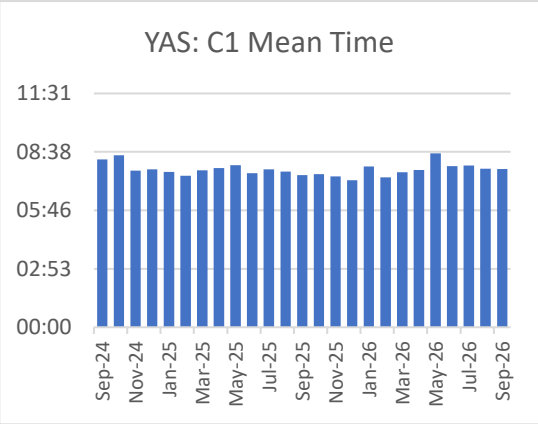
SWAST	104
EEAST	99
YAS	89
EMAS	85
SECAMB	67
SCAS	46
NEAS	41
IOW	2

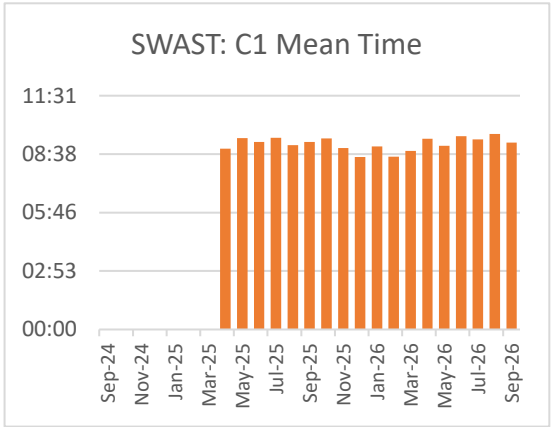
Source: AQI, A8.

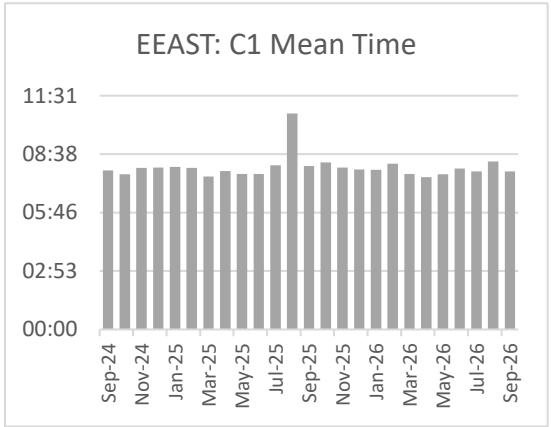
Category-1 Mean Time to Arrive on Scene by Trust

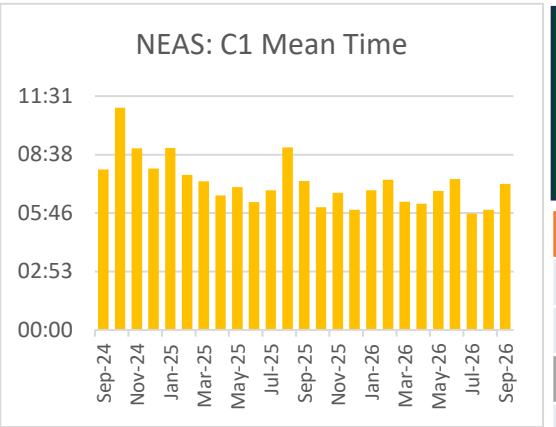
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

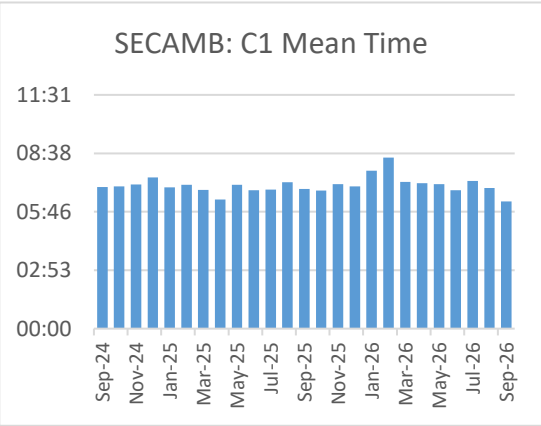
Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

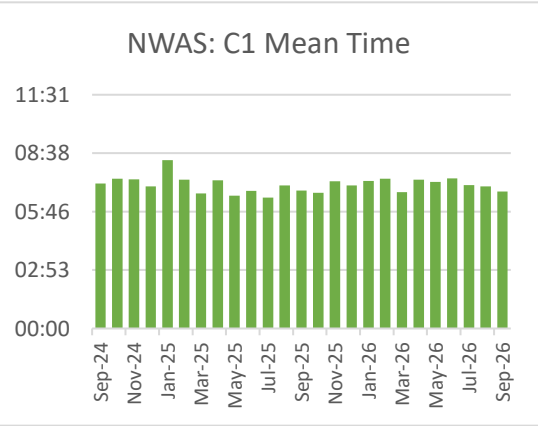


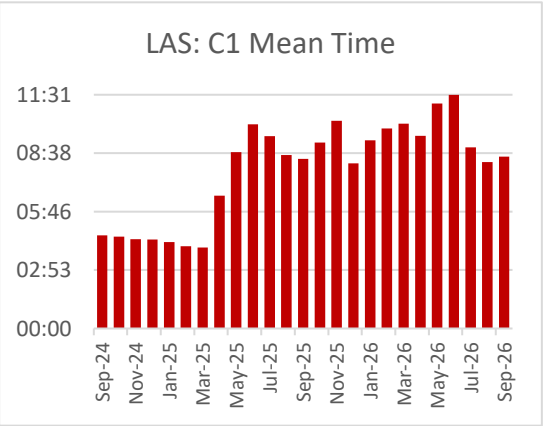












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Co-responders (CRs, see EEAST) are usually volunteers from other emergency services/blue-light partners who respond to 999 calls using dedicated emergency vehicles.

Context
C1 Mean response-times (av., last 12m)

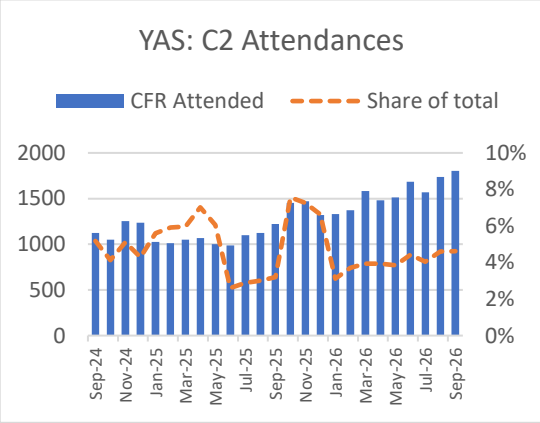
SWAST	00:09:06
EMAS	00:08:59
IOW	00:08:41
EEAST	00:08:39
SCAS	00:08:32
SECAMB	00:08:17
WMAS	00:08:02
YAS	00:07:51
NWAS	00:07:01
LAS	00:06:58
NEAS	00:06:14

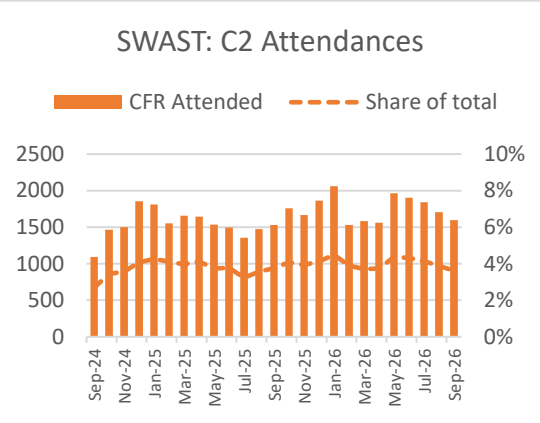
Source: AQI, A25.

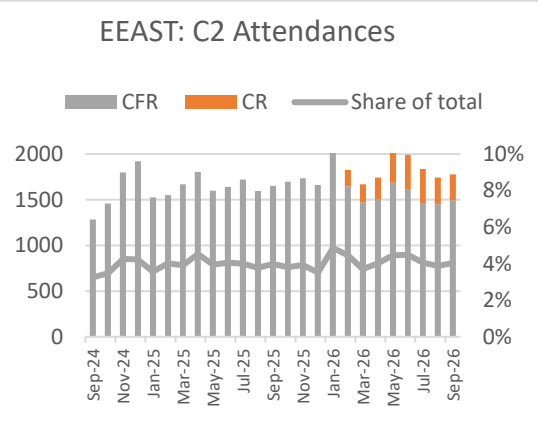
Category-2 Incidents Attended by Trust

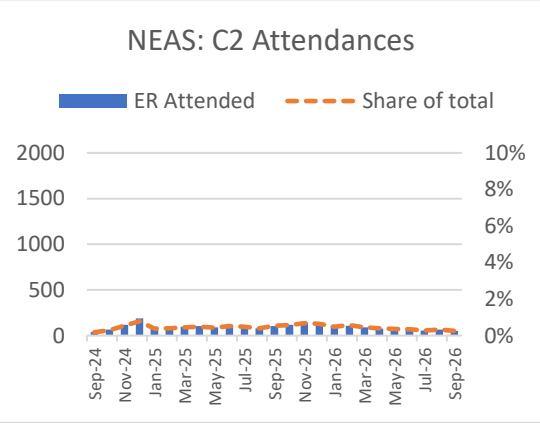
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

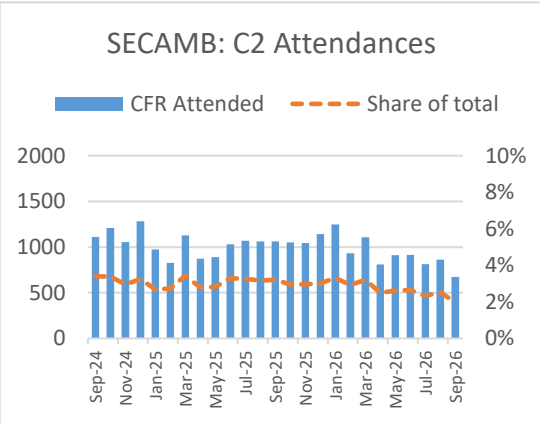
Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

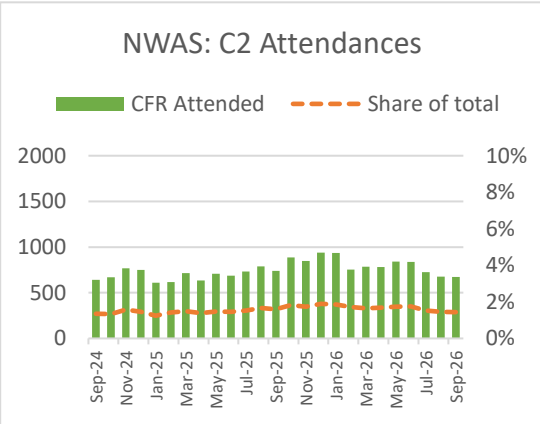


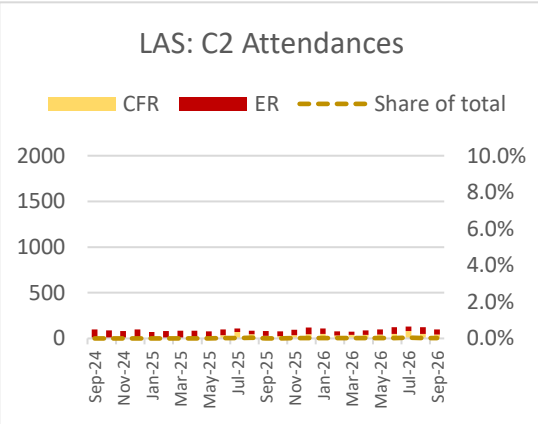












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Context
Volume of C2 Incidents by Trust ('000, last 12m)

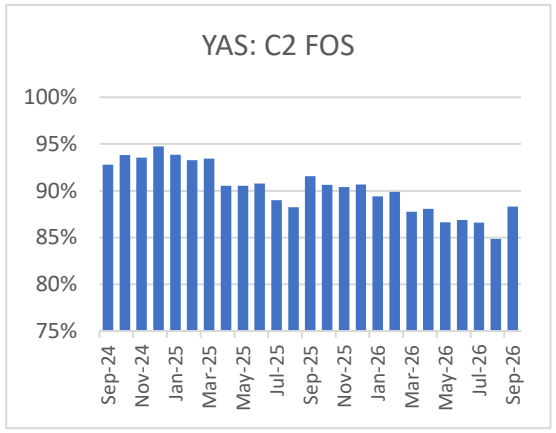
LAS	724
NWAS	573
EEAST	529
WMAS	522
SWAST	514
EMAS	476
YAS	475
SECAMB	414
SCAS	328
NEAS	244
IOW	16

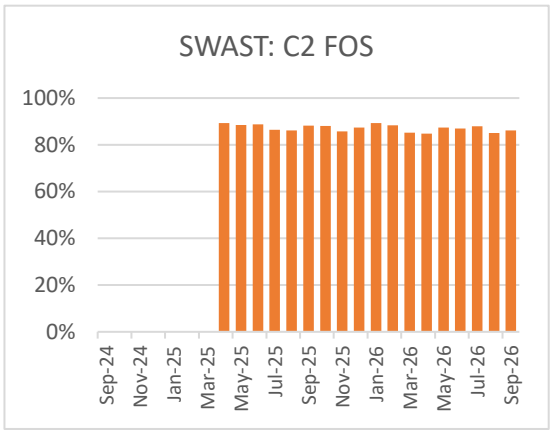
Source: AQI, A10.

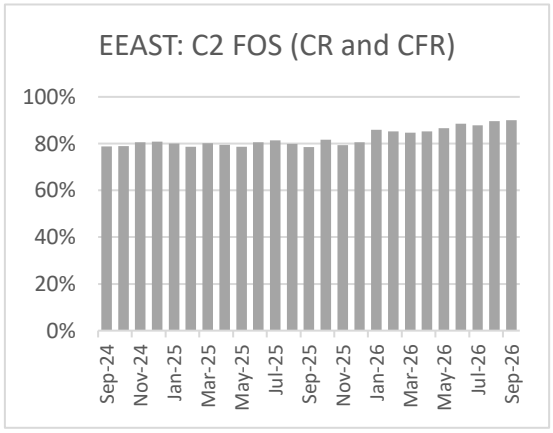
Category-2 Proportion of Times Volunteer First on Scene, by Trust

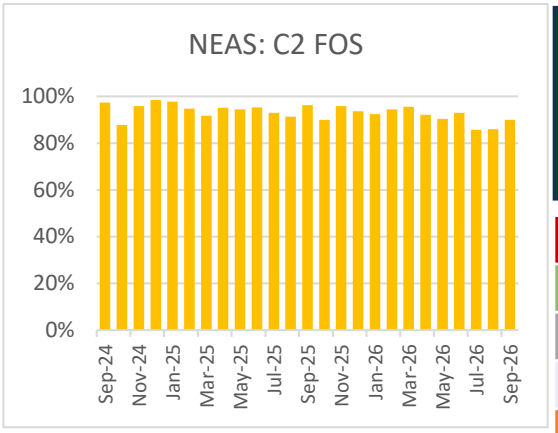
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

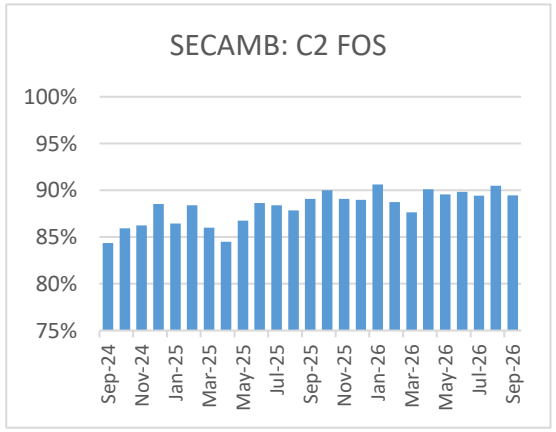
Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

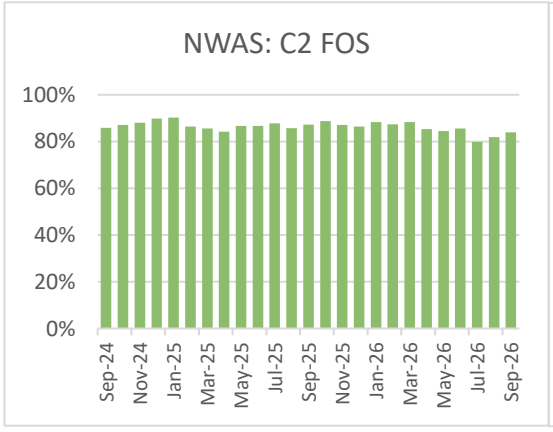


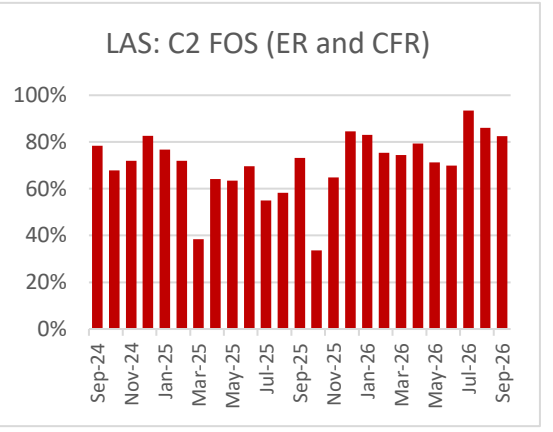












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YAS	475
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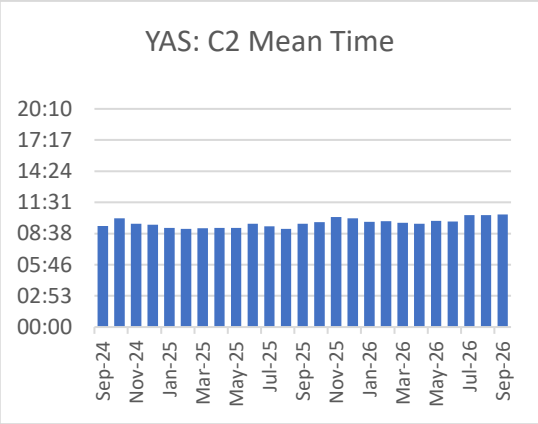
NEAS	244
IOW	16

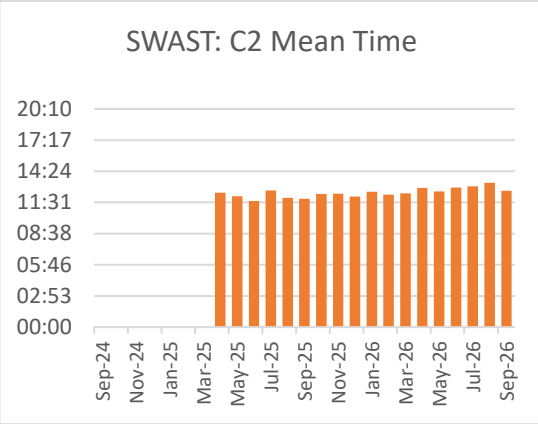
Source: AQI, A10.

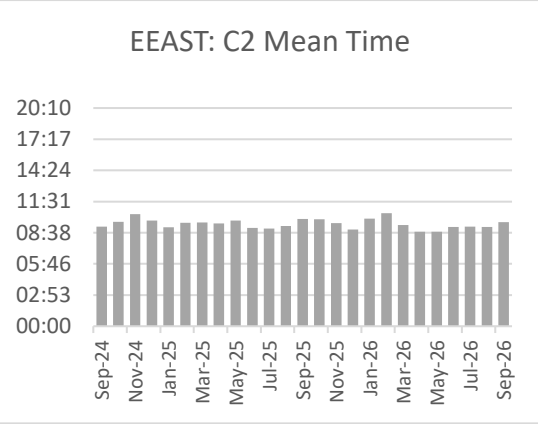
Category-2 Mean Time to Arrive on Scene by Trust

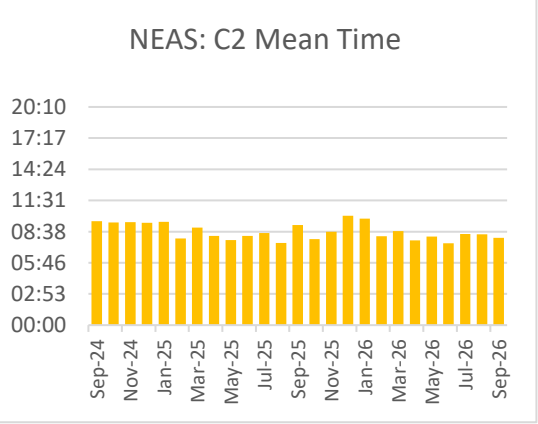
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

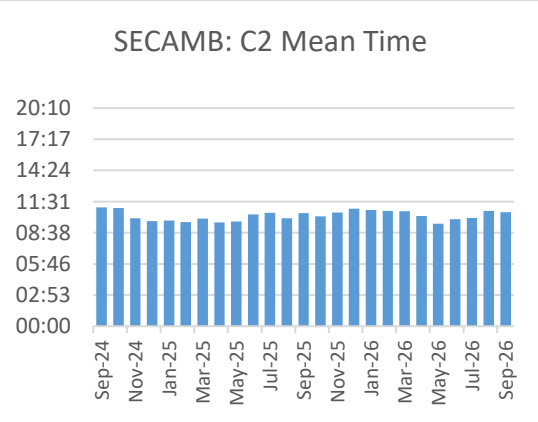
Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu

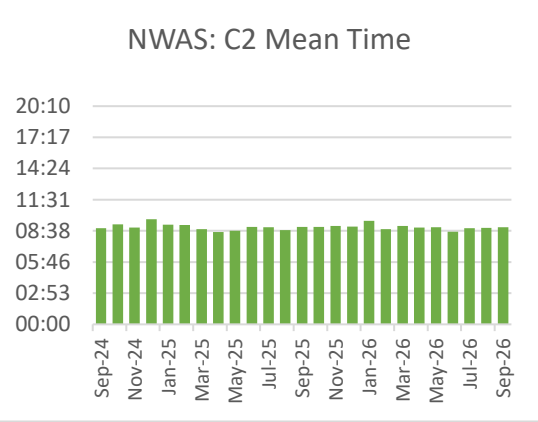


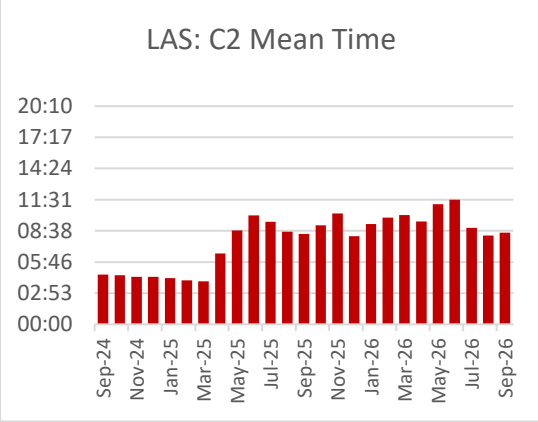












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Context
C2 Mean response-times (av., last 12m)

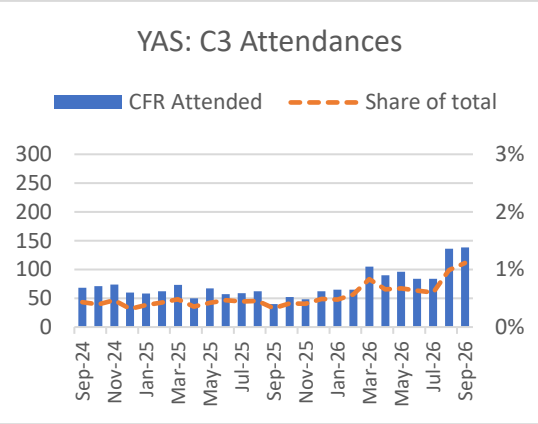
EMAS	00:39:07
EEAST	00:35:08
SWAST	00:34:55
SCAS	00:31:47
LAS	00:30:09
IOW	00:29:40
SECAMB	00:27:22
NWAS	00:27:06
YAS	00:25:48
WMAS	00:24:21
NEAS	00:21:02

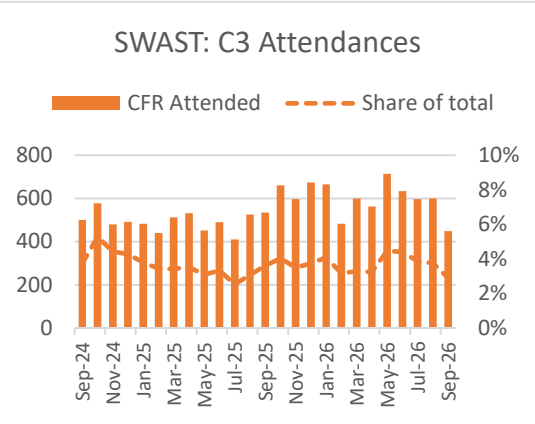
Source: AQI, A30.

Category-3 Incidents Attended by Trust

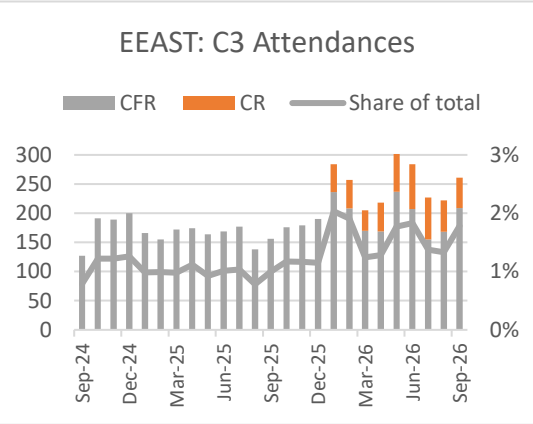
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

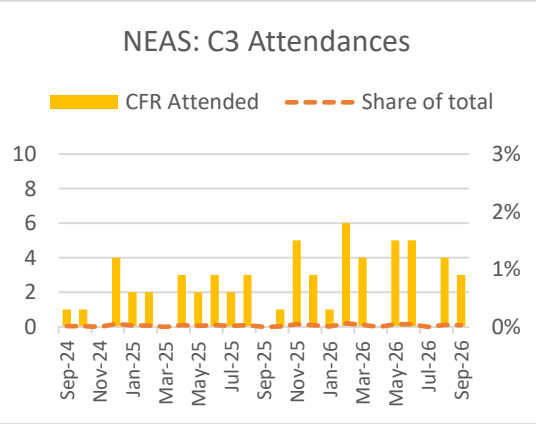
Click the "home" icon at the bottom of the page to return to the "Compare Trusts" menu



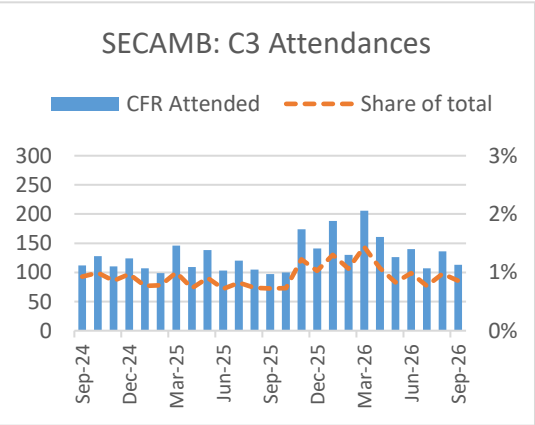


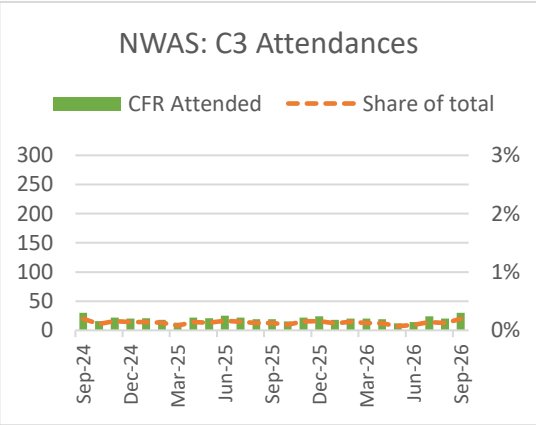
Note – different axis values for SWAST

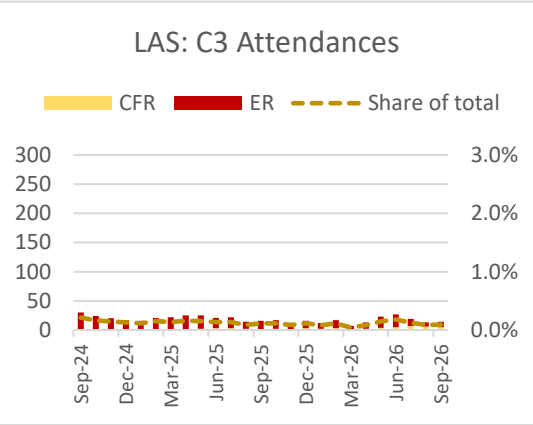




Note – different axis values for NEAS







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

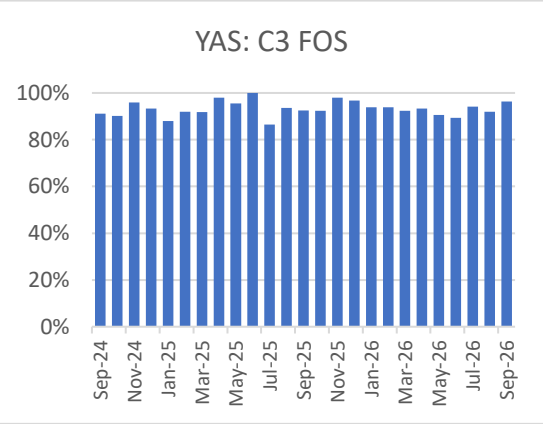
SWAST	197
EEAST	192
NWAS	184
LAS	181
SECAMB	169
WMAS	162
YAS	156
NEAS	129
SCAS	120
EMAS	112
IOW	8

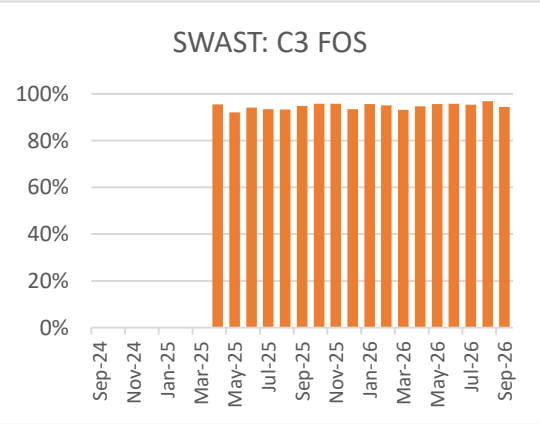
Source: AQI, A11.

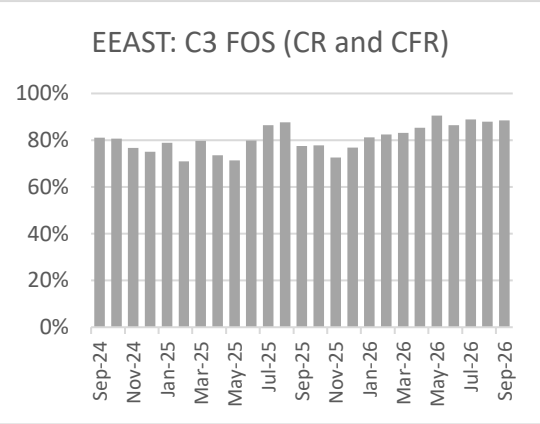
Category-3 Proportion of Times Volunteer First on Scene, by Trust

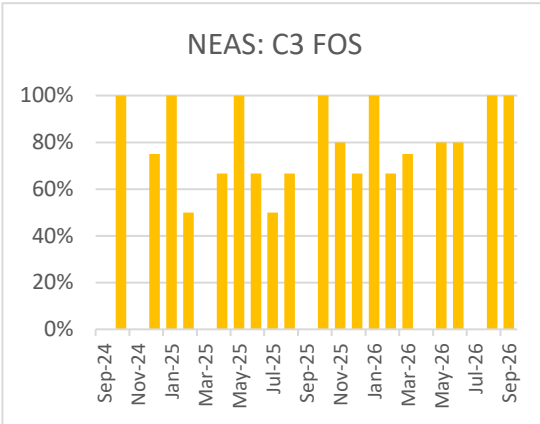
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

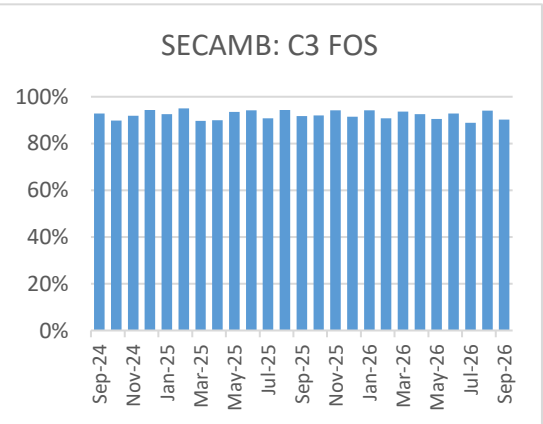


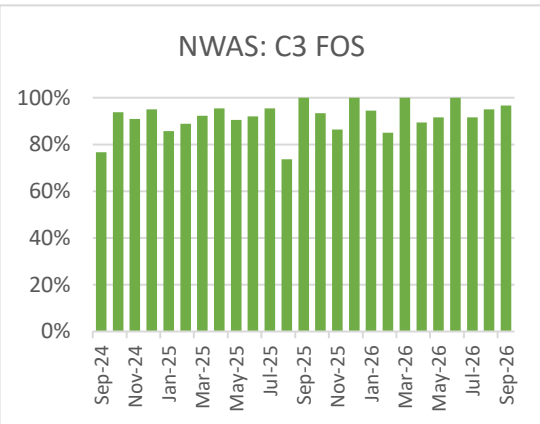


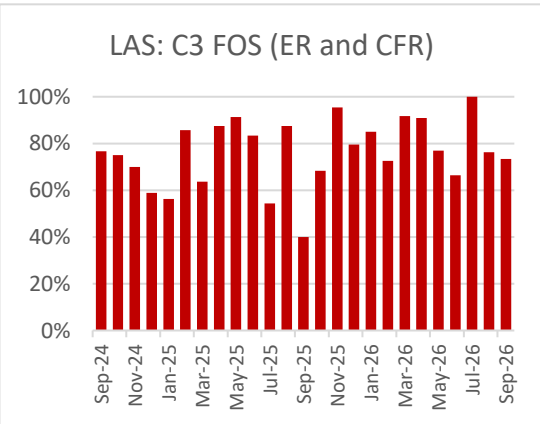




Low incident volume for NEAS







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SWAST	197
EEAST	192
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SECAMB	169
WMAS	162
YAS	156
NEAS	129
SCAS	120
EMAS	112
IOW	8

Source: AQI, A11.

Category-3 Time to Arrive on Scene by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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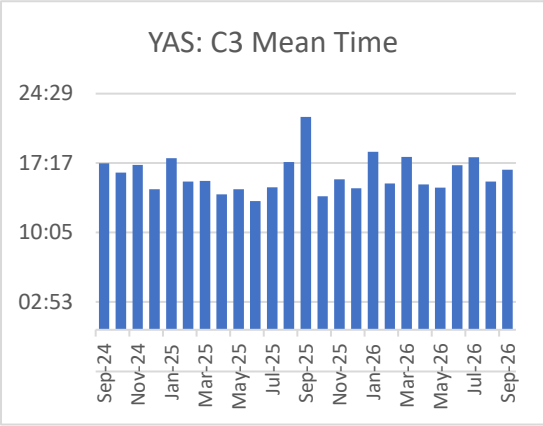
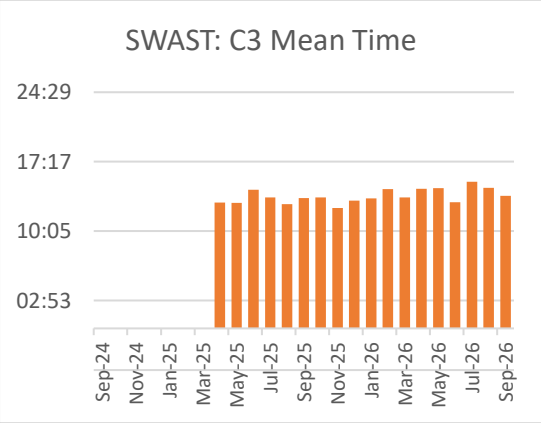
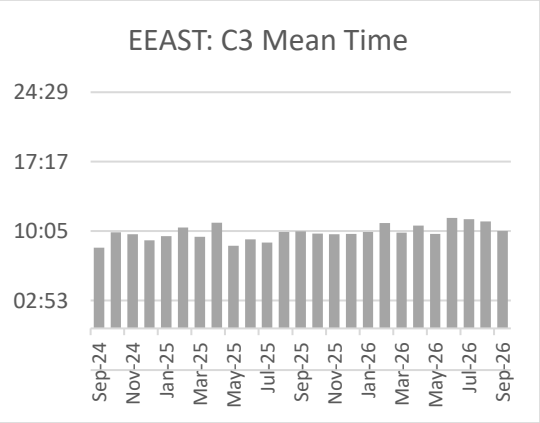
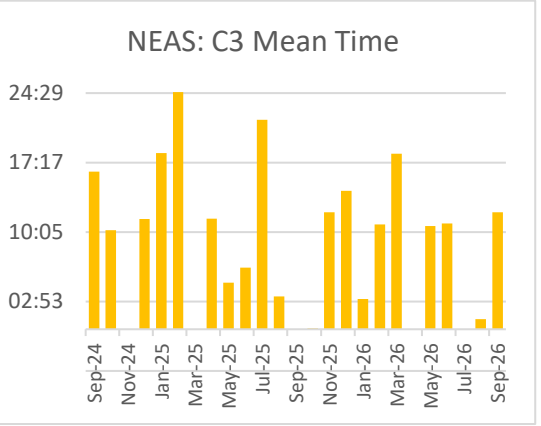
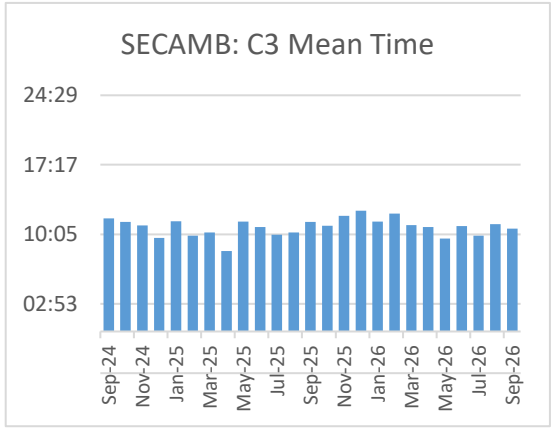


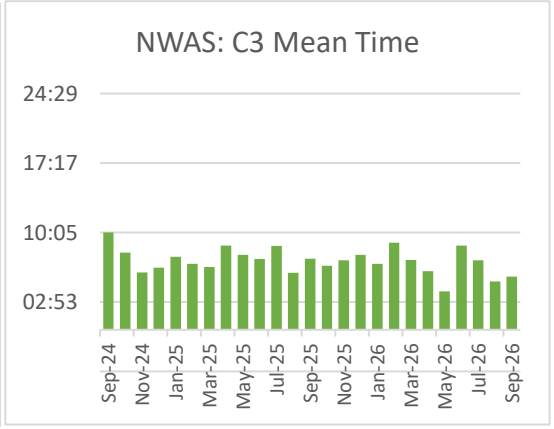


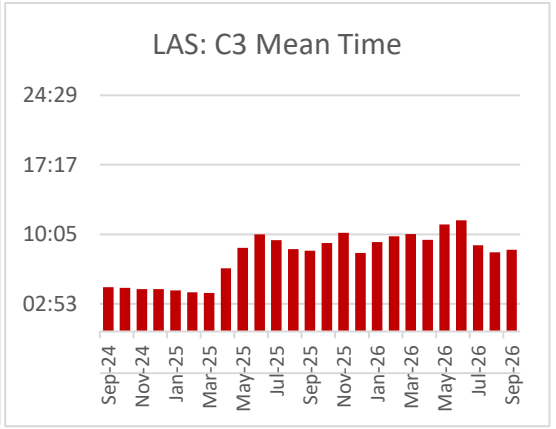




Low incident volume for NEAS







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Context
C3 Mean response-times (av., last 12m)

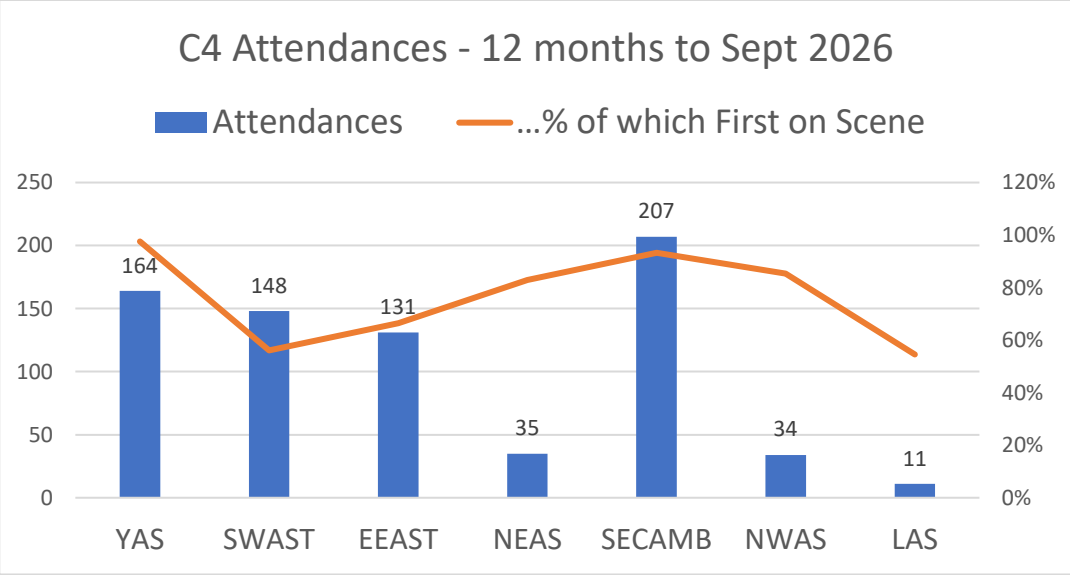
SCAS	02:53:07
EMAS	02:38:49
SECAMB	02:03:07
WMAS	02:01:44
EEAST	01:53:57
SWAST	01:52:37
NWAS	01:40:26
IOW	01:27:46
LAS	01:26:56
YAS	01:18:58
NEAS	00:55:58

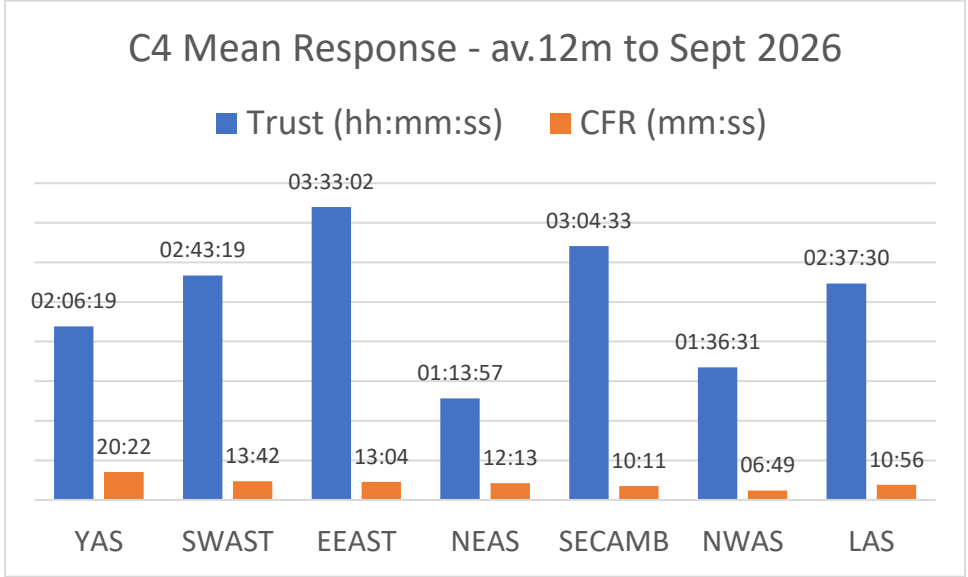
Source: AQI, A33.

Category-4 Attendance and Response Times by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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)

EMAS	03:29:05
SCAS	03:13:02
WMAS	02:51:56
SWAST	02:43:03
LAS	02:28:55
SECAMB	02:27:00
EEAST	02:19:21
IOW	02:06:29
NWAS	02:04:31
YAS	01:54:05
NEAS	01:11:57

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

Source: AQI, A12.

Menu – Patient Transport Service (PTS) Volunteers

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

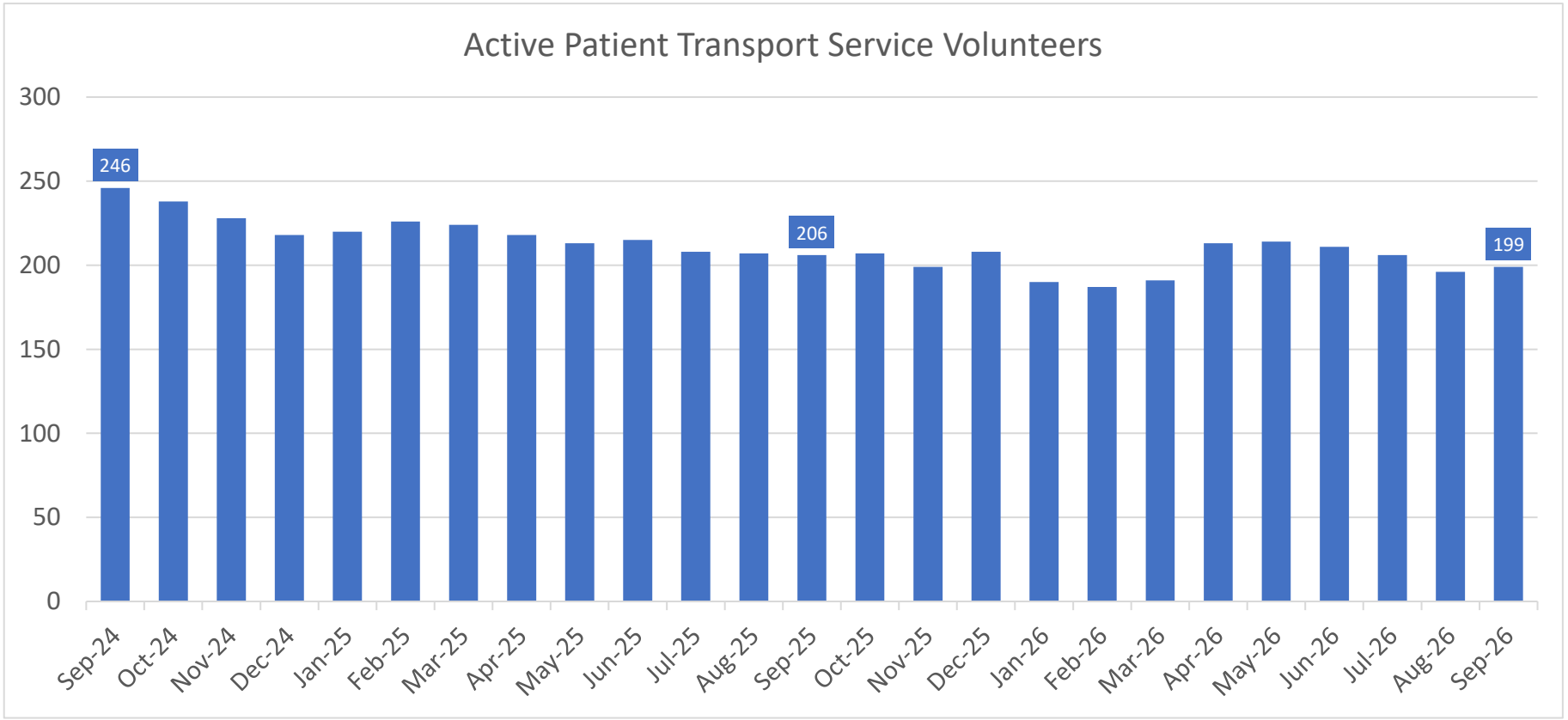
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- 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



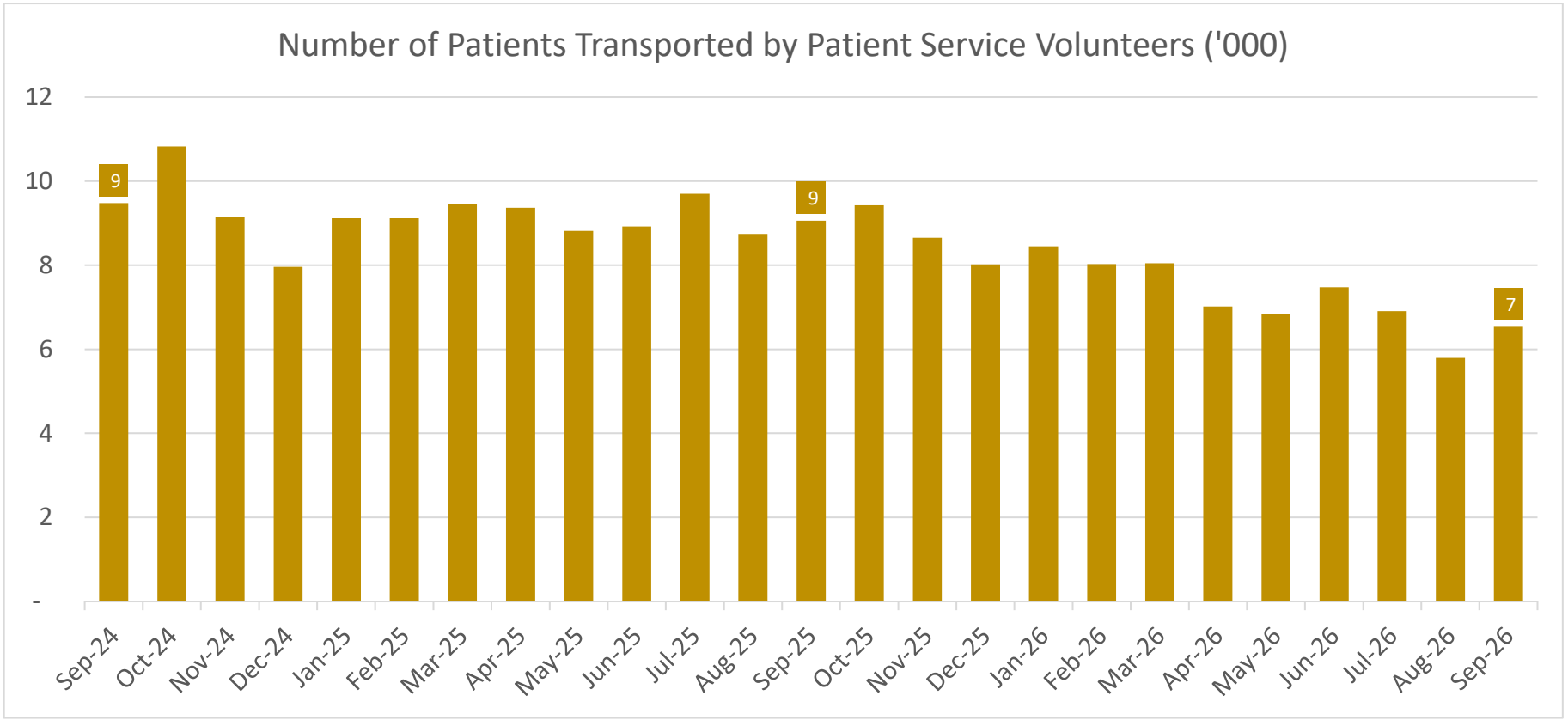
Average Active Patient Transport Service Volunteers each month in the 12-months to Sept 2026

202

Trusts Included: EEAST, YAS, NEAS

National Data: Patients Transported by PTS Volunteers

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



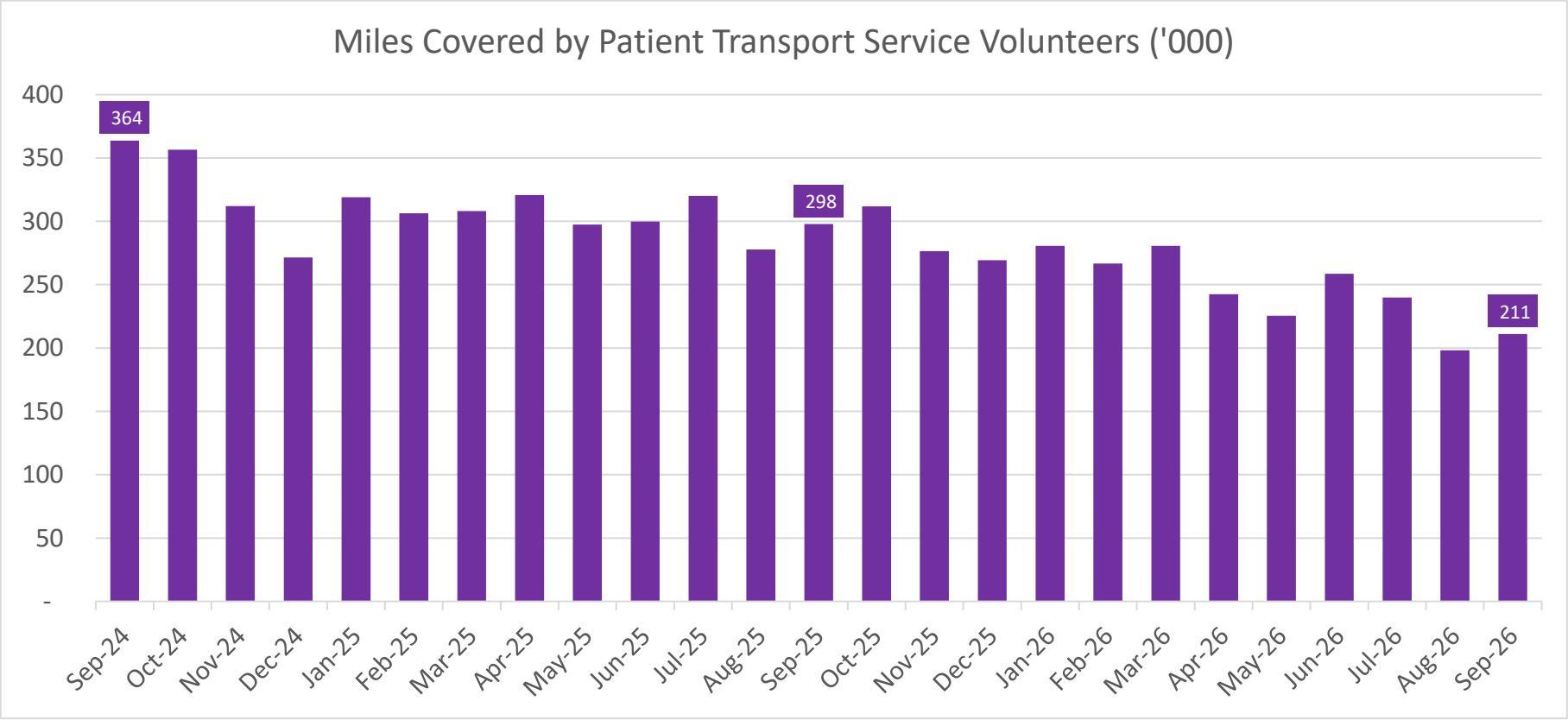
Patients Transported by PTS volunteers in the 12-months to Sept 2026

91-thousand

Trusts Included: EEAST, YAS, NEAS

National Data: Miles Covered by PTS Volunteers

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



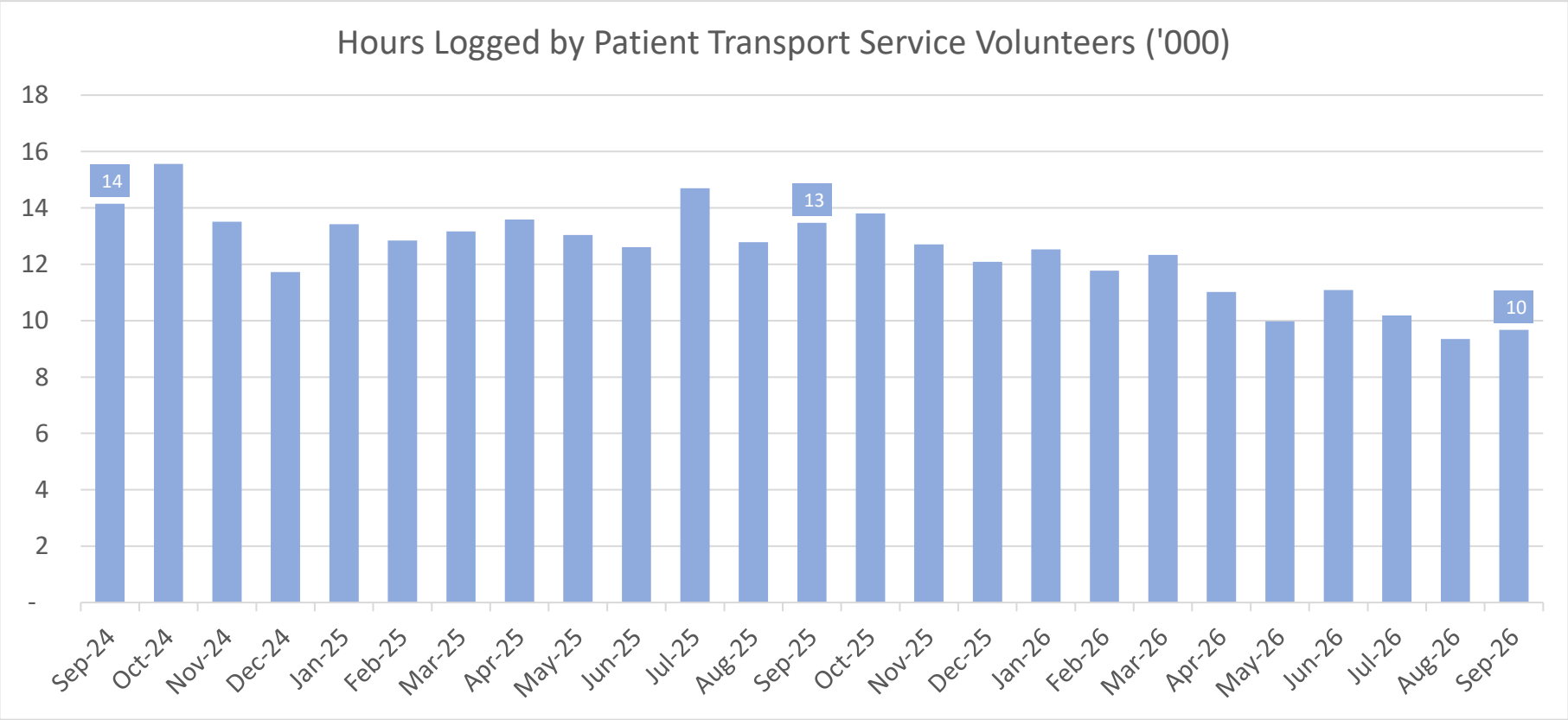
Miles Covered by PTS Volunteers in the 12-months to Sept 2026

3.3-million

Trusts Included: EEAST, YAS, NEAS

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 PTS Volunteers in the 12-months to Sept 2026

137-thousand

Trusts Included: EEAST, YAS, NEAS

National Data: Patient Service Volunteers

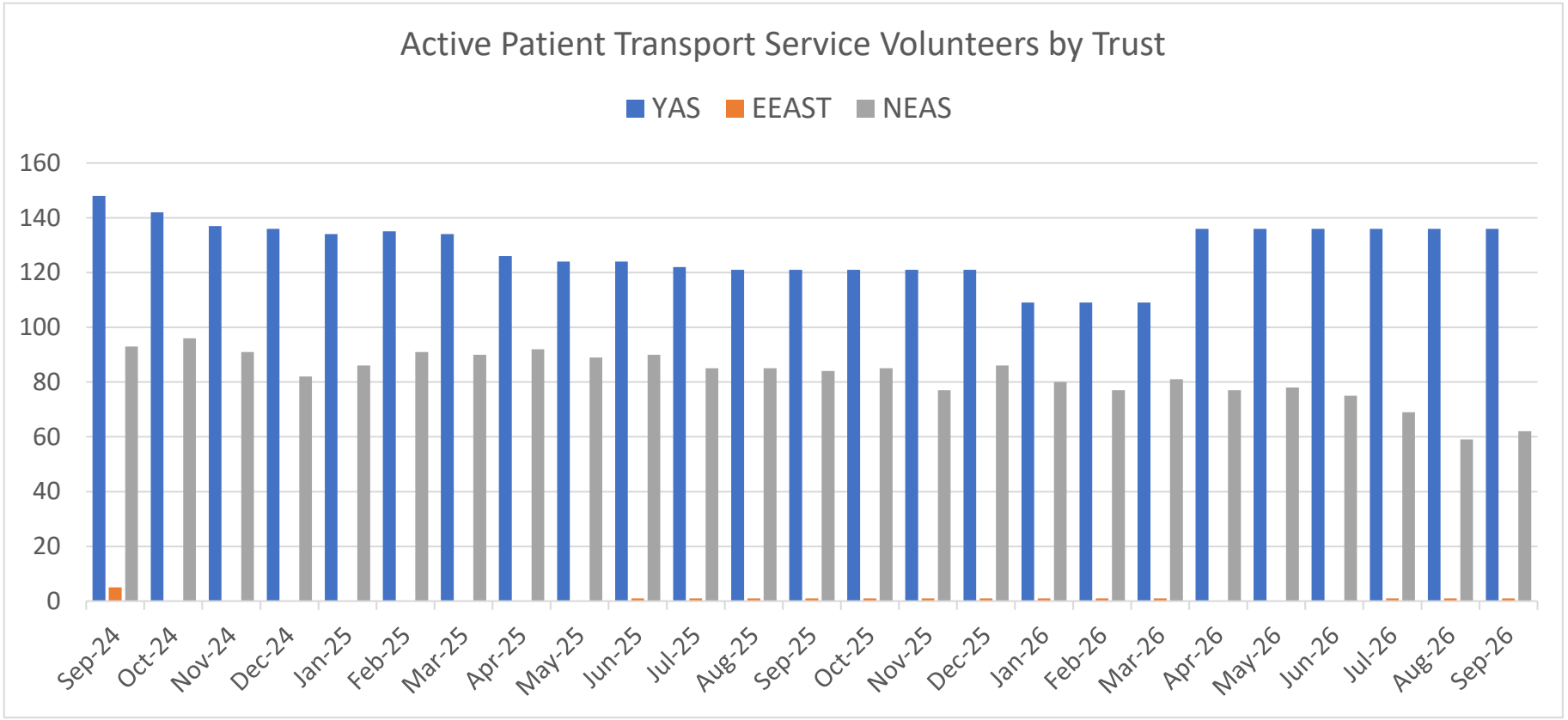
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- 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 = 126

Average Active Patient Transport Service per Month

EEAST = 1

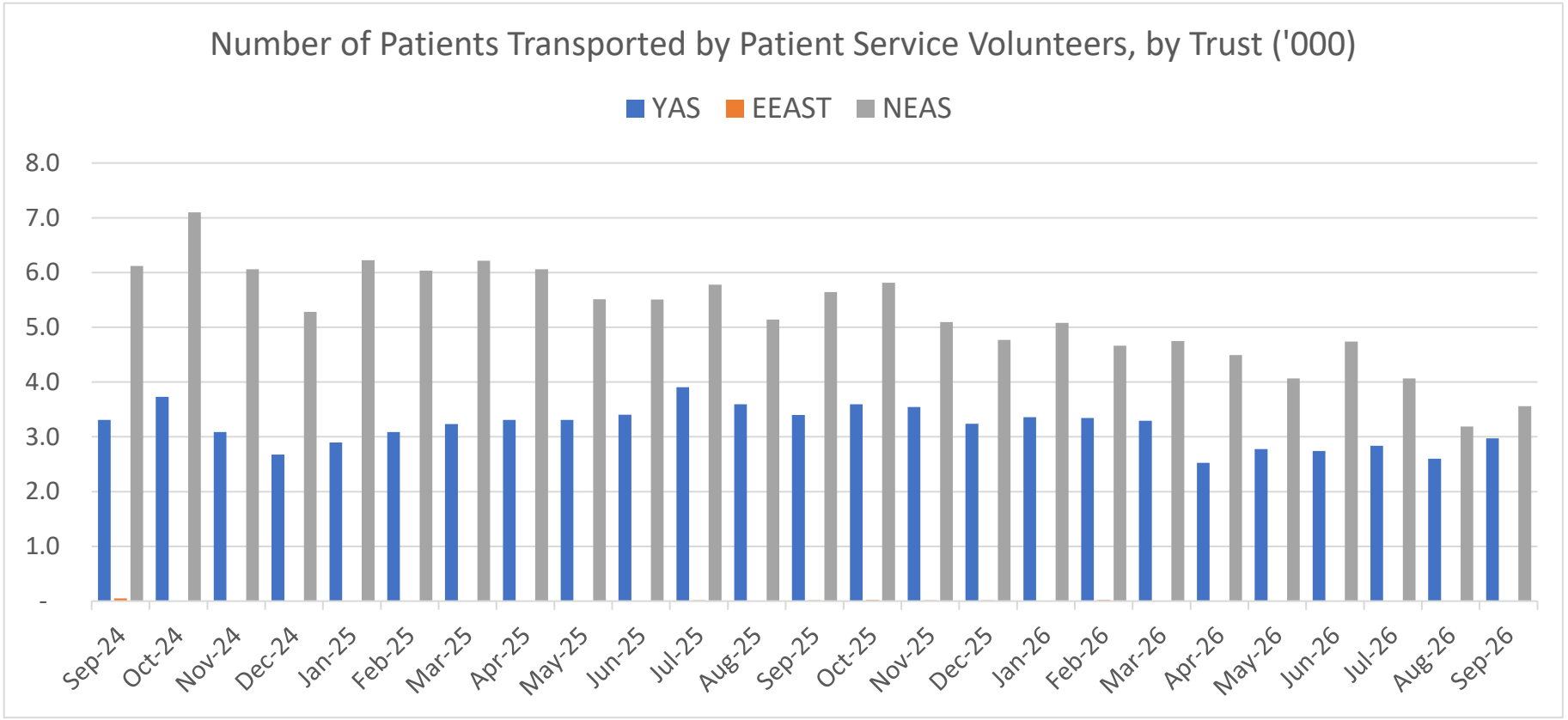
Average Active Patient Transport Service per Month

NEAS = 76

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



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

YAS = 36-thousand

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

EEAST = 88 (in total)

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

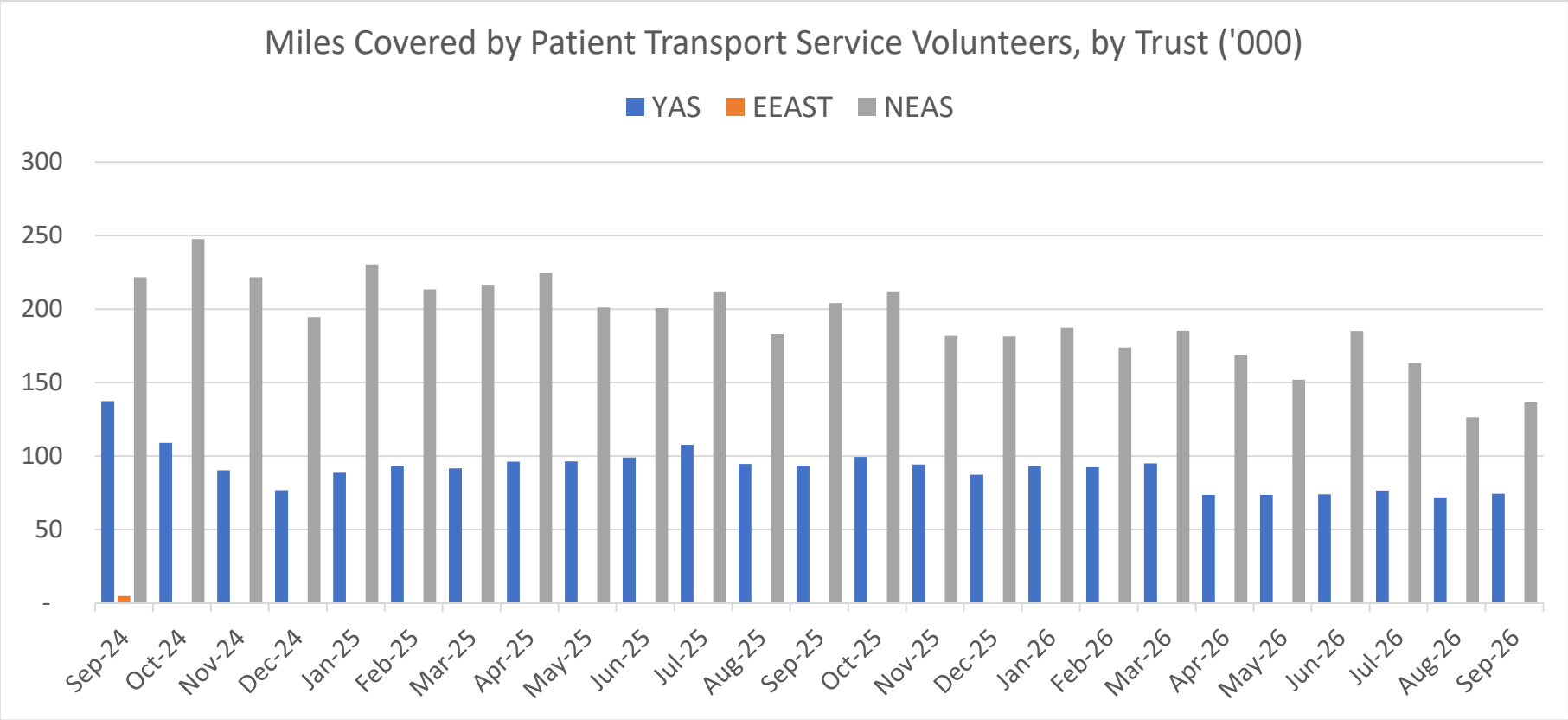
NEAS = 54-thousand

Trusts Included: EEAST, YAS, NEAS

Miles Covered by PTS Volunteers by Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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 Sept 2026

YAS = 1.1-million

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

EEAST = 2-thousand (total)

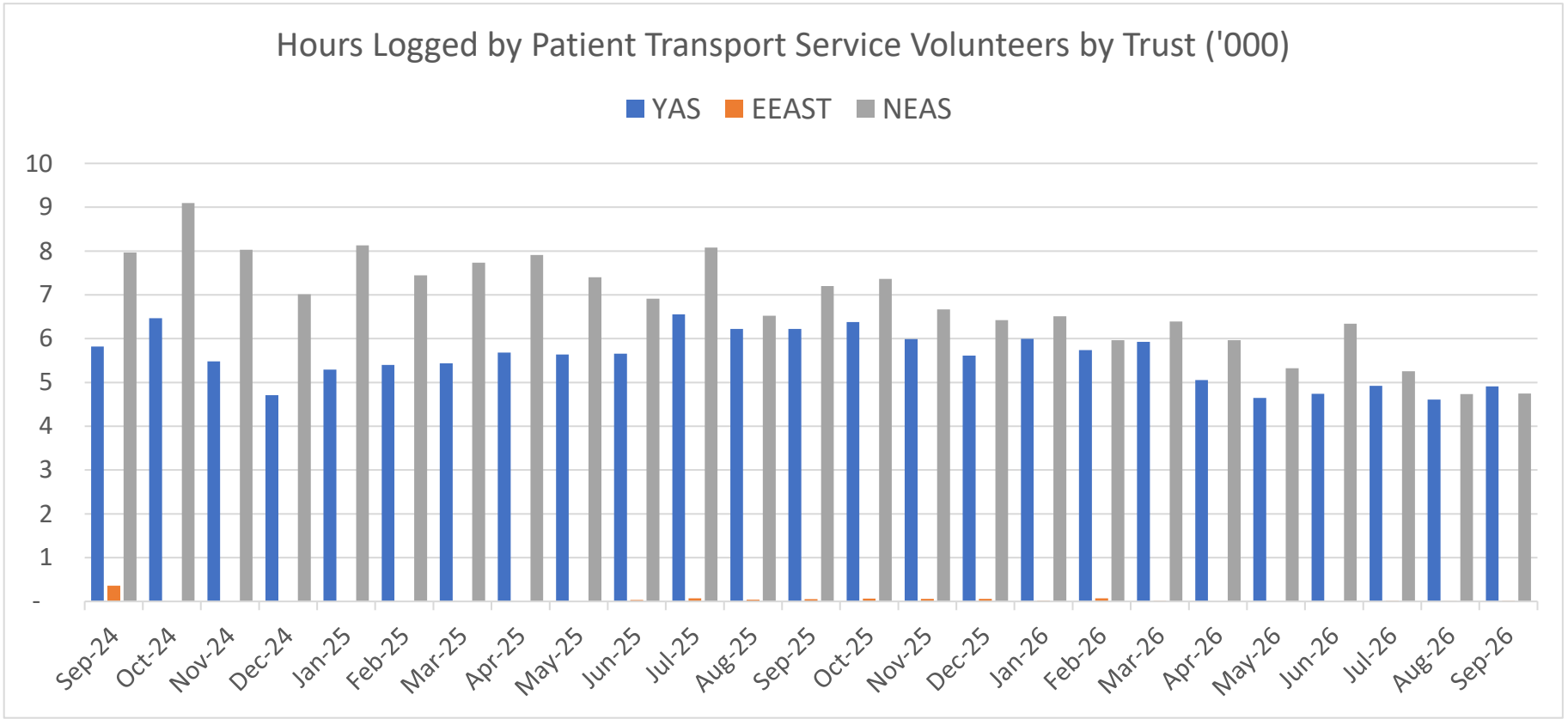
Miles Covered by PTS Volunteers in the 12-months to Sept 2026

NEAS = 2.0-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 PTS Volunteers in the 12-months to Sept 2026

YAS = 65-thousand

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

EEAST = 0.3-thousand

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

NEAS = 72-thousand

Trusts Included: EEAST, YAS, NEAS

Menu – Volunteer Demographics

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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



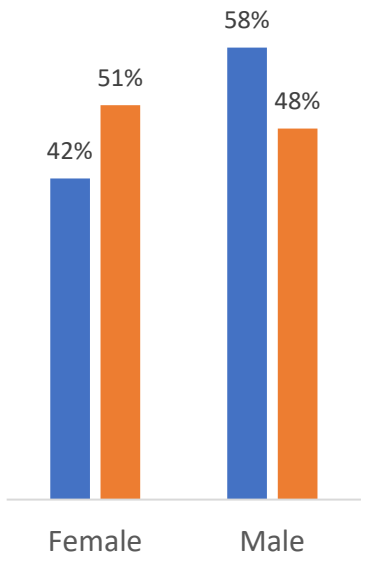
National Data	Shows combined data for participating trusts, and compares basic demographic data for ambulance volunteers with those gathered in the most recent National Census.
Compare Trusts	Compares basic demographic for ambulance volunteers from participating trusts.

National Data: Volunteer Demographics

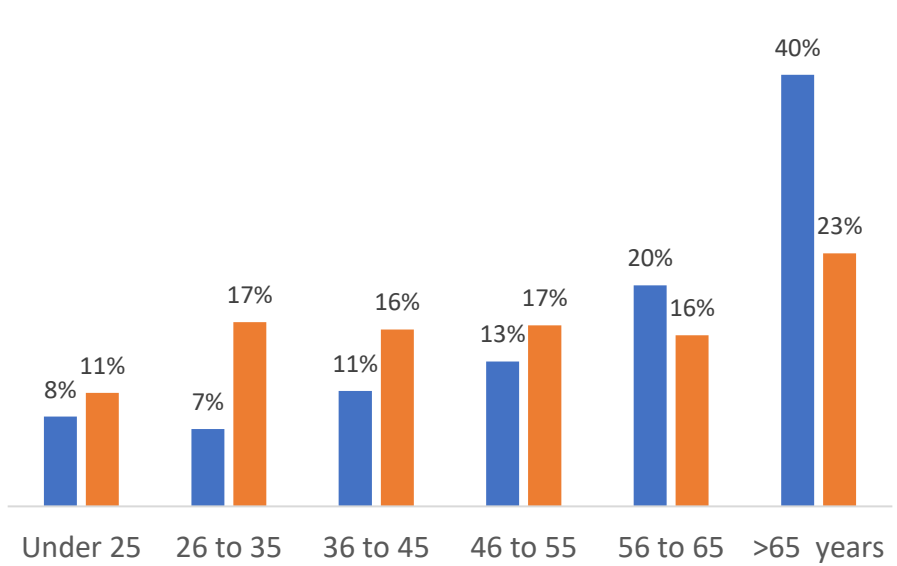
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

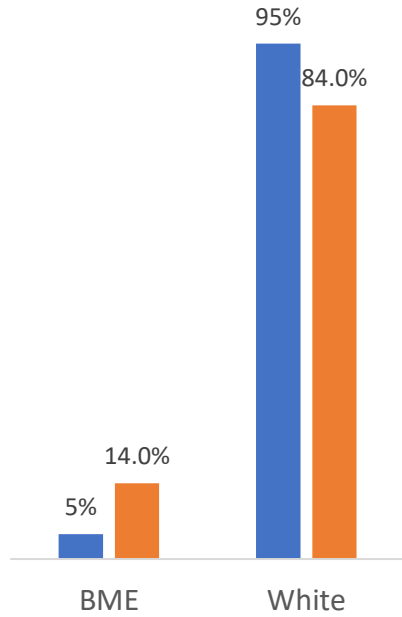
Gender



Age



Ethnicity



Volunteers

National Census Data

Compare Trusts: Volunteer Demographics

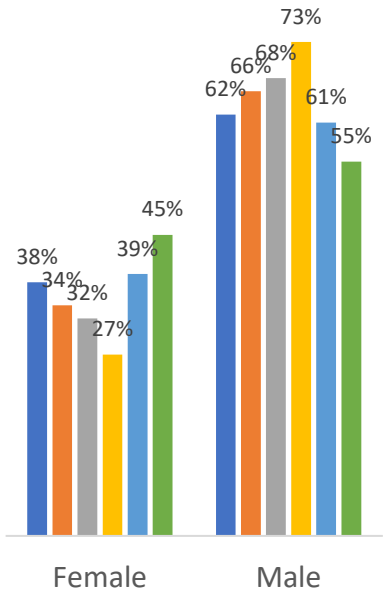
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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

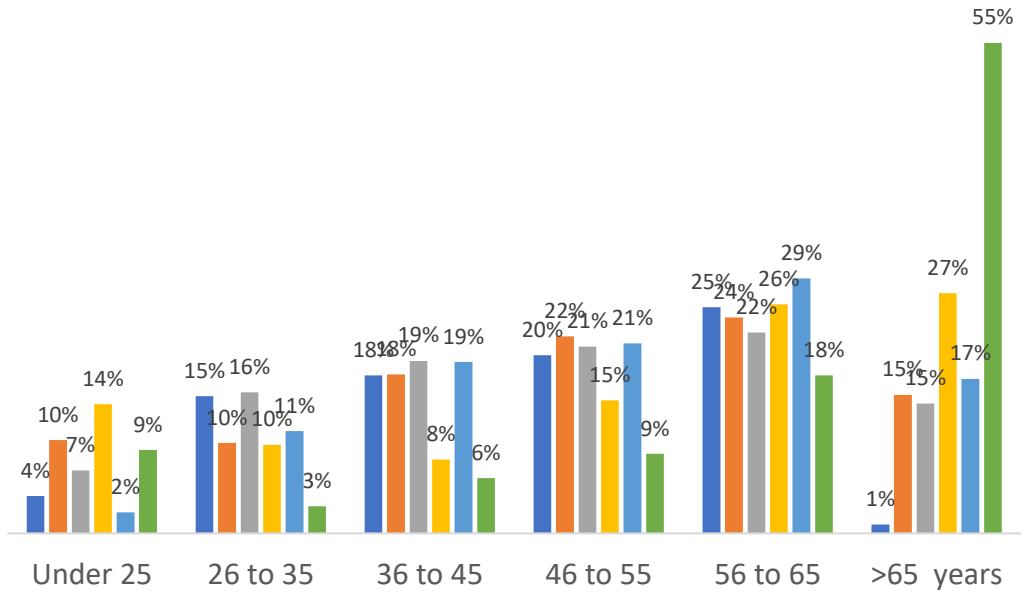
Key

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

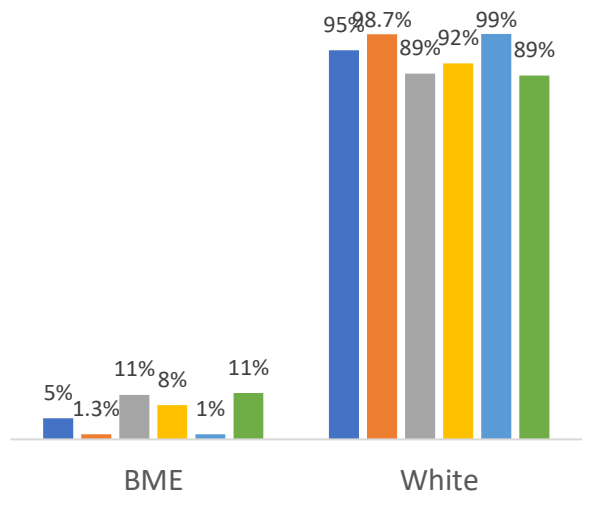
Gender



Age



Ethnicity



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

Community First Responder's Story

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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.**"

Community First Responder's Story

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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."