



Impact report 2021



A message from our Chief Executive Officer and the Prior for Wales

In a pattern replicated across the charity sector, 2021 presented many new challenges and opportunities for St John Ambulance Cymru. Whilst the demand on our services continued to increase, the temporary closure of our training facilities and lack of events presented ongoing financial pressures.

We rose to these challenges with the selfless courage and dedication that is so synonymous with our St John people as we continued to work with our partners in the Welsh Ambulance Service and health boards across Wales, increasing capacity and resilience to respond to the pressures placed on our healthcare services by the on-going pandemic.

Our commitment to supporting our NHS colleagues saw our volunteers in Vaccination Centres the length and breadth of the country.

We are immensely proud of what our people achieved in 2021, in incredibly difficult circumstances. We continued to respond to the largest operational and logistical challenge our charity has faced in its 100 year history with professionalism, resilience and dedication.

We have made real strides to live our mission to save lives and enhance the health and wellbeing of communities in Wales, by continuing to be there, when and where we are needed most.

We are confident that we can build on our successes to continue to grow and thrive for the next 100 years and beyond, taking us closer to our vision of 'First aid for everyone, anytime, anywhere.'

Sir Paul Williams,
Prior for Wales
and Chair of
the Board

Helen Smith,
Chief Executive
Officer



Our volunteers

Our volunteers are at the heart of what we do at St John Ambulance Cymru, we simply would not be the organisation we are without their dedication and support. Once again they rose to the occasion, and helped to keep people safe in communities throughout Wales.

We provided first aid coverage at the length and breadth of Wales

174 events



We committed over to the **Swansea Help Point**, helping to keep communities in Wales's Second City safe

4,000 hours



663 volunteers provided a combined total of **19,950 hours** of event coverage



10,000 hours In 2021, our volunteers committed over 10,000 hours in vaccination centres across Wales, helping our NHS colleagues in the fight against Covid-19



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Vaccination 2021

Our incredible volunteers dedicated their time to provide vital assistance to the COVID-19 vaccination roll-out, ensuring we continued to be there, where we were most needed, supporting communities across Wales. The success of the vaccination program supported the lifting of restrictions and the first signs of a return to some sort of normality.

- ✳ We covered 1947 shifts across the 12 months
- ✳ We were present across three health boards: Cardiff and Vale University Health Board, Cwm Taf Morgannwg University Health Board, and Betsi Cadwaladr University Health Board
- ✳ Our volunteers gave over 10,000 hours of their time to providing post-job care and vaccinations
- ✳ Our support comprised 167 Vaccination Care Volunteers working tirelessly alongside seven Vaccinators and 17 support staff

Stephen Marshall, a volunteer at Holm View Mass Vaccination Centre in Barry was praised for responding quickly when a member of the public began to feel unwell. Sharon Chapman, Nurse Supervisor at Holm View Vaccination Centre said;

“ He [Stephen] was very swift to spot the first signs of anaphylaxis in one of our vaccinated citizens. He came to me immediately with his concerns and his observation was absolutely correct... I am very pleased to say that she has made a full recovery. The lady thanked us for saving her life, and Steve was very much part of that team effort.”



Supporting Welsh Communities

Our Ambulance Operations Teams continued to provide vital services at the heart of local communities.

Supporting the Welsh Ambulance Services NHS Trust during another challenging year, we ensured people got the care they needed through our range of programmes.

- ✳ We launched four ambulances in support of our mental health conveyance pilot
- ✳ Our Patient Transport Team made 25,598 journeys, covering 625, 574 miles
- ✳ Falls saw 4,233 patients, covering 111,088 miles and allowing 2,433 WAST ambulances to attend the most serious calls



Our falls response service kept almost **60%** of the people we saw out of hospital

278 miles

our longest distance

travelled



“

Special thanks [to the crew] who are working tirelessly today until very late hours to facilitate our patient flow. Their patience, professionalism and hard work is very much appreciated.

- One of our Patient Transport Scheme users.

Thank you for everything you do; your dedication and professionalism, and going extra mile to help us out.

- One of our Patient Transport Scheme users.

”

Training

Our training teams empowered thousands of people with lifesaving skills, despite ongoing pandemic restrictions.

Our community and commercial training programmes could once again teach people in person, and we strengthened our online and e-learning options, giving people more choice than ever in how they train with us.



We trained

8,534 people

in the
community



Commercial training
taught

10,490

people



We gave

3,514 people

vital first aid skills
for free as part
of our Save a
Life September
campaign

In total, we trained

25,412 people

throughout

2021



Developing young life savers

We engage with children and young people from the age of five in Welsh communities. Through our children and young people's programmes we provide them with the support and skills they need to grow in all aspects of their lives.

✳ Despite our facilities being subject to lockdown and social distancing restrictions, we maintained many of our services through online portals



Some of our Deeside Badgers

✳ We obtained the Welsh Government **Bronze level Quality Mark for Youth Work in Wales**. This demonstrates our good practice in working with young people, involving young people in decisions which affect them, and good quality workforce development



Our Cadet of the Year, Joshua and Deputy Cadet of the Year, Monisha.

1,274
Badgers and Cadets
learnt first aid
and other life skills
in one of our youth programmes

10-year-old Carwyn was saved by his 7-year-old sister Lowri after he started choking during an evening meal. Lowri, had learned first aid as part of her Badger Sett in Bedlinog just months before the incident, and leapt into action. Lowri had started giving her brother back slaps, one of the first treatments to help someone who is choking after calling for help

Royal College of Nursing (RCN)



We continued our partnership with the Royal College of Nursing (RCN) to deliver the **RCN Prince of Wales Nursing Cadet Scheme** to people in Wales aged between 16 and 25.

The scheme introduces young people to potential careers in healthcare and nursing through a mixture of clinical placements and taught sessions.

There are currently 37 cadets across Wales enrolled in the scheme.

The Prince of Wales Cadet Scheme is an ideal spring board for future health care professionals. It offers young people personal and professional development opportunities whilst supporting them to move into a health or social care career.



I completed the Prince of Wales Nursing Cadet Scheme in the height of the pandemic. I have been involved with the scheme ever since, both as an ambassador and a facilitator for two cohorts within St John Ambulance Cymru. In September 2021 I received an offer for Adult Nursing with Swansea University, I was told that I was an ideal candidate for the course and had an advantage over other applicants as a result of completing the scheme. I am forever grateful to the scheme for all it has done for me, and for others, and I highly recommend the scheme for all it does to help individuals gain their first steps into healthcare.

- Oliver James, former RCN Prince of Wales Nursing Cadet



Awards, honours and the Order

The Priory of Wales recognises the most selfless contributions to our cause with a range of honours and awards given in recognition of efforts and achievements towards our mission. 2021 was no exception with our volunteers and staff being recognised internally and externally.

- ✘ We were unable to host a full investiture but we did hold smaller services in St Asaph and Abergavenny, as well as a virtual 'Celebration of Service' in June 2021
- ✘ Five Certificates of Commendation were awarded to four adults and one cadet
- ✘ In 2021 there were 13 recipients of the newly introduced 50 Year Service Medal



62

people were admitted to or promoted within the Order of St John in 2021



including David Gardner as Knight of Grace and Ruth Lewis BEM as Dame of Grace

Fundraising

The on-going pandemic and restrictions meant we had to continue to look for new ways to fund our lifesaving work. We were once again overwhelmed by the generosity and support that has been shown to us, in what we know has been a difficult year for everyone.

- ✘ We want to acknowledge our brilliant regular givers who play a vital role in supporting the continuation of our services. They helped us to **raise over £500,000** in 2021
- ✘ We received nearly **£30,000 from legacies**. St John Ambulance Cymru relies on donations like those from gifts in wills to continue our work providing first aid treatment, training, and transport in communities right across Wales. And now we've made it easier than ever. We've partnered with expert online will writers, Guardian Angel, to offer our supporters the chance to write their will for free
- ✘ Despite the challenges of the on-going pandemic our Divisions continued to work in their communities to **raise £30,000** through everything from bucket collections to local events. We look forward to the year ahead where we will once again be able to hold face to face events and continue our mission to save lives and enhance the health and wellbeing of the communities of Wales

Our brilliant regular givers helped us to raise over

£500,000



24 Trusts and Foundations

across Wales supported us in 2021 **donating nearly**

£1 million

to help us continue our work, with special thanks to the **Welsh Governments funded Third Sector Resilience Fund**

Finance

In 2021 Covid-19 continued to create uncertainty and unpredictability, putting our finances under intense pressure.

We once again faced reduced opportunities to deliver training and provide first aid at events, significantly reducing our income.

Covid 19 restrictions also made planned and in person fundraising a challenge. We had to find new and

innovative ways to raise money to support our lifesaving work and offset our reduced income.

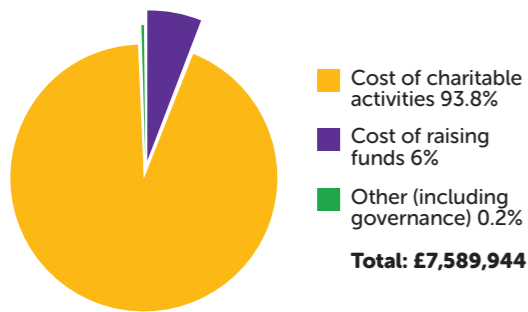
Where possible we moved our work, training and fundraising initiatives online, enabling activities to continue whilst reducing costs.

Despite difficulties we were still able to meet the increased demand on our services, and ensure that we were able to generate enough

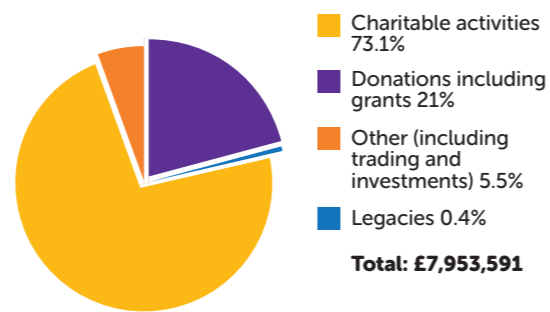
income to continue supporting Welsh communities throughout the pandemic.

Thanks to our volunteers and staff we have managed to demonstrate a flexibility and robustness that allows us to look forward to the future, confident of financial recovery.

Expenditure



Income



Thank you

We are beyond grateful to all the people and organisations who donate time and money to make our work possible.

2021 was another difficult year for St John Ambulance Cymru, but we continue to be overwhelmed by the resilience and dedication of our volunteers, who so willingly give their time to ensure that we're able to provide first aid across Wales. We want to publicly say a huge thank you to them, we couldn't do any of this without their continued support.

We would also like to thank funders, trusts, corporate partners and sponsors for the major contribution they made to our work in 2021.

Aberystwyth Business Club/Clwb
Busnes Aberystwyth

Aberystwyth Town Council

Blaenau Gwent County
Borough Council

Bridgend County Borough Council

Caerphilly County Borough Council
City and County of Swansea

Conwy Voluntary Services Council -
Cyngor Gwasanaethau Gwirfoddoli

Flintshire County Council

Merthyr Tydfil County
Borough Council

Monmouthshire County Council

Moondance Foundation

Neath Port Talbot Council

Newport City Council

Powys County Council

Rhondda Cynon Taff County
Borough Council

Tesco Community Grants

The Duke of Edinburgh's Award

The Mackay And Brewer
Charitable Trust

The Oakdale Trust

The Simon Gibson Charitable Trust

Tycroes Local Aid

UK Search and Rescue Volunteer
Training Charitable Trust

Vale of Glamorgan Council

Welsh Government



Making a difference

We wouldn't be here today without amazing supporters and volunteers. You too can make a difference and help us to achieve our mission to save lives and enhance the health and wellbeing of the communities in Wales, by supporting us in one of the following ways:

Learn with us

We have courses covering everything from first aid to manual handling and mental health to food safety. You could join a free community awareness session or commercial training course to get the skills you need, delivered professionally, from an organisation you trust. All profits from our commercial courses fund our charitable work; which means that when you train with us you're helping to provide people across Wales with the skills they need to save a life.



Leave a lasting legacy:

Making your will is one of the most important things you'll ever do. It ensures that your money and belongings will go to the people and causes you care about. To save lives in Wales, our volunteers rely on the generosity of people like you to ensure future generations will have the lifesaving support our communities desperately need. With your help, more



people can be trained, ambitions can be made real and the long-term security of an essential service in Wales can be protected. To make things easier for you, we've partnered with expert online will writers, offering you the chance to write your will for free. To speak to us about your legacy, please email legacies@sjacymru.org.uk

Challenge yourself

Whether you walk, run, or skydive, we'd love you to use your efforts to help keep lives safe by fundraising for us. 2021 was a difficult year for everyone, but now that restrictions have eased we have charity spaces available for our tandem sky dive, as well as marathons in Cardiff, Llanelli and Swansea. Contact the fundraising team (fundraising@sjacymru.org.uk) for more information.



Corporate support

Fundraising at work, sponsorship or choosing us as your Charity of the Year is a great way to show your employees and clients that you care about the health and wellbeing of your community. Supporting us can help achieve your corporate social responsibility goals, encourage team building and improve staff engagement. In exchange, we can help you make your office a safer place to work in, or visit.



Donate

Your donation to St John Ambulance Cymru allows us to train and equip healthcare volunteers to save lives as well as teaching others to do the same. Together we can work towards our vision which would allow first aid trained volunteers across Wales able to provide first aid to everyone, anytime, anywhere.



Be a part of making a life saving difference:

You can make a donation by scanning here
by telephone: **02920 449626**
or by email: fundraising@sjacymru.org.uk





www.sjacymru.org.uk |     

St John Ambulance Cymru is the trading name of The Priory for Wales of the Most Venerable Order of The Hospital of St John in Jerusalem.
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