



St John
Cymru - Wales



Impact Review 2017/18

Introduction

2017/18 have proven to be some of the most successful and celebratory years in St John Cymru history. From our centenary celebrations to the launch of our new **falls assistant partnership** with the NHS, our most successful **Save a Life September** on record and our provision of medical support at local and national events, the impact we have can be felt in communities and workplaces across Wales.

Our fantastic team of volunteers and staff have worked closely together to help deliver some of our most ambitious projects to date. Our continued investment in our people helps drive the delivery of our high quality first aid training, event cover and ambulance provision.

The true impact of St John Cymru can't always be quantified, for example; the confidence developed by a child or young person attending our Badger or

Cadet programmes, an elderly faller helped to their feet so they can continue to live at home with dignity or the quick-thinking action of a person administering back blows to someone who is choking, will not always be reported.

It's key events like these and others comparable to them which continue to demonstrate the need for first aid and care to be at the heart of Welsh communities; skills to be taught and passed down through schools, workplaces and communities alike. The people who help deliver these lifesaving skills are our unsung heroes.

We want to tell you more about the fantastic achievements of St John Cymru in 2017/18 and how we, with your support, can continue to strive towards our goal of a first aider in every home in Wales.

Message from the Prior

From keeping the public safe at high profile events at the Principality and Liberty Stadiums to looking after those closest to us in our local community, wherever I go, I am deeply moved by the commitment, dedication and professionalism of our volunteers and staff.

Our centenary year has proven to be one of the most successful for St John Cymru and the difference our volunteers and staff have made can be felt and seen in communities across Wales.

I'm particularly inspired by our young members. It was a privilege to attend and recognise the most outstanding at our Annual Youth Awards; it must have been a proud day not just for those awarded but also for their families and friends.



St John Cymru, as Wales' leading first aid charity, plays an influential role in developing the confidence and potential of young people.

Our youth are not just our future, they are our today.

It is they who will ensure that St John Cymru continues to be as relevant today as it has been for the last 100 years.

I would like to express my sincere thanks to all of our volunteers who continue to support and selflessly give up their free time to help us continue to be there and inspire the next generation of lifesavers in communities across Wales, alongside our dedicated and skilled staff.

Sir Paul Williams,
OBE, KStJ, DL
Prior

Left: We were delighted to welcome our Commandant in Chief, HRH The Duchess of Gloucester at our annual investiture service.



Training triumphs

Over the past two years, the number of people trained in lifesaving first aid skills has gone from strength-to-strength. In 2017 **we trained 29,611** and this number **increased by 43% in 2018 to 42,404** in part due to our centenary celebrations.

The impact this has had within communities and organisations across

Wales is tremendous, most notably from our **Save a Life September campaign**, which has run every year for the past six years. The campaign sees our national and volunteer trainers come together and in 2017, train **over 5,000 people across Wales** in lifesaving first aid skills.



All the profit generated from commercial training courses helps to fund our charitable works.

In 2018, we celebrated our most successful Save a Life September campaign to date, delivering first aid training and awareness sessions to 6,134 people in communities across Wales in the month of September.

One of those trained as part of **Save a Life September** was **Rachel Norman** from Caldicot, who used the first aid skills she learned with us, to help a man who had collapsed, while she was on holiday, in Florida.



“The man looked as though he was having a seizure. His family explained he had no previous history of epilepsy but due to his rapidly changing colour, I made the decision to put him in the recovery position.

After a while, the man began to regain his colour and while disorientated at first, he gradually became more responsive.

The training I received from St John Cymru without a doubt gave me the confidence to deal with that situation.

Knowing I did all I could to help the gentleman was really rewarding.”

Rachel Norman



In 2018 we trained 42,404 people across Wales, up by 43% from 2017!



First aid training in 2018 was also supported by our centenary celebrations, part of which was a project funded by the National Lottery Heritage Fund which allowed us to train **an extra 1,230 key stage 2 pupils**. The project assisted us in being able to communicate the ways first aid has evolved across the past century. Pupils were also taught more about the history of first aid in Wales, its origins and how first aid was used during the First and Second World Wars. The sessions also saw us discussing how first aid has developed over time, as well as how they can make a difference when using first aid in a real-life situation.

More than 13,000 children have learned lifesaving skills since we began our 'Young Lifesavers' partnership with Gwent, South Wales and Dyfed Powys Police.

"Pupils felt that the first aid sessions were informative. They said the session reminded them of some of the first aid training they received in school previously.

Our pupils enjoyed the CPR sessions and when quizzed, retained much of the information that was taught that day.

We have held first aid as an extracurricular after school club since, with over 15 pupils attending!

The children feel confident that they could deal with situations should they occur at home and school.

I am pleased to say that pupils have not required to put their skills into practise in any real life situations as yet!"

Mari Davies, KS2 co-ordinator at St Michael's School, Llanelli



In the spring of 2017, we launched our **Public Access Defibrillator Awareness training** which aims to help communities across Wales by breaking the stigma surrounding the fear of using a defibrillator. The course was incredibly well received and **over 400 people in Wales** were shown how to correctly use a defibrillator in the launch year.

The most recent addition to our training series was in October 2018 which saw the launch of our **Mental Health First Aid training programme**.

Three in five people have experienced mental health issues because of their work.* The delivery of the training aims to empower organisations with skills and support to help break down the stigma of mental health conditions and equip individuals and organisations with the skills needed to recognise the signs and symptoms of someone who could need additional support with their mental health.

The training also teaches techniques to help approach and open up conversations about complex mental health conditions such as depression, substance abuse and how to assist in a suicidal crisis.

Since 2017, we have launched a number of new internal online training courses including **Infection Prevention Control, GDPR and RoSPA Level 2 Food Safety**. From this, **1,303 training courses were completed online** by our volunteers and staff - a **223% increase** from the previous year.

*Business in the Community, Mental Health at Work Report 2017



The investment in internal training has proven to be incredibly beneficial to help our people develop their own learning and professional development, so much so, 4,827 certificates were issued for classroom based training in 2018 alone.

Inspiring the next generation of lifesavers

At the end of 2018, we were supporting over **2,143 Badgers, Cadets and young people across Wales**, helping to develop their first aid skills, confidence, teamwork and compassion.

Our youth leaders are an instrumental part of St John Cymru and allow us to continue to inspire the next generation across Wales. In 2018, we invested in the training of **97 new youth leaders** which contributed towards the continued support of children and young people across our Badger and Cadet programmes in local communities.

"The best part about being a Youth Leader for me is seeing our Cadets grow; not just in height (a lot of Cadets are now taller than me) but seeing them grow in confidence, seeing their skills grow and watching them develop as a person."

Tracy Sankey-Jones
Cadet Youth Leader St John Cymru
Deeside and Mold.



**Supporting over 2,143
Badgers, Cadets and
young people across
Wales.**

One of the main aims of our Badger and Cadet programmes is to help grow the skills, confidence and personal development of young people in Wales.

As part of her Cadet of the Year pledge, **Amelia Davies** from St John Cymru Griffithstown, shared her volunteering experience.

"It was a family tradition to join the local Badger division and, with encouragement from my family, that's just what I did. I had a huge confidence boost when I achieved my 'Super Badger' award. It felt amazing to be appreciated for all the hard work myself and other Badgers across Wales had done. Another big achievement for me is my personal confidence - it's grown so much over the past few years. I believe it's all down to the encouragement of my divisional leaders and the personal qualities competing has brought out of me, most notably leadership, communication and teamwork skills. It is thanks to these skills I was able to sustain the position 'Sergeant' at my division, achieve my 'Grand Prior Award' and this in turn helped inspire me to apply for 'Cadet of the Year'."

The first aid skills practised as part of our youth programme have shown time and again the difference a young person can make in a life-threatening situation. **Tyler Fergusson**, a Cadet at St John Cymru Treharris, was out celebrating at a family event when his auntie Susan, started choking.

"I encouraged my auntie to cough but the food was still trapped. I then gave my auntie back blows and asked her to keep coughing to try and get the food out. I checked inside her mouth to see if the food was visible and it was so I was able to pull it out and my auntie could breathe again normally."

Tyler's quick-thinking undoubtedly saved his auntie's life and as a result, he was nominated by his division leader, Teresa Kedward, for a special bravery award: The Prior's Award for Cadet Commendation which was presented at our National Youth Awards.

The award recognises any Cadet between 10 and 18 years who has shown outstanding bravery, initiative or courage in a real life situation.

Below right: **Tyler Fergusson**
Below left: **Amelia Davies**



Centenary celebrations

In 2018, we celebrated 100 years of being there for communities across Wales. Established on March 1st St David's Day in 1918.

100

Years of being there
Mlynedd o fod yna

St John
Cymru - Wales

1918-2018

We held a reception in the Senedd to celebrate our centenary where we were joined by a whole host of supporters who witnessed our history exhibition as well as our 1925 replica WW1 Morris ambulance, both of which helped us to demonstrate just how much had changed for us and for first aid care over 100 years.



While St John was operating in Wales long before this date, it was thanks to the tremendous efforts of volunteers helping in mining communities across Wales and then helping during World War One that we were established as a Priory of St John.

Since then, our services have supported people through some of the country's highs and lows, providing the first ambulance service in Wales, to being pitch side when Wales won Grand Slams and when the Champions League Finals came to Cardiff in 2017.



Donated by former Prior, Dan Clayton-Jones OBE, and funded by the National Lottery Heritage Fund, our replica WW1 Morris ambulance travelled 2,368 miles across Wales and was showcased at 34 events throughout the year, reaching an audience of over 708,000 people!

65,000 fans at the Principality Stadium were shown a video demonstrating the history of St John Cymru at half time during the Wales Vs Italy Six Nations fixture. The Welsh Rugby team also sang the Welsh National Anthem wearing our logo on their sleeves; celebrating our centenary and long standing link being there for Welsh crowds at international games.

Our established link supporting Welsh Rugby crowds was also celebrated with a special event, hosted by **Roger Lewis**, which saw 85 super fans spend an evening with legendary Welsh Rugby coach, **Warren Gatland**. An auction was held at the event which saw a signed rugby jacket bid on to **help raise over £4,000!**



Another notable celebration took place in October, when we held our Centenary Charity Ball, with special guest host, **Dr Hilary Jones**, at St Fagan's National Museum of History. The dinner looked back on the ways in which St John Cymru had been there for people across Wales.



As part of our centenary celebrations, the Welsh Rugby team sang the National Anthem, wearing our centenary logo on their sleeves.

One of the most moving moments of the evening saw **Laura Campbell**, who had completed one of our First Aid at Work training courses, share the moment she used the first aid skills she had learned in a life-threatening situation.

"I ran downstairs, in my pyjamas and opened my front door to see my young neighbour distraught. She was holding her two-year-old daughter in her arms – she had a blue tinge to her skin, her eyes had rolled to the back of her head and she appeared lifeless.

Instantly I picked up her daughter and ran into the living room. I checked her airways and could quickly tell she wasn't breathing. I immediately started performing CPR.

Two long minutes passed as I desperately fought to bring the little girl back.

Finally, she started to breath.



Just four weeks previously I had completed my St John Cymru 'first aid in the workplace' course. The outcome if I hadn't have completed that training doesn't bear thinking about."

Laura Campbell

Operating at the heart of Welsh communities

In February 2018, to further enhance our operational support in the communities of Wales, we launched our Falls Assistant Programme, in partnership with the NHS.

The project aimed to respond to falls and minor accidents in the home

which do not need the assistance of an emergency ambulance. Cardiff was chosen as the first city to trial the project and, by the end of 2018, this essential support service had assisted **1,783 people** in need.



"Staff so very kind and amazingly knowledgeable."

"The service was excellent, very professional, thorough in the assessment of the situation, extremely helpful."

As of December 2018, the programme had been extended to seven more locations, so we now provide assistance in even more local communities including Tredegar, Bridgend and Llanelli.

The adverse weather during the spring of 2018 provided new challenges for our operations team as they were called out **104 times**. Battling strong winds and snow flurries, it was during this time one of the crews of our 4x4 emergency ambulances helped to deliver a baby.

"I cannot describe the sense of relief I felt when the blue flashing lights of a 4x4 emergency vehicle arrived at my home in the latter hours of St David's Day."

In all the 'excitement', we hadn't fully appreciated that our 999 call had been supported and responded to by St John Cymru.

Until we faced an emergency ourselves, we were unaware that this support is provided all year round in Wales and we are so thankful it is.

We cannot thank Gaz, Mark and St John Cymru enough for their emergency response on the night."

Ross Gregory,
baby Llinos' dad



Above:
Ceinwen and Llinos
March 2018



Across 2017/18, **1,790 calls** were made by our **Caring Caller**. Launched in 2016, the project now provides support to patients discharged from hospital across three of Wales' seven health boards. Our **Caring Caller** continues to provide much needed care and support to vulnerable and isolated members of the local community ensuring there is a caring person they can rely on to help them when no one else can.



2017

1,215 patient journeys across three Welsh Health Boards.

554,342 miles travelled by our team – that's enough to go to the moon and back 2.5 times!

11 repatriations.

242 school escorts which ensured school children could get to school.

26,400 patient journeys were completed in 2018 by our highly qualified staff, one of which, included our driver, **Francesca Baker**, who transported a woman from hospital to her care home in Cardiff. The woman's son and former South Wales Police Superintendent, **Jay Dave**, witnessed the care his mother received by Francesca and had this to say:

"To see the patience and care Francesca had with mum was an absolute gift. She settled mum in as if she was her own relative. It was so lovely to see. The service was phenomenal. I could not believe the kindness and care of Francesca. A big thank you for taking such great care of my mother."



2018

11,570 patient journeys for Welsh Ambulance Service Trust urgent care/dialysis support.

Total of 25,055 completed transfers across Wales.



We were there at more events than ever before!

Our volunteers were there at even more events across Wales during 2017/18, **2,608 to be exact**; where our volunteers supported some of the biggest events ever to be hosted in Wales as well as some of the most obscure.

During this time, we gave first aid to **15,177 people** which included everything from a plaster administration, ankle sprains and pains to transporting the most seriously ill of patients to hospital after a cardiac arrest.

Three of the major events we supported included:

The Champions League Finals

One of the biggest events we've ever covered! Our presence involved an incredible **56 consecutive days of support** from our volunteers and staff

across two sites with many months of planning beforehand.

On the day of the Champions League Final, **98 patients** received first aid care from us.

The Volvo Ocean Race

Another fantastic opportunity for our operational team which saw them provide **46 consecutive days of support** and **178 patients** receiving expert medical care in their time of need.

Ed Sheeran

Over 240,000 people attended four consecutive days of concerts by superstar Ed Sheeran: St John volunteers were on hand to ensure that the vast crowds were supported and cared for, with **440 patients being treated** over the period.



"Thank you very much for looking after me following a fall over one of those ramps at the Eisteddfod."

"Our son received prompt care without any fuss."



These highlights are just a few of the many thousands of events we cover each year in communities across Wales. We are able to do this thanks to our remarkable volunteers.

Other notable events include supporting our Welsh Grand Slam winning side at the Principality Stadium, the Urdd Eisteddfod, National Eisteddfod, Caerphilly Big Cheese and Radio 1's Biggest Weekend in Swansea.

"Kind, careful and effective care."

"Thank you from the bottom of our hearts!"

Thank you

We're extremely grateful to all the people and organisations who donate time and money to make our work possible. Each one of our supporters is helping us create a safer Wales. There are too many to name them all here but we'd like to extend a special thanks to the funders, trusts, corporate partners and sponsors who have made a major contribution, and to those who have left a gift in their will in 2017/18.

Corporate supporters

Bryn Deri School
Hugh James
Jessica Draws
Motonovo Finance
St David's Sixth Form College
Stryker
Tanner's
Wales Fast Growth 50
Webbox

Community and charitable groups and organisations

Brecknock Masonic Lodge
Hospitaliers Club of Wales

Trusts, foundations and funders

Hodge Foundation
Jenour Foundation
Morrisons Foundation
National Lottery Heritage Fund
People's Postcode Trust
Rotary Club of Bridgend Trust Fund
The Anthony and Elizabeth Mellows Charitable Settlement
The British Humane Association
The Gosling Foundation
The Hospital Saturday Fund
The Millennium Stadium Charitable Trust
The Simon Gibson Charitable Trust
Welsh Government
Mark Benevolent Fund
Masonic Charitable Foundation

We couldn't do all that we do, without each and every one of you. You're helping us work in the heart of Welsh communities, saving lives and teaching others to do the same.

You can make a difference

We wouldn't be here today without our super supporters, volunteers and customers. Here are just some of the ways you can support St John Cymru:

Corporate support

Partnering with a charity by fundraising at work, sponsorship or choosing a charity of the year are great ways to show your employees you care about community and wellbeing. It can help achieve your corporate social responsibility goals, encourage teambuilding and is a great staff engagement tool. Plus, we can help make your business a safer place to visit or work!

Give a gift in your will

If you are ever at a point in your life where you're in a position to think about leaving a gift to charity in your will, please consider St John Cymru. This kind of planned giving can help a charity like us look ahead with confidence and help provide a stable future for activities, such as our youth programmes.

Challenge yourself

Follow in the footsteps of over 50 people who took on the Cardiff Half Marathon in 2017/18 and try one of our running events or sign up to your own challenge this year. Whether you race the train in Tywyn, tackle the Newport Marathon or bounce your way through Gung Ho, we'd love you to use your place to help keep lives safe by fundraising for St John Cymru.

Learn with us

Whether it's about mental health, first aid, manual handling or food safety, we've got a course for everyone. Join a free community awareness session or commercial training course to get the skills you need, delivered professionally, from a brand you trust. Plus, all the profit St John Cymru Training make goes straight into our charity; meaning when you train with us you'll be helping us give children and young people the skills they need to save a life, and more!

Make a donation

Your donation to St John Cymru could mean our volunteers are trained and equipped to deal with medical emergencies across Wales at any time. It could also help us train more people in the skills they need to save a life; in the hope that someone will always be on hand with the knowledge and confidence to respond and make a difference when an emergency occurs.

Be a part of making that difference. Get involved or donate today:

Visit: www.stjohn.wales/donate

Call: **029 2044 9626**

Email: fundraising@stjohnwales.org.uk



Thank you to Mark Benevolent Fund for donating funds to allow us to issue four new vehicles to our fleet; three ambulances and a treatment centre for use in local communities across Wales.



St John
Cymru - Wales

The Priory for Wales of the Most Venerable Order of the Hospital of St John of Jerusalem.
St John Cymru Wales, Priory House, Beignon Close, Ocean Way, Cardiff, CF24 5PB

For further information visit: **www.stjohn.wales**

Call: **0300 2011 999** or email: **firstaid@stjohnwales.org.uk**

 **@stjohncymru**  **/stjohncymru**

Registered charity number: 250523