

## The following statistics and facts give a snapshot of our work 1 July 2015-30 June 2016

	Total 2015/16	Total 2014/15	Increase/ decrease	Variance
111 emergency calls for an ambulance <sup>1</sup>	482,002	454,990	27,012	5.9%
Emergency incidents attended	382,325	366,375	15,950	4.4%
Other incidents attended <sup>2</sup>	78,525	78,770	-245	-0.3%
Events serviced	6,133	7,174	-1,041	-14.5%
Patients treated and/or transported by ambulance officers	437,978	428,319	9,659	2.3%
Ambulances and operational vehicles	696	662	34	5.1%
People trained in first aid	76,844	73,118	3,726	5.1%
Medical alarm customers	40,797	39,339	1,458	3.7%
Children who participated in the St John in Schools programme	110,560	49,101	61,459	125.2%
Caring Caller clients	1,306	1,200	106	8.8%
Health Shuttle client trips	71,780	63,996	7,784	12.2%
Youth members	6,312	6,500	-188	-2.9%
Youth leaders <sup>3</sup>	1,169	1,097	72	6.6%
Order members <sup>3</sup>	1,710	1,690	20	1.2%
Area Committee volunteers	1,280	1,277	3	0.2%
Health Shuttle volunteers	615	630	-15	-2.4%
Caring Caller volunteers	976	1,078	-102	-9.5%
Community Care in Hospitals volunteers <sup>4</sup>	791	831	-40	-4.8%
Events volunteers	1,452	1,523	-71	-4.7%
Clinical volunteers (headcount) <sup>3</sup>	3,684	4,380	-696	-15.9%
Clinical paid personnel (FTE) <sup>3,5,6</sup>	1,161	1,146	15	1.3%
Total paid personnel (FTE) <sup>3,5,6</sup>	2,083	2,082	1	0.0%
Total paid personnel (headcount) <sup>3,6</sup>	3,139	3,060	79	2.6%
Total volunteers (headcount) <sup>3</sup>	9,288	9,447	-159	-1.7%
Total personnel (headcount) <sup>3,6</sup>	17,635	17,858	-223	-1.2%

1 National total of 111 calls answered in the three Clinical Control Centres, excludes reoffers

2 Non-emergency incidents

3 Includes national headquarters

4 Friends of the Emergency Department and Hospital Friends

5 Full time equivalent

6 Does not include vacant roles

*Volunteer and paid personnel as at 30 June 2016. Some personnel have multiple roles.  
Some 2014-15 comparatives have been restated to align with 2015-16 personnel categorisation.*