



**SCOTLAND'S CHARITY
AIR AMBULANCE
ANNUAL REPORT
2016/17**

CHAIRMAN'S REPORT

On behalf of the Board of Trustees, it gives me great pleasure to update you on the progress of Scotland's Charity Air Ambulance (SCAA) as we enter our fifth year of saving and improving lives in Scotland.

The support SCAA continues to receive from the people, businesses and communities of Scotland is truly remarkable and my sincere thanks is conveyed on behalf of everyone in the organisation.

With just over £2.5m raised in 2016/2017, any surplus income generated will grow our unrestricted reserves, helping us to ensure sustainability in the years ahead. To help ensure this income is managed effectively, the Board have recruited a further Trustee, Benedict Lawson, who brings a wealth of investment experience to our team. Thanks to the continued generosity of the Scottish people, I'm delighted to say that we expect that Helimed 76 will be fully sustainable within the next couple of years; this is an incredible achievement for such a young charity and is a testament to the hard work and professionalism of our fundraising team.

In a year which has seen continued focus and public comment on the fundraising and governance of all UK charities, the Board continues to review our protocols on fundraising and canvassing to ensure we maintain the confidence and trust of the public. We believe that transparency in our activities underpins public confidence and I am pleased to report that for every £1 given to us, we spend over 80p on our charitable purpose of saving and improving lives throughout Scotland. This makes us one of the leanest charities in Scotland and it is the Board's clear aim to continue to improve this further as we mature. We are, as always, grateful to the public for their support and to all our donors, fundraisers and volunteers who make the service possible.

There has been a full year of operations since we upgraded to the EC135-T2i helicopter which has demonstrated its capability and worth many times over by responding to time-critical emergencies in every corner of Scotland. SCAA continues to be the most utilised air ambulance for 999 calls in Scotland, responding on average once per day.

As I highlighted in my report last year, the Board has agreed our strategy for the next three years and we will work with our key partners, the Scottish Ambulance Service and Babcock Mission Critical Onshore Services, in ensuring we can deliver on these plans. We have already implemented two of these key objectives; increasing the resources for our charity team, as well as securing funds to increase our daily operations from 10 to 12 hours, which started in April 2017 - you can read more about this in our Chief Executive's report.

Following the publication of The Scottish Trauma Network 'Saving lives. Giving life back' in January 2017 by the Chief Medical Officer, Dr Catherine Calderwood, the Board has already had preliminary discussions with the Scottish Ambulance Service to offer our support in ensuring this model is implemented, particularly with pre-hospital trauma care. We look forward to continuing these discussions throughout the next year with the Scottish Ambulance Service as well as ensuring their 'Towards 2020: Taking Care to the Patient' strategy is achieved.

On behalf of the Board of Trustees, I would like to pay tribute to the hard work and dedication of the SCAA team, especially our growing army of volunteers.

JOHN BULLOUGH, CHAIRMAN




CHIEF EXECUTIVE'S REPORT

Scotland's Charity Air Ambulance (SCAA) has enjoyed another successful year with growth in just about every area of the charity.

First of all, I would like to add my thanks to everyone who has supported SCAA in the last 12 months and helped to raise an incredible £2.5m - £500,000 more than the previous year.

Every day we hear stories of people participating in so many fundraising activities. Some of whom we may have attended or airlifted, or family members who have seen first-hand the work of our crew, and others just motivated to help by the life-saving nature of the charity and the vital work we do.

I'm sure many of you will have already seen the press and social media coverage in March when the crew of Helimed 76 was awarded the 'Rural Heroes' accolade at the prestigious Scottish Rural Awards. The crew believe they are only doing their job, but they save and improve lives every day of the year.

SCAA responded to 341 call outs during the year and while this is less than the previous year, the crew are now being tasked to the more serious and traumatic incidents for all concerned. In addition, the number of call outs to remote and rural communities such as Arran, Mull, Oban, Dunoon and Millport are on the increase. This demonstrates the capability and reach of the aircraft by being able to respond so quickly and transfer patients to hospital for further care.

As part of the Board's strategy, significant investment was made in increasing the staffing of the charity team to ensure that we can sustain and further develop fundraising and support in all areas of Scotland. The appointments of two Regional Fundraising Managers and a Trust and Legacy Officer, along with a robust fundraising plan, will hopefully guide us towards sustainability over the next few years. We also recruited a Marketing Officer who will help increase our awareness and strengthen our brand, and an Administrator who will provide back office support. Improvements were also made in our IT infrastructure and office redevelopment to accommodate the increase in staffing.

During the year we started to implement another key objective of increasing our operational capability from 10 to 12 hours. In order to achieve this, a sixth paramedic was recruited from the Scottish Ambulance Service. The cost of this enhancement is likely to be around £135,000, however thanks to the generosity of a few Trusts, I am pleased to report this is fully funded for the first year of operation. On the 1st April 2017 this became a reality and no sooner had SCAA began its first 12 hour day, than we were tasked to attend a patient who had suffered a cardiac arrest.

It's now been over three years since we launched our own charity lottery and the last year has seen some phenomenal growth. At the end of our financial year, we reached a milestone with over 30,000 weekly plays, making it one of the fastest growing air ambulance lotteries in the UK. Thanks to all those that play and contribute to SCAA. Income from this one area reached another milestone with over £1m raised - a truly magnificent achievement!

Our major corporate partners, Clydesdale Bank, SSE and Stagecoach Group PLC continued to support us and their help is crucial to the charity. Clydesdale Bank also supported us throughout the year with the design and print of a number of key publications, including our newsletter and the Annual Report, saving the charity thousands in costs - it's greatly appreciated.

DAVID CRAIG, CHIEF EXECUTIVE




OPERATIONS

Scotland's Charity Air Ambulance (SCAA) paramedics continue to deliver time-critical care, providing a vital link in the patients' chain of survival, from time of injury or illness to definitive care.

This sees our team regularly working alongside colleagues from the Scottish Ambulance Service, ScotSTAR (Scotland's Specialist Transport and Retrieval Service), Scotland's Trauma Teams, BASICS Scotland (British Association of Immediate Care), Community First Responders, Scottish Fire and Rescue, Police Scotland, HM Coastguard, Mountain Rescue and the RNLI.

2016/17 has seen our first full year of operating with the upgraded EC135-T2i helicopter, significantly benefitting our patients in terms of delivery of care. Our new aircraft means we can now take hospital care to the patient as it offers the facility to airlift critical care clinicians from ScotSTAR and other trauma teams - and deliver them to a remote hospital hub.

SCAA is now called on to operate across a far greater area than any other charity air ambulance in the UK. This year missions have taken us as far north as the Orkney island of Sanday and south to Stranraer.

Specialist ambulance service call handlers ensure that we are sent to the most appropriate emergencies - usually the most serious and demanding. The majority of our calls are to serious trauma cases such as road traffic collisions, industrial and agricultural accidents, equestrian mishaps, sporting accidents and serious falls. Our value is equally shown when serious illness strikes in the form of cardiac, stroke or other life-threatening conditions.

We often rendezvous with one of the three Scottish Trauma teams from Tayside Trauma Team in Dundee's Ninewells Hospital, EMRS in Glasgow or Medic 1 from Edinburgh at the scene of an accident - transferring both the team and the patient - reducing the time gap between incident and critical care and increasing the potential for better outcomes for the patient.

Auditing SCAA's operations has allowed us to determine patterns regarding times, geographical areas, clinical interventions and types of our call outs, and these trends have prompted the charity to extend our operational hours from 10 to 12 at the start of April. This growth will also necessitate the expansion of the paramedic team from five to six members.

The addition this year of our new purpose-built illuminated helipad has provided enhanced night landing capability at Perth Airport which allows us to extend our safe return to base to within the hours of darkness.

The crew of SCAA never know what each new day will bring, yet their constant dedication and unfailing professionalism have made me proud every single day of my four years as Paramedic team leader.

We have had to deal with very trying and demanding situations - many involving young children which are always traumatic for everyone involved - including the team.

Again, the ability to respond to these calls are all thanks to the magnificent contribution of a supportive and grateful public in Scotland.

This year the entire crew felt honoured and proud to be voted Scotland's "Rural Heroes" in the Rural Scotland Awards this year. Each and every one of us will say "we're just doing our job" but it is heartening to know the people of Scotland value and respect the work that SCAA does.

But it's YOU who are the real heroes by continuing to fund our service, enabling us to serve you when you need us most.

**JOHN PRITCHARD MBE,
PARAMEDIC TEAM LEADER**



341 CALL OUTS 2016/17

38% of patients were transported to hospital, demonstrating a 4% increase from 2015/16

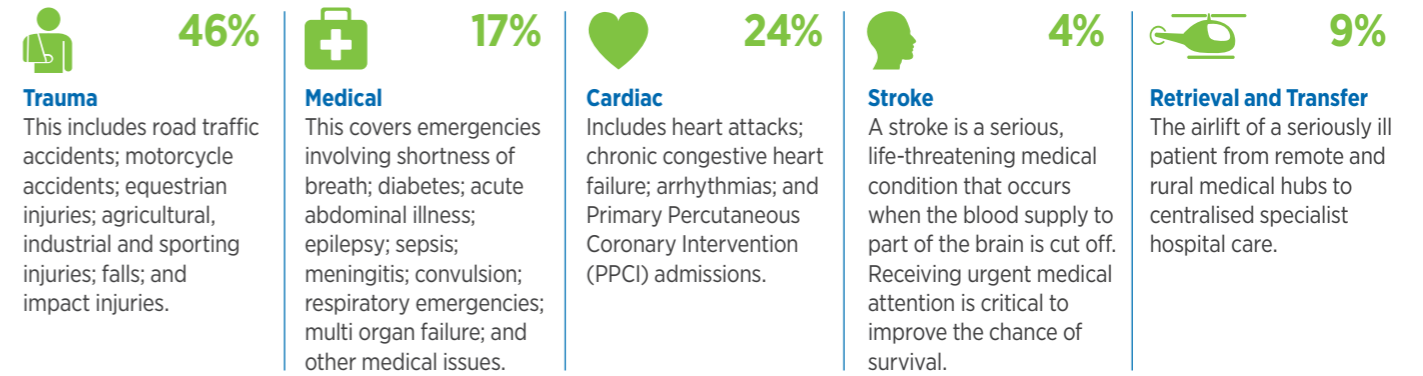


Photo courtesy of The Courier

RESCUE STORIES

Scotland's Charity Air Ambulance (SCAA) has now responded to over 1450 emergency call outs – delivering expert paramedic care across the country. Here are just two people whose lives have been touched by SCAA in the past year.

STEVE

Steve thought he had a simple ear infection – albeit an increasingly painful one. But when he passed out through agonising pain and deteriorated rapidly with what proved to be bacterial meningitis, it became a race against time to get him to hospital.

And in a remote and rural part of Scotland – with the quickest emergency response being helicopter – Scotland's Charity Air Ambulance (SCAA) was to prove a lifeline for the former commando.

Steve explained: "The morning I passed out, I was scrabbling through the medicine cabinet trying desperately to find something that would give me relief as my head felt ready to explode."

His wife and a close neighbour and friend tended to the barely conscious Steve and a 999 call brought a locally-based paramedic racing to the scene. Calls to doctor support confirmed suspicions of meningitis, recognising that Steve was failing fast.

Completing a mission several miles away, SCAA was able to fly to Steve's aid in minutes and paramedics worked rapidly to treat and prepare him for the flight to hospital.

Steve's wife Lynne followed by car to hospital and admits it was "the longest journey ever. I was terrified he would be gone when I got there," she said.

"I was so worried I would lose him."



Four days later Steve regained consciousness in ICU and was horrified to learn of how critically ill he had been. And doctors told him there were no guarantees he would have pulled through if SCAA hadn't got him to hospital so quickly.

"To wake up to that information was really scary – and really sobering," said Steve, who runs an outdoor activity company. "I'm reasonably fit – how could this happen to me? I thought I just had an ear infection – I could never have guessed it would be a touch-and-go race against the clock. And I don't believe I would be here today without SCAA."

"It makes you realise how crucial an air ambulance is for remote areas. They saved me when time was running out and I will spend the rest of my life thanking SCAA."



MARK

One minute Mark was enjoying a motorcycle ride through some of Scotland's most spectacular scenery – the next he was catapulted through the air, bounced along the tarmac and smashed against a crash barrier, sustaining horrific injuries.



As passing motorists on the well-known Rest and Be Thankful roadway rushed to help, Mark could see his beloved motorcycle lying broken and tangled in the crash barrier 30 metres away. Shrapnel-like pieces of the metalwork had flown past him or struck his helmet as he landed.

"I felt I couldn't breathe," he recalled. "Pain was starting to creep in to various parts of my body and I was aware my clothes were covered in the fuel running down the hill towards me. I was crushed against a barrier that had stopped my flying over a sheer drop. There was only its metalwork between me and certain death."

Mark's motorcycling buddy was busy stopping the traffic and calling the emergency services as others – including mountain rescue personnel who had been nearby – tried to keep the injured rider safe and comfortable.

"I could see blood and couldn't move my legs," he said. "I was aware that one of my boots was facing the wrong way which looked bad."

Mark was unaware of the multiple injuries he had suffered and how serious they were. And with a tailback of traffic stretching for miles in both directions, a road ambulance would have difficulty getting through to him.

SCAA, however, was already in the air and heading Mark's way.

The helicopter landed on a cleared section of the roadway and expert paramedics were soon tending to Mark's injuries.

"They were 100% looking after me – what a special team of people," said Mark. "I was a little hazy with the pain but I remember being anxious about going in a helicopter as I suffer from claustrophobia – even though that seemed the least of my worries!"

"SCAA's crew was great," he added. "They kept my spirits up, reassuring and calming me and ensuring my pain was at a bearable level at all times."

Within minutes we were landing on the rooftop helipad at Queen Elizabeth University Hospital and facing the start of a long period of treatment and rehabilitation."

Mark sustained a broken femur, a shattered kneecap, ruptured hamstrings and a major deep wound at his achilles. He has promised his wife his motorcycling days are over.

"As a motorcyclist I now know first-hand the very vital role SCAA plays in Scotland," he said. "When you are seriously injured or ill in the middle of nowhere, these guys are your best hope of survival – there's few others could reach you in time."

"I'll always be grateful for what SCAA has done for me – they picked up the pieces after a horrendous accident and helped ensure I will enjoy a full recovery eventually. My riding days might be behind me but I'm glad my motorcycling friends have a service like SCAA in the air to look out for them."

OUR CREW

Scotland's Rural Heroes 2016/17



THIS YEAR'S HIGHLIGHTS

SCAA Chief Executive, David Craig, guests on the Kaye Adams Show to talk about the work of the charity. The invite to appear on BBC Radio Scotland's popular mid-morning current affairs programme comes as a result of nationwide publicity following our landmark 1,000th call out.



This year begins with a new face on the SCAA crew. Paramedic Graeme Hay joins the team after a nine-month spell with Helimed 2 in Inverness. From Cullen in Banffshire, Graeme has seven years' experience in the Scottish Ambulance Service.



St Johnstone FC kick off their new season again sporting the SCAA roundel on their shorts. For a second season, the Premiership club is supporting the work of the air ambulance charity – the first club in Scotland to offer support of this kind.



It's a sell-out situation at SCAA as 10,000 specially designed Christmas cards fly off the shelves. The cartoon design – depicting SCAA flying to Santa's rescue – proved a popular buy for supporters all across Scotland.



SCAA paramedic, Julia Barnes, features in No 1 magazine – Scotland's best-selling women's lifestyle publication. Julia's demanding and varied work was the subject of their "Day in the Life Of" feature.



crushed beneath his overturned digger.

SCAA welcomes a film crew from Topical TV to work on a programme for the new series of BBC 1's "Close Call". The programme will feature a dramatic accident attended by SCAA where a worker was



SCAA's pilot and paramedic crew are voted "Scotland's Rural Heroes 2017" in the prestigious annual Rural Scotland Awards hosted by the Scottish Field and the Scottish Countryside Alliance.



SCAA Lead Paramedic, John Pritchard, marches down the Royal Mile as one of the 129 "Local Heroes" invited to take part in the Royal opening ceremony of the fifth session of the Scottish Parliament. All 129 MSPs were asked to nominate one of their constituents in recognition of the work they do to help others in the community. Mid-Scotland and Fife MSP, Murdo Fraser, nominated our longest serving paramedic to march beside him.

MRH (GB) Ltd, the UK's largest independent owner of filling station forecourts, opts to support SCAA. Our collecting cans and banners feature in all their 66 forecourts in Scotland, stretching from Elgin in the north to Dumfries in the south in what will prove a significant partnership for the charity.



Scotland's award-winning light show – The Enchanted Forest – choose SCAA as one of three charities to benefit from takings on their opening night, donating £5,000.



SCAA's charity team almost doubles in number as five new key staff members are recruited. New roles filled include marketing, administration and trusts and legacy officers and two regional fundraisers.



SCAA passes the landmark of having flown the equivalent of more than four times round the world! Flying from our base at Perth Airport, SCAA has the largest operational area of any UK charity air ambulance and attends emergencies in every corner of Scotland, notching up the miles as it flies to incidents and then onwards to hospitals before returning to base.



In September 2016, one of the UK's leading supermarket chains, Aldi, opened their doors to canvassers to help promote SCAA's life-saving lottery. Since then we have recruited thousands of their customers, helping us become one of the fastest growing air ambulance lottery in the UK. Lotteries have become a recognised and vital income stream for charity air ambulances.



Police officers across Scotland recognise the vital supportive role of air ambulances to their work with a £30,000 donation to SCAA from the Scottish Police Benevolent Fund. Police Scotland Chief Constable and SPBF President, Phil Gormley, visits the base to meet the team and present the cheque in recognition of the aircraft and crew that they claim are proving the ultimate "saviours" at high stress road traffic incident emergencies.



One of SCAA's longest-standing supporters passes the £21,500 mark with their regular £300 donations. Pitlochry Station Bookshop has been selling second-hand books in support of a variety of charities since 2007 and nominated SCAA as a new beneficiary even before our life-saving service launched.



SCAA commissions a purpose built dedicated helicopter parking area, fully illuminated to allow safe landing after dark. The helipad, funded by targeted grants, cost over £65,000 and allows SCAA to operate safely from the high-visibility, all-weather area rather than one of the airport taxiways.

FUNDRAISING

The last 12 months have been record breaking for fundraising at Scotland's Charity Air Ambulance (SCAA), thanks to your support.

You raised an incredible £2.5m, a 20% increase on the previous year, which kept us flying and responding to time-critical emergencies every day of the year.

The generosity of so many individuals, companies, businesses and grant funders continues to grow and everyone at SCAA is overwhelmed by the support. SCAA is the People's Helicopter and this is demonstrated by the remarkable effort in raising such a tremendous amount.

We couldn't do without our 92 volunteers who support us by helping out at events or picking up collecting cans. They have also delivered nearly 80 talks/presentations around the country.

The annual Biker Bash welcomed over 200 motorcyclists to our base at Perth Airport raising £2,500 and we were delighted to be chosen as the beneficiary of the Strathmore Car Rally which raised a whopping £17,000! Our friends at Knockhill Racing Circuit continued to support us through the donation of raffle prizes, attendance at their major racing days and promotion in their race programme and website.

Our sponsored events were a huge success with hundreds of people parachuting, cycling and running for SCAA. The Forth Bridge Abseil raised £15,000 from 43 brave souls, including one of our fantastic paramedics, John Salmond. A new partnership event with The Sandpiper Trust, The Lanrick Challenge, saw nearly 200 people take part in a wilderness obstacle challenge raising almost £7,000 for each charity.

Support was also received from St Johnstone FC, NFU Mutual and House of Bruar and we were delighted to be one of the beneficiary charities of the Enchanted Forest raising £5,000. The wonderful people who run Pitlochry Station Bookshop, not to mention the commuters and people of the town who use the station, raised over £5,000 which brings their total to £21,500 since they started supporting SCAA.

With over 1,000 collecting cans displayed in various outlets throughout Scotland - and an army of volunteers helping to place and collect them - the amount generated from places such as M&S at Edinburgh Royal Infirmary and The Green Welly Stop at Tyndrum really does help to save and improve lives. Staff from Lloyds Banking Group in Glasgow and Edinburgh raised nearly £4,500 during National Air Ambulance Week by hitting the streets of the city centre and encouraging local businesses to take a collecting can.

Corporate partnerships and support with Roadchef and Allianz continued during the year. We also welcomed MRH Ltd, the largest independent owners of petrol forecourt stations in the UK, with over 70 outlets in Scotland, to the SCAA family. Staff from Savills offices have raised nearly £10,000 and Elder and Paton in Perth generated £11,000 from their corporate golf day.

The inaugural Strathallan Castle Ball raised £14,000 and £11,000 came from the Bill McLaren Foundation Dinner. Support from 14 different Rotary Clubs throughout the country raised a collective £28,000.

For the first time ever, our stock of Christmas cards sold out raising £2,000 and our exclusive SCAA Teddy Bears were all snapped up as well!

Our life-saving lottery reached record numbers with over 30,000 plays at the end of the financial year raising a mind blowing £1,000,000! Our thanks go to everyone who has contributed. This initiative in particular was supported by the staff and customers of Aldi Scotland who have very kindly provided access at all their Scottish stores for our team of lottery canvassers.

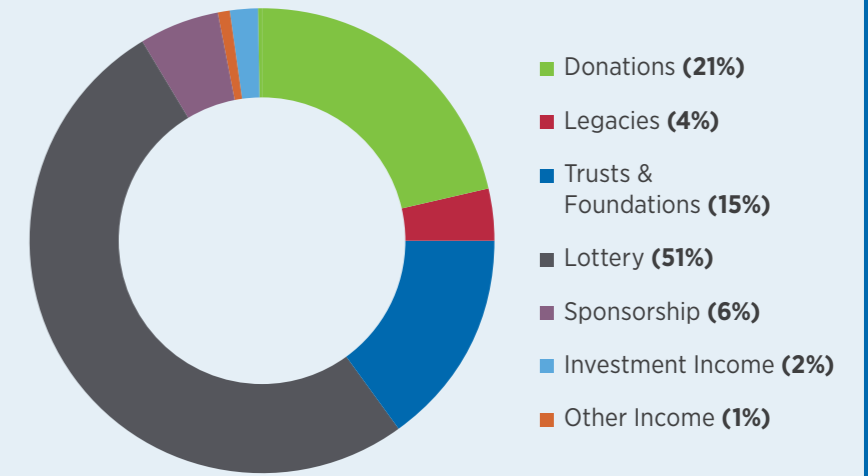
Finally, it is worth highlighting that approximately 50 of our life-saving call outs were funded through Gifts in a Will this year, thanks to the incredible generosity we receive from supporters who have kindly considered us in their Will. We are grateful for all gifts, large or small and we guarantee they are used to support our frontline time-critical service so that we are here for the people of Scotland today and tomorrow.

Our sincere thanks to everyone who had donated in this record breaking year.



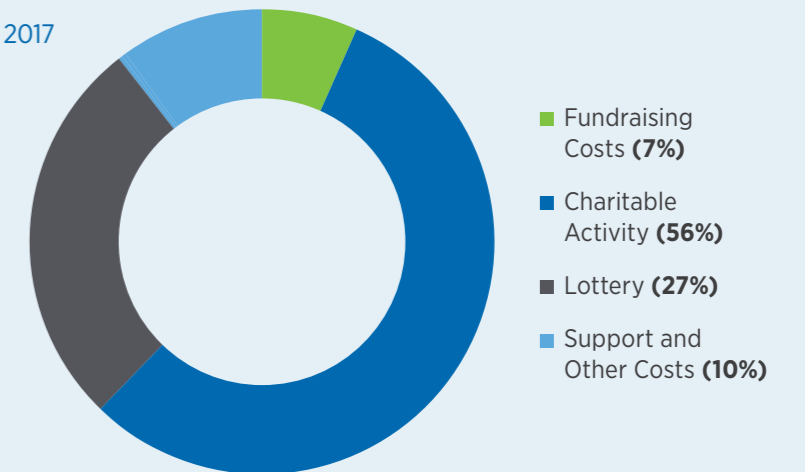
Income April 2016 - March 2017

INCOME	£
Donations	£558,899
Legacies	£93,502
Trusts & Foundations	£390,426
Lottery	£1,325,880
Sponsorship	£145,000
Investment Income	£51,132
Other Income	£26,454
Total	£2,591,293



Expenditure April 2016- March 2017

COSTS	£
Fundraising Costs	£179,848
Charitable Activity	£1,479,598
Lottery	£721,236
Support Costs	£259,718
Other Costs	£17,996
Total	£2,658,396





THANK YOU FOR KEEPING US IN THE AIR

We rely 100% on donations from the public. Thanks to your generosity and support over the past year, we have been able to save and improve hundreds of lives across Scotland.

INDIVIDUALS

It is impossible to name all the individuals who have donated over the past year, but we are indebted to each and every one of you. Your enthusiasm and commitment has been outstanding, whether you have taken part in a fundraising event, become a regular donor or signed up to our weekly life-saving lottery – we couldn't do it without you, so thank you.

GROUPS & ORGANISATIONS

We've had fantastic support from groups and organisations in the past year, all working hard to raise vital funds for Scotland's Charity Air Ambulance (SCAA). We can't name

you all but we'd like to thank you all for your invaluable support. We would also like to thank the many offices, shops, pubs, clubs and hotels that allow us to place collecting cans in their premises.

VOLUNTEERS

Our volunteers continue to amaze us – dedicating their own time to speak on behalf of SCAA, undertaking collections, helping with office admin and marshalling events. We are extremely grateful for all you do, thank you. We would also like to thank our trustees, who generously give their time and expertise to SCAA.

TRUSTS, FOUNDATIONS AND GRANTS

We are enormously grateful for the support we receive from trusts, foundations and grants. In this financial year, your generosity accounted for over 20% of our income.

A M Pilkington Charitable Trust
Adam Family Foundation
Artemis Charitable Foundation
Binks Trust

Cadogan Charitable Trust
Cruden Foundation Ltd
Crystal Rig – East Lammermuir
Foresters Charity Stewards UK Trust

Frank & Elizabeth Robertson Charitable Trust
The Gloag Foundation
Highfields Trust

The Kylsant Charitable Trust
League of Friends of Aberfeldy Cottage Hospital
League of Friends of Newton Stewart Hospital

TRUSTS, FOUNDATIONS AND GRANTS (continued)

Lord Leverhulmes Charitable Trust
Morton Charitable Trust
Moston Care Foundation
Mrs M A Lascelles Charitable Trust
Peter Vardy Foundation
PF Charitable Trust
Sir James Miller Edinburgh Trust

Souter Charitable Trust
Springboard Charitable Trust
Strathearn Agricultural Society
Tay Charitable Trust
The Aylesford Family Charitable Trust
Brownlie Charitable Trust

The Duke of Fife Charitable Trust
The Dunclay Charitable Trust
The Guildry Incorporation of Perth
The March Brown Charitable Trust
The Miss I F Harvey's Charitable Trust
The Misses Robinson Charitable Trust
The R J Larg Family Trust

The Ryvoan Trust
The Stafford Trust
The Susan S Guy Charitable Trust
The Tillyloss Trust
West Hall Charitable Fund

CORPORATE

A J Morton Timber Merchant and Contractors
Agrivision Scotland Ltd
Air Service Training
Asda Dundee West
Balans
Balhousie Care Group
Bank of Scotland Pitlochry
The Bear Tavern
Ben Lawers Hotel
Binn Group
Bits & Bobs
BNY Mellon
Branston Ltd
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The Co-Operative Food

Costcutter
Craufurdland Ltd
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Ducati Glasgow
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George Stubbs Group
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Glenalmond College
Grassicks Garage Perth
The Highland Chocolatier
Identity Workwear Ltd
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MacNabs LLP
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Moor of Rannoch Hotel
MRH Retail
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NFU Mutual
The Peacock and The Tortoise
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The Plaiice to Be
PWC

RBS Pitlochry
Robertson Arms Hotel
Savills
Scone Palace
Scottish Woodlands Ltd
SEA Group
SGN
SSE Plc
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Strutt & Parker LLP Banchory
Sturrock Comb & Davidson
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Townhead Medical Practice
TSB Perth
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Your commitment helps us to ensure that this service is available 365 days a year.



REGISTERED OFFICE

The Control Tower, Perth Airport, Scone PH2 6PL
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Registered Charity Number SC 041845

TRUSTEES

John Bullough – Chairman
Mike Beale – Vice-Chairman
Alan Bell
Benedict Lawson
Joyce Leslie
Daren Mochrie
Andrew Richmond
Martin Togneri

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CHIEF EXECUTIVE

David Craig


KEEP IN TOUCH

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Online scaa.org.uk
by direct debit and debit or credit card



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by direct debit and debit or credit card



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