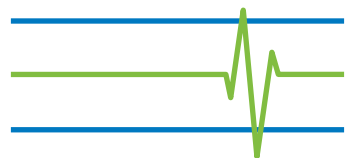




# YEAR IN REVIEW 20/21







# CHAIRMAN'S WELCOME



## Progress and consolidation throughout a national health crisis.

As SCAA adapts to a second year of restrictions due to the coronavirus pandemic, the charity's staff have continued to work tirelessly to ensure that the critical service we provide never misses a beat.

During the pandemic we have doubled our operational capability with the launch of Helimed 79 in Aberdeen. With that ability to save twice as many lives comes an increased burden on our fundraising staff and volunteers to sustain the charity. The charity requires £5m annually to deliver our charitable purpose and maintain our service; a challenge that can't be overstated, especially when social distancing has prevented us from engaging with the public in the usual way.

The fact that SCAA has sustained its fundraising income, and through digital marketing managed to even grow its community of supporters, is a testament to the quality of our staff and the fundamental impact that our service has had on so many people over its eight years of service.

The last two years have been incredibly difficult for all charities, especially those on the front line of emergency care. In response to these unprecedented challenges, we did not restrict our service or reduce our operation. In fact, we responded by enhancing our capability. It is a source of enormous pride to our Board of Trustees that at this time of national crisis, SCAA stepped up to deliver its charitable purpose - to save and improve lives throughout Scotland.

The exemplary performance of our operational, support and volunteer staff throughout this difficult period has given the Board added confidence to consider the next chapter of our charity's development. Working with our primary partners, the Scottish Ambulance Service, discussions are ongoing to identify how SCAA can save more lives and improve patient outcomes throughout Scotland. This will require further joint research as we look to be more innovative and make greater use of digital technologies to advance patient care.



What is clear is that despite our huge achievements to date, SCAA's story has just begun.

We remain hugely indebted to - and humbled by - the people of Scotland and our national network of companies, trusts, foundations and community groups that continue to support this critical national service over this very difficult period.

**John Bullough MBE**  
Chairman





# CHIEF EXECUTIVE'S REPORT



## SCAA rises to the challenge.

Thank you for your unwavering support throughout the horrendous year that has impacted on us all.

In my statement over 12 months ago, I highlighted the early indication that the impact of the Coronavirus pandemic was starting to hit Scotland's Charity Air Ambulance's fundraising and activities quite hard. We all ventured into the unknown on where and how this might affect the charity and its life-saving operation.

The launch of Helimed 79 in Aberdeen in April 2020, just as the country went into lockdown, presented numerous challenges which, with the support of our partners, we managed to overcome.

The crews of Helimed 76 in Perth and Helimed 79 in Aberdeen quickly adapted to all the increased safety procedures and guidelines introduced to keep them and their patients safe throughout this national health crisis. The paramedics and pilots, supported by the aircraft engineers, enabled the service to remain fully operational with minimal impact. My sincere thanks, and those of everyone at SCAA, go to those crew members who have continued to save and improve lives, despite a global pandemic. We are all immensely proud of their professionalism and dedication.

Working with a great team of colleagues, the charity was able to continue to function. Home working was a first for many employees and this, coupled with childcare and/or home schooling, presented some challenges. Like many organisations, the charity utilised the Job Retention Scheme and, while one position was regrettably made redundant, I'm pleased to report that all staff have since returned to work. And indeed, we are now in the process of recruiting more staff.

I want to thank the entire team for their commitment and dedication, working tirelessly during this period and providing great support to one another while assisting with additional



responsibilities when needed. My thanks extend to the army of volunteers who, despite being unable to undertake the many thousands of hours they would normally devote to SCAA, remained loyal nonetheless and I look forward to them returning soon.

Despite all of this, the support of the people of Scotland hasn't changed. They have helped to sustain the charity throughout these difficult times and reversed an anticipated reduction in income to one of around £6m – a remarkable achievement.

**David Craig**  
Chief Executive



# THE DAY I DIED SEVEN TIMES

**Duncan Stevenson suffered a heart attack while walking in remote Highland Perthshire. A land ambulance reached the patient and stabilised him before setting out on the nearly two hour drive to hospital in Dundee in worsening winter road conditions.**



With time against them, the ambulance crew requested air support and SCAA was deployed and arranged to rendezvous with them at an approved landing site at Lochearnhead and airlift the patient the rest of the way.

Land and air ambulance crews worked together to transfer the patient to the helicopter but no sooner was he comfortably settled in than he suffered his first cardiac arrest.

Paramedics used the aircraft defibrillator to shock his heart back to a steady rhythm and - happy that the patient was stabilised but also knowing that time was crucial - the helicopter lifted and started through the harsh winter weather toward the critical cardiac hospital centre at Ninewells.

"Although he was sitting up and talking to us, the patient's condition did give cause for concern and we set out all the

appropriate cardiac life-saving and resuscitation kit we might need ready to act quickly," explained SCAA Lead Paramedic John Pritchard, who was on crew with Paramedic colleague Richard Garside.

The paramedics' foresight was to prove prophetic as their patient was to "die" a further six times in mid-flight with the medics fighting for his life every step of the way. Luckily for everyone on board, pilot Shaun Rose had over 8,000 flying hours and 10,000 missions behind him as he called on his significant experience to safely conduct the flight in challenging winter weather conditions.

The crew continued to resuscitate their repeatedly arresting patient, carrying out CPR, airway management and ventilating. "We were so focussed on our patient that - although we were well aware of the challenges Shaun was facing - we had plenty going on ourselves," said John.

Their patient Duncan, however, remembers little of the drama unfolding around him.

"I don't remember much apart from coming to occasionally and experiencing the helicopter and team getting buffeted by the extreme weather," he said.

Thanks to the expert in-flight care from the paramedics, Duncan was not only alive when the helicopter landed safely at Ninewells, but was also well oxygenated and suffered no brain function issues as a result of his repeated arrests.

He was rushed to the catheter lab for treatment and has since made a full recovery.

"I was in hospital for three days and had a stent inserted to the problematic artery," said Duncan. "Amazingly, I was sitting up in bed later that first evening piecing together what had happened and thanking my lucky stars that SCAA was there for me."

His life-saving team, however, admitted to being physically and mentally drained and required some well-earned "down time" before leaving the hospital.



"It was without a doubt the most difficult flight of my career," explained former SCAA pilot Captain Shaun Rose. "And I've faced many, many challenging situations in the air."

"Afterwards, we just slapped each other on the back, had a hug and then collapsed with a cup of tea. The conditions meant the paramedics were working on a constantly shifting and tilting platform. They were amazing - real pros."

SCAA's crew also paid credit to the work of everyone else involved in the chain of survival that day including ambulance crew, police, air traffic control and hospital teams.

But Duncan is in no doubt who played the major part in his survival that day.

"One of the medical team at Ninewells Hospital told me how lucky I was to have been brought in by helicopter as I had arrested several times and needed to get to critical hospital care pretty quickly - a road ambulance in that weather with me constantly arresting would never have made it in time."

"I owe SCAA my life. I don't think I would have made it without them. When no one else can reach you - they hopefully can. I'm testament to that and their commitment to saving lives even in the most challenging circumstances."

In recognition of their outstanding skill and commitment, pilot Captain Shaun Rose and paramedics John Pritchard and Richard Garside were nominated for three major awards - The Pride of Scotland Awards, the Daily Record's Scotland's Champions Awards and The Sun's Who Cares Wins Awards.





# MISSION STATS 2020/21

# TASKING MAP

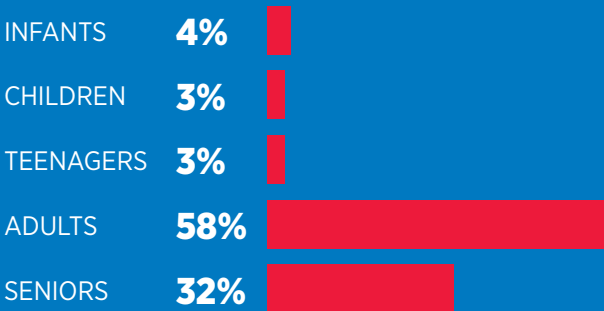
507  
CALL OUTS  
2020/21

  
Helicopter  
441 CALL OUTS

  
Rapid Response Vehicle  
66 CALL OUTS

  
445  
Flying hours

  
50,834  
Nautical miles  
flown



 TRAUMA | 46%

 MEDICAL | 14%

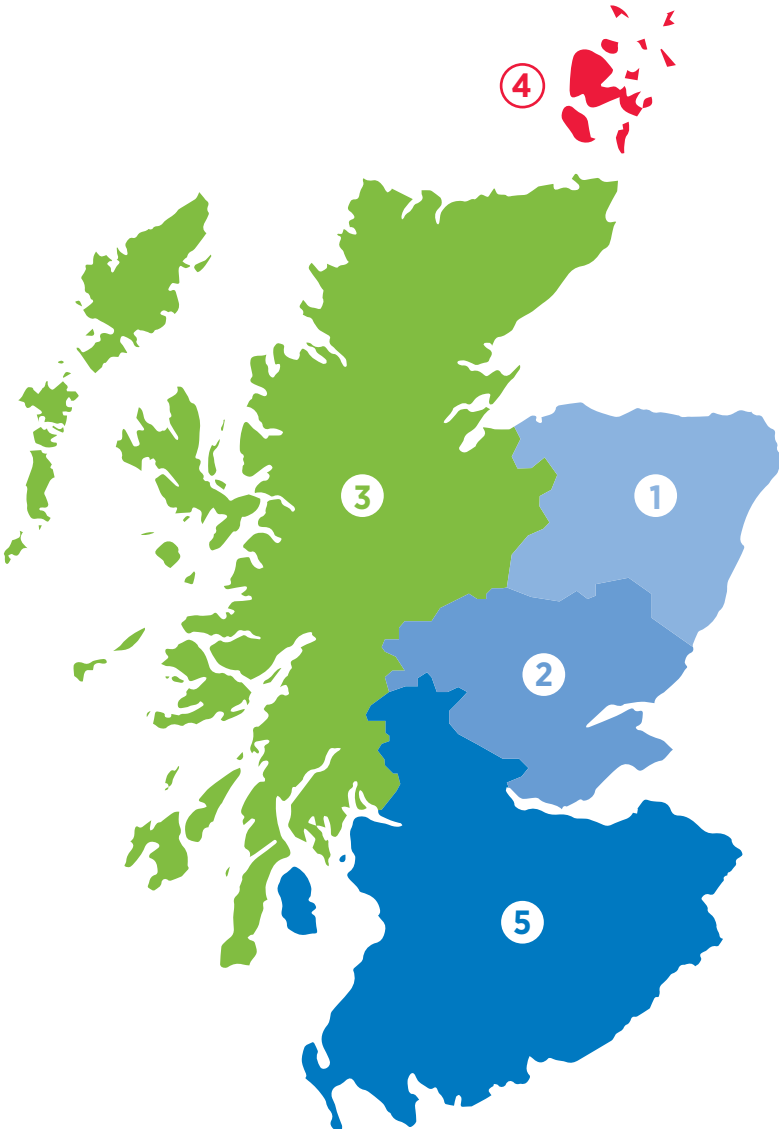
 CARDIAC | 18%

 RETRIEVALS & TRANSFERS | 18%

 STROKE | 4%

  
19% of call outs to  
road traffic collisions

  
12% of call outs  
to falls




1 Grampian | 28%

2 Tayside/Fife | 28%

3 Highland/Western Isles | 21%

4 Orkney | 6%

5 Ayrshire & Arran, Lothian, Dumfries, Borders, Forth Valley, Greater Glasgow, Lanarkshire | 17%

 **Aircraft:**  
Busiest month – August  
Busiest day – Sunday





# OPERATIONS OVERVIEW

The past year began in a way none of us could have foreseen. No sooner had we launched our second helicopter, Helimed 79, from our new base at Aberdeen than we found ourselves facing one of the greatest operational challenges of our short history. The Coronavirus pandemic would impact throughout the year and affect not only our tasking, but also our operational procedures and ability to interact with the public. Thankfully, the service never missed a beat as our crews continued their life-saving work 12 hours a day, seven days a week, 365 days a year.

While never knowingly being tasked to airlift a Covid sufferer, SCAA's crews had to follow ever-changing rules and regulations to ensure the safety of both themselves and their patients at scene and in flight.

Cumbersome PPE proved challenging in the confines of the aircraft and face masks stilted communication with our patients. The extra kit, heat of the PPE and additional precautions necessary for each mission challenged both our strength and our resilience.

We know, however, that our challenges were nothing compared to colleagues on road ambulances and in hospitals across Scotland as we worked together to help those suffering throughout what was an unprecedented emergency.

And yet the need for frontline, rapid response air ambulance support continued as the country locked down in the face of the viral onslaught.

During 2020/21, SCAA responded to 507 emergency call outs - a 47% increase on the previous year's workload as the charity doubled its resources, providing vital pre-hospital high-acuity care to those most in need throughout Scotland from bases at Perth and Aberdeen.

Despite restrictions on public movement, accidents continued to happen with trauma cases dominating our workload. Nearly half of all our call outs were to accidents such as road traffic collisions, industrial accidents, falls, agricultural injuries, equestrian accidents and sporting and leisure mishaps.

Cardiac and other medical emergencies accounted for around a third of our workload with the focus on transferring patients to dedicated hospitals as quickly as possible.

The rapid transfer of patients is a proven lifesaver and SCAA is a regular sight touching down at Scotland's four main Trauma Centres at Glasgow, Edinburgh, Aberdeen and Dundee - as well as the country's many diverse specialist centres - ensuring patients get definitive care as quickly as possible.

Reacting to those suffering serious injury or illness took us to virtually every corner of Scotland and repeatedly over water to our many islands, resulting in us flying for 445.55 hours - an increase of 17% on the previous year.

An increasing aspect of our work centres on the vital lifeline we provide to our island communities where air ambulance support can often be their only recourse when illness or injury strike.



Our helicopters provide speedy and comfortable transport - accompanied by paramedic or consultant-led crews - from the islands and community based hospitals in remote areas to a higher level of care for treatment or stabilisation.

The speed afforded by SCAA's air ambulances is what makes the difference when every minute counts for a seriously ill or injured patient.

And the launch of Helimed 79 at Aberdeen sees us working jointly with our neighbours, ScotSTAR North's Emergency Medical Retrieval Service (EMRS), to deploy to critical emergencies with an enhanced clinical team on board. Daily high level training with these consultant-led teams sees our paramedics exposed to enhanced skills which enable them to assist in extreme situations and environments.

The need to escape home confinement for exercise during the Covid lockdown saw many people take to our lower lying hills, riverbanks and bike trails. As a result, the past year saw our tasking profile change slightly as serious trips, falls and tumbles in these difficult-to-access rural areas demanded air response to secure their safety and airlift them to hospital care for a variety of injuries.

We found ourselves working increasingly alongside colleagues from Mountain Rescue Teams and Search and Rescue crews as we worked together to support this frequent type of leisure-related accident.

While many of our missions involve SCAA in a solo operation to reach and retrieve a patient, most see us working alongside - and reliant upon - the kindness and services of others. This can range from our colleagues from ambulance, police, fire, trauma teams and voluntary organisations at scene or the staff that make ready our landing sites at hospitals throughout Scotland - right through to the estate workers who let us jump on the back of their all-terrain vehicle to reach someone injured in an inaccessible spot or the golfers who help clear the fairway to let us land close to their collapsed club mate. We couldn't do our job without them all and we're hugely grateful.

SCAA's pilots also play a key role in our ability to reach those most in need - especially when faced with adverse weather or difficult terrain. Scotland is one of the most challenging flying environments and the paramedic crews' admiration for our highly experienced and stoical pilots is immeasurable. They're the ones that ensure we reach the patient and that the patient gets to hospital care.

The restrictions of the past year curtailed public visits to our bases and our usual welcoming policy was replaced with isolation measures. While we were unable to meet the public, however, they did not abandon us and their continued support and generosity helped fuel us through the worldwide crisis. We flew to the aid of more people than ever before in 2020/21. We airlifted a record number of patients to vital hospital care and flew more miles than in any other year.

We can't wait to greet the public at Helimed 76 and 79 again. To meet those patients whose lives we saved and improved, to chat to the families our work impacts upon and to interact with the communities we serve.

Our role as paramedics is both challenging and rewarding and we thank all those we work alongside and those who continue to fund the vital role that SCAA now plays in our frontline emergency response network.

**John Pritchard MBE and Ewan Littlejohn**  
Paramedic Leads at Helimed 76 and 79







# SCAA'S HELIMED 79 COMPLETES FIRST YEAR ON THE FRONTLINE

**In April 2021, SCAA's second air ambulance – Aberdeen-based Helimed 79 - marked its first anniversary in service. In a year like no other, the crew responded to 187 emergencies all across Scotland, flying 97 patients to critical life-saving and improving hospital care.**

"It's been challenging," explained Lead Paramedic Ewan Littlejohn, "but we're really proud of what SCAA has achieved here. We're now a recognised and well respected part of the country's emergency response network."

During its first year, Helimed 79 flew nearly 25,000 miles and has responded to a wide variety of emergencies at locations from Orkney to the Borders. 105 call outs involved serious trauma, with 48 of these to road traffic collisions and a further 25 to serious falls.

The country's newest air ambulance service has also proved a lifeline for those living in remote and island communities, providing rapid transfer to patients for advanced hospital care. In the first year, Helimed 79 airlifted 35 such patients from outlying areas or airlifted them home to the islands following hospital treatment. A further 31 of the crew's call outs were to cardiac related emergencies - another situation where time is of vital importance.

Throughout the year, around 65% of Helimed 79's call outs have been to emergencies in the Grampian region, with 17% to the Highlands and a further 14% to the Orkney Islands. More than 80 patients were flown to Aberdeen Royal Infirmary, with other major care centres such as the Royal Infirmary Edinburgh and Raigmore Hospital also visited to deliver those seriously ill or injured.

SCAA Chief Executive David Craig reflected on the first year for Helimed 79 - which mirrors the charity's Helimed 76 service based at Perth Airport.

"The demand for our Helimed 79 service has been there since day one when it was deployed to a 999 call within hours of launching," he said. "Since then it has benefitted a huge number of patients and their families."





# HIGHLIGHTS FROM THE YEAR

### HELIMED 79



A new air ambulance takes to the skies as SCAA launches its second life-saving emergency response helicopter. Helimed 79 is based at Aberdeen International Airport and mirrors the service offered by stablemate Helimed 76 at Perth.

### RECYCLING



Organised by Dr. Andy Bayliss, SCAA's crisps for Helimed 79 recycling campaign comes to an end after contributing an amazing £10,000 towards the launch of our second air ambulance.

### COVID



In response to the initial lockdown due to the Covid pandemic, SCAA takes the necessary action to ensure our crews remain online and ready to respond 365 days a year. Despite the constraints, our amazing supporters continue to back our life-saving work.

### MUSIC FESTIVAL



Along with fellow frontline emergency services, SCAA is named as a beneficiary of Scotland's first online music festival. Some of the country's biggest names take to the virtual stage to support 999 services during this challenging time at the Frontline Festival.

### CHRISTMAS



SCAA launches its 2020 Christmas campaign, asking supporters to return Christmas baubles from our Winter Newsletter with their own personal message for our crews. Over 250 such baubles were returned and used to decorate the Christmas trees in our Perth and Aberdeen bases.

### OUR LIVES



SCAA paramedic Craig MacDonald and patient Willie Dowie join Michelle McManus on BBC Scotland's "Our Lives" to recall a heart-rending rescue and highlight the vital work of the country's only charity-funded air ambulance service.

### ANNIVERSARY



SCAA celebrates its 7th anniversary in lockdown as supporters, patients, politicians and emergency service colleagues take to the virtual platforms to voice their congratulations and support. The BBC marks the occasion with features on their Landward and Out Of Doors programmes.

### SUPPORT VEHICLE



Vehicle dealership Gillanders Motors - in partnership with MG Motors UK - drives forward their support for SCAA by providing a branded MG HS automatic support vehicle for the Aberdeen-based team at Helimed 79.

### PHOENIX GROUP



Charity partner Phoenix Group donates a further £50,000 to help sustain SCAA during lockdown as, sadly, the association between the two bodies draws to a close.

### ADVERT CAMPAIGN



After receiving an advertising grant, SCAA worked with Sky TV to launch its first ever television advert campaign to spread the word about our life-saving work across Scotland.

### MBE



SCAA Chairman John Bullough is honoured by The Queen with an MBE in recognition of "services to emergency healthcare in Scotland". John has been chairman of SCAA since the charity was formed and the service launched on operations in 2013.

### SPEAKERS' PROGRAMME



SCAA's speakers' programme goes online as presentations halt in the wake of Covid restrictions. Experienced volunteer speakers would deliver over 30 talks to groups based from Orkney to London in this new popular virtual format.



# CORPORATE PARTNERSHIPS OVERVIEW

## THANK YOU TO OUR GENEROUS CORPORATE PARTNERS!

As a not-for-profit charity organisation, Scotland’s Charity Air Ambulance relies on the generosity of our corporate partners to help us deliver more care, more quickly, to more people across Scotland.

Business alignment with SCAA – a multi award winning organisation and one of Scotland’s most trusted community health care brands – offers significant opportunities to leverage a results orientated, mutually beneficial relationship.

### How could a partnership benefit your brand?

At SCAA, we approach our corporate relationships as true partnerships. Working closely with organisations to tailor unique programmes which suit their business. Tailoring bespoke packages that meet specific objectives and challenges, and which directly fund the areas of SCAA’s work which they feel most passionately about.



### Why partner with us?

By supporting SCAA, you will help us to save and improve lives, reduce suffering and help SCAA to meet its operational needs. Here are some of the ways that we can bring a partnership to life and help to deliver on your business or marketing objectives:

<div><div>+</div><div>BRAND &amp; REPUTATION</div></div>	<div>Strengthen brand position.</div> <div>Differentiate from other brands.</div> <div>Enhance reputation by aligning with a highly regarded national charity.</div> <div>Increase emotional connection to your customers.</div>
<div><div>+</div><div>MASS MARKET</div></div>	<div>Demonstrate social conscience.</div> <div>Maximise opportunity for point of sale engagement.</div> <div>Connect with customers in a genuine way.</div> <div>Enhance the content of social messaging.</div>
<div><div>+</div><div>COMMERCIAL</div></div>	<div>Increase market share through differentiation.</div> <div>Increase sales by enhancing brand equity.</div> <div>Improve loyalty through emotional connection with customers.</div> <div>Increase customer base through events and product placement.</div>
<div><div>+</div><div>WORKPLACE</div></div>	<div>Develop giving culture within the organisation.</div> <div>Improve staff health and wellbeing.</div> <div>Enhance reputation as an employer of choice.</div> <div>Provide a platform for employees to become actively involved in the community.</div>
<div><div>+</div><div>YOUR COMMUNITY</div></div>	<div>Demonstrate leadership to your peers.</div> <div>Inspire others through your commitment to community.</div> <div>Enhance your reputation as an organisation which contributes to the community.</div> <div>Define your business as a supporter of a “Healthy Scotland”.</div>

### We build innovative, lasting partnerships that make a real difference.

Contact Director of Fundraising, Nick Harvey, to find out more at [n.harvey@scaa.org.uk](mailto:n.harvey@scaa.org.uk), or [click here](#) for more information.





# SCAA PROVIDES A VITAL LIFELINE TO SCOTLAND'S RURAL WORKERS

As the two tonne cattle feeder crashed down towards him, Graeme MacLeod leapt to get clear. His quick reactions avoided more than a severe blow to his head but the weighty feeder struck his chest and legs, pinning him to the concrete floor in the empty cattle court.

“I didn’t know what injuries I had suffered,” he said. “Adrenaline kicks in initially and you think everything is fine - but I was held fast, alone, cold and wet and the pain was starting to set-in down my whole body.”

Graeme, who farms in the Scottish Borders, called his partner to come from her work and shift the offending trough with the forklift.

“She managed to get the weight off me but I wasn’t able to move,” he said. “I was concerned I had broken my back which was a terrifying feeling.”

The trough had fallen around nine feet from the prongs of a forklift truck which Graeme had used to raise the feeder so that he could clean it from underneath.

“I had done it many times before but it just takes one time for things to go wrong and you’re in a whole world of trouble,” he said.

“When the ambulance arrived they got me cleaned up a bit and into the vehicle while calling on support from Scotland’s Charity Air Ambulance (SCAA).”



Graeme was airlifted smoothly, comfortably and swiftly to the major trauma unit at the Royal Infirmary of Edinburgh, minimising any threat to his injuries.

“Miraculously, I escaped with severe bruising and muscle damage to my legs and chest,” explained a relieved Graeme, “and left hospital 10 hours later.

“I watched the accident on the farm CCTV and saw how quickly the incident happened. It’s the sort of thing that happens to other people, never you - or so I thought.

“If I had broken my neck or back, a one-hour-plus jarring road journey by ambulance to hospital would have been terrible. SCAA flew me in minutes without any more trauma.

“It’s vital for rural workers that SCAA is available and Scotland is hugely fortunate to have such a charity as part of our emergency response network. I can’t thank them enough for all they did for me.”



“I felt a huge sense of relief when I heard the helicopter coming in to land nearby,” recalled Graeme. “SCAA paramedics were at my side in seconds and reassuring me. They were comforting, professional and decisive. They’re exactly who you want to see when you’re frightened and in pain.”



# FUNDRAISING PERFORMANCE

TOTAL INCOME: £5,976,390 | (April 2020 – March 2021)



DONATIONS  
(18%)  
**£1,104,309**



LEGACIES  
(2%)  
**£139,675**



TRUSTS & FOUNDATIONS  
(13%)  
**£763,202**



LOTTERY  
(65%)  
**£3,884,427**



SPONSORSHIP  
(1%)  
**£30,000**



OTHER INCOME  
(1%)  
**£54,777**

TOTAL EXPENDITURE: £5,243,612 | (April 2020 – March 2021)



FUNDRAISING COSTS  
(8%)  
**£424,972**



LOTTERY  
(23%)  
**£1,186,784**



FRONTLINE SERVICE  
(63%)  
**£3,280,969**



SUPPORT & OTHER  
COSTS (6%)  
**£350,887**

## Thank you to our supporters - We couldn't do it without you!

We received unwavering support from the community throughout the Covid 19 Pandemic. This incredible generosity saw almost £6,000,000 donated to support Scotland's Charity Air Ambulance.

Individuals, groups, local businesses, trusts and major donors continued to hold the charity in their minds and hearts throughout what has been an incredibly tough time for everyone, enabling us to continue to provide life-saving emergency pre-hospital care to people in need 365 days of the year across the 30,000 square miles of Scotland's mainland and Islands.

Our corporate partners remained by our side and along with Apache North Sea Ltd, Standard Life (The Phoenix Group), Watermans Solicitors, Home Bargains, Clydesdale Bank, SSE and Stagecoach Group continued to provide vital financial support throughout the year. We are extremely grateful to these companies and their staff for the ongoing commitment and invaluable support they provide.

Growth in Trusts and Grants income stepped up to deliver significant help this year. Along with support from those who left a heartfelt legacy to SCAA, it made a lasting and meaningful contribution to the work of the charity.

Thanks to the year on year support from Aldi Supermarkets and other key outlets across Scotland we are very much looking forward to returning to the community next year. SCAA's Lottery held its ground throughout the lockdown and, in spite of all face to face activity ceasing, remained hugely supported by our loyal players.

Community fundraising support had to be closed down along with our volunteering activities throughout the pandemic, but support for the charity grew immensely on our social media pages with hundreds of people getting involved in virtual fundraisers and socially distanced activities.



We moved our community talks and presentations across Scotland online, continuing to raise awareness of SCAA's work across the country as well as generating vital funds to support our lifesaving missions.

Our work through the year was only possible due to the amazing and resilient support from those communities that we serve. Every day we work to build awareness and engagement opportunities for people to learn more about what we do and to raise the funds that enable us to provide more life-saving care to more people, more quickly, 365 days of the year.

In what has been a truly challenging time, I thank everyone who has contributed for your support and wish you the best of health.

**Nick Harvey**  
Director of Fundraising & Communications



# WAYS TO SUPPORT SCAA

Even in these unprecedented times, there are plenty of ways you can support Scotland's Charity Air Ambulance. Despite these difficult circumstances, your paramedics and pilots are still online 7 days a week to respond to time-critical emergencies wherever they occur in Scotland.



## REGULAR GIVING

Becoming a SCAA Regular Giver means supporting our mission to deliver more care, more quickly, to more people across Scotland. Regular donations allow us to manage our resources better and deliver critical care more effectively. Being a Regular Giver is about making a meaningful commitment to SCAA's life-saving work and your ongoing support means we've got your backing to be there when we're called, delivering effective emergency pre-hospital care as quickly as possible.

**To become a SCAA Regular Donor, click here.**

## LEGACIES

Every year, approximately 50 of our life-saving missions are made possible through gifts in wills. After you've provided for your loved ones, we'd be very grateful if you'd consider supporting our mission to deliver more care, more quickly, to more people across Scotland by including a gift in your Will to SCAA.

**For more information on Legacies, click here.**

## VOLUNTEER

Do you have any spare time that you could donate to Scotland's Charity Air Ambulance? Then why not consider becoming part of our invaluable volunteer team? Volunteers are an integral part of SCAA and support our charity in many ways.

The dedication and passion of our volunteers helps SCAA to save lives in Scotland. We are always looking for reliable, enthusiastic people to join our family of volunteers by donating their time and skills. You could help us at events, give presentations about SCAA around Scotland or help at one of our offices.

**For more information on becoming a SCAA Volunteer, click here.**

## PAYROLL GIVING

Payroll Giving is a flexible and tax efficient way to support Scotland's Charity Air Ambulance through PAYE. SCAA receives no government funding so regular donations through payroll giving make a real difference in helping us to continue saving and improving lives across Scotland.

It's easy to become a payroll giver and your HR department will be able to provide you with information regarding your company policy. Whatever you donate is deducted directly from your salary before income tax deductions. This means that the charity will receive more than it actually costs you.

You can donate as little or as much as you'd like every month and you can change your mind at any time.

**For more about Payroll Giving, click here.**







# VOLUNTEERING



The Covid pandemic has severely limited our fantastic volunteers from doing what they do best – getting out into their communities and spreading the word about SCAA’s life-saving work.

Restrictions have meant that most volunteer-led activities - such as talks, community events and office work - have had to be cancelled altogether.

But as these restrictions ease, we are starting to see a return of the opportunities for our fantastic volunteers to get out there again!

We want to grow our army of SCAA volunteers so we can have touch-points in every community in Scotland. We want to learn about the impact SCAA has made on people all over the country and help them to show their support for our work.

We’re encouraging people to donate their time and skills to help Scotland’s Charity Air Ambulance in a variety of ways:

- + Volunteer Speakers
- + Event Volunteers
- + Collection Co-ordinators
- + Office Administration Support

If you have any spare time that you could donate to Scotland’s Charity Air Ambulance, why not consider becoming part of our invaluable volunteer team? Volunteers are an integral part of our charity and support our charity in many ways. The dedication and passion of our volunteers helps SCAA to save lives in Scotland.

To register your interest in SCAA volunteering opportunities, please go to [www.scaa.org.uk/support-us/volunteer](http://www.scaa.org.uk/support-us/volunteer) or call us on call 0300 123 1111. Please note that the minimum age for volunteering is 18 years old.





# BACK WHERE SHE BELONGS

**Julia Barnes is unique among SCAA's paramedics. Having left the charity crew after two years for personal career development, she then opted to return, having "missed everything" about the air ambulance role.**



"I was working 10 hour shifts at SCAA and driving over an hour at the beginning and end of the day," she explained. "As SCAA was expanding to cover 12 hours per day, it became unsustainable for me so I took on a new role at my old station and settled back into that post."

Leaving SCAA, however, left a helicopter-shaped hole in Julia's life and when an opening came up on the crew two years later, she decided to establish a second home near the Perth base and sign back on. "Being an aircrew paramedic kind of gets under your skin," she explained. "I really missed working with SCAA and the excitement and fulfilment that goes with the role. I decided if I was determined to make the work/life balance work, then I could do it."

Julia rejoined the crew in 2019 and had to play catch up pretty quickly with a whole new team of workmates.

"Some procedures and technical issues had changed, but everything I knew and loved about working with SCAA was still there," said Julia. "The thrill of flying, the expectation of what each day would bring, the knowledge that you are making a positive impact on the lives of people in their darkest hour and the fact that your operational area is the whole of Scotland rather than just a district - it was all still there and I love it. I really can't think of anything else I would want to do."

Julia recalls a mission which sums up why she came back to the aircrew role. "A man was suffering a serious heart attack on a remote farm in the Argyll countryside and SCAA was tasked to get him to critical cardiac care before it was too late," she said. "We landed the helicopter close to him and flew him to hospital in under half an hour but it was clear his heart was failing and we were fearful of the outcome. When we heard the next day that he was sitting up in bed chatting, I was overwhelmed that he was going to be OK. It really hit home then that what I was doing with SCAA was making a real difference - something I never take for granted as we're so privileged to be there when people need us most."

Julia explained that 2020 brought a whole new set of challenges as the Coronavirus pandemic affected what the crew could do and how they would do it. "Initially there was new guidance and protocols on an almost daily basis and rules were constantly changing on the use of PPE," she said.

"It's been hugely stressful and challenging because you had to keep this at the forefront of your mind while focussing on the needs of your patient. Hidden behind masks, we have to let our eyes be our communicators to reassure and comfort - when anyone in pain or distress just wants a hand to hold."

And Julia has her own target in sight for when Covid restrictions are eased. "I just want to hug my Mum," she said. "She's in Yorkshire and I haven't seen her since last year. I can't wait to throw my arms around her again."

Julia, who has a BEd in Primary and Outdoor Education and a BSc in Professional Practice, has recently completed a "Teaching Health Care Professionals" module at Glasgow University - the latest advancement in her professional development.



And she has a raft of other skills which she puts to good use as a SCAA volunteer.

**"When I first left SCAA, I joined the charity's army of volunteers in order to give something back for all the training and experiences I had enjoyed there," she said. "As a keen photographer, I was happy to supply a steady stream of images of the work SCAA does and I was also willing to give talks and presentations to groups and organisations."**

"I've also taken my turn at driving buggies at major events and doing bucket collections - not to mention a sponsored abseil off the Forth Road Bridge."





# COMMUNITIES KEEP SCAA IN THEIR HEARTS THROUGHOUT FUNDRAISING CHALLENGES

In a year like no other, the people of Scotland stepped up to help ensure the viability of their charity life-saving air ambulance service.

As SCAA reeled under the constraints on its ability to fundraise through major challenge and public events, the community responded in extraordinary fashion. Adhering to Government guidelines to protect public health, supporters conceived, organised and executed an endless stream of innovative and inspiring fundraisers which helped sustain SCAA through its toughest ever year.

Individuals, groups, organisations and communities across the country rallied as the bite of the Coronavirus global pandemic impacted on everyone's lives.

"That was what was so remarkable," explained SCAA Community Fundraiser Kate Loades. "Regardless of what people were going through in their own lives, they continued to support us. The public's capacity and willingness to step up and help us save lives was both humbling and uplifting.

"SCAA is always there for the people of Scotland," she said, "but they were certainly there for us."

Fundraising ideas throughout the year ranged from sponsored personal challenges to community events.

Golf clubs, Rotary clubs, shops, offices, pubs, schools and colleges all used their networks of friends and families to join in the fundraising fun and lift spirits during the lockdown months.

Staff in existing supporting businesses also extended their giving to bolster SCAA during these difficult times.

The public went online to show their support, donating through SCAA's expanding social media platforms and website. They responded magnificently to specific appeals and gave SCAA a Christmas to remember with their generosity and supportive greetings.

SCAA's presentations programme also went online and clubs and organisations were quick to take up the offer of a virtual talk on the work of Scotland's only charity-funded air ambulance service, prompting online presentations to groups from Orkney to London.

"We had to sit back and watch our big annual fundraisers fall victim to lockdown restrictions one-by-one," said SCAA Community Fundraiser Fiona Dennis. "We weren't even seeing revenue from our collecting cans placed nationwide.

"With vital fundraisers such as mass participation sponsored events, county shows and Highland Games being wiped off the calendar, SCAA's fundraising opportunities looked bleak.

"The public, however, had other ideas.

"People found ways to work within the restrictions - be it online virtually or within their own home or neighbourhood - and take on the task of fundraising for SCAA.

"Their support was incredible," said Fiona, "and they all seemed to have great fun as well. Their efforts raised many, many thousands that helped keep our two helicopter air ambulances flying during challenging times."



# SO WHAT EXACTLY DID PEOPLE DO TO SUPPORT SCAA?

Here are just a few examples of the Scottish public's amazing fundraising successes. For more information on fundraising, [click here](#).



Helicopter pilot Dave Young dressed as loveable ogre Shrek and raised £1,864.50 in a sponsored run round the airfield at SCAA's Perth base.



Schoolgirl Delilah raised £1,869.72 by sleeping overnight in her self-made igloo during the worst of the winter weather.



A drive-through bake sale led by SCAA volunteer Katherine Urquhart saw residents on Islay and Jura donate £1,413 to support SCAA during lockdown.



Teenager Ross trained for 12 weeks during lockdown to run a sponsored marathon for SCAA, raising £994.13.



Players at Beechwood under 16s took on the challenge to run 300k in three weeks, raising £283 for SCAA.



Val raised over £1,323.75 by walking the equivalent distance of SCAA's Perth base to John O'Groats.



Nine-year-old Arabella encouraged her classmates to raise money to fund SCAA teddies for child patients through a Name The Bear competition, raising £152.25.





# THANK YOU FOR HELPING US TO KEEP SAVING LIVES

Without our supporters we would not be able to keep saving lives in Scotland.

Thank you to the individuals, companies, organisations, corporate partners, trusts and foundations who have generously given their money, time and expertise to help keep us flying. For more information on Trusts and Foundations, click here.

### INDIVIDUALS

We are incredibly grateful to the people of Scotland who continue to support us through one-off and regular donations, lottery players and fundraising activities. Your support and commitment amaze us every single day – thank you!

### GROUPS & ORGANISATIONS

We are being supported by a growing number of groups and organisations, in every corner of Scotland. This support includes an increasing selection of offices, shops, pubs, clubs and hotels who kindly place our collecting cans on their premises.

### CORPORATE PARTNERSHIPS

Over the past year we have worked with a range of corporate partners who have supported us in a variety of ways. Our corporate partners have helped us remain operational 365 days through fundraising, volunteering, donations and offering their goods and services.

### TRUSTS, FOUNDATIONS & GRANTS

We are enormously appreciative of the support we receive from trusts, foundations and grants. This support has helped us save and improve hundreds of lives over the past year.

#### TRUSTS, FOUNDATIONS & GRANTS AWARDED 2020/21

- A M Pilkington Charitable Trust
- The Alexandra Jamieson Charitable Trust
- The Basil Death Trust
- The BGS Cayzer Charitable Trust
- Binks Trust
- The Brownlie Charitable Trust
- Cadogan Charitable Trust
- Callendar Charitable Trust
- The Caram Trust
- The Cecil Howman Charitable Trust
- Crerar Trust
- Cruden Foundation
- Dunlossit and Islay Community Trust
- The Durris Charitable Trust
- Forteviot Charitable Trust
- Friends of Crieff Hospital
- The Gamma Trust
- George McLean Trust
- The Gordon & Ena Baxter Foundation
- Hugh Fraser Foundation
- I B B Trust
- The James Weir Foundation
- Keiran's Legacy
- Kilpatrick Fraser Charitable Trust
- Kysant Charitable Trust
- League of Friends of Aberfeldy Cottage Hospital
- League of Friends of Newton Stewart Hospital
- Lord Leverhulmes Charitable Trust
- The March Brown Charitable Trust
- The Miss I F Harvey's Charitable Trust
- Miss M B Reekie's Charitable Trust
- The Misses Robinson Charitable Trust
- Morton Charitable Trust
- Mrs M A Lascelles Charitable Trust
- The Netherton Charitable Trust
- People's Postcode Lottery
- Peter Cadbury Charitable Trust
- Peter Samuel Charitable Trust
- PF Charitable Trust
- Reo Stakis Charitable Foundation
- ShareGift-The Orr Mackintosh Foundation
- Souter Charitable Trust
- Stroupster Community Benefit Fund
- The Susan S Guy Charitable Trust
- W M Mann Foundation
- Walter Craig Charitable Trust
- West Hall Charitable Fund
- William Gibson's Trust
- William Grant Foundation
- The Wyfold Charitable Trust





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Mike Beale – Vice-Chair  
Alan Bell  
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#### CHIEF EXECUTIVE:

David Craig



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