

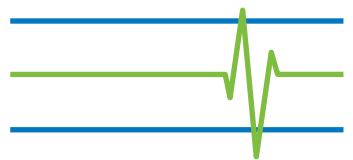


SCAA



Scotland's Charity Air Ambulance
saving time, saving lives

YEAR IN REVIEW 19/20





CHAIRMAN'S REPORT

Our charity has achieved an astonishing amount over the past year.

As well as delivering £6.5m in fundraising income, we have doubled our operation capability with the launch of our second service Helimed 79 in Aberdeen – two huge milestones for Scotland's Charity Air Ambulance.

Our thanks extend to every individual, community, business and funder who gives so much of their hard earned income to make this extraordinary level of growth possible. In just seven years our supporters have donated over £30m, which has directly saved and improved thousands of lives throughout Scotland. The true heroes of SCAA are the people that fund us - thank you all for your generosity.

The Board of Trustees' key objective over the last 12 months has been the delivery of our second air ambulance service in Aberdeen. This strategic goal would see our second helicopter working alongside its sister aircraft, Helimed 76 in Perth, increasing the national capacity and resilience of air ambulance provision in Scotland.

Despite the huge disruption caused by the Coronavirus pandemic, Helimed 79 was launched on the 3rd April 2020. On the same day, it was deployed on its first mission, a cardiac arrest in Sutherland. This incredible achievement was delivered by our hard working executive team, in partnership with our key stakeholders, the Scottish Ambulance Service and Babcock. With reduced staff and the restrictions of lockdown, the service was launched on time and on budget and has already saved several lives in the region.

SCAA continues to enjoy cross-party political support and we endeavour to work with all stakeholders, particularly those members whose constituents and communities are in the remote and rural areas of the country. In addition to attending annual Westminster parliamentary receptions, we hosted a member's event at Holyrood thanks to the support of Liam McArthur MSP. The work of the crew was also proudly displayed in a photographic exhibition, exclusive to members of the Scottish Parliament, and sponsored by Murdo Fraser MSP.



These events provide a platform to reach out to key and influential decision makers and enable us to communicate the significant progress of the charity.

It would be remiss not to highlight the potential impact of Covid19 on the charity. At a time of the biggest medical crisis and social curfew of our generation, the Board of Trustees was cognisant of the huge risk to our financial income. We are already beginning to see this in the first half of 2020. Our key priority was to ensure that our service remained operational during this national emergency, whilst keeping our pilots and paramedics safe.

We believe our plans and contingencies are robust to withstand this crisis. However, we also want to give this reassurance to everyone in Scotland: We are the People's Helicopter, your service, and it is unthinkable that we won't be there for you at this time of need - as you have been there for us, from the very beginning.

A handwritten signature in white ink, appearing to read 'John Bullough', with a long horizontal line underneath.

John Bullough
Chairman



CHIEF EXECUTIVE'S REPORT

Scotland's Charity Air Ambulance continues to receive support from all corners of Scotland and beyond.

Record income has enabled the charity to respond to more emergency call outs than the previous year and continue to invest in our organisation.

Operationally, we purchased two BMW X5 Rapid Response Vehicles for our Perth and new Aberdeen Airport bases and installed the latest equipment to meet the needs of the paramedics. We upgraded our IT and Communication systems and offered more training and development opportunities for staff.

The most significant development during the year was the ongoing fundraising campaign, planning, implementation and launch of our second air ambulance call sign Helimed 79, in Aberdeen.

This key strategic goal has doubled our capacity and increased the resilience of pre-hospital emergency care in Scotland and is already saving lives.

Leading the public campaign to bring this provision to Aberdeen was the Press & Journal newspaper which also fronted our £6m capital appeal - now beyond the halfway mark but on target to deliver a successful campaign. We were also the beneficiary of proceeds from the P&J's annual Energy Ball which provided a platform to engage with the Oil and Gas sector. As a result, Apache, has committed its financial support through corporate sponsorship.

Our corporate supporters Stagecoach Group plc, Clydesdale Bank and SSE plc continued with their support and Phoenix Group extended their partnership until the end of 2020.

We were afforded a rare glimpse into the often unseen and challenging work of our outstanding paramedics and pilots when BBC Scotland's "Paramedics on Scene" was broadcast



into our homes in 2019. This exclusive series reminded us all how professional, skilled and experienced our crews are during a patient's traumatic time of need.

The outstanding work of crew, charity staff and volunteers was quite rightly recognised and richly deserved when SCAA received the People's Choice Award, voted by the public, at the Scottish Council for Voluntary Organisations' annual ceremony. Another award was received when the Institute of Fundraising Scotland 'Best Corporate Partnership' was presented to the team from Edinburgh Airport for our recent charity of the year partnership. These accolades demonstrate the warmth and support from the people of Scotland - thank you.

The next 12 months will be even more challenging as Covid19 impacts all our lives. The charity is already beginning to see a reduction in income as fundraising events and activities are cancelled. Quite rightly, people are prioritising and helping family and friends. If you can keep supporting our work, thank you.

David Craig
Chief Executive

WHEN EVERY SECONDS COUNTS



A young baby whose life hung in the balance after being attacked by a dog was reunited with the air ambulance crew that helped save his life in a desperate race against time.



Four-month-old James and his parents Morven and Derek Davidson from remote Glen Esk in Angus travelled to Perth Airport to say “thank you” in an emotional reunion with the crew of Scotland’s Charity Air Ambulance that flew to the rescue.

“We can’t thank them enough,” said the couple. “Their expertise and fast actions saved our little boy. We owe them his life.” James was attacked by one of the family’s dogs as he lay in his pram while his mother kennelled them following a walk.

“I just looked away for a minute and when I heard him cry out I turned to see our little terrier on the pram,” said Morven. “The dog jumped down as soon as I shouted but one look at James told me he was badly injured.”

SCAA was quickly on scene, landing right beside the family’s countryside home.

And a quick assessment of the injured infant told SCAA paramedic Darren O’Brien all he needed to know.

“Baby James suffered extensive injuries to his head and neck in the attack, including a punctured windpipe,” he explained. “Getting him quickly to theatre was crucial and we alerted the surgical team at Aberdeen Royal Infirmary to the infant’s injuries, ensuring they were ready to act as soon as we got there.”

That speed in airlifting James to expert surgeons proved a lifesaver, with pilot Captain Shaun Rose wasting no time in getting their valuable passenger to expert care.

“I saw the look in the paramedics’ eyes and knew we were on the clock,” said Shaun. “This little chap needed us to move fast so we did - getting him to hospital in about 15 minutes.”

“I never took my eyes off him throughout the entire flight,” said Darren. “We couldn’t let him drift off to sleep and I was monitoring him every second in case he deteriorated and we had to intervene. It really was a race against time.

“As paramedics, you try not to invest emotionally in your patients but it’s extremely difficult when a wee one’s involved,” said Darren. “And James was touch and go.

“To see him alert and healthy and happy is what makes this job worthwhile and we’re so touched that the family has come to visit. We’re really humbled and it means a huge amount to us all.

“It’s a very special day - getting a cuddle from a real wee fighter. It’s awesome.”

Following three days in the High Dependency Unit and a series of operations, James has now made a full recovery following the attack. But the family is in no doubt that things could have proved tragically different without SCAA’s fast actions.

“This service is a lifeline to rural communities,” said Derek. “They literally make the difference between life and death and our family will be forever grateful for what they did that day.”



Parents Morven and Derek Davidson join their infant son James in thanking SCAA crew members Paramedic Darren O'Brien and Pilot Captain Shaun Rose for their life-saving help.



MISSION STATS 2019/20



344 CALL OUTS 2019/20



Rapid Response Vehicle
54 CALL OUTS

40.7% of
all RRV call
outs were
to cardiac
related
emergencies



Helicopter
290 CALL OUTS



381.5
Flying hours



TRAUMA
47%



MEDICAL
16%



**CARDIAC
INCIDENT**
16%



**RETRIEVAL &
TRANSFER**
16%



STROKE
5%

OPERATIONS OVERVIEW

The demands on SCAA and its frontline crews continue to increase year on year as we take vital pre-hospital high-acuity care to those most in need throughout Scotland.

During 2019/20 SCAA responded to 344 emergency call outs - a 5% increase on the previous year's workload. 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 381.5 hours - an increase of 3% on the previous year.

Trauma continues to dominate our workload with nearly half of our missions being in that category. These include road traffic accidents, agricultural injuries, falls, sports injuries, equestrian mishaps and industrial accidents - many of them in remote and rural areas.

Cardiac and other medical emergencies account for around a third of our workload, while patients suffering strokes place a growing demand on our teams.

The focus is now on transferring stroke patients to dedicated hospitals as quickly as possible and - as with many other categories of patient - SCAA's speed and comfort is helping to save and improve lives.

The rapid transfer of patients is known to save lives and SCAA is a regular sight touching down at Scotland's four main Trauma Centres at Glasgow, Edinburgh, Aberdeen and Dundee, ensuring patients get definitive care as quickly as possible.

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.

Away from the frontline, we have seen several key changes and additions during the past year.

A fully customised BMW X5 joins us as our Rapid Response Vehicle - an upgrade on our previous vehicles which allows us to respond by road to life-threatening incidents closer to the base or when paramedic crew shift patterns provide the staffing levels to operate both by land and air.

The vehicle comes with the latest tele-health system which allows all ambulance service calls to be securely transmitted to the vehicle's communications unit and also provides route mapping to the incident.

Another vital piece of equipment now rolled out across the entire Scottish Ambulance Service is the new Corpuls 3 defibrillator. This is the most up-to-date patient monitoring device which now goes everywhere with SCAA's land and air crews.



OPERATIONS OVERVIEW



The state-of-the-art kit is able to be broken down into three parts for monitoring a patient's blood pressure, oxygen saturations, end tidal CO2, temperature and arterial pressure as well as providing external defibrillation and ECG diagnosis.

The past year also saw the arrival of a bespoke clinical training unit which has been installed in the SCAA hangar at Perth Airport. This facility is vital for our teams to train and improve their skills when time allows, keeping clinical expertise up-to-date and providing the opportunity to evaluate and reconstruct some incidents.

The latest advances in drugs are being utilised by our paramedics with the introduction of Pentrox to our painkilling arsenal. This has seen a total step change in our management of moderate to severe pain in conscious patients as it allows us to administer immediate relief via a handheld inhaler - a well used first line of defence, particular against severe traumatic injury pain.

The team at Helimed 76 has been proud to welcome our new colleagues on the Helimed 79 crew at Aberdeen.

We hosted them at Perth in March whilst they completed their Helicopter Emergency Medical Service (HEMS) course and undertook shadowing operational shifts.

Congratulations to the Helimed 79 project team for the hard work that went on behind the scenes, leading to the successful launch of the Aberdeen base and the first of many more life-saving missions by both aircraft.

It's fantastic to see two SCAA air ambulances operational in Scotland within a mere seven years of the charity - a great achievement and a wonderful opportunity for paramedics keen to evolve into the air wing of the service.

SCAA's paramedic team see our work not only as a challenging yet rewarding role, but as a privilege.

We are encountering people during one of the worst - if not the worst - experiences of their lives and they're trusting us to do our best and help them through it.

Sadly, not every mission has a happy outcome, but those few incidents are countered by the high numbers of lives we have saved and improved, the families our work impacts upon and the communities we serve.

The people of Scotland rely on us to do our job but we couldn't do it without their continued support and generosity in fuelling our flights.

As crew, we are humbled by the public's support for the service and the many gestures of thanks following our intervention for their loved ones.

There is nothing more rewarding than welcoming a former patient to the base and hearing how well they have recovered - especially if it's someone who was critically injured or ill. Their accounts are moving and often heart-wrenching and we are proud to play our part in their story.



John Pritchard MBE

Helimed 76 Paramedic Team Leader





HIGHLIGHTS FROM THE YEAR



Liam McArthur MSP hosts a reception at Holyrood for SCAA, highlighting the work of the charity and its aims and ambitions for an expanded emergency response service in 2020.



Piper Ross McNaughton composes and gifts a new pipe tune for SCAA entitled "Angels Of The Glens". The rallying 2/4 march is premiered for the charity's sixth birthday during a visit to the base by Scotland's Lord High Commissioner, the Duke of Buccleuch.



SCAA's life-saving support to the people of Islay and neighbouring islands is recognised in a £250,000 award from Dunlossit and Islay Community Trust. The Trust will award £50,000 per year for the next five years to the airborne service.



In a first for the charity, Helimed 76 goes on display inside the P&J Live exhibition and conference centre in Aberdeen. The helicopter is a focus for fundraisers at the annual energy sector's Energy Ball raising both funds and profile for SCAA.



A photographic exhibition showcasing the work of SCAA enjoys a private viewing at Holyrood where politicians and Government officials and advisors are able to see outstanding visuals showing the helicopter and crews in action. The exhibition features over 40 large images and storyboards which can be displayed anywhere at any time.



Votes flood in from SCAA's legions of supporters to secure the coveted "People's Choice" accolade in the 2019 Scottish Council for Voluntary Organisations Awards. SCAA is also shortlisted in the Charity Of The Year category.



A "Tea In The Hangar" event is staged at SCAA's base to mark National Volunteers Week. SCAA volunteers join crew and charity staff for a morning of celebration, contribution recognition and an official opening of the newly-operational hangar.



The People's Postcode Lottery and its players cements its support of SCAA with a second tranche of major funding from its Heroes Trust Awards. This year's generous £250,000 grant brings the national organisation's funding of SCAA to £550,000 for use at both Helimed 76 and 79.





BBC Scotland airs a 10-week series entitled 'Paramedics on Scene' featuring the work of Scotland's paramedics and SCAA is featured strongly both in a leading and supporting role at time-critical emergencies. The series would go on to be repeated on television providing widespread exposure for SCAA's work.



SCAA unveils its new BMW X5 Rapid Response Vehicle (RRV). The uniquely customised vehicle comes with the latest Scottish Ambulance Service tele-health system which allows all ambulance service calls to be securely transmitted to the device and provides route mapping to the incident.



SCAA celebrates after lifting a top national fundraising sector award. The air ambulance charity secures the "Best Partner Relationship" title at the Scottish Fundraising Awards hosted by the Institute of Fundraising Scotland. SCAA's success centres on a year-long partnership with Edinburgh Airport during the charity's fifth anniversary year which resulted in over £200,000 worth of donations and in-kind support.



As SCAA's campaign to launch a second helicopter air ambulance at Aberdeen gathers momentum, daily newspaper The Press & Journal is secured as media partner. The newspaper runs a series of news and feature articles urging readers to support the "We're Backing Helimed 79" campaign as plans progress.



A nationwide call for people to donate their empty crisp packets for recycling to raise funds for SCAA, organised by leading NHS clinician Dr Andrew Bayliss, proves a huge success with individuals, schools, youth groups, families and organisations throughout Scotland collecting their packets to support the charity.



SCAA wins the newly-introduced Health and Wellbeing category at the 2019 Perthshire Chamber of Commerce Business Star Awards. The judges were very impressed, not only with the scale of the business operation, but also with the way SCAA continually innovates and exceeds all the category criteria.



Gillanders Motors Ltd, in partnership with Suzuki GB PLC and MG Motors UK, help to keep SCAA on the move with the donation of two cars for charity staff. The branded vehicles are used by SCAA staff and volunteers as they take their fundraising and life-saving message across the whole of Scotland.



NO TWO DAYS ARE THE SAME



The skies above Scotland have become a second home for SCAA's longest serving pilot, Captain Russell Myles.

The 56-year-old airman has served as senior pilot with the charity since the life-saving service began in May 2013, following a high-flying career with both the RAF and civilian/commercial operations.

With nearly 40 years' experience as a fixed wing and rotary pilot in a wide variety of roles and aircraft behind him, Russell has many career highlights. His current role at the forefront of SCAA's life-saving work, however, ranks at the top.

"Every day is different," he said. "When you're doing long haul commercial flights it's the same high altitude flying there and back, there and back. Flying an air ambulance brings something new every day and a great sense of achievement and satisfaction at the end of a mission, knowing you got help to someone in need and ensured they got quickly and safely to hospital care.

"Scotland is my favourite place to fly and I've seen practically every square mile of it flying with SCAA. "Of course Scotland can be as brutal as she is beautiful and sometimes our flights can be taxing and exhausting," he added.

"You can take off in sunshine and land in a snowstorm. The challenges posed by the weather and landscape of Scotland mean our pilots have to be at the top of their game and constantly vigilant - but that's real flying and what we all sign up for.

"Sometimes landing on an emergency mission can prove a real challenge - avoiding sloping or rough ground, trees and overhead wires, loose hazards on the ground and inquisitive livestock, people or - worst of all - dogs."

Russell's love of flying began as a schoolboy when he vowed he would become a pilot one day. A flying scholarship from the Royal Air Force helped him attain his Private Pilot's Licence at the age of only 17 - seeing him fly before he could drive!

His career would see him fly the world at the controls of a diverse selection of aircraft from smaller Fokker F27 passenger turboprops to Boeing 767 jet liners carrying 300-plus passengers and smaller Squirrel and Jet Ranger helicopters to RAF Wessex helicopters in both military support and search and rescue roles.

Now a highly-respected pilot with Babcock, Russell is proud to have headed up flight operations at SCAA's Perth Airport base throughout its entire lifespan, initially flying the charity's Bolkow 105 helicopter and then its upgraded EC 135 air ambulance.

"Being in at the start of this vital new and exciting charity was tremendous," he said. "I was a big fan of the Bolkow - it was a great starter aircraft for the charity - but upgrading to the EC 135 we have now gave us greater capability.





“That’s just one of many changes I’ve worked through at SCAA. We’ve had a new fuel bowser, new helipad, new hangar and a new heli-lift - all designed to streamline our operation, improve performance and minimise response and turnaround time.”

SCAA aims to be airborne within five minutes of receiving an emergency call. That means Russell has to have everything primed and ready to fly at a moment’s notice.

“A ground run at the start of each shift ensures the helicopter is ready for operations and that the seatbelts and pedals are adjusted for me. Everything I need for a flight is in the aircraft - such as helmet, lifejacket, tech log etc. - and then it’s a case of keeping an eye on the weather forecast across Scotland throughout the day.

“Each new mission involves fuel and route calculations but we’re good to go pretty quickly and the rotors are running when the paramedics climb on board.”

Russell’s flying experience with SCAA is different each time and sometimes up to four or five emergency flights in a day can leave him mentally and physically exhausted.

“It’s the same for the paramedics,” he said. “It’s pretty intense when things get busy.”

On a busy day, Russell can record up to six hours piloting the air ambulance - and an average year sees him fly around 120 hours with SCAA.

His longest individual flight with SCAA took Russell from Perth to Orkney - a three hour round flight of 363 nautical miles.

Russell’s vigilance doesn’t stop when they reach the emergency scene, however, as he has to ready the aircraft for the onward flight and ensure its security.

“Dangers come in many guises,” he laughs. “I recall landing below the high tide mark on the beach at Cramond Island in the Firth of Forth and counting down the minutes as the tide came in. Luckily we got away with our patient before there were too many wet feet.”

Russell’s love of flying sees him take to the air in one of his two fixed wing aircraft when off duty. He recently recorded his landmark 11,000th flying hour while flying his beloved replica World War One German Fokker Eindecker which he hangs at Perth Airport alongside his two-seater RV6 touring aircraft.

“I’ve owned the Fokker for five years and it doesn’t fly far and it doesn’t fly fast but I absolutely love her. Flying the air ambulance for SCAA is work - flying the Fokker is play.”

Russell won a lengthy and hard-fought battle with cancer in 2006 to continue his flying career. And he jokingly refers to a former teacher who predicted a less-than-remarkable career path for him.

“My teacher used to reprimand me for daydreaming and said - “You will never get a job where you are paid to look out of the window”. Well that’s exactly what I have and it’s been the best job in the world.”



DELIVERING A SECOND LIFE-SAVING SERVICE IN A YEAR OF CHALLENGE AND UNCERTAINTY

In 2019/20 Scotland's Charity Air Ambulance embarked on the biggest project in its history - doubling the service with the creation of a second operational airbase, complete with helicopter air ambulance and crew.

This ambitious three-year strategy by SCAA's board of trustees prompted the launch of a £6 million capital appeal and also the sourcing, development and delivery of a new additional operational centre and its many components for the effective doubling of SCAA's life-saving service.

This would give the frontline teams the ability to deliver more care, more quickly, to more people and add capacity and resilience to the entire Scottish emergency response air fleet.

Throughout the year, SCAA worked tirelessly to meet that challenge and ensure a second service - Helimed 79 - was operationally ready by the end of March 2020.

First came identifying and developing the right base. Aberdeen International Airport had already been chosen as the ideal geographical base after agreement with the Scottish Ambulance Service (SAS) and seen as a perfect addition to the city's growing medical hub following the opening of the Major Trauma Centre at Aberdeen Royal Infirmary and ScotSTAR North at Dyce.

A £6 million capital appeal was launched, a media partner was secured (Press and Journal/DCT Media) and, working with partners SAS and Babcock, SCAA set about making the vision a reality.

There was not just the physical work to consider - there was the scoping out, creation of working groups and overseeing delivery of the whole project.

SCAA took a building that was unfit for purpose and brought it up to a standard befitting an air ambulance operation and compliant with all strict legal, sector and regulatory requirements - and all this while sustaining and developing the existing service based at Perth and the charity operation.





Covid-19 brought additional challenges for the project, posing procedural and operational restrictions on the site team as well as the incoming crew.

With half of the three-year capital appeal secured within the first year, the charity demonstrated the groundswell of support for an expanded SCAA operation and its ability to galvanise that support into funding for the biggest stride in its seven year history.

Against the backdrop of the onset of the Coronavirus pandemic, therefore, SCAA's board opted to proceed with the planned launch and the charity was poised to fly into the future as a two-aircraft service.

Helimed 79's eagerly anticipated launch as part of the country's pre-hospital emergency response network would take place without the high profile media and public fanfare enjoyed by its stablemate Helimed 76 at Perth in 2013.

Its value, however, would be brought into sharp focus within hours, with a call to a medical emergency in the north of Scotland.

The EC 135 helicopter and its crew of two experienced pilots and five skilled paramedics would go on to make a significant impact on the lives of those seriously ill or injured - not only in the north east but across the whole of Scotland and its many islands.

When SCAA launched in 2013, it was one of the most important innovations of its era - a unique service for Scotland and a unique working partnership that would yield life-saving dividends for those in desperate need.

That innovation continues apace seven years on as the charity evolves to embrace expansion of service, new technologies, fundraising practices and equipment upgrades.

Now providing half of the country's helicopter air ambulance resources, SCAA has firmly cemented the Third Sector's place in emergency service delivery.

The hard work of the past year has resulted in another landmark success for the ever-evolving charity and the provision of SCAA's second life-saving air ambulance for Scotland (Helimed 79) in the most challenging of times.



SAVING TIME, SAVING LIVES

Experienced climber Steve Grant remembers clearly his surprise when, while abseiling, his rope ran out and he found himself hurtling in free fall to the ground below.

He also remembers leaping to his feet in frustration at a stupid mistake that had caused his fall. And then he remembers crumpling to the ground in agony as he realised his crash landing had caused serious spinal injuries and he was all alone.



With the remote accident scene at Dollar Quarry proving inaccessible to land vehicles, Steve, a Police Scotland officer, knew he was in real trouble.

“I was sitting on steep grassy ground trying to brace myself from falling any further,” he said. “I managed to phone 999 and they kept talking to me and reassuring me that help was on its way but the pain was excruciating.

“I knew something was terribly wrong with my back and as I waited for help to come I couldn’t help but think what a simple mistake might have cost me - my work, my active life, my adventures with the family - it all ran through my head.

“When I saw the helicopter circle nearby I felt this huge wave of relief. These were the guys who could reach me and help me.”

Scotland’s Charity Air Ambulance (SCAA) landed on the nearest level ground which was still some distance away and paramedics faced a steep and difficult climb to reach Steve.

“I was so grateful when I saw the two SCAA paramedics walking through the trees with their kit in hand - I was no longer alone and knew help was here,” recalled Steve. “They were a very welcome sight and they soon gave me morphine to quash the pain and set about assessing me and preparing me for extraction from the quarry.”





A specialist unit from the Scottish Fire and Rescue Service arrived shortly after SCAA and, working as a team, they set up security ropes and carried Steve on a spinal board and stretcher down the crags to the unit's all-terrain vehicle.

"They laid the stretcher across the back of the vehicle and we slowly made our way to the helicopter," said Steve. "It was really bumpy but the paramedics managed my pain and soon I was in the helicopter and heading for hospital."

"Their professionalism, teamwork and speed were so impressive - I knew I was in the hands of an expert bunch of guys who were going all out to get me safely and quickly to hospital care."

A CT scan at Ninewells hospital revealed Steve had broken his back in four places and it was later the following day before doctors could reassure him there would be no permanent damage.

"We didn't know how severe the injuries were when we were out on the crags and time became a crucial factor for both survival and recovery," added Steve. "Without SCAA on my side that day it could have been a completely different outcome."

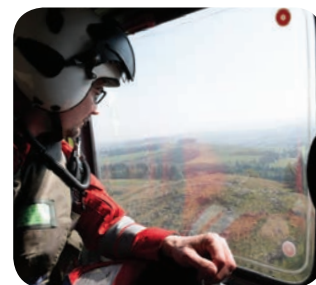
After seven days in hospital and months of dedicated rehabilitation, Steve has made a full recovery and is back at work. And he acknowledges the "vital" role SCAA played in his rescue.

"SCAA is a tremendous service and we should all play our part to ensure it's there for those in need anywhere in Scotland," he said. "They went the extra mile to reach me that day and made all the right decisions that kept me stable and secure for the onward journey."

“

It's thanks to them that I can enjoy a full and active life again with my young family and am back on the beat without any lasting effects - other than embarrassment - from my rookie error on the cliffs.

”



FUNDRAISING PERFORMANCE

TOTAL INCOME: £6,485,725 | (April 2019 – March 2020)



DONATIONS
(17%)

£1,104,772



LOTTERY
(61%)

£3,958,256



INVESTMENT INCOME
(1%)

£99,295



LEGACIES
(4%)

£244,078



SPONSORSHIP
(3%)

£189,250



MERCHANDISE
(1%)

£10,605



TRUSTS & FOUNDATIONS
(13%)

£879,469

TOTAL EXPENDITURE: £4,023,942 | (April 2019 – March 2020)



FUNDRAISING COSTS
(10%)

£413,061



LOTTERY
(30%)

£1,215,426



FRONTLINE SERVICE
(51%)

£2,046,831



SUPPORT & OTHER
COSTS (9%)

£348,624

Thank you to our incredible supporters!

We have received magnificent support from the generous and passionate people of Scotland in the past year. This incredible generosity saw £6,500,000 being raised and donated to support Scotland's Charity Air Ambulance, Thank you!

Individuals, groups, local businesses, trusts and major donors continue to keep the charity in their hearts, enabling us 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.

2019/20 was another landmark year for our fundraising activities, culminating in the April 20 launch of our second air ambulance helicopter providing more care to more people more quickly.

We welcomed Apache North Sea to the growing number of businesses helping us to sustain and expand the service. Alongside Apache, our corporate partnerships with Phoenix Group, Watermans Solicitors, Home Bargains, Clydesdale Bank, SSE and Stagecoach Group continued to provide financial support throughout the year and we are extremely grateful to these companies and their staff for the commitment and invaluable support they provide.

We are hugely grateful to Suzuki GB PLC, MG Motors UK and Gillanders Motors Ltd in Peterhead who added their considerable support to SCAA this year, providing the charity with two brand new vehicles, a Suzuki Vitara and MG HS to assist in our charity work across Scotland.

Growth in Trusts and Grants income provided significant help this year and increasing support from those who left a heartfelt legacy to SCAA also made a lasting contribution to the charity.

Our SCAA Lottery continued to go from strength to strength and is hugely popular with players. Thanks to the unwavering support of Aldi Supermarkets and other key outlets across Scotland, more people than ever could sign up to play and support our life-saving work. Community fundraising support has been tremendous with individuals, groups and organisations



working tirelessly to fundraise for SCAA. Supporters taking part in sponsored events like Kiltwalks, marathons, bicycle rides, motoring events and skydiving - to name just a few - raised significant amounts in the past year.

Our staff, volunteers and 'Scotty' the SCAA mascot enjoyed attending many organised events, talks and presentations across Scotland, raising awareness of SCAA's work throughout the country as well as vital funds to support our life-saving missions.

Our work through the year was only possible thanks to the amazing support from the 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.

Thank you to every one of you, you are all lifesavers!

A stylized, handwritten signature in white ink, consisting of several sweeping lines.

Nick Harvey
Director of Fundraising & Communications

PHOENIX RISES TO THE FUNDRAISING CHALLENGE

In addition to individual public donations and fundraising, SCAA relies heavily on the generosity of corporate partners - both large and small.

Keen to encourage the wholehearted efforts of the staff, Phoenix Group offered a Raise and Match scheme which sees each employee earn match funding from the company for every pound they raise individually - up to a total of £10,000. This tremendous incentive has spurred staff on to achieve great things with fundraising initiatives ranging from sales and cycles to raffles and Christmas Fairs.



Lockdown called a halt to exciting plans for a “Superheroes” abseil at BT Murrayfield, but with so many daredevils signed up to take part, the event has been postponed rather than cancelled. Phoenix Group employees and dozens of others will get their chance to “fly” from the stands at our national rugby stadium.

Phoenix Group has also made separate grant support donations to SCAA, further boosting the successful corporate/charity partnership. Other ground-breaking support from the company included the three-month secondment of Phoenix Group Customer Operations officer Rosie Darnelle to SCAA – a placement she thoroughly enjoyed.

Currently, SCAA is enjoying the support of Phoenix Group, the UK’s largest long-term savings and retirement business, which has kindly extended its corporate partnership with us from one year to two.

“It was an incredible experience - a real eye opener and very rewarding,” she said. “I was responsible for a variety of tasks ranging from gathering and acting on data on prospective SCAA supporters to attending promotional photoshoots in costume and helping set up and run first aid classes.

This vital, active and rewarding partnership has seen the company’s Scottish staff embrace the challenge of raising funds for our life-saving charity throughout 2019 and 2020 in a variety of exciting and innovative activities combining fundraising with fun. The partnership continues to be an outstanding example of staff engagement and support.

“The secondment was a fantastic opportunity and I highly recommend this rare chance to gain unique experience to anyone looking to try their hand at something new while helping others in the process!”



CORPORATE PARTNERSHIP SPOTLIGHT

Thank you to our generous corporate partners!

As a not-for-profit charity organisation, SCAA relies on the generosity of our corporate partners to help us deliver more care, more quickly to the furthest corners of Scotland.

Aligning your business 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.

Our highly valued relationships with corporate partners keep us at the frontline of saving lives and provide impactful and rewarding experiences for businesses and their employees.

A corporate partnership with SCAA will be tailored to align with your philanthropic objectives, whether that's employee engagement, giving back to the community, or meeting your corporate social responsibility objectives. We can help build your reputation as a socially responsible organisation with employees, the public and sector partners.

Contact our Director of Fundraising & Communications, Nick Harvey, to find out more - n.harvey@scaa.org.uk.

A partnership with SCAA can offer:

- + Increased exposure for your brand and products
- + Delivery of your Corporate Social Responsibility objectives
- + Increased staff motivation, engagement and retention
- + Networking opportunities with likeminded businesses
- + Expanded media exposure
- + Opportunities for cause-related marketing
- + Recognition in SCAA publications and marketing



Huge thanks go to the staff & management of Apache North Sea, our newest corporate partner supporting our new life-saving air ambulance in Aberdeen.

WAYS TO SUPPORT SCAA

Even in these unprecedented times, there are plenty of ways you can support Scotland's Charity Air Ambulance. 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 donor 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.

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.

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.

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 our charity 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 out at one of our offices.

BECOME A CORPORATE PARTNER

At Scotland's Charity Air Ambulance we pride ourselves on working with partners who share our passion of providing a life-saving service across the length and breadth of Scotland. SCAA is one of the most recognisable charity brands in Scotland – our distinctive yellow helicopter is typically in the air five minutes after receiving an emergency call, before flying expert paramedic care to the scene of trauma and medical emergencies nationwide.

As a charity, we rely 100% on public donations from both companies and individuals in Scotland. We are committed to establishing mutually beneficial relationships and building true partnerships. Our recent partnership with Edinburgh International Airport secured the "Best Partner Relationship" title at the 2019 Scottish Fundraising Awards hosted by the Institute of Fundraising Scotland.

If you'd like to support SCAA in any way, just give us a call on 0300 123 1111 or visit our website at www.scaa.org.uk



LIFE-SAVING LOTTERY

You can play our lottery from just £1 per week. By playing, you will be in with a chance of winning one of five weekly cash prizes, including a top prize of £1,000.

You will receive a unique lottery number. As long as you keep playing and supporting SCAA, your number will be automatically entered into the weekly prize draw. We contact our winners every week to share the good news and you can view weekly results online every Wednesday.

FUNDRAISE

There are plenty of ways you could fundraise for SCAA and our fundraising team is more than happy to offer advice, inspiration and support with your ideas – no matter what they are! Each and every fundraising event makes a difference - from coffee mornings and bake sales to charity auctions and marathon running.

ENTER A FUNDRAISING EVENT

Set yourself a personal challenge and celebrate your achievement by fundraising for SCAA! We have a variety of events planned for over the next year, giving you plenty of time to train if needs be. From running and cycling to abseiling and skydiving, we're sure to have an event to inspire and challenge you.



VOLUNTEERING



We are indebted to our family of volunteers who generously donate their time to SCAA.

SCAA's Director of Fundraising & Communications Nick Harvey has paid tribute to the outstanding contribution made by volunteers.

"SCAA simply could not function without the dedicated and selfless work carried out by volunteers all over Scotland," he said. "From giving talks and presentations to manning event stands and collecting cans, their tireless enthusiasm will never go unnoticed or unappreciated at SCAA.

"These genuine heroes are members of the SCAA family and we applaud their incredible effort and support. Every volunteer at SCAA is helping to save lives and it is only right that we celebrate their hard work and let them know how valued they are."

SCAA has grown its volunteer numbers in the past year from 107 to 125 and plans are in hand to expand the numbers across Scotland even further.

"We're really looking forward to expanding our volunteer army in the future and spreading the word about SCAA and our life-saving work even further across Scotland," said Mr Harvey.

To find out more about volunteering for SCAA visit www.scaa.org.uk/support-us/volunteer or call 0300 123 1111.



Total number of volunteers

125



Total number of volunteering hours contributed

1041



Talks & presentations delivered

118

Amount raised through collecting cans coordinated by our volunteers

£73,693



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.

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 – raising over £73,000 this year.

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 2019/20

A M Pilkington Charitable Trust
The Batchworth Trust
Binks Trust
The Broughton Charitable Trust
The Brownlie Charitable Trust
Cadogan Charitable Trust
The Caram Trust
The Cecil Howman Charitable Trust
The Dr & Mrs J D Olav Kerr Charitable Trust
Dumfries Hospitals League of Friends
The Dunlossit and Islay Community Trust
The Elhain Stewart Fund
The Evelyn Drysdale Charitable Trust
Friends of Crieff Hospital
The Gamma Trust
George McLean Trust
The Grace Trust
Highfields Trust
I B B Trust
Kenrob Charitable Trust
Kilpatrick Fraser Charitable Trust
Kylsant Charitable Trust
League of Friends of Newton Stewart Hospital
The Lendrum Charitable Trust
The Lennox Hannay Charitable Trust
Lord Leverhulmes Charitable Trust
The MacKintosh Foundation
The March Brown Charitable Trust
The Martin Connell Charitable Trust
The Miss I F Harvey's Charitable Trust
The Misses Barrie Charitable Trust
The Misses Robinson Charitable Trust
Mrs M A Lascelles Charitable Trust
The Netherton Charitable Trust
People's Postcode Lottery
The R J Larg Family Trust
The Schuh Trust
Sovereign Order of St. John Charitable Trust
Souter Charitable Trust
St James's Place Charitable Foundation
Tay Charitable Trust
The Mary Andrew Charitable Trust
The W A Cargill Fund
Walter Craig Charitable Trust
William Gibson's Trust



REGISTERED OFFICE:

The Control Tower, Perth Airport, Scone, PH2 6PL
Registered Company SC 384396 (Scotland)
Registered Charity Number SC041845

TRUSTEES:

Paul Bassett
Mike Beale – Vice Chairman
Alan Bell
John Bullough – Chairman
Benedict Lawson
Joyce Leslie
Andrew Richmond
Carol Sinclair

COMPANY SECRETARY:

Thorntons Law LLP, Whitehall House,
33 Yeaman Shore, Dundee, DD1 4BJ

AUDITORS:

Campbell Dallas LLP, Chartered Accountants & Statutory
Auditors, 5 Whitefriars Crescent, Perth, PH2 0PA

INVESTMENT MANAGERS:

CCLA Investment Management Limited
Senator House, 85 Queen Victoria Street, London, EC4V 4ET

CHIEF EXECUTIVE:

David Craig



DONATE



Online www.scaa.org.uk

by Direct Debit and Credit or Debit Card



Phone 0300 123 1111

by Direct Debit and Credit or Debit Card



Post

Scotland's Charity Air Ambulance, The Control Tower,
Perth Airport, Scone, Perthshire PH2 6PL
Please make cheques payable to Scotland's Charity
Air Ambulance.

Charity Number SC041845



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