

Standing Together

Saving lives across Yorkshire

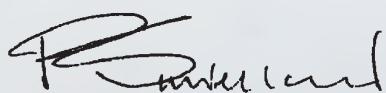


Annual Report | 19

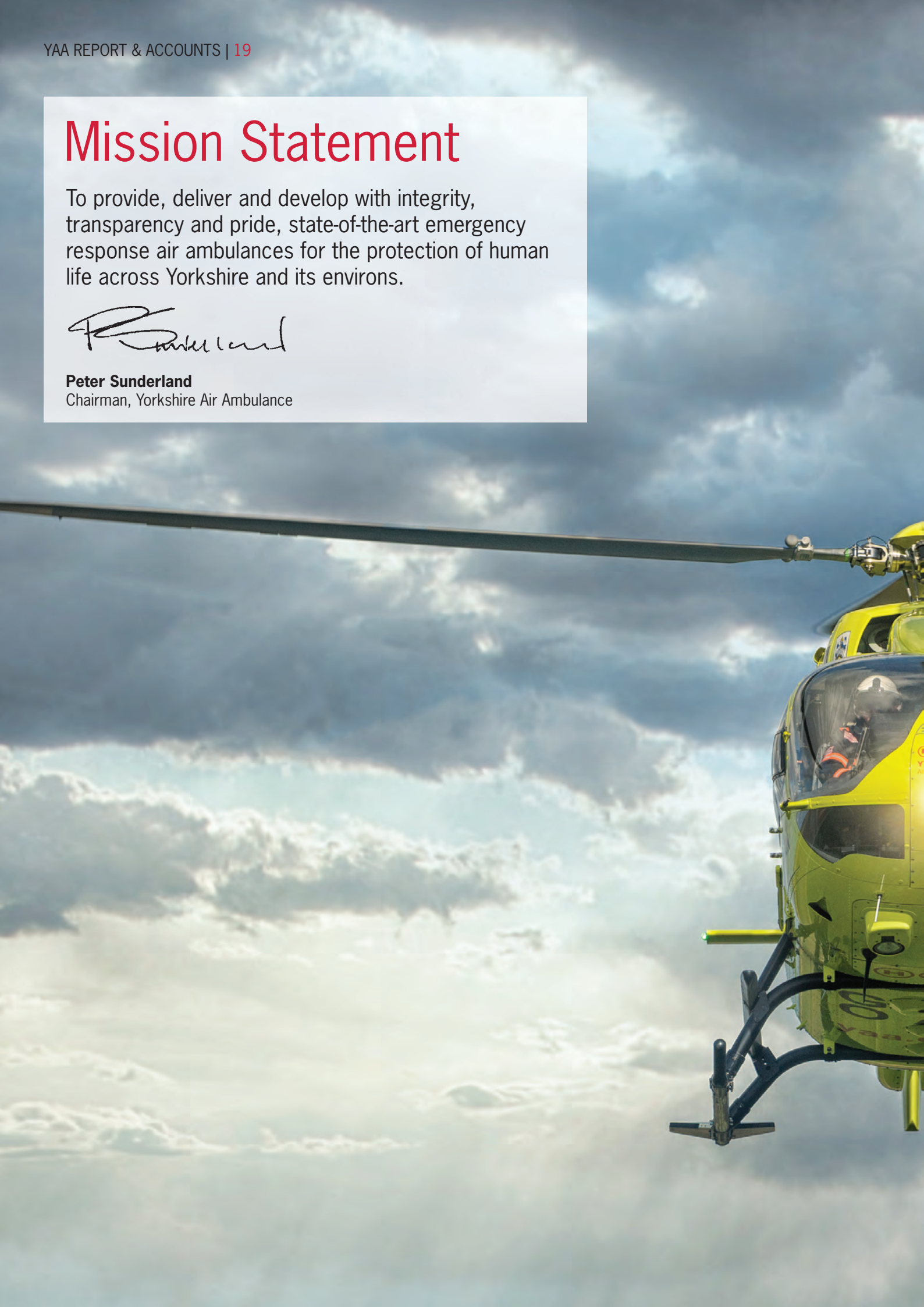
Year ending March 2020

Mission Statement

To provide, deliver and develop with integrity, transparency and pride, state-of-the-art emergency response air ambulances for the protection of human life across Yorkshire and its environs.



Peter Sunderland
Chairman, Yorkshire Air Ambulance





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Yorkshire Air Ambulance



Patrons:

Sir Geoffrey Boycott OBE
Gaynor Barnes
Jon Mitchell

Trustees:

Peter Sunderland MBE, DL (Chairman)
Brian Chapman (Vice- Chairman)
James Eastwood
Mike Harrop
Kevin Hynes
Viv Lewis
Richard Marsh (appointed January 2020)
Sarah Moore (resigned June 2020)
Dr Judith Parker
John Samuel
Amarjit Singh
Dr Peter Smith (retired October 2019)

Senior Management Team:

Abby Barmby - Director of Marketing and Communications
Helen Callear – Director of Fundraising, North & East Yorkshire
Kerry Dwyer – Director of Fundraising, West & South Yorkshire
Heather Goodwill – Director of Finance (appointed May 2020)
Neale Jacobs - Director of Operations
Captain Steve Waudby – Director of Aviation

Staff:

Office:

Jill Pukacz - Executive PA
Katherine Humphreys – HR Manager (appointed November 2019)
Leanne Seward – Marketing & Brand Manager
Angela Brearley - Interim Marketing Manager (providing Maternity Cover until April 2021)
Jessica McDonnell – PR & Communications Officer
Rebecca Martin – Marketing Assistant
Louise Shorrock – Office & Administration Manager
Tracey Bull - Administrator: West & South
Marie McSkeane - Administrator: North & East
Joanne Wells – General Administrator
Irene Heap - Finance Manager
Allison Turner - Finance Officer
Heather Stansfield - Finance Clerk

Fundraising Team:

Jenny Jones - Regional Fundraising Manager: West & South Yorkshire
Vickie Bowden - West Yorkshire Regional Fundraiser
Angela Vyas - West Yorkshire Community Fundraiser
Helen Berriman – West Yorkshire Community Fundraiser (appointed January 2020)
Charlie Pearson - South Yorkshire Regional Fundraiser
Laura Lawton – South Yorkshire Community Fundraiser

Lin Stead - North Yorkshire Regional Fundraiser
Tessa Klemz – North Yorkshire Community Fundraiser
Clare Deacon – North Yorkshire Community Fundraiser (appointed January 2020)
Bob Smailes - Regional Fundraising Manager: East Yorkshire
Rob Scott – East Yorkshire Regional Fundraiser
Kevin Hutchinson – East Yorkshire Community Fundraiser
Keiron Hardwick – East Yorkshire Community Fundraiser (appointed March 2020)
Katie Collinson – Corporate & Partnerships Manager
Caroline Myers – Trusts & Legacies Manager

Operational Team:

Captain Owen McTeggart – Chief Pilot (appointed November 2019)
Captain Garry Brasher – Pilot & Training Captain
Captain Geoff Jones – Senior Pilot, Nostell
Captain Harry O'Neill – Senior Pilot, Topcliffe & Safety Manager
Captain Lee Holmes – Pilot
Captain Colin Hawkesworth – Pilot
Captain Jonathan Binnie – Pilot (appointed July 2020)

John Holden MBE – Head of EPRR & Special Operations (Yorkshire Ambulance Service NHS Trust)
Matt Syrat - Clinical Operations Manager
Sammy Wills – HEMS Clinical Supervisor
Paul Holmes – HEMS Clinical Supervisor
Pete Rhodes – HEMS Clinical Supervisor

James Stublely - HEMS Clinical Supervisor
Andy Armitage - HEMS Clinical Supervisor
Sam McCreesh – Aircrew
Al Day - Aircrew
Lisa Dempster - Aircrew
Lee Greenwood – Aircrew
Tyrone Thornton - Aircrew
Pete Vallance - Aircrew
Kit Von Mickwitz - Aircrew
James Allen – Aircrew (Seconded)
Andy Crow – Aircrew (Seconded)
Matty McCabe – Aircrew (Seconded)
Gav McCune – Aircrew (Seconded)
Rachel Smith – Aircrew (Seconded)

Doctors:

Dr Andy Pountney – YCCT Clinical Lead
Dr Jez Pinnell – YAA/ HART Medical Advisor
Dr Rob Anderson
Dr Becky Isles
Dr Tim Moll
Dr Sarah Milton-Jones
Dr Paul Onion
Dr Steve Rowe
Dr Neil Sambridge
Dr Chris Srinivasan
Dr Brian White



Chairman's Statement



In my report for the year ending March 2019 I stated:

"I am certain that we can look forward to the 2019-2020 year with confidence and that the YAA team will achieve the necessary incomes and control the cost base as per our budget. The Charity staff give their tireless support and dedication to ensure that donations continue to enable the support needed to operate our life saving operational service across the Yorkshire region. I would also pay tribute to all our Trustees, Medical Crews, Sponsors, Volunteers and Supporters for their continuing and supportive involvement.

The YAA Charity has further developed over the last year with double shift operation from Nostell and night operations across both bases. It is vitally important that we manage all the donations that we receive carefully and also our overall operational and administration costs, to ensure that any surplus income is used to build our reserves for the future maintenance and development of the Yorkshire Air Ambulance facilities and for the planned replacement of our H145 helicopters in 6/7 years.

I would note my personal thanks and those of all the YAA Trustee Board, Senior Management and staff to Mike Shanahan and Pete Vallance of Yorkshire Ambulance Service NHS Trust who have now retired having given dedicated and valued service and support to YAA over numerous years.

In closing I would say a very grateful thanks to everybody who has supported the Charity over the last 19 years – you have all been instrumental in establishing the necessary funds to develop and maintain The Yorkshire Air Ambulance's facilities to operate throughout the Yorkshire region."

As always, I will start my report with our key financial information. For the year ending 31 March 2020, our total income was £8.3M, split between donations and other income of £5.1M, and legacies of £3.2M. Legacies showed an increase of £0.2M from last year but donations remained constant at £4.2M. Operational costs were £5.0M, whilst net income showed a decrease over 2019 of £1.7M as a result of the fall in value of the investment portfolio caused by the COVID-19 pandemic. The net asset value of the Charity increased by 7.0% and now stand at £31.3M.

Our administration and fundraising expenditure was under budget and at 21.2% of income, leaving 78.8p in every £1 that is donated to be used for charitable activities, or for building reserves to cover the replacement of the helicopters in circa 6/7 years. Our reserves policy and our levels of overhead expenditure are closely monitored by the Trustee Board and continue to be regularly reviewed. In particular, it is essential that we continue to build the Helicopter Replacement Reserve as we need to ensure that our ability to provide the best level of life saving service to the people of Yorkshire is maintained.

Our Airbus H145 helicopters are now four years old and are still invaluable in providing the Yorkshire region with two state-of-the-art mobile trauma units. With the commencement of full night vision operations (NVIS), we have also been able to increase the hours when the helicopters are available to operate our life saving flights. We have been able to run one 12hr shift out of RAF Topcliffe and a two-shift operation [06:00 to 00:00 Monday to Friday and 09:00 to 21:00 on Saturday & Sunday] from our Nostell airbase every day over the whole year. The Nostell based aircraft is also staffed with a Doctor on board from 09:00-21:00 every day. As predicted in my report last year, actual operational costs have remained reasonably static.

The warranty on G-YAAC has now expired and G-YOAA will also shortly expire. However, we have negotiated a support package with Airbus Helicopters UK to cover all the parts on a power by the hour (PBH) contract. We also start the 5th year of our 10-year fixed price maintenance contract with Airbus UK. This will supplement our existing PBH contract that is already in place with Safran for our helicopters four engines, and will ensure that our helicopters are safe, efficient, well maintained and cost effective, at a regular monthly defined cost. Our experience with our previous MD helicopters was that maintenance and repair costs become both larger and unpredictable as the helicopters and their component parts aged despite regular servicing.



YAA PATRONS | Gaynor Barnes, Jon Mitchell and Sir Geoffrey Boycott OBE

Our Director of Aviation/Accountable Manager Capt. Andy Lister resigned his position and left the Charity at the end of June 2019. Capt. Steve Waudby who was then our Chief Pilot, was subsequently appointed as our Accountable Manager and has now been subsequently appointed as our Director of Aviation. Owen McTeggart joined the YAA in November 2019 and has taken on the role of Chief Pilot from Steve, effective from March 2020. We also appointed a new Line Pilot to join the team and Capt. Colin Hawkesworth took up his position in July 2019. Simulator facilities in Germany have been made available for both training new Pilots and upskilling our existing Pilots and Paramedics who also fly as TCM's [Technical Crew Members]. All our operations are still carried out under our own AOC (Aircraft Operators Certificate) and include regular audits from the CAA Flight Operations and Flight Engineer Inspectors.

Our helicopters are crewed by very experienced medical teams of Critical Care Paramedics and Consultant level Doctors from Yorkshire Ambulance Service NHS Trust (YAS) and I would like to thank YAS and their Executive team of Kathryn Lavery (Chair of the Board), Rod Barnes (Chief Executive) and John Holden MBE (Head of EPRR & Special Operations) for their continued support. I also add our thanks to Dr Julian Mark, our Medical Director, for all his support, together with Dr Jez Pinnell (Medical Advisor), Dr Andy Pountney (Critical Care Team Lead) and Matt Syrat, our Clinical Operations Manager. This team have again worked tirelessly over the last

12 months ensuring the YAA/YAS partnership is able to deliver the best possible medical trauma care to all the people of Yorkshire.

Having our operational bases at Nostell and RAF Topcliffe is only possible through the support of many people. I would offer my thanks to The Lord St Oswald of the Nostell Estate and the Station Commanders at RAF Linton-on-Ouse, Group Captain Keith Taylor who was in post until 31st October 2019 and also to Group Captain Barry Dale who is now in post. I would also add thanks to the former Commanding Officer Lieutenant Colonel Chris Hakes and his team from the 4th Regiment Royal Artillery, Allenbrooke Barracks at Topcliffe for their continued support. Neale Jacobs, our Operations Director continues to be of major assistance and support in the development and advancement of our two Air Support Units.

We are also fortunate to have some very supportive Patrons and Ambassadors who promote the work of the YAA across the Yorkshire region. I would also record our thanks to our Patrons; Gaynor Barnes, Sir Geoffrey Boycott OBE and Jon Mitchell and our newest Ambassador Amanda Owen, better known as the Yorkshire Shepherdess, who have assisted the YAA in so many ways. In November 2019, HRH The Duke of York KG withdrew from Royal duties and as a consequence is no longer our Royal Patron.

We receive from sponsors, businesses, and the people of Yorkshire and beyond, financial and benefit in kind support that is truly amazing

[see the individual notations in the "Strategic & Trustee Report" section]. The Liz & Terry Bramall Foundation over many years has given the YAA much valued support, which has enabled the achievement of so many of our long-term strategic objectives, and for that we sincerely thank the Foundation. I would also add our grateful thanks to the Yorkshire Clays Days Charity for including YAA as benefactors of their annual event and again including us in their 2020 event, which sadly has had to be postponed until 2021.

B. Braun Medical Ltd based in Sheffield has, over many years, both in sponsorship and the use of the valuable B. Braun team, given the Charity their most valued support. I would like to specifically thank Brian Chapman [Vice-Chairman] for supporting me, the Senior Management Team, and the Trustee Board, bringing his valuable skills, time and expertise to the Charity. Their CEO Hans Hux retired in January and all at the YAA send him our best wishes.

A new Finance Director [Heather Goodwill] has been appointed and started her employment with the Charity in May 2020. In September, a decision was taken to create an in-house HR position and Katherine Humphreys was appointed at the end of November. Following the decision regarding the demographic size of Yorkshire, the Trustee Board decided to split our fundraising activities into two areas [North & East Yorkshire] and [West & South Yorkshire] and promoted Helen Callear and Kerry Dwyer to be joint Directors of Fundraising for the two regions.



This new arrangement has worked extremely well, however Kerry commenced maternity leave at the end of February 2020, and I would thank Helen for assuming, on a temporary basis, the Director of Fundraising role for the whole of the Yorkshire region. Kerry will return to the Charity at the end of 2020 to resume her role. During the year there have been many important events and I would highlight a few of them. We have undertaken many VIP visits to our Nostell Air Support Unit and these have been extremely well received proving to be a very effective method of increasing further awareness of the Charity's operations throughout Yorkshire.

This year our AGM and recognition dinner were both successfully held at Oulton Hall in Leeds. In March 2020, members of the Trustee Board and all the Senior Management Team spent a full day reviewing and developing the strategy for the Charity going forward.

Our ongoing project with YAS to install a realistic training suite at our Nostell base, with the inclusion of new state-of-the-art, human-like, training manikins (also known as SIM bodies), is now working extremely well and further developments are under consideration. This will be used for training for YAA medical staff and across the wider YAS teams.

Sadly in October 2019, Dr Peter Smith and also in June 2020 Sarah Moore both retired after 15 years devoted service as members of our Trustee Board. I would, on behalf of all at the YAA, wish to record our thanks for their help and support over these many years. I was also

pleased to welcome Mike Harrop and Richard Marsh as new members to the Trustee Board.

The Helicopter ER series depicts in detail many of the factual lifesaving trauma incidents which YAA attends. Further series have been confirmed, and as always this increases the local and national awareness of the lifesaving work of the Doctors, Paramedics, and our aircrew. Their commentary "Intensive care in the air" during the screening of each episode is also reinforced by our Mission Statement.

The year ending March 2020 went very well and ended very much in line with our budgeted expectations. Then of course the country was hit by the COVID-19 pandemic. With the Government decision for lockdown and social distancing, all our fundraising efforts have had to be put on hold and all of our staff have been working from home and doing an excellent job of keeping the YAA Charity operations intact. I would like to record my thanks to all our staff and volunteers for their support during this difficult period.

During the lockdown period we have been able to keep our helicopters running with their Critical Care Teams also in operation. During the period 4th April 2020 to 25th April all our Paramedics and Doctors were needed to fulfil the NHS requirements in connection with the development of the new Nightingale Hospital in Harrogate and supporting their respective Hospital Trusts, so our two helicopters were grounded for this 3-week period. Fortunately, all the clinicians returned, and we recommenced operations on Saturday 25th April 2020.

We have developed a recovery plan based on HM Government's Alert Level's 5-1 and as I write this report, we are still at level 3. We are constantly reviewing incomes and cashflow against our budgeted expectations and after 2 months into our financial year from 1st April 2020 we are seeing incomes of circa 50% compared to normal levels. We have been planning for 4 years now to replace our 2 helicopters after 10 years and to date we have built up planned reserves for this event, however it may be necessary for us to use some of these reserves to sustain the Charity until we reach alert level 1, when we can re-energise all our fundraising activities and hopefully end the year in March 2021 in a more positive position. We have also been advised that we will be receiving part of the Chancellors £6M grant to the 21 UK Air Ambulance Charities, although this is not being distributed equally across all those charities by Air Ambulances UK (AAUK) and as result I am unable to state exactly what our share will be.

CONCLUSION

It is impossible to look forward into the future until we reach alert level 1, however, I do have faith in all the Charity's staff that they will work to achieve the best outcome possible and, as always, we are controlling our costs. Everyone involved with the Charity has given their tireless support and dedication to ensure that donations continue to enable the support needed to operate our life saving operational service across the Yorkshire region. I would also



pay tribute to all our Trustees, medical crews, sponsors, volunteers and supporters for their continuing and supportive involvement during this difficult time. Sadly, we have had to cancel our 20th year celebrations and our annual recognition dinner in York planned for the 22nd October 2020. We do however, hope to mark our 21st birthday next year instead.

The YAA Charity has further developed over the last year with our Airbus H145 helicopters now operating with double shift operations from Nostell and night operations across both bases. We are also in the process of receiving two new Rapid Response cars and two new Promotional Unit vehicles, all of which have been seriously delayed due to COVID-19.

The mobile promotional units have been generously sponsored by B. Braun Medical Ltd and Yorkshire Freemasons. One of the RRV's has been sponsored by The Mark Benevolent Fund, and the other by The Henry Surtees Foundation, The Morrisons Foundation, Tesco's Bags of Help (via the York Clifton Moore store) and The Misses Barrie Charitable Trust. These new vehicles should prove very effective in both the treatment of patients and will assist in our fundraising and operational awareness throughout Yorkshire.

As always, I would note my personal thanks and those of all the YAA Trustee Board, Senior Management Team and staff and to Matt Syrat [YAS] our Clinical Operations Manager for his help and support to YAA over the year.

2019-2020 has been a good year for the Charity – however with the COVID-19 crisis ongoing, I do envisage a difficult year for the YAA for 2020/2021 in successfully raising the necessary funds without having to resort to using our reserves. The strong financial base of the Charity, which has been built up over many years by prudent management of the funds so generously donated by the people of Yorkshire means that, unlike many other charitable organisations and business, YAA entered the COVID-19 crisis debt free. We can be confident that YAA will survive this challenging period in our lives and will continue to provide our life saving service for many years to come.

My sincere thanks to everybody who has supported the Charity over the last 20 years – you have all been instrumental in establishing the necessary funds to develop and maintain the Yorkshire Air Ambulance's facilities to “Save Lives across Yorkshire”.

Please stay safe and continue to support the Yorkshire Air Ambulance.

Peter Sunderland MBE, DL

Chairman
28 August 2020



Strategic Report & Trustee Report

for the Year Ending 31 March 2020
Peter Sunderland



The Trustees are pleased to present their Strategic Report and Trustee Report together with the Consolidated Financial Statements of the Charity and its subsidiaries for the year ending 31 March 2020, which are also prepared to meet the requirements for a Directors' Report and Accounts for Companies Act purposes.

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Our Purpose and Activities

The purpose of the YAA is the relief of sickness and injury, the protection of human life and the meeting of other medical need by the provision, support and use of air ambulance and other ambulance provision and logistic support.

The vision to support our activities is to provide a state-of-the-art air ambulance service where we can reach a critically injured patient anywhere within Yorkshire in the fastest possible time. We aim to achieve this by having a helicopter stationed at each of our two Air Support Units – one at RAF Topcliffe, near Thirsk, and one at our facility at Nostell, near Wakefield. Our helicopters transport Yorkshire Ambulance Service NHS Trust (YAS) critical care teams to the scene of the incident and, where necessary, transport

patients to the most appropriate major trauma centre or other hospital in the region. We really are 'intensive care in the air' carrying some of the most advanced medicines administered by a team of specially trained medics, comprising critical care paramedics and Consultant level Doctors who specialise in trauma care and anaesthesia.

To sustain our operations, we need to raise in the region of £12,000 per day. Our main fundraising focus has always been to educate the people of Yorkshire about the service we provide, and the fundraising practices we employ. We always aim to be transparent about this, as we are purely the custodians of the monies raised by our generous supporters. We do not cold call, mail shot, door knock, chug or exchange donor details, and we are very clear about this in our marketing and communications. Finally, we aim to inform our supporters how their money has been spent. For every £1 donated this year, 78.8p was spent to meet our charitable purpose - which is saving lives across Yorkshire.

Achievements and Performance - Fundraising

Fundraising has always been at the heart of everything we do – without the generous support of the people of Yorkshire, and other kind-hearted people who live further afield, we wouldn't be able to keep our helicopters in the air and helping to save lives. As previously mentioned, the YAA has to raise approximately £12,000 each day of the year (£4.4M annually) to keep the operation running. We have often

said that if each adult in Yorkshire gave us just £1 each year, we would have sufficient funds to keep us operating.

Last year we were pleased to report a healthy income of £8.3M, which included legacy income. Without legacy income, which, whilst most welcome, is often unexpected, and unpredictable in both quantum and timing - it was still a robust £5.1M.

Our two Airbus H145 helicopters, purchased in 2016/2017, have now come out of warranty and as such, maintenance plans have now been put in place with Airbus Helicopters UK, to ensure planned maintenance schedules which allows us to control costs better and more accurately. The helicopters are both owned fully by the Charity as reported in previous years.

Our financial results are only achievable because of the outstanding efforts put in by our fantastic Charity team throughout the year, in particular our Fundraising team who are out in the region seven days per week, raising awareness and building community relationships for the YAA. Not to mention the army of committed volunteers who support us by helping at the many, many community based events we attend each year. Our sincerest and genuine thanks goes to them all. We honestly could not attend all the events we do without the amazing support from our volunteers.

The Charity prides itself on not using any "cold calling", "chugging" or other direct methods of fundraising. This philosophy is emphasised to all of our employees and volunteers and helps us to ensure that no one feels obligated or pressurised



into donating to the Charity. Our fundraising team and volunteers support individuals, businesses, clubs and organisations which approach us to organise fundraising events and activities. We do not use any third party fundraising organisations to carry out fundraising activities. The Charity acknowledges and thanks in writing all individuals or organisations which donate to the Charity and in that way provides an opportunity to all to notify the Charity of any issues which they feel may have arisen and which should be brought to the Charity's attention.

The Charity and its Trustees value the Charity's reputation as critical to its future success and each month any complaints received by the Charity are reported to the Trustees and, where necessary, fully investigated. No complaints were received by the Charity during either this year or the previous year.

Every year we continue to build strong relationships with our principal supporters. Many of these individuals, businesses and organisation have become like family over the years. Other newer and expanding relationships we know will develop further into lasting partnerships and we are excited to be working with them. Here is a summary of who we work very closely with:

ARCO: The Hull based, fourth generation family owned business, is the UK's leading supplier of safety equipment, workwear, safety boots and shoes, gloves and maintenance supplies. We have worked in partnership with ARCO for over 9 years now. ARCO have continued to support us with the procurement of Health & Safety equipment and materials.

B. Braun Medical Ltd: Based in Sheffield, B. Braun Medical Ltd are our longest standing corporate supporter who came on board with the Charity back in 2003. Since then, the global medical supplies company have continued to support the YAA in all aspects of our operations and fundraising. As well as sponsoring our aircrew's helmets, B.Braun also provide their professional expertise, and event support for our Annual Recognition Awards dinner, as well as other events throughout the year.

Huddersfield Town Football Club: Our partnership with Huddersfield Town Football Club continues and brings in valuable income from a variety of sources. Included in this is the annual and ever popular "Pedal for Pounds" bike ride. Income generated in this year was shared equally between the Huddersfield Town Foundation and local charities chosen by the football club and the YAA and has raised over £2M since inception.

l'Anson Brothers Ltd: Masham based l'Anson Brothers is one of the UK's leading manufacturers of animal feedstuff. Managing Director Chris l'Anson has become a great friend to the YAA and the company support us where they can, including proudly carrying the YAA livery on their transport fleet. We are also delighted that they have committed to another 3 years of support with us.

The Jack Brunton Charitable Trust: The Trust was established in 1986 by local farmer and land owner, Jack Brunton. He gifted funds to benefit the rural villages, towns and communities within

boundaries of the old North Riding of Yorkshire. Since 2012 the Trust has donated towards buying essential helicopter support equipment at our Topcliffe airbase, as well as towards the purchasing of our Airbus H145 aircraft.

James Potter Eggs: This family run business has supported the YAA for many years now, by donating 1p from every dozen eggs they sell in their Yorkshire outlets, which include some national supermarket chains. To date, this has generated over £84,000 in donations. They also promote the YAA by advertising us on their egg cartons and cardboard boxes and are a valued supporter of the Charity.

Moore Family Management: The Hull based family run business have supported the Charity for many years with security expertise and are another of our principal supporters who feature on the helicopters.

Recycling Solutions: RS are our new recycling partner, having taken over the contract at the beginning of 2020. They have quickly grasped the concept and culture of the YAA and have proved a great partner to work with so far. Recycling is a vitally important income stream for the Charity, and we know the scheme is in great hands with RS. We continue to work with them on growing and developing our network of sites where our recycling banks can be hosted.

Reed Boardall: Based in Boroughbridge, Reed Boardall is our newest principal supporter to join the YAA corporate family. They are one of the leading temperature controlled food distribution businesses in the UK. Reed Boardall have

YAA Fact:



Our average callout duration was **101 minutes**



committed to a sponsorship package with us which sees their logo on our helicopters and they will also be carrying YAA branding on some of their fleet, helping to promote our Charity.

Shepley Spring: This Huddersfield based family business has been supporting the YAA for a number of years now. They support the Charity with donations of bottles of their Ice Valley water for the many events we support each year and will be supporting us in other ways, such as carrying our logo and a large image of our helicopters on the back of some of their large HGV's.

SICL: Our IT and systems provider, SICL are another of our long-standing corporate supporters and came on board after seeing first hand our work at our old airbase over 15 years ago now. Since then, they have provided our IT and network systems under sponsorship, saving the Charity hundreds of thousands of pounds over the years

Skopes: The Leeds based tailors supply our Fundraising and Senior Management Team with smart, bespoke suits and formal wear to wear when out in Yorkshire representing the Charity. This saves the Charity thousands of pounds each year. We are delighted that Skopes have recently renewed their contract with us to support the Charity for a further 3 years.

Sovereign Healthcare: Bradford based Sovereign Health Care has supported the YAA for many years now. The not-for-profit company regularly make generous donations to us.

We are also very grateful to The **Liz and Terry Bramall Foundation** for their past, generous support of the YAA, plus other benefactors who wish to remain anonymous. You know who you are, and to you we send our most sincere thanks also.

In addition, we would like to thank **Lions International, Rotary International, Knaresborough Young Farmers** and **Yorkshire Freemasons** for their ongoing support.

Plans for Future Periods – Fundraising

Last year, we stated that we were hopeful this year would allow us to develop more exciting opportunities for the Charity, focussing on changing and developing income streams to reflect more modern fundraising techniques. We couldn't have imagined at that point what this last few months would turn out like, not just for the YAA, but for the world. COVID-19 has had a huge impact on the Charity, virtually wiping out an entire summer of community based fundraising events, with an estimated loss to the Charity of around £450,000 relating to these events alone. General fundraising income has also been affected as staff and volunteers were unable to be out and about during lockdown, and many businesses and organisations closed.

We did however, take the opportunity during the lockdown period to plan and develop some new projects and initiatives we had been considering for some time. It has been a great chance for our team to reflect and refine the way we work.

We have a detailed exit plan in place, to reflect the Governments 'COVID-19 recovery Strategy'. Our risk categories reflect the Governments 5 risk categories, and as each level is reduced, we will re-implement aspects of our fundraising activities.

We do not know what the future holds for fundraising, but we do know that fundraising practises and activities are likely to change. We are prepared for that and will adapt. We will react accordingly, and in line with Government guidelines and advice. We must ensure the safety of our staff, volunteers and our communities.

We do know however that we have the most loyal supporters, and are proud of and thankful to everyone that chooses to support the YAA. We know that when things return to a 'new normal' the YAA fundraising team will be ready and raring to go.

OPERATIONS

Air Operations

The past 12 months have been rather turbulent for the Flight Operations team for a number of reasons. Very early on in the period we lost three of our Pilots due to personal circumstances and re-location. We also lost our original Director of Aviation and Accountable Manager, Andy Lister, who left to take up a new opportunity with the Air Ambulance in Scotland. Captain Lister was a key member of the YAA team for a long time and was responsible for the Charity gaining its own AOC in 2012, he also saw the introduction of the two new helicopters and a move towards NVIS



operations. We would like to thank Andy for all of his hard work with the Charity over the years and wish him well in his new venture.

With the loss of three Pilots we needed to consolidate our efforts and concentrate on what was important, namely operating safely and efficiently. It was clear that we needed to revert temporarily to single shift operations at Nostell ASU to minimise the stress on the Pilots and Paramedics who were all stretched to the limit due to manpower shortages (a series of events that all unfortunately came to a head at the same point). The training teams were busy recruiting and training 2 new Pilots and 4 new Paramedics and I am happy to report that we are now back at full strength after a successful recruitment programme. We were delighted to appoint Colin Hawkesworth and Owen McTeggart to our Pilot team, both of whom are ex-Army Air Corps Pilots with previous Police and HEMS experience. Owen also took over as our Chief Pilot in March 2020, replacing Steve Waudby who has taken on the role of Accountable Manager and Director of Aviation.

2019 was also the year that both of our Airbus H145 helicopters completed three years in service and came out of the Airbus warranty period. This meant that we needed to negotiate a new full power by the hour contract with Airbus, which was successfully signed in July 2019 meaning that, along with our engine power by the hour contract with SAFRAN, we can budget for our annual maintenance costs without the worry of an expensive engine repair bill or other major item.

In March this year we also transferred the management of our Part M (maintenance procedures) from A2B Aero to Airbus Helicopters UK, thus enabling a clearer path for our engineers to follow during maintenance procedures. We have however, retained the valuable services of A2B Aero as our Continuing Airworthiness Manager and for third party oversight of engineering practices.

Everyone will be familiar with the impact that the COVID-19 restrictions have had on communities and businesses worldwide, and the YAA has certainly not been immune to this across operations, administration and fundraising efforts, but we wanted to bring you up to speed on the changes that have been made to ensure the continuation of safe operations during this pandemic.

Whilst other Air Ambulance charities decided to ground their aircraft, we elected to continue operations whilst working closely with our partners at the YAS, who in turn were following government national guidelines regarding Ambulance Trusts (which also cited Air Ambulance operations). This meant we had to severely limit the number of people visiting the base, temporarily suspend the filming of Helicopter ER and not carry any patients who had, or were suspected of having, COVID-19.

Following a further risk assessment, this was changed to the deployment only of our Critical Care Team by helicopter but not carrying any patients by air. Our CCT would provide treatment on scene, before travelling with the patient in a

road ambulance to hospital. Although this had been an emotive change to our normal operation, it was necessary to remove the decision making process from our crews in order to protect the team and their families, along with protecting the helicopters from contamination themselves (helicopters are much harder to decontaminate than ambulances due to flying controls, avionics and padded linings).

With the reduction in the number of new COVID-19 cases now being seen, and the implementation of a protective screen in the cockpit, it looks likely that we will soon be returning to the carriage of patients (who are also assessed as low risk of carrying the virus), with the whole crew wearing level 2 PPE.

Then, in the middle of this pandemic and crisis period, we were faced with our whole critical care team (Doctors and Paramedics) being re-deployed back to their own Hospital Trusts and to YAS, in support of the Nightingale Hospital at Harrogate for the planned critical care and transfer of COVID-19 patients. After 3 weeks of intensive training our Doctors and Paramedics were returned to us with a better understanding of infection control and the use of PPE. They remain however, on standby to return to their Trusts or the Nightingale Hospital should there be a second peak.

The associated travel restrictions and social distancing rules have also limited our ability to carry out annual training, so we have put on hold our scheduled visits to the simulator in Germany,



and taken advantage of certain exemptions issued by the CAA (Civil Aviation Authority) for training qualifications. During the early part of this lockdown period we also noticed a reduction in the number of incident activations (a result of people staying at home in the 'lockdown' period), so a decision was taken to bring forward the mandatory annual maintenance of our second aircraft.

Although the past 12 months have been very trying for our operational crews, their resilience and willingness to go out of their way to keep us flying has been an inspiration to us all. With the continued support of the Trustees, Senior Management Team, fundraising team, Charity support staff, our colleagues at YAS and all of our supporters and contributors, we look forward to a much better year and a return to normal operations as soon as safely possible.

Ground Operations

In this report last year, we commented that we had submitted a planning application to build a new visitor reception area at our Nostell Airbase, which would provide us with the space we need to welcome people to the base to view the facility as well as being able to provide much needed extra meeting & learning space for our teams. We are delighted to confirm that planning permission was granted and the build was completed in Summer 2020. The new visitor reception has been well received and gives us much better utilisation of the Air Support Unit, with visitors not having to pass through the off

duty crew area and operational areas.

The simulation suite at our Nostell Air Support Unit, that was developed in partnership with YAS back in early 2019, has proven to be a valuable facility to aid the ongoing training and development of our Critical Care Teams (CCT). Further grant funding has been secured during this year to enable us to purchase a 'Pro Simbodies' Thoracotomy (open chest surgery) training manakin. This allows the CCT to regularly practice this highly complex procedure – something that is becoming more common in the incidents we attend.

The decision was also made to purchase two Rapid Response Vehicles (RRV's) to replace the ones supplied previously by YAS. This means we now have two dedicated vehicles for use by the CCT's only, which carry full YAA branding. These vehicles will be used by the duty crews at the Air Support Units, when the helicopters are offline for adverse weather or unscheduled maintenance. We have worked closely with the CCT and the vehicle converters to ensure we have a flexible storage solution to carry the medical equipment we require, and also to future proof the RRV's. Our marketing team has also ensured that we have maximised the branding opportunity on the vehicles. We are also delighted to advise that the cost of purchasing these two RRV's has been covered by securing grant funding from some of our generous grant funders, to whom we are very grateful.

RAF Topcliffe continues to serve us well as our Northern Airbase, however our current lease is

due to expire towards the end of 2021, and as such we are currently exploring our options with regards to this facility.

We are also pleased to confirm that the Charity now also carries blood on board the Topcliffe based aircraft, having already carried it on board the Nostell based aircraft for some time. Our thanks are recorded to Mid Yorkshire Hospitals NHS Trust who supply the blood, and Yorkshire Ambulance Service Supplies who deliver the blood units, and collect unused blood at both Air Support Units on a daily basis.

The main office in Elland (Cayley House) continues to serve the Charity well. This is where the administration, finance and marketing functions operate from on a daily basis. Unfortunately due to COVID-19, and in line with government guidelines we had to close Cayley House to the staff in March, however we were able to ensure that all those staff were able to work from home during this period. We would like to record our sincere thanks to all the office based teams for their continued hard work, dedication and flexibility during this unprecedented time.

In the last twelve months, our partnership with the Yorkshire Ambulance Service NHS Trust (YAS) has seen some key changes in the personnel we deal with. Alan Baranowski, former 'Head of Special Operations', has taken on a new role with YAS – we wish Alan the very best in his new position. Taking over the role is John Holden MBE, under the new title of 'Head of Emergency Preparedness, Resilience, Response & Special Operations'. We are delighted to welcome John

YAA Fact:



We flew **198** missions using night vision (NVIS) technology



to the team and look forward to working with him in the future. In addition, we were delighted to welcome four new seconded HEMS air crew paramedics to the team to replace those whose secondments had come to an end.

We also continue to meet on a monthly basis with YAS at our Safety Action Group meetings and Operational Board meetings. The primary focus of these is safety, patient care and future enhancements to the service we operate, and provide great value to both the Charity and YAS.

Financial Review

Income for the year to 31 March 2020 totalled £8,305,879 (2019 - £8,111,677). The principal sources of funding of the Charity are donations from the general public, legacies, grants received, becoming the Charity of the Year for companies, groups and Mayors, the Yorkshire Air Ambulance weekly lottery, and corporate donations and support in kind.

After fundraising and publicity costs, the net funds raised for charitable expenditure for the year to 31 March 2020 totalled £6,542,154 (2019 - £6,604,374). Charitable expenditure for the year totalled £3,284,484 (2019 - £3,094,463). This expenditure allowed the YAA helicopter service to be available 365 days of the year apart from maintenance requirements.

The net consolidated assets of the YAA Charity have increased by 7.0% and now stand at £31.3M. With prudent management and close budgetary control, we have managed to control

our administration and fundraising expenditure at 21.2% of income - leaving 78.8p in every £1 donated to be used for charitable activities or building reserves.

Copies of our Audited accounts and our AGM report are available from our HQ at Cayley House, Elland [01422 237900] – they are available both electronically and in hard copy formats [www.yaa.org.uk].

Going concern

The impact of Covid-19 has caused a material reduction in the Charity's income in the first few months of the year ending 31 March 2021. Despite this adversity, the group has sufficient liquidity in the form of both cash resources and realisable investments to maintain operations for the foreseeable future. The group has reported cash inflows over a number of years and these have been used to fund the replacement of the helicopters. Now that the charity is operating two new state of the art helicopters, the Trustees continue to plan for the future and are prudently setting aside funds to further develop the airbases to ensure that the most efficient and effective service possible is provided to the people of Yorkshire whilst maintaining reserves for the ongoing operation and planning for the next generation of helicopters. Thus, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Reserves Policy

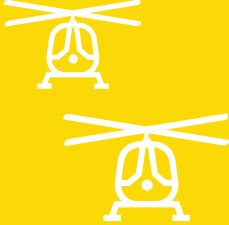
The Trustees aspire to maintain a free cash balance which would be sufficient to sustain operations without any further funding for a period of 24 months. The free cash balance is the bank and investments balance net of restricted funds and the designated helicopter replacement and property improvement funds and net of current creditors/current debtors.

At 31 March 2020, the free cash balance amounted to £7,145,875 (2019 – £5,970,381). This represents just over 20 months operating costs at the approximate running cost of £12,000 per day. The Trustees continue to plan for the future and are prudently setting aside designated funds to further develop the airbases to ensure that the most efficient and effective service possible is provided to the people of Yorkshire, in addition to beginning to plan for the next generation of helicopters which may be required in around ten years' time a proportion of the free cash balance is invested in a portfolio of investments managed by Brewin Dolphin and Redmayne Bentley. As at 31 March 2020, the value of investments stood at £14,805,986 (2019 - £8,042,865).

Investment Powers and Policy

The Trustees look to maintain an appropriate level of liquidity in cash balances for the operating requirements of the Charity. These balances are held within interest bearing accounts.

YAA Fact:



We dispatched **1,047** times from our Nostell ASU & **476** times from our Topcliffe ASU



Funds in excess of those required for the Charity's short-term operating requirements are invested between longer term fixed interest bonds and a portfolio of investments managed, on our behalf, by Brewin Dolphin. In addition, Redmayne Bentley manages a share gift scheme on behalf of the charity and manages the portfolio of investment arising from these donations.

Risk Review

Following the annual review of risks and uncertainties, the principal risks that the Charity and its subsidiaries face are:

Aircraft on Ground (AOG) – we constantly evaluate the risk of our helicopters being grounded due to incidents occurring with the aircraft type or where maintenance is required on our own aircraft. Our decision to move to a newer aircraft type (H145), built and supported by Airbus, was taken in part to reduce this risk. In addition, during the year we have continued to operate a Service by the Hour (SBH) contract for the maintenance of the aircraft engines. This contract enables us to have quick access to spare engines and parts ensuring that the helicopters are back up and running, flying life-saving missions, in the quickest time possible following either scheduled or unscheduled maintenance.

Airbase not Operational – should one of our airbases not be operational, both of our helicopters could still be dispatched using the

duplicate airdesk facility (i.e. we have an airdesk at both bases) and in the short term we would temporarily operate both aircraft from the other base. Should the airbase not be operational in the longer term, we would look to operate one aircraft from another airbase in the region.

Damaged Reputation – YAA relies solely on the generosity of the people of Yorkshire and beyond to fund our operation and therefore how they perceive our service is critical to our continued success. Our fundraising strategy is to educate people about our Charity and how money would be spent. We do not cold call, mail shot, door knock, chug or exchange donor details. In addition, with the backdrop of social media which can provide information in seconds across the region, we have a PR and Social Media Policy and key staff members are media trained. We have an Emergency Response Plan which is regularly tested to ensure that an incident of any nature is dealt with in the most appropriate way.

Significant expenditure in foreign currencies – this risk, which relates to certain costs related to the helicopters, is regularly monitored and managed by entering into forward exchange contracts.

Staff remuneration

The Trustees have formed a remuneration sub-committee which considers the appropriateness of the levels of remuneration of all of the Charity's employees including the Senior Management

Team. This sub-committee takes into account the competitiveness of the entire remuneration package, including bonus arrangements and compares them to industry and specialist benchmarks to ensure that the charity is able to retain and attract a suitably skilled team to deliver the charity's objectives.

Volunteers

In accordance with the Charities SORP (FRS102), the exemption has been taken not to recognise the value of donated assets or volunteer time as it is impractical to value.

Volunteers perform a variety of functions including acting as ambassadors for the charity, attending fundraising events, making presentations and assisting with administrative tasks.

YAA Fact:



We have over **200** volunteers



Structure, Governance and Management

Reference and administrative details

Charity number: 1084305

Company number: 4053524

Directors

The Directors who served the company during the year and since the year end were as follows:

Peter Sunderland MBE, DL

Brian Chapman

James Eastwood

Mike Harrop (appointed 28 May 2019)

Kevin Hynes

Vivian Lewis

Richard Marsh (appointed 28 January 2020)

Sandra Marson (resigned 2 April 2019)

Sarah Moore (resigned 30 June 2020)

Dr Judith Parker

John Samuel

Amarjit Singh

Dr Peter Smith (resigned 31 October 2019)

The directors guarantee to contribute an amount not exceeding £10 each to the assets of the charitable company in the event of winding up.

Governing Document

The Charity is a charitable company limited by guarantee and was incorporated on 16 August 2000 in England. It is governed by a Memorandum and Articles of Association which were last amended and ratified by the Trustees on 24 February 2009.

Organisational Structure

The company's day to day activities are the responsibility of its Board of Directors which meets regularly throughout the year. A Senior Management Team (SMT) is appointed by the Directors to manage the day to day operations of the Charity. The Senior Management Team comprises: -

Neale Jacobs – Director of Operations

Andrew Lister – Director of Aviation (resigned June 2019)

Steve Waudby – Director of Aviation (appointed June 2019)

Ursula Brearley – Director of Finance (resigned March 2020)

Heather Goodwill – Director of Finance (appointed May 2020)

Abby Barmby – Director of Marketing and Communications

Helen Callear – Director of Fundraising North and East

Kerry Dwyer – Director of Fundraising West and South

To facilitate effective operations, the SMT has authority, within terms of delegation approved by the Trustees, for operational matters including fundraising, operations, finance and employment. Strategic decisions are recommended by the SMT for final approval by the Board. As a result, the Board of Trustees is the key management personnel of the Charity.

Related parties

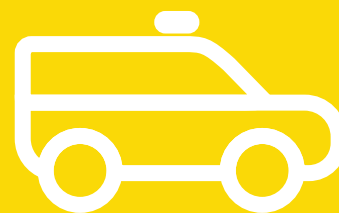
The company has two wholly-owned subsidiaries, Yorkshire Air Ambulance (Trading) Limited and Yorkshire Air Ambulance Services Limited. Yorkshire Air Ambulance (Trading) Limited undertakes non-charitable trading activities in order to raise funds for the Charity by operating our lottery. Yorkshire Air Ambulance Services Limited was dormant during the year.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities. The objects and principal activities of the Charity are the relief of sickness and injury and the protection of human life by the support or provision of an air ambulance service in the former administrative county of Yorkshire and surrounding areas.

A description of the achievements and performance of the Charity during the year is shown in the Strategic Report.

YAA Fact:



Our Rapid Response Vehicles (RRVs) attended **141** missions

Appointment of Directors

Additional Directors may be appointed by the Board at any time, but such appointments are subject to ratification by the members in a general meeting. The membership of the company consists of the subscribers to its Memorandum of Association and other individuals or organisations admitted to membership at the discretion of the Board.

Trustees are recruited either by recommendation or by advertising in the appropriate press or journals to maintain a balance of skills and experience for the governance and strategic development of the Charity.

After a prospective Trustee has attended a number of Trustee meetings a resolution to appoint them as a Trustee will be proposed.

Director Induction and Training

New Trustees undergo an induction programme which includes:

- An orientation day where they meet with key members of staff and Trustees
- Reference to Charity Commission and Company Law guidance on their legal obligations and public benefit
- An information pack containing Memorandum and Articles of Association, Board minutes, strategic plans, budgets and risk register



Risk Management

The Trustees have a risk management strategy which comprises:

- An annual review of the principal risks and uncertainties that the Charity and its subsidiaries face
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise

The key risks and uncertainties are detailed in the Strategic Report.

Disclosure of Information to Auditor

In so far as the Trustees are aware at the time of approving our Trustees' Annual Report:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

Auditor

Following the completion of the audit for the year ended 31 March 2019, KPMG LLP indicated their intention to resign as auditor. The Directors implemented a thorough evaluation process, and decided to appoint BHP LLP as auditor. Pursuant to Section 487 of the Companies Act 2006, the Auditor will be deemed to be reappointed and

BHP LLP will therefore continue in office.

Signed on behalf of the Directors by:

Peter Sunderland MBE, DL

Chairman

Date: 28-Aug-2020

Statement of responsibilities of the Trustees of Yorkshire Air Ambulance Limited in respect of the Trustees' annual report and the financial statements

The trustees (who are also directors of Yorkshire Air Ambulance Limited for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP 2019 (FRS 102)
- Make judgements and estimates that are reasonable and prudent

- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditor's Statement



Independent auditor's report to the members and trustees of Yorkshire Air Ambulance Limited

Opinion

We have audited the financial statements of Yorkshire Air Ambulance Limited (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Cashflow Statement and related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2020, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Have been prepared in accordance with the

requirements of the Companies Act 2006 and the Charities Act 2011

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve

months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the strategic report and trustees' report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or

- The parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of directors' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 17 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

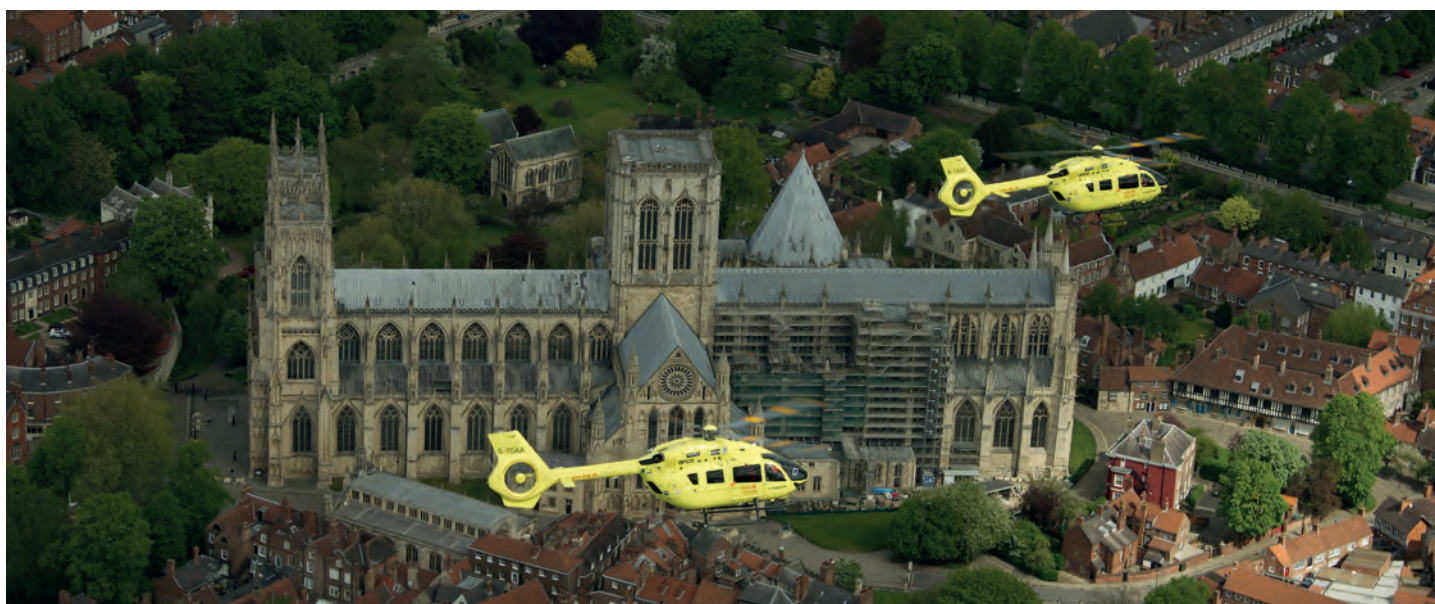
Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with these Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.



Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act, and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Lesley Kendrew (Senior Statutory Auditor)

For and on behalf of BHP LLP, Statutory Auditor

New Chartford House
Centurion Way
Cleckheaton
Bradford
West Yorkshire
BD19 3QB

Date: 28-Aug-2020

BHP LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.





Financial Results

STATEMENT OF FINANCIAL ACTIVITIES

	2019/2020 £000's	2018/2019 £000's
Income	8,306	8,112
Expenditure		
Cost of Generating Funds	1,764	1,507
Operational Costs	3,284	3,095
	5,048	4,602
Investment gains/losses and taxation	(1,205)	275
Increase in reserves	2,053	3,785
Total Reserves b/fwd	29,223	25,438
Total Reserves c/fwd	31,276	29,223



CASHFLOW STATEMENT

Cash flows from operating activities

Net cash provided by operating activities

4,007

3,857

Cash flows from investing activities

Dividends, interest and rents from investments

7

40

Purchase of property, plant and equipment

(213)

(148)

Purchase of investments

(7,699)

(4,980)

Net cash used in investing activities

(7,905)

(5,088)

Change in cash and cash equivalents in the reporting period

(3,898)

(1,231)

Cash and cash equivalent at 1 April

7,132

8,363

Cash and cash equivalents at 31 March

3,235

7,132



BALANCE SHEET

	2019/2020 £000's	2018/2019 £000's
Fixed Assets		
Tangible Assets	12,531	13,166
Investments	14,806	8,043
	27,337	21,209
Current Assets		
Debtors and Stock	1,244	1,427
Bank Balances & Investments	3,235	7,132
	4,479	8,559
Current Liabilities		
Creditors	(540)	(545)
Net Current Assets	3,939	8,014
Net Assets	31,276	29,223
Represented By		
Restricted Funds	107	54
Designated Funds	11,492	10,033
Unrestricted Funds	19,677	19,136
	31,276	29,223



Roll of Honour 2019

YAA Fact:



We responded to
31 incidents where we
dispatched both YAA aircraft
to the scene



These people and their organisations were recognised for the continued support and fundraising efforts at the 2019 Annual Recognition Awards Evening:

Volunteers of the Year:

Margaret Potter – North
Trish Arundel - South
Geoff & Amanda Cook - East
Brian & Maureen Amos – West

Individuals & Local Supporters:

Paul Franklin
Yorkshire Agricultural Society
Boon Hill Show
Caroline Shepherd
Aire Valley UK
Laurie Peterson – The Waggon & Horses

Community Groups:

Rotary Club of Harrogate Brigantes
Gawber Darts League
Scarborough Honda Goldwings Light Parade
Brodstock Music Festival Committee

Corporate Supporters:

Leyburn Auction Mart
Meadowhall Shopping Centre
Streets Chartered Accountants
UK Asset Resolution
TOG24
A.D.D Express

Trusts Award:

West Riding Masonic Charity

Patient Fundraising Ambassador:

Stephen Croft & Barnsley Football Club
Michelle Raine

Outstanding Partnership:

Doncaster Racecourse

Special Recognition Award:

Dr Peter Smith

Chairman's Award:

The Hoyle Family
(Huddersfield Town Football Club)

£10K Donors



The following donors have all very kindly donated over £10,000 in this last year, for which we are truly grateful.

Grants & Trust Organisations:

Sovereign Health Care Charitable Trust
The Jack Brunton Charitable Trust
Help for Health
Henry Surtees Foundation
Groundwork UK / Tesco Bags of Help
The Mark Benevolent Fund
The Morrisons Foundation

Partnerships & Sponsorships:

ARCO Ltd
B. Braun Medical Ltd
The BIU Group
Huddersfield Town Football Club
Skopes
Yorkshire Farmhouse Eggs Ltd

Others:

Scarborough Market Hall & Vaults Shops
Benidorm Bangers
The New Community Shop, Market Weighton
Point to Point, Sheriff Hutton
Doncaster Racecourse
The Nunnington Bash
Old Brodleians RUFC – Brodstock Music Festival
Priory Rose Vintage Group
l'Ansons Quality Feeds
Knaresborough Young Farmers
Cooplands Bakers
Scarborough Honda Goldwings Light Parade
Mr & Mrs S Horner
Meadowhall Shopping Centre
Quilter Cheviot
Andy Sellars - Barclays Golf Day
Mr & Mrs A Grenfell
Oddfellows Arms
Mr M Hart
Mrs E Simpson
Sky Betting & Gaming
Mrs M Hildreth

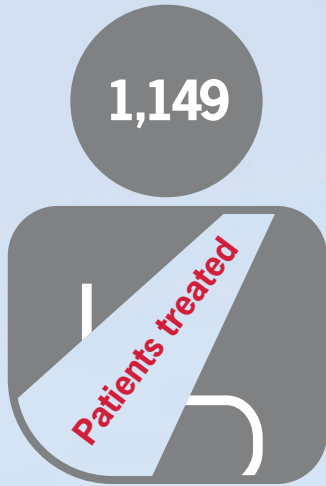
The Bush Beaters Ball
The Hidden Market
Skirlington Leisure Park
Yorkshire Charity Clay Days
Yorkshire Countrywomens Association
Mr R Westmoreland with family and friends
Rosemont Pharmaceuticals Ltd
SICL

Thank you also to our generous donors who wish to remain anonymous, those who have donated in memory of a loved one, and to those who have left us a lasting Gift in their Will.

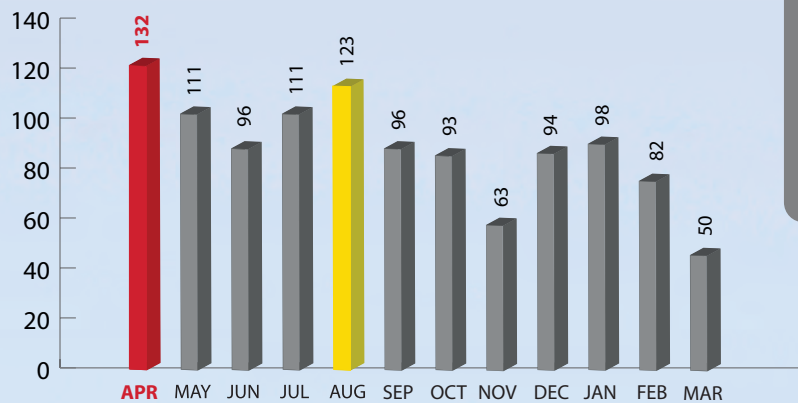
Operational Statistics

Statistics collated between 1st April 2019 and 31st March 2020

KEY
■ Highest occurring
■ Second highest

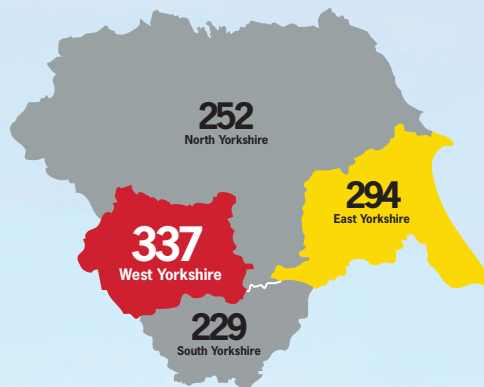
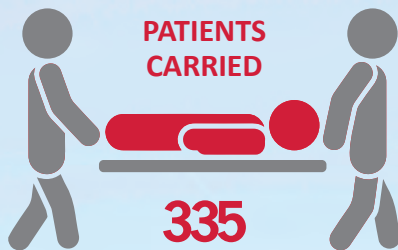


MONTHLY OVERVIEW



Was our busiest month

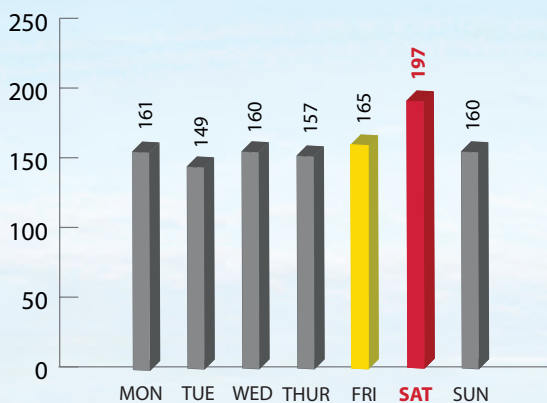
REGIONAL OVERVIEW



West Yorkshire was our most attended region

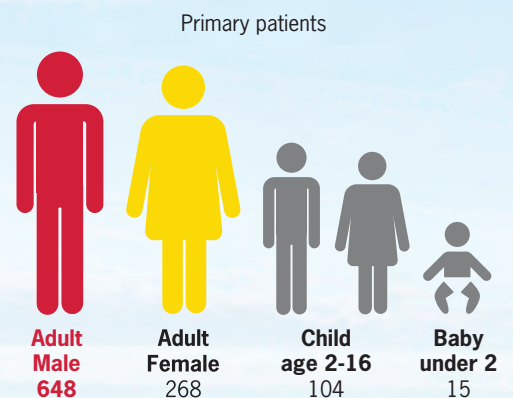
We attended 37 incidents outside of the Yorkshire region

DAYS OF THE WEEK



Was our busiest day of the week

PATIENT PROFILE



Secondary patients 114



**We were first on scene
245 times**

HOSPITALS ATTENDED

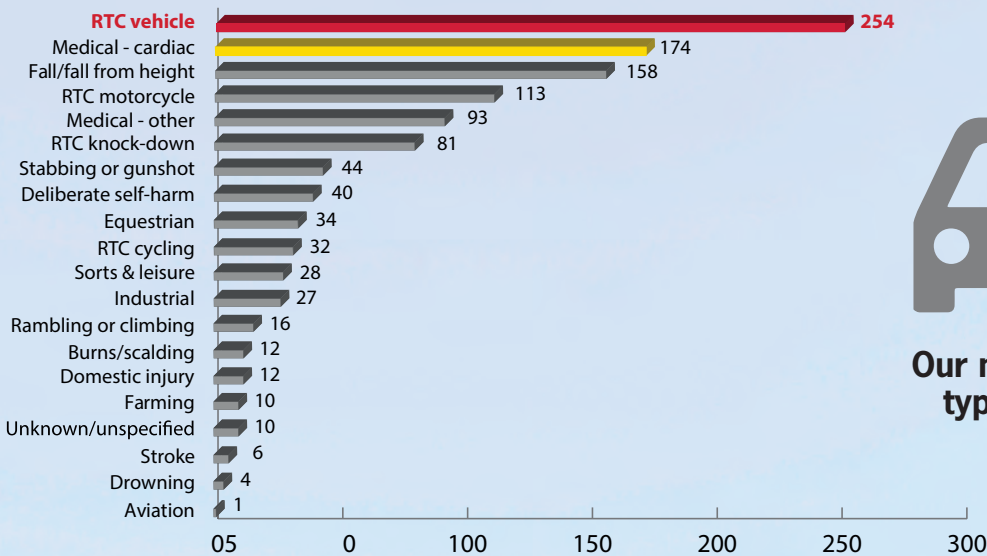
Leeds General Infirmary	132
James Cook	87
Northern General	38
Hull Royal Infirmary	22
Preston	16
Castle Hill	7
Unspecified	7
Sheffield Children's	6
York	5



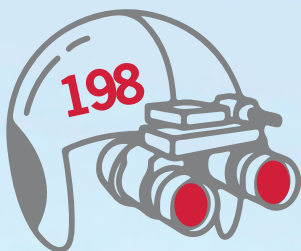
Blackpool	3
Airedale	2
Blackburn	2
Harrogate	2
Scarborough	2
Doncaster	1
Lancaster	1
Newcastle	1
Pinderfields	1

**Leeds General Infirmary was
our most attended hospital**

INCIDENTS ATTENDED



**Our most attended incident
type was vehicle traffic
collision**



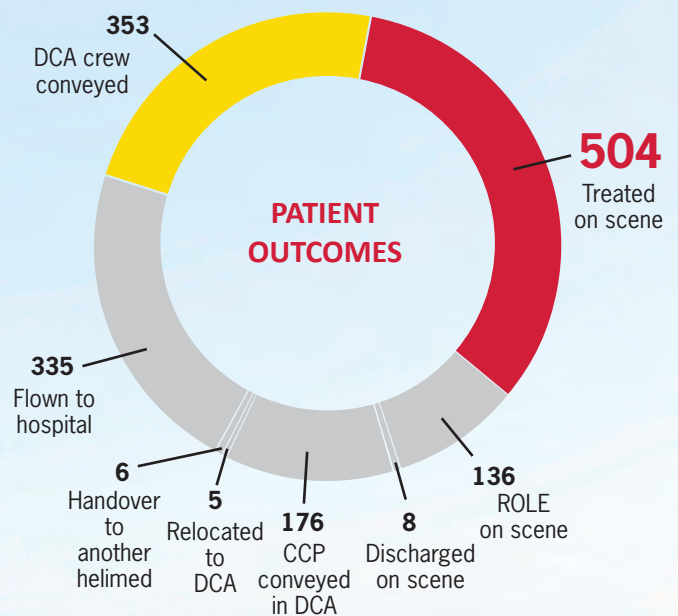
**198 missions
were flown using
night vision (NVIS)**

**Our busiest month
for NVIS was December**



**45% of patients required
a complex surgical
procedure at scene**

**17% of patients
required high grade
specialist analgesia
at scene**



COVID-19: Our Response.

In March 2020 the news broke that COVID-19 had been declared a global pandemic and we, like many charities across the UK, had difficult decisions to make to help safeguard our staff, crew and the people across Yorkshire. In our 20 years of operation, we had never encountered a situation like it.

Due to the intensifying situation surrounding the pandemic, our Charity had had to make many changes to safeguard our staff, crew and the people of Yorkshire. At the beginning of April, the difficult decision was made to temporarily redeploy all our Critical Care Team to their frontline duties to help against COVID-19. Doctors returned to their respective hospitals to support their Trusts, and our Critical Care Paramedics were required to support the training and operational requirements of the Nightingale Hospital in Harrogate. After three weeks however, we were delighted to welcome them back to the Charity to re-commence operational duties.

At the same time, to protect our office staff and visitors, a decision was made to close our Charity headquarters, Cayley House in Elland. Our staff were all relocated to work from home, to ensure they kept themselves and their families safe, and we took the opportunity to remain highly active behind the scenes, allowing them to plan for the future and ensuring the day to day running of the Charity. Some of our fundraising teams also volunteered with local community groups, supporting the elderly and vulnerable with food and grocery deliveries, as well as supporting several of our own volunteers, many of whom had to isolate themselves.

Following the Government guidelines to minimise the spread of COVID-19, we also took action by working with local event organisers to postpone, re-arrange or cancel any of our upcoming events, cheque presentations and talks, until restrictions began to lift and we could

safely organise them in a socially distanced manner. At the time these were obviously very upsetting steps for us to take knowing how much time and effort goes into these wonderful events by their organisers, however it was so important that we all did our part to support lockdown and social distancing at that critical time.

As restrictions have been lifted by the Government, we have been closely following their guidelines and advice, and eased ourselves back into our community engagement projects slowly and safely. The hardest thing you can ever ask a Fundraiser to do is to stay at home and stop going out and about – it is just not in their nature! However, we are proud of our whole team for their resilience during this unprecedented time, and the way in which they all adapted and used the opportunity to plan, develop and look to the future.

2020 wasn't the year we planned, however we are making the most of what we can do and adapting to things that are more restrictive than they used to be.

We cannot predict at this stage what 2021 will bring, however we do know that we will face it with our usual enthusiasm, dedication and appreciation of the people of Yorkshire and our generous donors.







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