



2024 Annual Report



A registered charity in England and Wales (No. 1008872)



/BASICSDevon



@basics.devon



@BASICSdevon

A Review of 2024...

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A LETTER FROM THE CHAIRMAN



Rob Horton QAM

It is with great pride that I present the Chairman's Report for 2024. This year has been a testament to the resilience, dedication, and professionalism of our membership including, volunteer doctors, trustees, and supporters. Against a backdrop of ongoing pressures for charities, the NHS and increasing demand for pre-hospital care, our team has once again risen to the challenge of running the charity and to deliver immediate care when and where they are most needed.

OPERATIONAL IMPACT

In 2024, our responders attended over 373 emergency callouts across Devon, many of which involved life-threatening incidents in rural or hard-to-reach areas. Our clinicians continue to provide advanced interventions at the scene, often arriving before the ambulance service, offering the highest level of care to patients in their hour of greatest need.

TRAINING AND DEVELOPMENT

We remain committed to investing in the skills of our volunteers. In 2024, we hosted 8 specialist training days covering advanced trauma care, paediatric emergencies, and clinical case reviews. These sessions not only hone

clinical skills but also foster the strong team spirit that underpins our organisation.

FUNDRAISING AND FINANCIAL RESILIENCE

None of our work would be possible without the generosity of our supporters and the commitment of our fundraising team. Thanks to grants, individual donors, and community fundraising events, we raised £60,903.00, allowing us to fund vital equipment upgrades, responder vehicle maintenance, and cover training costs. We are especially grateful to BASICS HQ, the HELP Appeal, and the Holsworthy League of Friends whose support this year has been instrumental in sustaining our frontline capabilities.

LOOKING AHEAD

As we look to 2025 & 26, we remain focused on expanding our team, enhancing responder welfare, and increasing public awareness of our role within Devon's emergency response framework. We are exploring new technologies, enhancing our responder coverage, embracing different clinical grades, supporting communities with basic life support skills and defibrillator access.

FINAL THANKS

I would like to extend my deepest thanks to all our responders, trustees, staff, and volunteers who make BASICS Devon the extraordinary organisation it is. Your unwavering commitment to saving lives, often in the most difficult of circumstances is truly inspiring. To our supporters and community partners, thank you for standing with us. Together, we continue to make a difference.

With gratitude and hope for the year ahead,

Rob Horton

Chairman, BASICS Devon

ABOUT US

OUR VISION

BASICS Devon strives to be the county's leading volunteer pre-hospital immediate care charity, improve patient outcomes, relieve suffering and save lives.

OUR MISSION

Through a networked team of volunteers, we will improve patient outcomes and save lives through the delivery of emergency care and education across Devon and surrounding areas.

Our key priorities will be:

- To respond to medical & trauma emergencies
- To provide education to our volunteers and to our communities
- To generate funds to achieve our vision.

OUR VALUES



Positive and respectful
volunteering experience



High quality and timely
effective medical care in
the community



Unbureaucratic



Be ambitious, remain realistic to enable
safe and effective decision making



Collaborative and positive working
relationships both internally and
externally



SUZANNE'S STORY

Suzanne Reeve a teacher from Hooe in Plymstock, fell badly whilst walking her two dogs.

Suzanne has two beautiful Alsatis and regularly strolls in her local woodland. On this day Suzanne did not have her mobile phone and was unable to get herself up.

"I thought I had only broken my arm, but when I went to push myself up, I then realised I had broken every single bone in my ankle."

Suzanne was unable to move. She had broken her arm and her ankle was at 140 degrees facing her with a splintered bone. Adrenaline took hold and Suzanne put a splint on her own ankle using her shoelace and some sticks.

Meanwhile, BASICS Devon volunteer immediate care Dr Anthony Golding-Cook a Plymouth area responder saw the case on the Ambulance system after work and decided to attend the incident. Tony arrived first on the scene. He eventually found Suzanne in the woods, a difficult location, being pulled along by her husband in a beach trolley, but stuck due to rough terrain.

Tony treated Suzanne at the scene, assessing her injuries and was able to administer vital specialist pain relief. Tony said "I was just amazed that Suzanne had done such a fantastic job at splinting her ankle, which must have been absolute agony."

Suzanne said "I was incredibly lucky because Tony came along and without Tony, I really don't think I would have been able to get through it. I have an awful lot of thanks to Tony for everything that he did."

IMPACT AND ACHIEVEMENTS

OUR 2024 STATISTICS



4,767

Miles travelled



373

Incidents attended



420

Patients treated



40%

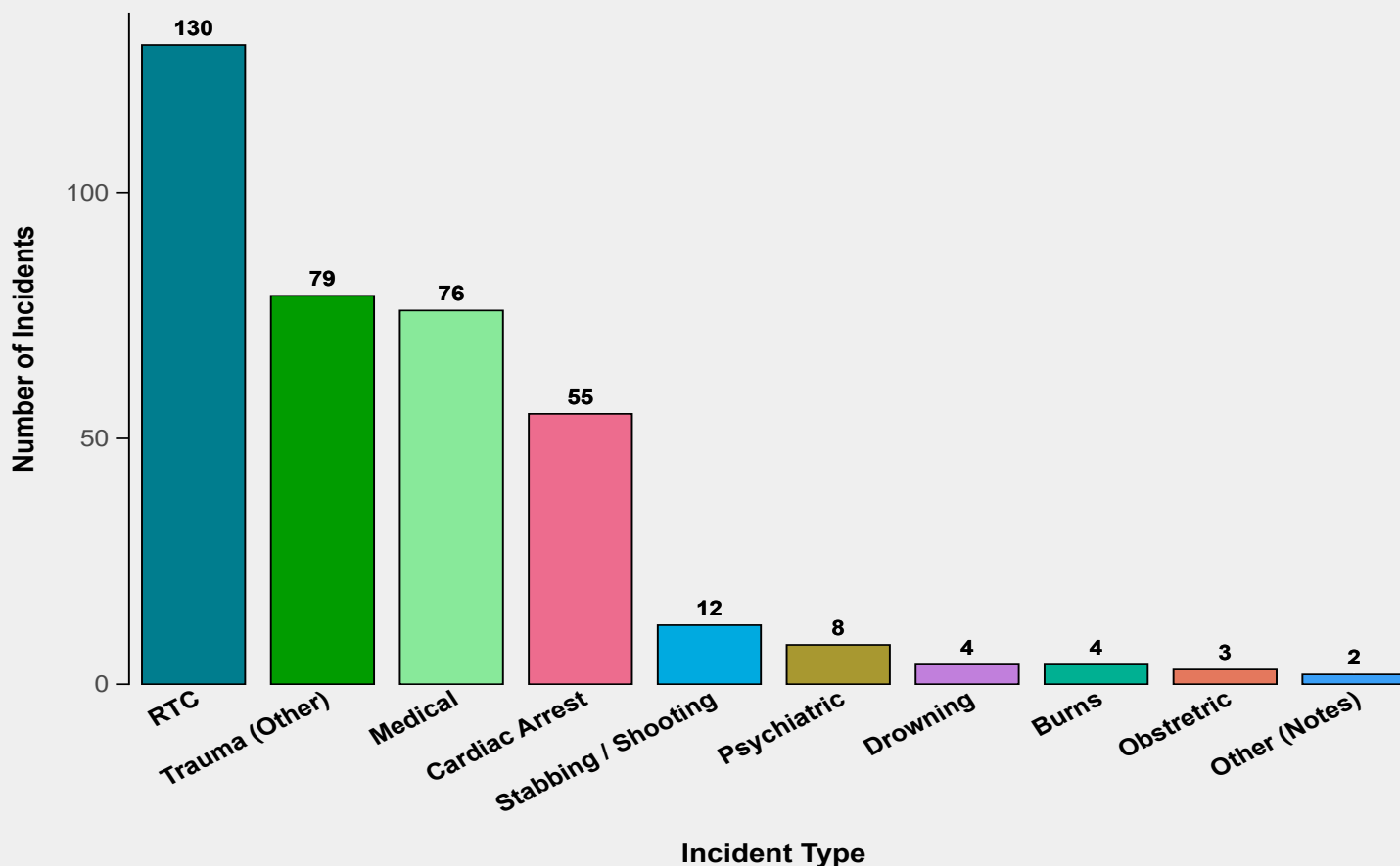
First clinician on scene



105

Evening or night time incidents

INCIDENTS ATTENDED INCLUDED...



IMPACT AND ACHIEVEMENTS

OUR 2024 STATISTICS



416+

Hours with Patients



4

New responders



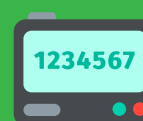
8

Training events



447+

Hours volunteered outside of patient activities



25,180+

Hours of on-call availability



IMPACT AND ACHIEVEMENTS

WELCOME TO OUR NEW RESPONDERS



Dr David Hutchins
Consultant in Anesthetics



Dr Fionna Lowe
Consultant in Emergency Medicine



Dr Tom Haigh
General Practitioner (Military)



Dr Ben Morris
General Practitioner

IMPACT AND ACHIEVEMENTS

KEY OPERATIONAL ACHIEVEMENTS



RESPONDERS

Over the past year, we are proud to have onboarded volunteer doctors David Hutchins, Fionna Lowe, Tom Haigh, and Ben Morris. Each of these responders is now based in key areas where our coverage has historically been intermittent and will provide vital support to patients within their local communities. David and Fionna joined us towards the beginning of the reporting year, while Ben and Tom came on board towards the end.

We are pleased to report that they are now actively responding within their communities. Between them, they attended 15 incidents by the end of 2024, and no doubt will attend many more in 2025.

We also have additional volunteer doctors currently at various stages of the onboarding process, and we are hopeful that in 2025, a further two doctors will become active BASICS responders. We are immensely grateful to all our volunteers who help us deliver on our charity's objectives and mission.

INTERESTED IN
RESPONDING WITH
US?



SCAN ME



COMMUNITY PUBLIC ACCESS DEFIBRILLATORS

Each year in the UK, around 30,000 people receive resuscitation attempts from the ambulance service, survival being approximately 8%. We are committed to improving these outcomes in our Devon communities. While ambulance triage correctly identifies these patients as critically unwell, response times in Devon remain among the worst in the country.

In cardiac arrest, every minute without help reduces survival by around 10%. Early CPR can buy precious time until further help arrives, and early defibrillation—ideally within 3 to 5 minutes—can restart the heart and increase survival rates to as high as 70%.

Community Public Access Defibrillators (CPADs), placed at community landmarks and areas of interest, offer a safe and effective way for bystanders to provide early defibrillation. This immediate action can be life-saving while ambulance crews and BASICS responders are en route.

Using deprivation data and the national CPAD register, Conor, our Operations Manager, has mapped priority areas and developed a strategy. Amie, our Fundraising Manager, is now working to secure the funding needed, alongside working with All Saints Academy and Transforming Plymouth to reach the heart of our Devon communities. Our goal: install ten new CPADs by next year's AGM.

IMPACT AND ACHIEVEMENTS

MORE OPERATIONAL ACHIEVEMENTS



Enhanced Dashboard & Data Capture

We enhanced our Dashboard software to further increase our clinical governance, alongside supporting more data capture for incidents and training events.

We have implemented a feedback system for each educational event to help us learn and improve. Our external visitors can also get a CPD certificate.

Capturing Feedback from Education Events



Improved Medication Procurement Process

We've worked with the ambulance service to install a drugs safe in South and West Devon - alongside automating the process for medication procurement.

We've now added over 750 assets to our dedicated software. This helps us ensure we are compliant with servicing requirements, alongside being able to track where assets are across our team.

750+ Assets Tracked



Regular Meetings with the Ambulance Service

We've setup regular assurance meetings with colleagues from the ambulance service to highlight success and overcome barriers.

We've simplified our electric medical equipment servicing by linking in with manufacturers, suppliers and the ambulance service to understand the service requirements better.

Streamlined Electrical Medical Equipment Servicing



KEY FUNDRAISING ACHIEVEMENTS



FUNDING THE FUTURE

A combined total of £30,388.29 in funding from the British Association for Immediate Care, the HELP Appeal, and the Holsworthy League of Friends has significantly strengthened our emergency response capabilities and training provisions.

The £15,388.29 grant from the British Association for Immediate Care and HELP Appeal enabled the purchase of vital specialist equipment, high-quality training tools, and vital operational resources that benefit volunteers, medical students, and professionals alike—laying the groundwork for long-term development of our services and overall quality of care.

Meanwhile, the £15,000 donation from the Holsworthy League of Friends funded a life-saving Lucas Device and essential personal protective equipment (PPE) for use in Holsworthy and rural North Devon, where access to emergency services is often limited. This equipment enhances both patient care and responder safety, supporting our mission to deliver critical support in isolated areas.

These generous contributions not only improve operational readiness but also foster collaboration with other emergency service charities and reinforce our commitment to safeguarding communities.



LEGACY CAMPAIGN LAUNCH

The launch of the Legacy Campaign marked a major milestone in our ongoing efforts to build strategic awareness and ensure long-term sustainability. This initiative underscored the importance of legacy giving as a vital source of future income, helping to secure the continuity of our life-saving work across Devon.

By partnering with trusted legal firms during our inaugural Make a Will Week, we were able to raise the profile of legacy giving among our supporters and the wider public. This collaboration not only generated valuable exposure for the charity but also provided a meaningful service to the community, encouraging individuals to consider leaving a gift in their will to BASICS Devon.

The campaign reinforced our commitment to future planning, engaging supporters in conversations about the lasting impact of their contributions. As a result, it laid strong foundations for both increased public awareness and enhanced long-term financial resilience—ensuring we can continue to deliver critical pre-hospital emergency care when and where it's needed most.

**WANT TO LEARN
MORE AND MAKE A
WILL?**



MAKE A WILL

IMPACT AND ACHIEVEMENTS

MORE FUNDRAISING ACHIEVEMENTS



North Devon Lottery

We are excited to be joining the North Devon Community Lottery, which supports local causes through weekly draws and community engagement. Tickets cost £1 per week, with 60p going directly to charities.

Our charity collection cans, hosted by businesses across Devon, raised £374.58 this year – a growth of 640%. We now have an impressive 55 cans in the community.

Increase in Collection Can Activity



Strong Social Media Presence

Our social media accounts remain strong and are seeing consistent growth in reach. This helps us raise our charities profile, engage with a wider audience and support our life-saving mission.

We're proud to have been selected by several community groups as their Charity of the Year – raising funds for us, alongside raising awareness of the work our volunteers do.

Selected as Charity of the Year



Collaboration Within Our Communities

We have started work to engage with grass root organisations within our local Devon communities – these include All Saints Academy and Transforming Plymouth.

We received incredible support from individuals and community groups undertaking fundraising, alongside support from corporate partners to achieve our mission.

Community and Corporate Fundraising



FINANCIAL SUMMARY

*Accounts prepared and presented at BASICS Devon AGM 21/05/2025
by Glenda Cooper, treasurer*

Opening Balance				£208,846
Income	Unrestricted individual donations and grants	£11,485		
	Restricted grants and bids	£50,035		
	Interest	£1,730		
Total Income		£63,250		
Expenditure	Responder costs, education and equipment		£59,723	
	Scheme vehicle		£1,048	
	Charity admin		£2,481	
	Fundraising		£31,266	
Total Expenditure			£94,518	
Amount Held in Current Account				£20,728
Amount Held in Reserve Account				£156,850
Closing Balance				£177,578

FUNDRAISING REPORT

A THANK YOU TO OUR SUPPORTERS

This year, we saw success in securing funding from Trust and Foundation applications, as well as Local Community Funds. Thanks to these contributions, we have been able to enhance training, invest in life-saving equipment, and support our dedicated volunteers.

LEAGUE OF FRIENDS OF NEWTON ABBOT HOSPITAL generously donated **£3,224** for a **Difficult Airway Simulator**, a vital training tool that aligns with Difficult Airway Society Guidelines. This compact, multi-functional device has been actively used in all our training sessions, enhancing our volunteers' life-saving skills.

BIDEFORD BRIDGE TRUST awarded a **£6,000 grant** to support **training, education, and operational costs** for our North Devon Responders, ensuring they remain well-equipped to serve their community.

CO-OP LOCAL COMMUNITY FUND raised **£3,437.06** through support from Elburton, Newton Ferrers stores and Plymstock Funeral Care. This initiative not only provided financial assistance but also raised awareness through promotional store visits, directly benefiting community training and education.

TESCO BLUE TOKEN GIVING helped raise **£3,000** across stores in Plympton and Kingsbridge, contributing to vital **volunteer responder support costs**.

HOLSWORTHY LEAGUE OF FRIENDS made an extraordinary **£15,000** donation for a **Lucas Device**, significantly enhancing emergency response in Holsworthy and North Devon. The funding also provided essential **Personal Protective Equipment (PPE)** for our volunteers.

NORTH DEVON COUNCIL contributed **£250** to support **education and training** for our North Devon Responders.

BRITISH ASSOCIATION FOR IMMEDIATE CARE and **THE HELP APPEAL** provided an incredible **£15,388.29** to invest in **specialist equipment, advanced training tools, and essential resources** to support our volunteers, medical students, and professionals in the community.

DEVON COMMUNITY FOUNDATION awarded a **£5,000 grant** to enhance **training and education**, including investment in **realistic training kits** such as diverse family mannequin sets. These resources help volunteers teach **basic life support skills** across schools, businesses, clubs, and public events.



FUNDRAISING PACK



MAKE A DONATION



MAKE A WILL

"Airway management training from an anaesthetist and an Emergency Medical consultant with great manikins was invaluable. Group discussions supportive and useful learning to assist mental modelling. Overall event was relaxed, rewarding and completely relevant to the clinical care we are called to provide."

A THANK YOU TO OUR SUPPORTERS

Over the past year, we've been fortunate to receive incredible support from our community, helping us raise both awareness and vital funds, we celebrate all of their achievements.

We successfully collaborated with **SLEE BLACKWELL** and **KWIL** to launch our Legacy Campaign. It was a great milestone and we look to make an annual Make a Will week.

For the second year running, we were chosen as Charity of the Year by **DARTMOOR BORDER MORRIS**, then for the last year **SIR JOSHUA REYNOLDS WOMEN'S INSTITUTE**, and the **UNIVERSITY OF PLYMOUTH PARAMEDICS SOCIETY**.

DEVONPORT HIGH SCHOOL FOR GIRLS made a generous donation, with all funds raised by their students.

DR SIMON SCOTT-HAYWARD, long serving volunteer responder and Trustee completed an **epic challenge of the Scotland Coast to Coast Run Bike Kayak 101 miles**, raising £1,070 plus gift aid.

ABIGAIL COOPER, the daughter of our dedicated volunteer Glenda Heaton Cooper completed the **Great Birmingham Run, a Half Marathon**, raising crucial funds of £589, plus gift aid for our team, truly inspiring.

We once again took part in **THE BIG GIVE CHRISTMAS CHALLENGE**, raising £582.50,

which was matched by the generous **OKEHAMPTON ROTARY**. This initiative not only boosted our fundraising efforts but also increased our online presence.

Longtime supporter **RACHEL SCHILLER** organised her annual **Christmas Fair**, raising vital funds and awareness in North Devon.

A charity football match was organised by **PAUL EDWARDS** of Edwards Diving Services, held in memory of **IAIN COOPER**. With its great success, the event is expected to become an annual tradition to remember Iain.

HALWILL MARKET contributed with two generous donations this year.

SAMATHA POOLEY, mother of a patient, hosted a **Wine and Wisdom evening in Kilkhampton**, attended by two of our volunteers.

Our **CHARITY COLLECTION CANS** continue to make an impact, with 55 cans now placed across the county. These are monitored regularly, and we aim to recruit local ambassadors to support this initiative.

Throughout the year, we engaged with the public through promotional stands and education and training in the community, including at:

- International Women's Day
- Two visits to Derriford Hospital
- Holsworthy Cubs
- Exe Valley Rotary Club
- Newton Abbot League of Friends
- Mothers Union Talk Wembury
- Coop Elburton
- Plymouth Garden Centre

VOLUNTEER SPOTLIGHT

DR TOM PAVELLE'S JOURNEY



Dr Tom Pavelle
BASICS Volunteer

Dr Tom Pavelle joined BASICS Devon as a volunteer whilst completing his GP training programme. In the near future, he hopes to be responding for BASICS Devon.

'I'm keen to get involved with training and education, with a particular interest in health inequalities, as I currently work in a GP surgery that has a large population of people in multiple deprivation and I also have an additional stream of education through my GP training called health equity focus training, which teaches me more about health inequalities and how I can

incorporate that into my medical practise.

"I believe that pre hospital care is affected by health inequalities and I think it is down to the people working within it to have an increased awareness of health inequalities and how that can impact the spread of work within the emergency sector, things such as stop the bleed training, AED/CPR, naloxone training have an integral part to this.

"I am interested in helping BASICS Devon to deliver similar training to school's community groups anyone who is interested, a way to use my current skills and interests with the charity to benefit the local community, especially where I work in inner city Plymouth.

"I look forward opportunities BASICS Devon will help with and I'm keen to support them further."

FUTURE GOALS & PLANS



FUNDRAISING PLAN

We will deliver a comprehensive fundraising plan aligned with the charity's strategic goals and ambitions, ensuring financial sustainability and growth. This annual plan will outline a targeted fundraising programme to meet projected financial requirements in advance, supporting both core and future initiatives.

Key funding initiatives will focus on:

- Securing funds for the acquisition and replacement of essential equipment
- Establishing unrestricted sustainability funds to support and retain our valued volunteers
- Investing in infrastructure and development, including office, storage, and training space
- Enhancing marketing efforts to raise general awareness of the charity's mission and impact
- Expanding corporate and community fundraising activities, with dedicated support for the defibrillator programme to amplify our reach and effectiveness



FUNDRAISING VOLUNTEERS

We are working on creating and implementing a dedicated programme to support a growing network of fundraising volunteers, with the goal of recruiting 30 active fundraisers by 2027.

This will include establishing a clear recruitment plan and delivering a structured training programme to equip volunteers with the tools and confidence they need. Ongoing efforts will focus on continued recruitment, regular training updates, and sustained volunteer engagement.

Key initiatives include arranging quarterly coffee mornings to build community and strengthen relationships, exploring local organisations and opportunities to recruit volunteer ambassadors, designing a comprehensive welcome pack to support onboarding, and research utilising digital platforms to create a community forum for peer support and communication.



FURTHER RECRUITMENT

As we look to the future, one of our key operational priorities for 2025 is to expand our team of volunteer doctors by recruiting three additional Enhanced Care Responders. Our aim is not only to bring them onboard, but to have them fully operational and responding to emergencies by the time of our next Annual General Meeting.

This strategic growth will significantly increase our capacity to deliver immediate, life-saving interventions to those in emergent need. By increasing our 'on-the-ground' presence, we'll be able to reach more seriously injured patients across Devon with senior decision making and expertise —when every second counts. We're committed to our ongoing commitment to saving lives, easing suffering, and ensuring that expert emergency care is never out of reach.

We are confident that by 2026, no patient in Devon will be more than 30 minutes from a BASICS responder.



CCV PILOT LAUNCH

In addition to our core goal of recruiting three new Enhanced Care Responders in 2025, we are proud to be progressing a major strategic initiative from our five-year plan: broadening our clinical model to welcome additional healthcare professionals beyond our traditional doctor-led model.

We will be the first BASICS scheme in the South West to adapt our model, under the working title Community Clinical Volunteers. This innovative model will enable us to diversify the skills and backgrounds within our responder team—enhancing both our operational flexibility and the depth of care we can offer. By embracing a wider range of clinical experience, we are laying the groundwork for sustained, scalable growth that meets the evolving needs of pre-hospital emergency care across the South West.

In partnership with the South Western Ambulance Service NHS Foundation Trust, we will develop and deliver a pilot that is safe, effective, and mutually beneficial—for our charity, for the ambulance service, and most importantly, for the people of Devon.

A photograph of an emergency scene on a road. In the background, a fire truck and an ambulance are parked. A police car with blue and yellow markings is in the middle ground. A person in a high-visibility vest is walking towards the left. The scene is set on a road with trees in the background under a cloudy sky.

**THANK YOU TO ALL
OUR VOLUNTEERS AND
SUPPORTERS WHO
HELP US DELIVER OUR
MISSION.**





BASICS Devon Annual Accounts 2024 - 2025

Volunteer emergency doctors

www.basics-devon.org.uk



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by Glenda Cooper, treasurer

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Amount held in Current account				£ 20,728
Amount held in Reserve account				£ 156,850
Closing Balance				£ 177,578

From: Clive Heaton heaton.mcso@ntlworld.com
Subject: Independent Examiners Report to the trustees of Basics Devon
Date: 26 January 2026 at 16:57
To: Glenda Cooper glenda.cooper@basics-devon.org.uk

CH

Hi Glenda please find my report below

I report to the trustees on my examination of the accounts of BASICS DEVON (The Trust) for the year ended 31/3/25
Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with with the requirements of the Charities Act 2011 (The Act)

I report in respect of my examination of the Trusts accounts carried out under Section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the charity commission under Section 145 (5)(b) of the Act
Independent Examiners Statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving no cause to believe that in any material respect.

1 Accounting records were not kept in respect of the Trust as required by Section 130 of the Act or,

2 the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report to enable proper understanding of the accounts to be reached

I offer myself for auditor to the Trust for the year ended 31/3/26 subject to board approval.

Signed. C Heaton.

Dated 26/1/25

Clive Heaton

H M Inspector of Taxes (Retired)

8 Malvern Close

High Crompton Shaw

Oldham

OL2 7RE

Sent from my iPad