



# IMPACT REPORT 2024





# Foreward

**Jane Harwood, Chair of the Board**

**Martin Tilbury MBE, CEO**

This year has been a strong year of growth and development which has seen StreetDoctors outperform previous years and train over 13,500 young people in the physical and psychological consequences of violence. This has been supported by exciting new partnerships and the introduction of a new dynamic volunteering journey, which is further improving the volunteer experience and the quality of our training.

This impact report highlights the fantastic work of StreetDoctors over the past year and the development of the organisation. We have successfully gained external accreditation for our volunteer training pathway, delivered an international project with the UK Health Security Agency (under the Foreign, Commonwealth and Development Office), and gained external recognition for our work.

With limited capacity throughout the year due to the external environment, we took the opportunity to be creative with new projects and multi-agency projects. With the support of young people and key stakeholders, we have shaped our new Young Leaders project which will be implemented in 2025.

At the end of the year, we gained a double award win at the 2024 Children and Young People Now Awards for “volunteering and social action” and “partnership of the year”. The awards highlight the fantastic development of our work, and great credit should go to the hard work and dedication of our staff, volunteers and partners. StreetDoctors is on an exciting journey of growth which is enabling us to support more and more young people, become increasingly relevant and create even greater impact for the communities we are working with.



# About StreetDoctors

## Empowering young people to keep themselves and others safe

StreetDoctors is an award-winning national charity that trained over 13,000 young people affected by violence in 2024; both in the physical and psychological consequences of street violence.

StreetDoctors puts young people at the centre of emergency first-aid provision and empowers them to become part of the solution to violence.

Our training is delivered by our movement of young healthcare volunteers (nurses, paramedics and doctors) who work in partnership with a wide variety of services where young people may be active: criminal justice services, schools, pupil referral units, youth, sports and community groups.



## Our Vision

An end to street violence affecting young people

## Our Mission

To empower young people through training to keep safe, save lives and be part of the solution to street violence

## Our Values

- Empowering
- Collaborative
- Inclusive
- Compassionate

# About StreetDoctors

## The external environment

The consequences of years of reduced support structures have led to reduced levels of community engagement and increased instability in society. This has resulted in young people having a lack of positive role models to support their active citizenship and transition through adolescence into young adulthood.

Unfortunately, we are seeing results of this play out locally and nationally:

- There were around 50,500 offences involving a sharp instrument in England and Wales in 2024. This was 4.4% higher than in 2022/23
- The National Police Chiefs' Council and College of Policing declared violence against women and girls a 'national emergency' in 2024.
- There has been a rise in far-right ideology globally (including riots taking place nationally across summer 2024).

We know street violence has life-long effects on young people and causes significant trauma, leaving them without the best foundations possible for a better and brighter future.

***42 young lives were lost unnecessarily due to stabbings last year. This marks a significant increase from a decade ago, when in 2013 the number of young people murdered with a knife or sharp instrument stood at 20***



# Our volunteers

## What makes us unique?

Our volunteers deliver face-to-face emergency first-aid training to young people affected by violence across the UK. We empower young people to become lifesavers in their communities and give them the knowledge and confidence to make informed decisions about keeping themselves and others safe.

Our volunteers are medical students or youth workers, based in 26 teams in 20 cities across the UK. We work with young people and communities to co-design solutions that are best suited to their needs.

**StreetDoctors relies on the passion and dedication of volunteers and partnerships to create the step-change required for resilient and positive communities.**



### Session delivery

Our volunteers deliver training sessions through partnerships (including, community organisations, criminal justice organisations, education providers and youth organisations)

### Monitoring and evaluation

We evaluate the impact of our work through before and after evaluations, case studies and focus groups, which enables us to tailor training to the needs of young people and improve our quality

### Quality work

Through active engagement with partners and our external accreditation, we are able to provide a high quality of delivery which we are continuously improving with the use of impact data.

### Learning and development

We provide a training pathway for volunteers which supports their personal and professional development whilst ensuring their volunteer journey is positive and engaging.

# Our volunteers

## Volunteer experience

To support the development of the volunteer experience, StreetDoctors run an annual volunteer survey. The survey is essential in helping us to understand how volunteers engage in StreetDoctors activities and overall volunteer satisfaction. Insight helps us to make any necessary changes and helps us to understand how we are all performing as an organisation. These are some of the highlights from the 2024 survey:

### Operations:

**100%** 

*of volunteers strongly agree/agree that they understand the overall mission of StreetDoctors*

**96%** 

*of volunteers feel like their views are valued and listened to*

**100%** 

*felt they have been provided with the skills and knowledge to complete their roles successfully*

### Development:

**95%** 

*of volunteers strongly agree/agree that StreetDoctors has helped improve opportunities to further their careers*

**100%** 

*of volunteers strongly agree/agree that they have improved their confidence through the volunteering*

**95%** 

*believe StreetDoctors has helped them become a better overall medical professional*

### Experience:

**100%** 

*of volunteers strongly agree/agree that they are proud to be part of the StreetDoctors team*

**83%** 

*of volunteers strongly agree/agree that they would promote volunteering opportunities to a friend*

**93%** 

*of volunteers strongly agree/agree that they feel appreciated and recognised for their volunteering at StreetDoctors*

**“ It’s been great to see development of the volunteer training pathway over the past year which has given me more confidence and skills to volunteer for StreetDoctors but also my future medical career ”**

## Volunteer Spotlight: Jemima

My name is Jemima, I'm a fourth-year medical student at the University of Birmingham. I wanted to be a doctor from when I was tiny, watching my parents come home from work every day, tired but fulfilled by their work in healthcare where they made a real impact on people's lives. I chose to come to Birmingham for university as it is a young, lively, diverse city with so many opportunities for learning as a medical student. I heard about StreetDoctors from a friend who was already on the Birmingham team. By this point I was starting my third year of uni and thought it was too late to join, but luckily (as I had a couple of years left) I was welcomed onto the team.

I wanted to use my spare time not only to do something enjoyable, but to also give back to the community I live in. Volunteering for StreetDoctors has given me the opportunity to interact with members of the community I would otherwise never cross paths with and equip them with skills that they can use to save lives and pass on to friends and family, spreading the lifesaving mission of StreetDoctors.

I have volunteered for StreetDoctors for over two years now, and this year I am one of the team leaders (along with Elsa) for the West Midlands StreetDoctors branch. I've visited schools, youth centres, community centres and youth justice services from Coventry to Telford, teaching young people aged 11 to 25.

My standout moment was when a quiet, shy individual approached me after a session, sincerely thanking me for the class and telling me about their aspirations to become a paramedic. Knowing that I had delivered a session that resonated with them, leaving them empowered, inspired, and excited, was incredibly rewarding.





When I started volunteering for StreetDoctors I was unaware of the profound impact street violence has on my local community. Engaging with young people about their perceptions and experiences has given me a deeper understanding of the challenges they face, and how my role as a StreetDoctors volunteer and future healthcare professional enables me to better support them.

Professionally, volunteering with StreetDoctors has enriched my CV by developing my leadership and teaching skills. Additionally, it has strengthened my ability to communicate complex information in an accessible way, adapt to diverse audiences, and handle sensitive topics with empathy and professionalism. The experience has also enhanced my confidence in public speaking, teamwork, and problem-solving under pressure – skills that are invaluable in both clinical and non-clinical settings.

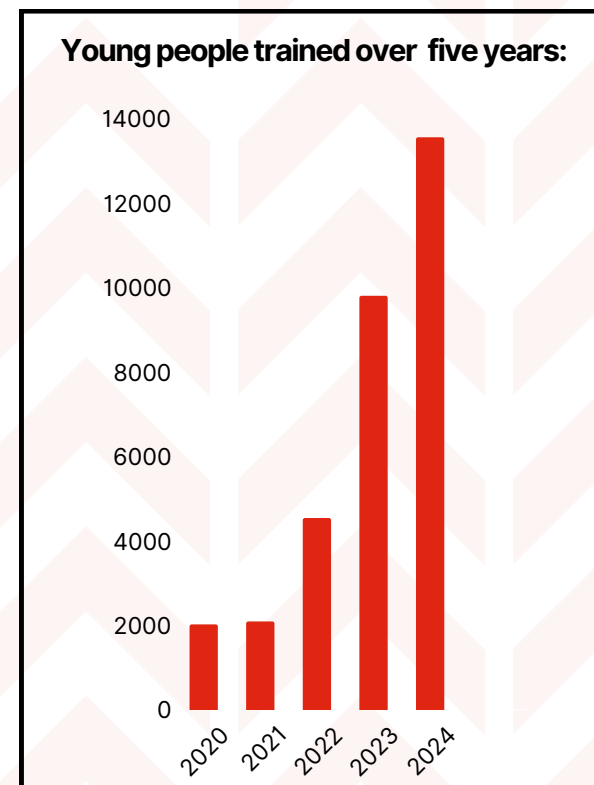
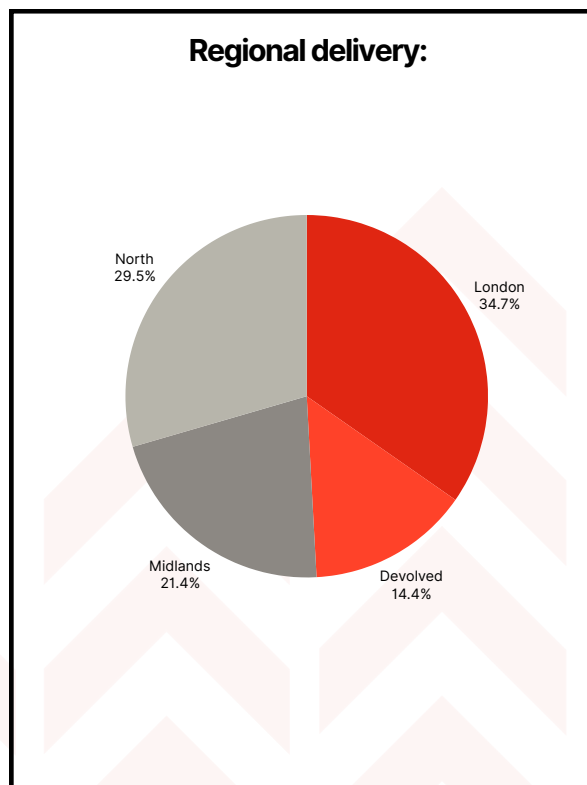
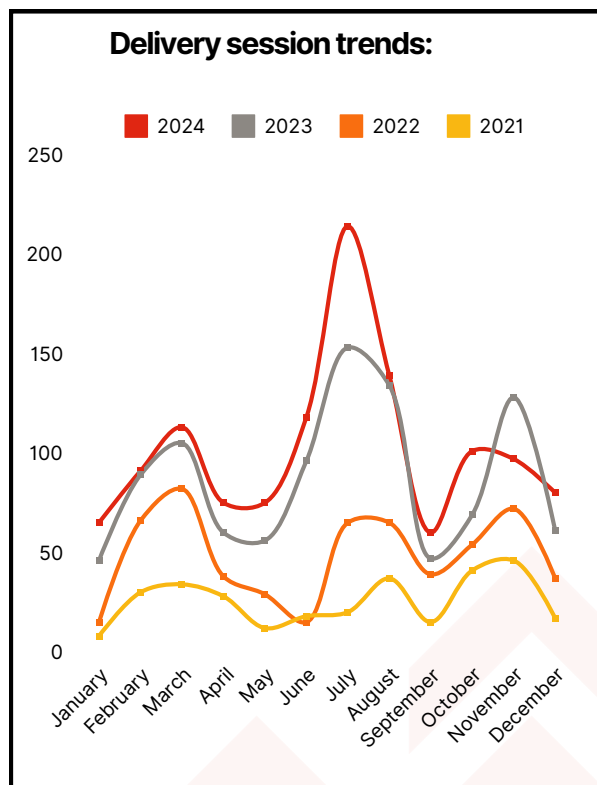
StreetDoctors addresses a critical gap in community healthcare by empowering young people to become immediate responders in medical emergencies. With the rise of street violence and its devastating consequences, young people often find themselves as bystanders to incidents where timely intervention can mean the difference between life and death. By equipping them with essential first aid knowledge and practical skills, StreetDoctors not only saves lives but also fosters confidence, resilience, and a sense of agency among young people. It also challenges societal perceptions of youth in vulnerable communities, showing them as capable, resourceful, and eager to make a positive impact.



# Delivery

## Our year in numbers

In 2024, we have seen continued growth in StreetDoctor's training delivery. This is highlighted when we consider that in the past two years we have delivered the same amount of training sessions then in the first 10 years of the charity. This growth has been due to improved performance, increased partnerships and a transformation of the charity operating model:



2024 saw StreetDoctors set a new delivery record for young people reached. For the first time in our history, we trained over ten thousand young people in a single year and ended the year working with a total of 13,566 young people trained.

# 13566

young people trained by  
StreetDoctors  
in 2024



# Delivery

## Our partnerships and successes

Delivery partnerships have been an area of strength for StreetDoctors in 2024 and we have increased the level of local community engagement. The following are a few of the highlights:

- We worked with over 130 schools.
- Continued to support the BoxWise charity by providing first-aid training sessions as part of their ten-week boxing programme in 100 programmes across the UK.
- Ran a successful training pilot with 85 youth work professionals.
- We were successful in securing funding from Violence Reduction Units across the country, including Greater Manchester, South Yorkshire, Leicestershire and Northumbria, Bath and North East Somerset Derby & Derbyshire.
- We have strengthened our relationship with sports and community organisations including football foundations: Wigan Football Club, Nottingham Forest Football Club, Chelsea Football Club, Cambridge United, Southampton Football Club and Leicester Football Club.
- We have increased our work with the Youth Justice Service and HM Prison and Probation Service, including an innovative project with HMP Hindley
- Attended and presented at local and national events, including our on-stage performance at the 35th annual HopeHack event in Derby.

“**We're incredibly grateful to the StreetDoctors team for delivering an engaging and informative session with our young people. Teaching them vital first aid skills and how to respond to a bleed not only empowers them with life-saving knowledge but also builds confidence in staying calm during emergencies.**

**Creative Optimistic Visions**





# Impact

## Reflection and monitoring


In the past year, we have implemented new evaluation systems, which have enabled us to track the quality of our training interventions, gain a better understanding of the impact we are making and ensure we are using the correct data to continuously improve our work. Over a third of the young people we worked with highlighted they were actively worried about street violence in their area. Through the evaluation forms used at the start and the end of every training session, we were able to establish the following impact scores from our training interventions:

**67.1%**   
*of the young people we worked with highlighted they were actively worried about street violence in their area*

**82.4%**   
*of the young people demonstrated they had increased knowledge and skills*

**82.7%**   
*had increased confidence to act in an emergency situation using the learnt First Aid skills*

**82%**   
*of young people we worked with said they would actively recommend our training to their friends*

**67.8%**   
*had increased their willingness to act in an emergency situation*

**71.9**   
*Our training produced a net promoter score of 71.9*

**“** The content and more importantly the delivery of the session was superb, pitched at the right level for our students. It was nice to hear and see students talking about the session during break time and in the corridors. Thank you so much for organising this for us! **”**

# Case study

## ZamZam Unlimited Possibilities CIC

In 2024, StreetDoctors was successful in attaining a second year of funding from the Leicester, Leicestershire and Rutland Police Crime Commissioner's fund to increase our engagement with local youth and community groups.

One of the groups we worked with was ZamZam Unlimited Possibilities CIC. They work cooperatively and creatively with young leaders, community groups, and organisations to provide bespoke cultural workshops and life skills to help young leaders succeed outside the classroom, diminish stereotypes between communities, and strengthen community cohesion.

The volunteers who delivered the training sessions highlighted that the young people were very engaged and actively willing to volunteer and support other young people in their community.



***StreetDoctors sessions have been incredibly beneficial for our young people. They have gained the confidence to know exactly what to do if someone in their community, either a friend, family member, or even a stranger, faints or is stabbed.***

***These sessions have equipped them with the skills to provide immediate support to someone who is injured or if they need to take care of themselves in an emergency.***

***This newfound knowledge empowers them to act responsibly and potentially save lives.***

***Regarding the issues surrounding knife crime, we continue to see young people grappling with the fear and reality of these incidents. StreetDoctors can help by maintaining and expanding the availability of these vital training sessions.***

***The work you do is making a real difference.***

**ZamZam Yusuf**

“ On behalf of the team, I just want to thank you for your support in the “What to do if someone is Knocked Out” session. Also, thanks to the StreetDoctors delivery volunteers for the session overall - young people engaged during the session and afterwards some of them asked further questions!

The whole team is very happy that you came.

Wellspring settlement



# Learning & Development

Over the past year, we have focused on increasing our learning and development work to improve the quality of the delivery of our training sessions and the volunteer experience for new and existing volunteers.

We have created an enhanced package of mandatory training which is externally accredited through CPD UK. We launched our online learning platform (Moodle) to support our blended learning approach for volunteers to access year-round training and development opportunities. In 2024, the total volunteer training hours was over 1674 hours.

## **Training programmes delivered:**

### **Safeguarding**

StreetDoctors led eight two-hour safeguarding training sessions which were attended by 151 volunteers.

### **Facilitation**

172 volunteers attended a local face-to-face facilitation training day to develop delivery skills and confidence.

### **Welcome workshop**

We developed and implemented a new training session for 55 new volunteers, to support their induction and to embed culture and processes.

### **Session content training**

36 volunteers attended training sessions on the core training session content, including 'What to do if someone is bleeding' session.

### **Induction training (Moodle)**

This training was created on the new online training platform and volunteers with access to the externally accredited training programme. In 2024, 115 volunteers completed the accreditation.

### **Team Leader Development day**

We ran our annual Team Leader development day in September for 24 volunteers and ensured they were involved in the planning and implementation of StreetDoctors strategic plan.



# Learning & Development

## Accreditation

In June, StreetDoctors achieved CPD UK accreditation for our volunteer induction training. This was a direct result of feedback from the 2023's 'Volunteer Outcomes Project' which included research, planning and the development of the training pathway.

CPD Accreditation is a quality assurance mark which is achieved by training providers, course creators, and other educators when their training activity has been assessed and confirmed to meet the required standards for Continuing Professional Development.

## Quality assurance

StreetDoctors introduced observation and a coaching framework in 2024 to ensure there is a national quality standard for the delivery of StreetDoctors training sessions. Coach observations were rolled out for a number of volunteers and this practice will be further expanded in 2025 across the country.

## Volunteer recruitment

The recruitment process for new volunteers was further enhanced in 2024 with the implementation of new selection and interview processes which ensured there was a nationally consistent process. This allowed for increased quality assurance in the recruitment, and over the year we successfully recruited and inducted 89 new volunteers.



# New project case study

## StreetDoctors goes international

StreetDoctors is committed to developing our programmes and practice; pushing for conscious growth. Over the past year, we have become more innovative and agile in taking opportunities to be creative in our delivery and partnerships.

This was highlighted when approached by the UK Health Security Agency under the UK Commonwealth and Foreign Office to explore how our reducing violence programme could support them in the UK overseas territories where they had highlighted increasing violence was affecting public health.

In September, the team travelled to Anguilla to create and implement a young leaders programme which would create sustainable capacity to deliver the Reducing Violence training programme across the island. By the end of the project, the 19 participants had increased their knowledge of emergency first aid by 125.3%, confidence in delivering emergency first aid by 200.6% and willingness to help in an emergency by 98.6%.

The graduated cohort went on to deliver peer-to-peer training to other young people in Anguilla and encourage conversations around community needs and the psychological needs of young people affected by the violence that occurs.

***It has been a key priority for everyone involved in tackling violence to gain a better understanding of why young people are drawn into gangs and find strategies to enable them to make better choices and a positive impact in their community. The fact that your programme empowers young Anguillians to make that change is very powerful***

**Her Excellency The Governor,  
Anguilla - Julia Crouch OBE**



# Relationships & Investment

## Successful grants

The external environment was very challenging in 2024 due to uncertainty and funders reorganising their priorities. However, despite these challenges, we have continued to work with grantmakers to fund projects and make a positive difference for young people across the country.

Through effective financial management, innovation and support from funding partners, we were able to manage the challenges creatively and grow the organisation. We are very grateful for all the grants and funding we have received which has enabled us to support so many young people with life-saving skills. A few highlights include:



**Islamic Relief** supported a project to train young people in the North and Midlands in lifesaving first aid as part of a multi-year project in the region.

**National Lottery Reaching Communities** funded the first year of a three-year project to increase youth participation in violence reduction work.

**Hiscox Foundation** supported StreetDoctors with the third of three grants to design and deliver social action projects which reduce the impact of violence in high risk communities.

**John Lyon's Charity** funded StreetDoctors work in West and North London to work with youth organisations affected by street violence, part of a new three-year grant.

**William Wates Memorial Charity** provided the third of three grants to empower young South Londoners to save lives and share first aid knowledge with their community.

We would also like to thank, The Noel Buxton Trust, The Rayne Foundation, The Macfarlane Walker Trust, Worshipful Company of Cutlers, The Boots Foundation, The Fifty Fund, Orbis Investments and The Nick Maughan Foundation.



# Relationships & Investment

## Community fundraising

Community fundraising was an important income generation for StreetDoctors in 2024. Our brilliant fundraising activity includes:

- StreetDoctors Bristol team who organised a successful pub quiz fundraiser. Local businesses generously contributed exciting raffle prizes, making it a memorable event.
- Aaron Rice embarked on a monumental challenge, tackling the highest mountains in South Wales, including Pen-y-Fan (886m), during the Beacon Way 100-mile ultramarathon. With a 40-hour time cap and 6143m of ascent
- StreetDoctors Manchester team blazed the trail of a Kinder Scout Hike in the summer sun
- StreetDoctors Huddersfield held a Sip & Craft event which not only sparked creativity but also generosity, as attendees participated in a lively raffle
- StreetDoctors were honoured to be the charitable sponsor at Police Scotland's annual inter-school football tournament in Glasgow. The team also delivered lifesaving demonstrations between matches, educating over 50 young people on how to save a life



# Recognition

## Awards

Over the past year, we have continued to be recognised for our work through local and national awards. This included the 2024 Children & Young People Now Awards where StreetDoctors won two national awards:

Youth Volunteering and Social Action Award for our unique Young Healthcare Volunteer scheme which trains over 13,000 young people affected by violence each year; both in the physical and psychological consequences of street violence

Partnership Working Award for our work with North West Ambulance Service NHS Trust, Merseyside Violence Reduction Partnership and Greater Manchester Combined Authority Violence Reduction Unit



## Communications

In March, StreetDoctors was featured on BBC's CrimeWatch. The film followed Tilly, a doctor in Bristol, who started volunteering with StreetDoctors in 2017.

The film allowed viewers to follow Tilly as she taught practical first aid to young people at the youth centre, Youth Moves, and highlighted the importance of young people having the skills and confidence to save a life.

“ It’s amazing to see the impact you can have on young people and see young people take on that knowledge, gain confidence, feel empowered and share that knowledge with their friends and family and be able to affect change in their community

Tilly





“ With the current situation in and around the area, I feel so much more confident that if any of the young people needed to support somebody in need they would be less reluctant to do so. They are a lot more aware and vigilant around the City now too and I would love to make sure more of the young people could be in that position too.

Azra, The Centre Project

# Looking forward to 2025

In 2025 we will build on the foundations created over the past year and grow the organisation with quality and consistency.

With the support of the volunteer experience survey and the volunteer advisory panel, we will develop the volunteer training pathway with increased coaching, training programmes and recognition for volunteering.

We will strengthen the understanding of the organisation through brand development which will support the overall narrative and positioning within the sector and allow us to better tell the unique StreetDoctors story.

We will create a new 3-year strategy which will ensure StreetDoctors continues to address our charity mission while adapting to the needs of young people and society. Through this process, we will also explore methods of diversifying funding streams to increase organisational sustainability

**We would like to thank all our partners, funders, supporters, volunteers, and the awesome young people we work with. Together we can continue to empower change to keep communities safe.**





**With thanks to:**



**StreetDoctors**

Runway East. 2 Whitechapel Road, London E1 1EW.  
07763 457712 | [info@streetdoctors.org](mailto:info@streetdoctors.org)



Registered charity numbers: England & Wales 1150925 Scotland SC046981 Registered company number: 08330240