



Volunteer Development Framework progress 2023-2024

2023

Infrastructure

- Volunteer e-learning review.
- Launch of the first Trust-wide volunteers' survey.
- Establishment of a Volunteer Services Peer Support group.
- Recruitment of permanent YAS Volunteer Development Manager.
- Establishment of a Volunteering Development Steering Group.

Culture

- Volunteer engagement in the YAS Together and Trust Strategy development.
- Volunteering featured in the new YAS Strategy.
- YAS volunteer impact and contribution data published monthly.

Contribution and diversity

- Evaluation of the falls response CFRs pilot.
- Establishment of a Community Engagement Volunteer programme.
- Volunteer diversity census.

Partnerships

- Hospital volunteers support our Patient Transport Service and patients.
- Royal Voluntary Service volunteers support our staff outside busy emergency departments.
- Volunteers from local organisations support their communities through our green agenda.

Our ambition for 2026 is that we have

A robust infrastructure to enable, sustain and enhance current and future volunteering opportunities.

An organisational culture that values, encourages, promotes and supports volunteering.

Volunteer programmes that maximise volunteer contribution and represent the diversity of our communities.

Collaborative partnerships with other health and care providers, voluntary, community and third sector organisations to further enhance our care offer through volunteering.

2024

[Click here to visit the Yorkshire Ambulance Service website](#) for a more detailed report of our progress