



## Volunteering at Yorkshire Ambulance Service (YAS)

Our volunteers help us provide safe, effective care for people who need urgent, emergency and non-emergency help outside hospital.

Volunteers give their time freely. Their support makes a real difference to patients, families and communities. In 2025-26, volunteers continued to support our services across Yorkshire.

### What is volunteering development and why is it important?

Volunteering development means improving how we recruit, support and work with volunteers. Our Volunteer Development Framework (first launched in 2023) explains what we want volunteering at YAS to look like and how we will keep making it better.

It focuses on four areas:

- Good systems and support in place so volunteering can grow safely.
- A culture where volunteering is valued and supported.
- Volunteer roles that make good use of people's skills and reflect the communities we serve.
- Working with other organisations to increase the positive impact of volunteering.

### Our progress during 2025-26

#### Infrastructure

We have:

- reviewed how we recruit volunteers, so the process is supportive, efficient, and consistent.
- made the Volunteering Development Manager role a permanent post, so we have dedicated leadership for Trust-wide volunteering development.
- shared regular updates on volunteering with our Board, so it has stronger oversight and support.
- developed a new Volunteer Policy and guidance, so expectations are clear and volunteering is safe.

#### Culture

We have:

- held our first Volunteer Long Service Awards to recognise volunteers' commitment.
- developed new volunteering branding, website and promotional materials to help raise awareness and attract new volunteers.
- taken part in a national ambulance volunteering survey to better understand volunteers' experiences and where we can make improvements.
- provided waterproof coats for Patient Transport Service (PTS) Volunteers.

#### Contribution and Diversity

We have:

- expanded our Community Engagement Volunteer (CEV) programme, helping us connect with more local people and groups.
- started developing a new volunteer role to better support people with learning disabilities and neurodiversity.
- worked with volunteers from our Critical Friends Network (CFN) to improve a mental health information leaflet for patients, utilising feedback from people with lived experience.

- introduced new skills and equipment for Community First Responders, including auto-injector training to better support patients experiencing anaphylaxis.

## **Partnerships**

We have:

- supported the British Islamic Medical Association (BIMA) Lifesavers programme, helping more people learn life-saving skills.
- partnered with several universities in Yorkshire to support their students to become Community First Responders
- stayed involved in national work to improve ambulance volunteering.
- supported a youth volunteering project in Humber and North Yorkshire, which aims to create more volunteering opportunities for young people in health and care.

## **Next Steps**

Over the coming months and years, we will improve how we collect and use information about volunteering at YAS, so we can show the difference it makes and keep improving what we offer. We will make volunteering more inclusive, so people from across Yorkshire can get involved. We will also support volunteers in their personal and professional development.

## **The National Picture**

YAS supports the national plan for ambulance volunteering led by the Association of Ambulance Chief Executives (AACE). The latest national strategy (published April 2026) sets shared priorities across the country, so volunteering is safe, welcoming and well supported.