



# Volunteer Development Framework progress 2025-2026

2025

## Infrastructure

- Reviewed how we recruit volunteers.
- Made the Volunteering Development Manager role permanent.
- Shared regular updates on volunteering with our Board.
- Developed a new Volunteer Policy.

## Culture

- Held our first Volunteer Long Service Awards.
- Developed new volunteering branding and promotional materials.
- Surveyed volunteers to hear more about their volunteering experiences.
- Provided waterproof coats for our PTS Volunteers.

## Contribution and diversity

- Grew our Community Engagement Volunteer programme.
- Started developing a new volunteer role to support people with learning disabilities and those who are neurodiverse.
- Critical Friends helped improve a mental health information leaflet for patients.
- Introduced new skills and equipment for Community First Responders to better support patients.

## Partnerships

- YAS volunteers supported British Islamic Medical Association (BIMA) Lifesavers programme.
- Partnered with some Yorkshire universities to support their students to become Community First Responders.
- Continued national work to improve ambulance volunteering.
- Supported a youth volunteering project in Humber and North Yorkshire.

## Our ambition for 2026-27 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.

2026

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