



# Volunteer Strategy Summary

## 2020 - 2023

The RUH recognises that volunteers play a vital role in supporting our patients, carers, visitors and staff. This is the RUH’s first Volunteer Strategy and we are immensely proud of it. It sets out an ambitious vision for volunteers, our priorities, and what we plan to do to achieve them.

### Our vision

To provide an outstanding volunteering experience, so our volunteers can continue to enhance the experience of our patients, carers and staff.

### Why a strategy?

The needs of our patients and the volunteer workforce are changing. Our patients are living longer, often with multiple health conditions, and many face social isolation and loneliness. For our patients, the time spent in hospital can be particularly difficult.

Our older volunteer workforce are facing increasing demands on their time, with many working later in to life, and our younger volunteers are seeking roles which fit in to their lifestyle and support their future career.



“Volunteers are vitally important! The guides, shop and café assistants provide a vital service and welcoming face.”

### Our four priorities



Offer an outstanding volunteering experience.



Develop new roles in key services where volunteers can enhance patient and staff experience.



Increase the number and diversity of our volunteer team.



Set an ambitious future direction for volunteers at the RUH.

Volunteers are an essential part of our workforce and the strategy aims to support and reflect this. For further information please read the full strategy.

If you would like to create volunteering roles in your department or would like any advice or support regarding volunteers, please do not hesitate to contact **Angela Farr** at [a.farr2@nhs.net](mailto:a.farr2@nhs.net)

