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Welcome to your monthly newsletter - keeping you in touch with highlights from around the organisation and key group-specific news.

A message from our CEO, Nick Moberly

Today marks a week since we heard the very sad news of the death of HM Queen Elizabeth II. Her Majesty the Queen has been a prominent figure in our lives for a very long time. She dedicated years of her life to public duty and I know she'll be deeply missed by many of our staff, volunteers and the wider MS community. Our thoughts are with The Royal Family at this extremely difficult time.

Some of our volunteers have been asking about what the news means for our upcoming events and other areas of work. Please keep an eye on the website and our social media channels to be kept up to date. However, we feel it's important that any activity which informs or supports our community continues where possible, so we can ensure we're still here for those that need us most. No one should face MS alone.

For any local groups who are unsure whether to continue with their own events during this mourning period, we encourage you to make a decision based on how your group and local community are feeling. We know that everyone will respond to the news differently. Do keep talking and connecting with family and friends, and

seek any support you may need from our staff teams.

Queen Elizabeth II was a remarkable lady and patron of more than 600 charities during her lifetime. Her passion and dedication to supporting charities and communities will be celebrated for many years to come. Next month, we'll be recognising the contribution and commitment of our own volunteers and the impact they've made on our MS community at our special Impact Awards ceremony.

I'm really looking forward to the event, which is taking place on **Wednesday 5 October at 7pm** and will reveal the overall Volunteering winners for each of the six nomination categories, as decided by our Judging Panel. We'd like as many of you to join us and tune in to watch the event online on our YouTube channel or Facebook page. You can find further information in the article below.

On another note, in my last email update on Thursday 25 August, I mentioned the changes we're making to our volunteer email updates. And I'm pleased to share our first new-look newsletter with you today!

We understand the need to streamline and simplify our communications to you. We've been collaborating with a group of volunteers to discuss what works well with our newsletters and what could be improved.

Previously, we've been sending an email update to all volunteers every six weeks, with a two-weekly update to group volunteers in between, which covers additional logistical and process information to support groups specifically.

Going forward, we'll be moving to a monthly all volunteer email to streamline the number of emails we're sending to you. However, as you'll see we've split the newsletter into different sections for volunteers who aren't part of a group, (such as Helpline Volunteers and Campaign Volunteers, etc), and for volunteers who are. We hope the new, cleaner design will help you to quickly find the information that is relevant to you, whilst also enabling everyone to see what's happening across the wider volunteer network.

We're also keen to focus more of our content on the impact our volunteers make and will be sharing more volunteer stories and achievements with you in our 'Volunteering in action' section. I'll still be providing key organisational news and strategic updates on a quarterly basis. As always, you'll also find details of our upcoming events, and we'll continue to update our volunteer website throughout the month, so please do keep checking in there for the latest news too.

Thank you to those who've helped us shape this work. I hope you enjoy reading the newsletter, and that the changes we've made help you feel better connected to each other and the wider organisation.



General updates



Join our cost of living campaign

Tens of thousands of people living with MS have been on the receiving end of government cuts for years. Now they're reaching #BreakingPoint.

[Find out more](#)



Celebrating volunteer achievement

Our Impact Award finalists have now been selected. The overall winner in each category will be announced in our online event on **5 October at 7pm**. We hope you'll be able to join us!

[Find out more](#)

Things you might have missed...

- [Remembering Queen Elizabeth II](#)
- [Sativex approved for use on the NHS in Scotland](#)
- [MS Walk London postponed due to Queen's funeral](#)
- [MS Helpline bank holiday closure](#)



Volunteering in action



Speaking up for people with MS

Catherine started volunteering in 2015. She tells us about her journey to becoming the Northern Ireland (NI) Council Chair. And how speaking up for people living with MS has made her feel proud.

[Find out more](#) 



Helen's MS Helpline story

When Helen joined the MS Helpline eleven years ago, she never imagined how much a part of her life it would become. And how much she would gain from providing support to others.

[Find out more](#) 

***** If you'd like to share your own experiences of volunteering, please let us know by completing the [online form here](#) *****



Updates for groups



Risk management update for services and events

We always want to simplify our risk management paperwork where we can, and to explain processes clearly. We've recently made a few changes and added some resources.

[Find out more](#) 



enthuse
donations • events • fundraising

Introducing the Enthuse fundraising platform

We've been hinting at a new online fundraising platform for our groups to use. We're very pleased to announce that it's now here and ready to use.

[Find out more](#) 

This month's Top Tips!

Welcome to our new 'Top Tips' section. Every month we'll share useful ideas and/or 'how to' hints to help you carry out your volunteering role.

We want to ensure you can find the information you need, when you need it. See below for quick links to the five most useful pages on the Volunteer Website:

- Does your group want to start or restart face-to-face services, social activities and fundraising? [Check out our COVID-safe guidance here.](#)
- All our [information about giving grants at a local level](#) is on this page.
- [Contact details for our insurers](#) can be found here
- Find out more about [MS Society email password self-reset](#) or [watch a short video](#) on how to register for the self-reset service.
- For all the [latest training and events for volunteers](#), visit this page.



Events

Events for all volunteers

Virtual support events: Information webinars, skills sessions, Conversation Caf  s and Wellbeing courses for different stages of the MS journey

Volunteer Voice: Thursday 29 September at 2pm

Volunteer Welcome Event: Wednesday 28 September at 9.30am, Monday 7 November at 1pm, Wednesday 1 February at 9.30am

GDPR eLearning support sessions: Wednesday 21 September at 11am and Monday 26 September at 3pm

Supporting carers workshop: Tuesday 4 October at 10am, Wednesday 5 October at 2pm and Thursday 6 October at 10am

Events for group volunteers

Restarting face-to-face socials and meetings: Wednesday 28 September at 10.30am

Support Volunteer autumn forums: Tuesday 29 November at 10am, Wednesday 30 November at 2pm and Thursday 1 December at 10am

Let's stop MS together



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