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Volunteer update

Welcome to your monthly newsletter — keeping you updated with news relevant to all volunteers, as well as key group-specific news.



General updates



Transforming our services — update on Project Mead



Getting ready to celebrate Volunteers' Week — 2 to 8 June

Find out what we heard from our Community Roadshow events and how we'll use it to shape our new services and support delivery model.

[Find out more →](#)

Volunteers' Week is next month! Find out how we'll be marking the occasion, along with some resources and ideas for celebrating one another.

[Find out more →](#)

Problem with MS Society email accounts — an apology

At the beginning of April, we made some changes to how our MS Society Microsoft systems are accessed to improve online security.

As a result of these changes, some volunteers reported issues with logging into their MS Society email accounts. We want to apologise that the changes weren't communicated to you ahead of time. And to acknowledge how concerning and frustrating this must have been for those who were affected.

We've been working with volunteers and IT support to rectify resulting issues as quickly as possible. If you've experienced any problems logging into your email (or any other MS Society accounts or systems) and haven't been in touch, please contact the Volunteer Support Team by calling 0300 500 8084 (select option #3) or by emailing volunteersupport@mssociety.org.uk.



Join us for Volunteer Voice in Volunteers' Week



Tell us what you think about proposed benefit changes

Join us at **6pm on Wednesday 4 June** for the usual organisational update and Q&A opportunity. Plus an update on our award-winning MS Helpline and the increasing number of people we've been able to support.

[Register to attend →](#)

We want the government to understand how **the changes** would affect people with MS. Please take our short survey, and share it on your channels. The survey closes on **Wednesday 14 May**.

[Find out more →](#)

Volunteer at Round the Harbours

Round the Harbours is returning for 2025 on **Saturday 5 July**. The ride will have around 500 participants cycling around the picturesque seaside towns of Havant, Southsea, Fareham and Gosport — tackling a route of either 32 or 54 miles. Together, they'll be hoping to raise over £60,000 to help us help the MS community.

We have various volunteering roles available on the day, such as looking after the course, handing out water and medals, and just cheering our valiant riders on. No specific skills are required — just bags of enthusiasm.

[Find out more →](#)



New MS research hub launches in Northern Ireland



Equality Act 2010

Response to the UK Supreme Court ruling

A new research hub dedicated to MS has launched at Queen's University Belfast. Helped by our funding, the Northern Ireland MS Research Hub will bring researchers together to accelerate progress in MS research.

[Find out more →](#)

We recognise that the news regarding the UK Supreme Court ruling on the definition of sex for the purposes of the Equality Act 2010 will be impacting people within our community. We've rounded up some services that can provide support.

[Find out more →](#)

Other news

- [Annual Lecture for Stop MS Appeal](#) - Tuesday 24 June - Register now!
- [Some new results on the process of myelin repair](#)
- [More real-world evidence on the effectiveness of HSCT](#)

Support's always on hand

We know that volunteering can have its ups and downs. If you'd like a confidential chat about anything that's worrying you in your role, please contact Barbara on supportwellbeing@mssociety.org.uk



Volunteering in action



Volunteering has shown me that I'm still me

Tracy's a Fundraising Volunteer in our Lymington and New Forest Group. She reflects on her first six months in the role, and what volunteering means to her.

[Read Tracy's blog here →](#)



Volunteering is what you make of it

Darshana volunteers on the MS Helpline and with our Stockport and South East Manchester Group. She's now engaging the Asian community in the northwest to raise awareness and encourage meaningful conversations about MS.

[Read Darshana's blog here →](#)

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



Updates for groups

Please bear with us

Due to sickness in the team, it's taking us longer than usual to reply to emails sent to financesupport@mssociety.org.uk . We're working through them as quickly as we

can, and apologise if you're waiting for a response. Many thanks in advance for your patience and understanding.



MS Support forums are back

If you're a Support Volunteer or Group Coordinator, come and join us on Zoom for a few hours of lively debate, friendly support and optimism at an MS Support forum this month.

[Find out more →](#)



Local group donations

A continuing thank you to all our groups that have generously donated to support our research projects and UK-wide services.

[Find out more →](#)

This month's Top Tips!

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

We understand that the delays in finding a new service provider for contactless devices has been frustrating for many groups. We want to assure you that **we've been working hard to find a suitable replacement for GoodBox**. This has proved challenging because not all devices or providers meet the standards required by the MS Society.

We must follow strict policies and procedures — not just our own, but also those set by regulatory bodies, including the Charity Commission, Code of Fundraising Practice, and banking regulations. However, we're making good progress and should be able to provide more detail soon.

We're aware that some groups have been looking into sourcing their own contactless devices. Please don't do this. Different providers handle data and donations in different ways, and using an unapproved device could put supporter information and funds at risk. With this in mind, we're ensuring the new contactless provider for the MS Society is compliant and provides the best options for fundraising across our community.

We appreciate your ongoing patience, but if you have any questions in the meantime, please contact fundraising@mssociety.org.uk.



Events

Events for all volunteers

Volunteer Voice: Wednesday 4 May at 6pm

Fundraising Events Calendar 2025

Virtual support events: Information and skills sessions for different stages of the MS journey (including Staying Active with MS)

Employment Support for People with MS: Hear about the chance to join a study focussed on supporting people in paid employment to manage any challenges or difficulties — by providing personalised employment support to meet their needs.

Events for group volunteers

Weekly drop-in with Volunteer Support Team: Every Tuesday at 2pm

Monthly Health and Safety drop-in: First Tuesday of every month at 3pm

Let's stop MS together



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