



# 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



## Assemble is live! There's still time to become an 'Early Adopter'

Our new data platform, Sage, and volunteer management system, Assemble, have gone live for staff! If you'd like to be one of the first to use Assemble, sign up to become an Early Adopter by **Sunday 30 November**.

▶ **Find out more**

## Join our November Volunteer Voice event

Join us for an organisational update and the usual Q&A opportunity for whatever's on your mind. And we'll hear about how we're strengthening income generation, and engagement with support and services, through transformational Project Bowie.

▶ **Register to attend**



## Project Mead: Restructuring our services

Project Mead is our services transformation project. As we make the changes we need to improve our services and launch MS Help next year, we're very grateful to all our volunteers for your patience and support.

Our new structure includes changes to staff teams and introducing new ways of working. We aim to have everything in place for January 2026 so we're ready to launch our new model for services and support in the spring. If you need to speak to our Volunteer Support Team or your usual contact in Services and Support during this time, please be mindful that it may take a bit longer to respond to your query.

If you have any questions about Project Mead or the launch of MS Help, you can email the project team and we'll be happy to help: [ProjectMead@mssociety.org.uk](mailto:ProjectMead@mssociety.org.uk).



## Highlights of our 2025 volunteer survey

Thanks to everyone who took the time to complete our volunteer survey last month. We had over 70 responses. We'll share a detailed analysis later. But we wanted you to have the headline figures as soon as possible.

[!\[\]\(a03a7eb2f4046e1d3c76772003e549ea\_img.jpg\) Find out more](#)

## Join us this Safeguarding Adults Week

Our 'Safe for All' sessions this month are a chance to share experiences, meet our Safeguarding Responders, and learn about keeping everyone safe.

[!\[\]\(3e2231b1ad3ca8da8658228c00dd08e0\_img.jpg\) Find out more](#)



## Upcoming face-to-face fundraising campaign

As mentioned in the October newsletter, we're currently preparing for the launch of our next face to face fundraising campaign, which is due to begin in late November or early December.

[!\[\]\(0d5ec72f61334709c3fc9450209b754f\_img.jpg\) Find out more](#)



## Read our new volunteering policies

With Project Mead changes underway, we've been reviewing some of our policies and – for the first time – created a volunteering policy. This is a huge milestone in our commitment to you.

[▶ Find out more](#)

## MS Letters: The final year of our Stop MS Appeal

We're marking the final year of our Stop MS Appeal with MS Letters: stories of people affected by MS. Learn more and help us to reach our £100 million goal towards funding vital research.

[▶ Find out more](#)



## Carols by Candlelight: Discount for group bookings

This year's Carols by Candlelight concert will be held at the stunning Central Hall Westminster on **Thursday 4 December**. We're offering a 10% discount on bookings of over 10 people.

This is not restricted to volunteers and can be used for any 10 people purchasing tickets at the same time.

Visit the booking link below, using the code **CAROLS10** at checkout.

All proceeds will go towards the Stop MS Appeal. [Learn more about the event here.](#)

[▶ Book tickets](#)



## Largest ever study of cognition in MS reveals symptoms overlooked

Researchers have adapted an online test called Cognitron to detect cognitive impairment in people with MS. They revealed that 1 in 4 people with MS experience cognitive difficulties but little physical disability — meaning their symptoms may often get overlooked.

[▶ Find out more](#)



## Volunteer Thomas nominated in Cardiff Volunteer Awards

Huge congratulations to Thomas Leahy, Cymru Council member and Cardiff and Vale Group Coordinator, who's been nominated for Outstanding Community Volunteer at the Cardiff Volunteer Awards 2025. The winners will be announced at the end of this month.

[▶ Find out more](#)

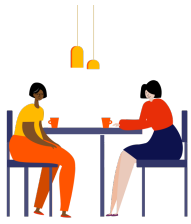
## Other news

[Trial shows ocrelizumab slows disability progression](#)

[Introduction to menopause](#): Webinar recording available

[Spotlight on MS and ethnicity](#): Webinar recording available

**Support's always on hand**



We know 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](mailto:supportwellbeing@mssociety.org.uk)



## Volunteering in action



### Volunteering gives me a positive focus

Jenny and her husband Andrew are joint Group Coordinators of our Greater Manchester South West Group. Jenny shares her experiences volunteering with us over the last 13 years and tells us about the exciting recent merger with the Salford Group.

[▶ Read Jenny's blog](#)



### Finding purpose in volunteering: My journey with MS

Susan reflects on the variety of volunteering she's done with us, at both a local and national level. And shares the thrill of her recent skydive in aid of our Stop MS Appeal.

[▶ Read Susan's blog](#)

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



## Updates for groups

### Contact lists data freeze extended



Although we've now switched on our new data platform, Sage, there's still some checking to do. We need to ensure data has been fully transferred over and correctly linked to the SharePoint folders you'll use to access group contact lists. We're therefore asking you to continue a pause on sending communications for now.

If you need to send something critical, or need support creating labels, please contact the Volunteer Support Team on 0300 500 8084 (option #3) or [volunteersupport@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk).

We're sorry it's taking longer than originally anticipated for you to access live contact list data again. We hope to make it available in the next couple of weeks. Many thanks in advance for your patience.



### Finance Year End's approaching

Read our handy reminder of the steps you need to take between now and the end of January. Plus Zoom drop-in sessions and a video to support you.

 [Find out more](#)



### Get signed up to use Give a Little

We're delighted that we can now sign up any groups that are interested in using our new contactless payment provider, Give A Little.

 [Find out more](#)



## An important update on MSS Designs

We regret to inform you that, as part of the organisation's cost-saving measures, we've taken the difficult decision to suspend the MSS Designs service.

▶ [Find out more](#)

## Local group transfer of funds

A continuing thank you to all our groups that have generously transferred funds 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 important reminders, useful ideas and/or 'how to' hints to help you carry out your volunteering role.

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### Counting cash reminder:

To protect volunteers from wrongful suspicion of theft, it's very important to have **two people** (ideally including the collector) counting any cash received at fundraising events or from collection boxes.

Use our '[Cash counting record](#)' template to keep a record of this, along with details of where the money came from. And never leave money unattended or in an insecure area.



## Events

## Events for all volunteers:

**Volunteer Voice**: Wednesday 26 November at 6pm

**'Safe for All' safeguarding sessions**: Tuesday 18 November at 11am, Thursday 20 November at 6pm and Wednesday 26 November at 2pm

## **Fundraising Events calendar 2025**

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

## 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



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