



# Volunteer update

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



Hello! I hope you were able to enjoy some restful time with loved ones over the festive period.

I'm Emily Perriam, the new Director of Service Delivery. I've worked with the MS Society for over 10 years and been a key member of the project team shaping MS Help and our services transformation work.

In my new role, I'll have oversight of both UK-wide and local service delivery. This will create stronger alignment between the two areas to deliver greater efficiencies and a unified strategic vision for our services.

2026 is going to be such an exciting year for our services. When **MS Help** launches in April, it'll be the first time we deliver national services (like our emotional support and information services) and all of our brilliant local community services together as one Services team.

Central to the success of all of this is the new **MS Help Hub**. With the Help Hub, we're bringing together everything someone needs to manage their MS. Or to support and care for someone living with MS.

We'll have a single point of contact, so no matter if they phone us, email us or speak to us on our new webchat facility, they'll connect directly to the Help Hub. From here, they can find information and self-support resources, signposting to specialist services, and accurate, up-to-date information for local services too...

**Read the rest of the message [on the Volunteer Website](#) or [on Assemble](#) to find out why Emily Perriam is excited about the launch of MS Help.**



## General updates



### Assemble is live for Early Adopters! Rollout next steps

Early Adopters can now log on to Assemble. Find out when other volunteers will be given access, and what to expect next.

▶ **Find out more on the Volunteer Website**

### Volunteer Voice – Wednesday 28 January at 6pm

Join us to find out what's in store for the year ahead, and put your questions to our senior leaders. Plus an update on **MS Help** and a 'show and tell' about **Assemble** ahead of the rollout from February onwards.

▶ **Register to attend**

[!\[\]\(1d3a1175dd4902218e694b9c098adb83\_img.jpg\) Find out more on Assemble](#)



## Our face-to-face fundraising campaign is back for 2026

Our friendly professional fundraisers are returning. We're aiming to welcome 2,000 new donors to help fund life-changing research and support for people living with MS by setting up a regular gift.

[!\[\]\(a03a7eb2f4046e1d3c76772003e549ea\_img.jpg\) Find out more on the Volunteer Website](#)

[!\[\]\(cbe2492b119e39e02a1dab2af4a4b296\_img.jpg\) Find out more on Assemble](#)



## Researchers use AI to describe two biological subtypes of MS

Scientists at University College London have published research showing that people with MS can be split into two biological subtypes, based on data from brain images and blood tests.

[!\[\]\(870f5d5e9c0d57485634be3ecf52f3ca\_img.jpg\) Find out more](#)

## Updates for groups

### Update on group contact lists

Thanks for your ongoing patience as we work to restore your direct access to group contact lists following the launch of our new data system. The work is being prioritised and we hope to bring you positive news in the February newsletter.

In the meantime, please continue the pause on sending communications. This is due to the



risk of using old data where people might have since withdrawn consent to be contacted.

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



## Finance update: Group Year End — plus a couple of reminders!

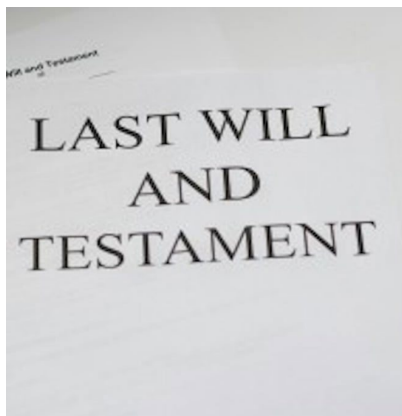
A big thank you to all the groups that have been completing Year End reporting. We have a few updates on the processes, plus some general finance reminders.

- ▶ **Find out more on the Volunteer Website**
  
- ▶ **Find out more on Assemble**

## Weekly drop-in with Volunteer Support Team has now ended

As we move towards the new MS Help team structure, the final weekly volunteer drop-in was earlier this week. But if there's anything we can help with, please [contact the Volunteer Support Team](#).

# Your voice can help shape better



## support

We're working to make will writing and legacy information easier to access for people affected by MS. To do this, we need to hear from you.

By completing our short survey, you'll help us understand what our groups need to guide members through these conversations with confidence and dignity. Every response counts and, together, we can make a real difference.

### ▶ Take the survey



## 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 group volunteering role.

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### Reminder – signposting to will-writing and other services

We don't expect any of our volunteers to offer specialist advice, and you mustn't do so on our behalf. Instead, you can **signpost to a suitable, reliable and trusted person or organisation**.

We provide **free will writing services** to all our volunteers, groups and supporters. Through our partnership with other organisations, we have access to a range of trusted solicitors across the UK who offer their services. You should use this approved list when signposting those you support to will-writing advice and/or inviting a solicitor to speak to your group.

**Important disclaimer:** Where we provide information about external organisations or service providers, the MS Society cannot guarantee the quality, safety, or suitability of their services or products for individual needs. We take no responsibility for any errors or omissions in this information.

## Face-to-face fundraising reminder

Don't forget to let us know if your group's planning any fundraising, such as in a shopping centre or train station. We can then give the agency that organises our professional fundraisers plenty of notice to avoid overlaps.



Contact [Boni](#) or [Jo](#) in our Individual Giving Team.



## 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 [on the Volunteer Website](#) or [on Assemble](#).



## Events

### Events for all volunteers

**Volunteer Voice:** Wednesday 28 January at 6pm

**Virtual support events:** Information and skills sessions for different stages of the MS journey

**2026 Fundraising events calendar**



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