

Volunteer Voice: Update on Mead and MS Help

28 Jan 26



| What we (YOU!) achieved in 2025

- The helpline service delivered **12,440** instances of support in 2025
- Specialist services delivered **7,926** instances of support in 2025
- Total instances of support in 2025 was **20,366!**
- On our Living Well webinars, over **2,000** participants attended **68** sessions
- Our c.**235** active groups across the UK delivered c.**1,000** services, supporting over **25,000** people

MS Help



| What is MS Help?

MS Help

MS Help is a new way of **finding** and **accessing** our services to help you understand and manage MS. We're making it easier to find trusted information, expert guidance and personal support to help you maintain your physical, emotional and financial wellbeing, so you can take control and feel secure.

| Accessing our services

MS Help Hub

We're introducing our new **MS Help Hub** to bring together everything you need to manage your MS or support and care for someone living with MS. We'll have a single point of contact, so no matter if you phone us, email us or speak to us on our new webchat facility, you'll connect directly to our Help Hub.

MS Help Hub model – key features

Key features of this model are as follows:

- **The MS Help Hub will be the first point of contact (front door) for all new people who use our services**
- It's the single central point for all new enquiries



- It provides consistent and comprehensive navigation and signposting to all services and support options
- It is an integrated service across digital, remote-in-person, and virtual channels

- It has up-to-date and accurate information about all services and support, including UK-wide, local, core and non-core
- It provides a sense of continuity / ongoing relationship for returning people who use services who agree to share personal data



| Volunteer support

MS Help Team

Alongside our public-facing MS Help Hub, we're introducing new **local MS Help Teams** to provide support and resources for our volunteers, so they can get on with delivering services and support for people affected by MS. Help Teams will be the link between MS Help and our groups, service partners and independent volunteers.

MS Help Teams

- There will be 12 MS Help Teams across the UK
- Each team will have two dedicated staff members:
 - Community Development Senior Officer (CDSO) - focused on developing new opportunities
 - Community Support Senior Officer (CSSO) - focused on supporting our volunteers
 - In Northern Ireland and Wales, the functions of these roles will be combined, so two dedicated Help Team staff will cover both development and support functions

An example of an MS Help Team in Scotland

Key requirements for successful delivery:

- Mix of staff and volunteers to deliver
- Spokes based on local need or demand – using a thematic approach
- A co-production approach to development
- A participation framework to facilitate community voice
- Voluntary income to achieve development and growth
- A commissioning approach to some aspects of delivery
- Systems infrastructure to capture reach and impact



Next steps on MS Help Teams

- There will be a series of roadshows (face to face and online) in April and May, bringing together our volunteers for each MS Help Team. At these events, you'll hear more about how the teams will work to support our community and volunteers.
- We have several new staff joining our teams. We'll keep you updated on who's joining us and what their role will be. Some of you may have a new staff contact or Volunteer Manager.
- We're developing some materials for Volunteer Managers to share with you; these will be available in February and will include information about staff contacts and MS Help Team areas.
- Look out for updates and intro pieces from key members of staff in the Volunteer Newsletter and on the Volunteer Website or Assemble, which will be rolled out from mid-February.
- The VST mailbox will soon be closing. However, please continue contacting VST for support until you've been informed of your new staff contact. We'll let you know once the VST inbox is no longer in use.

Marketing launch – Spring/Summer 2026

Initial launch to warm audiences to reintroduce our services and how to access them to people who already know us and trust us, helping them:

- Understand how to access the full breadth of UK and local services through a single point of entry – the MS Help Hub
- See themselves and their needs reflected in the way we communicate our offer

Followed by longer-term promotion to wider audiences through trusted and established channels.

Activation

MS Matters Spring edition:
services brought to life through stories and real people

MS Help toolkit:
helping staff and volunteers communicate about MS Help

Refreshing existing content:
website updates, information booklet and leaflet refresh, revitalised Help Hub resources

Volunteering

We've created a team dedicated to volunteering to better support our Volunteer Managers and provide an improved and more consistent volunteering experience.

The team is made up of:

- Head of Volunteering - provide oversight and strategic direction to develop volunteering at MSS
- Volunteering Systems Senior Officer (Assemble)
- Volunteering Development Senior Officer (Learning and Development)
- Volunteering Development Officer (Recruitment)
- Volunteering Experience Senior Officer

New Services and Support Directorate



New S&S Leadership Team



Development team



Delivery team



Health and Safety and Safeguarding team



The New Services organisational detailed chart will be sent out to volunteers in the coming weeks.

Thank you!

