



Volunteer update

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

Hello everyone, I'm Manju, and I'm really proud to be stepping into the role of MS Help Hub Manager.

I'm involved in the rollout of MS Help and lead the day-to-day delivery of the Hub, which is the first point of contact into services for anyone affected by MS, including family and carers.

I support our Hub staff and volunteers to deliver high-quality, relationship-based support, helping people feel heard, understood and confident navigating services.



Volunteers are central to everything we do. MS Help is built around well-supported volunteers delivering high quality services in their communities, with stronger links between local and national support.

Read the rest of Manju's message on the [Volunteer Website](#) or on [Assemble](#).



General updates

An update to our Help Hub opening times

From 1 April, we'll be supporting everyone through our new MS Help Hub. The MS Help Hub will be everyone's first point of contact for information and emotional support. We want it to be as easy as possible for people to get the help they need.

Our contact number is staying the same (0808 800 8000) but our email address will change to [**helphub@mssociety.org.uk**](mailto:helphub@mssociety.org.uk). Anyone who contacts the old Helpline email address will be redirected. Please note, the Help Hub will be open from 9am to 5pm, Monday to Friday (excluding bank holidays).

If you're a Group Volunteer, please ensure any listings, your social media pages and any communications you send reflect these changes. Thank you!



Assemble update - who's next?

All volunteers in our priority groups along with Trustees and Council Chairs now have access to Assemble. Learn more about when all remaining volunteers will be given access.

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

▶ **Find out more on Assemble**

Stop MS Appeal - we did it!

Launched in 2015, the Appeal set out to raise £100 million over 10 years, and thanks to you and the rest of the MS community, we've done it; we've raised over £101.9 million!

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

▶ **Find out more on Assemble**

MS Awareness Week is coming

Thank you to everyone who took part in our survey for MS Awareness Week. Over 1,600 people living with MS shared their experiences of MS assumptions which will really help to shape the campaign.

In April's email we'll share some resources with you to support your MS Awareness Week activities. We'll create social media graphics and copy, alongside a poster and newsletter copy. We hope you'll support the campaign and help us raise awareness. #MSThinkAgain



Join us for Volunteer Voice in March

Hear more about MS Help and the new Help Hub (launching next month) from some of the teams behind the scenes. We'll also be sharing more about our launch plans.

▶ **Register to attend**



Join us at our Annual Research Lecture

Join us for the Annual Research Lecture on **Tuesday 19 May from 6.45pm** at the Royal Society, London. Professor Alasdair Coles will present his talk — Remyelination: The next phase of MS treatment.

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

▶ **Find out more on Assemble**

One donation, double the impact.

This month our exciting new match-funding appeal has launched! Thanks to the generosity of a group of supporters, every £1 donated until Sunday 12 April will be matched up to £250,000. With so many promising MS research projects needing funding, there's never been a better time to give.

The appeal launched on Monday 2 March, so please donate if you can and/or share with friends and family. If you have any questions, please contact crissy.spice@mssociety.org.uk

Other news

Happy Easter to everyone celebrating this spring - an Easter message from us and resources to help

you celebrate on the [Volunteer Website](#) and [Assemble](#).

Ramadan Mubarak! - wishing everyone observing Ramadan this month joy, peace and reflection. Find resources on the [Volunteer Website](#) and [Assemble](#) to help you celebrate.

Missed our will-writing webinar earlier this month? Watch the recording on the [Volunteer Website](#) or [Assemble](#) to learn more.



Volunteering in action

New Me and My Mug feature!

We're thrilled to be launching a brand-new feature this month called Me and My Mug. We hope it will be an enjoyable way of getting to know one another and allow you to connect with other volunteers who have similar interests.

Find out more, and how you can feature with your mug, by visiting the [Volunteer Website](#) or [Assemble](#).



Hi! My name's Steve and I've volunteered with the MS Society as a Befriending Volunteer for five and a half years.

Steve shares the story of his mug, what he likes doing in his spare time, what advice he'd give to someone new to their Befriending Volunteer role, and more!

Learn more about Steve and how to connect with him on Assemble by visiting the [Volunteer Website](#) or [Assemble](#).



Updates for groups

An update on our Top Tips section

As we continue to move volunteers over to Assemble, our new Assemble Digest (a round up of things volunteers need to know in between newsletters) will be replacing the Top Tips section. The Assemble Digest is an email notification that you'll receive via the messaging service on Assemble once you're given access.



Updated risk assessments for 2026

If you're involved in Health and Safety for group activities, please download the new forms, rather than using any old versions.

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

Update on group donations

We're working to resolve a temporary system issue affecting how some group donations to central funds are shown.

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

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.



Events

Events for all volunteers

Volunteer Voice: Thursday 26 March at 2pm

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

2026 Fundraising events calendar



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