

## ITEM Volunteer Service Report to HR Committee End Sept 2025

To inform HR Committee members on the activity within the Volunteer Services Department of St. Raphael's Hospice since July 2025.

**DEPARTMENT OVERVIEW:** A positive period since my last report maintaining our recruitment and onboarding momentum. Lorraine Hunt is decreasing her hours to 3 days (22.5hours) & will work Mondays Tuesdays & Wednesdays from 1 November 2025. We have onboarded two new admin volunteers; Anam who has excellent IT skills to support us 1-2 sessions a week and Charlotte to support us on alternate Fridays. We continue to receive regular support from Debbie, Margaret and Sheena.

**VOLUNTEER DATA** Up to data reporting from NXT/Raiser's Edge (as of 26/09/25)

<b>Role</b>	<b>No. Active</b>
<b>Admin (all depts other than retail admin)</b>	<b>16</b>
<b>Bereavement Support</b>	<b>7</b>
<b>Board Members</b>	<b>11</b>
<b>Coach/Mentor</b>	<b>4</b>
<b>Compassionate Neighbours</b>	<b>37</b>
<b>Complementary Therapists</b>	<b>8</b>
<b>Donation Centre</b>	<b>58</b>
<b>eBay /Marketplace</b>	<b>1</b>
<b>Event Catering</b>	<b>1</b>
<b>Gardeners</b>	<b>17</b>
<b>Group Support Worker</b>	<b>1</b>
<b>Hairdresser</b>	<b>1</b>
<b>Hospice User Group</b>	<b>3</b>
<b>IT Volunteer</b>	<b>1</b>
<b>Occupational Therapy</b>	<b>2</b>
<b>Orangery</b>	<b>18</b>
<b>Pastoral Care</b>	<b>4</b>
<b>Pets as Therapy</b>	<b>3</b>
<b>Physiotherapist</b>	<b>1</b>
<b>Reception</b>	<b>42</b>
<b>Retail Co-pilot</b>	<b>2</b>
<b>Retail – Events</b>	<b>4</b>
<b>Retail Driver</b>	<b>9</b>
<b>Retail PAT tester</b>	<b>1</b>
<b>Shop Assistants (total)</b>	<b>197</b>
<b>Story for Life Biographer</b>	<b>3</b>
<b>Student Counsellors</b>	<b>6</b>
<b>Ward Clerk</b>	<b>2</b>
<b>Ward Companion</b>	<b>20</b>
<b>Wellbeing Centre</b>	<b>24</b>
<b>Retail Total</b>	<b>272</b>
<b>Compassionate Neighbour Total</b>	<b>37</b>
<b>Hospice</b>	<b>195</b>
<b>Current grand total</b>	<b>504</b>

## Hospice Based:

### Status:

- 195 in role
- 15 applications in progress
- 11 starters since last report
- 2 leavers since last report

**Admin Volunteers** Anam commenced 04/09/25. Charlotte starting in role October .

**Reception Team:** All 40 volunteers & 2 staff volunteers trained on new phone system/ going well. Huge thanks to Ajay & Soren, IT Sue who does Thursday evenings covering ongoing Mon 9-1 from end of Sept. New volunteer Jackie completed her training ad hoc cover. Hedyeh commencing induction 20/09/25? cover 2 Friday evenings per month.

**Orangery:** Su commenced role 8 September. New volunteer Gwen started; greatly enjoying the role; Peter completed his Induction 19/09/25 previous experience / wife died under our care 8 yrs ago. Meeting re. skill mix moving forward arranged for 14/10/25.

**Gardening Team:** Tony started Mondays; 1 application in progress.

**Psychological Support Services:** Velma commenced 12/09/25 Karen Weston completed her placement Mel Young and GT Interviewed 2 student counsellors W/C 15/09/25. 3 further applications.

**Bereavement Support:** ; Pav started July ; Mehak & Alice to commence October.

**Ward Companion:** . Niamh completed her induction & will cover Friday PMs from 26/09/25. Louise completed her induction & will cover Saturdays & ad hoc. .2 applications in progress.

**New role Volunteer Physiotherapist:** Disha 3 sessions a week Monday Wednesday and Thursdays for 10 weeks. Positive feedback to date from her and IPU team.

**Enquiry from SALTA (Speech & Language Assistant)** to support us / initial meeting TBC.

### Actively recruiting:

Gardeners

Ward Companions (Thursday & Friday twilight/ Sundays)

Sunday morning receptionist from October

Orangery Volunteers for ad hoc cover.

Student Counsellors

### Retail Recruitment:

Month	New Starters 2025	Leavers 2025	Actual Hours 2025	Actual Hours 2024	Variance	Variance %
January	13	12	4,084	3,641	443	+11%
February	10	0	3,595	3,211	384	+11%
March	11	5	3,593	3,155	438	+12%
April	4	7	3,386	3,265	121	+ 4%
May	7	5	4,020	3,885	135	+3%
June	6	19	3,392	3,449	-57	-2%
July	17	15	3,561	3,340	221	+6%
August	6	10	4,162	3,778	384	+9%
September	9	6	tbc	3,636	tbc	tbc
Total to date	83	79	tbc	31,360	tbc	tbc

### **Recruitment Campaign**

We' have received a high volume of enquiries rather than applications. While we' have responded to all of them, many have not replied. To streamline the process and save time, we've updated the link, so it now directs people straight to the application form.

Our existing social media campaign will continue to run and focus on retail until the end of January 2026.

### **Update information forms**

We have had a good response to the update-details forms sent out in June to all retail volunteers. We are currently reviewing all returned forms against the information held on Raiser's Edge and making updates where appropriate.

### **Retail Training**

Supporting the Retail Team with the implementation of Gift Aid and PCI DSS training for all shop retail volunteers over the past month. Gift Aid implementation has been completed, and PCI DSS training is scheduled for completion by the end of September.

### **Annual Thank you and Long Service Awards Event**

This year's Event will be held at St Bedes on the Monday 24 November from 6pm – 8pm and Tuesday 25 November from 2pm – 4pm.

All Volunteers across the organisation are invited. Invitation will be sent out on 6 October, we anticipate 150-200 will attend.

## **STRATEGY PILLARS:**

### **Our People:**

- **Investing in Volunteers**: Catch up call with our assessor Graham Maunders went well. List of 25 roles submitted 29/08/25. Personnel lists submitted 19 September for selection of staff/volunteers to be interviewed on the arranged Assessment days 3, 6 & 10 November.
- **Recognition**: RT submitted nomination of Penny Hall for HUK Volunteer Gardener of the Year. Numerous nominations submitted for Sutton Community Awards Penny and Steve in Outstanding Volunteer category; The Orangery, Compassionate Neighbour & Donation Centre Teams in the Outstanding Volunteer Team of the Year category & Wellbeing Services & Compassionate Neighbours in the Community Inclusion & Diversity/ Inclusion categories.
- **Disaster Recovery Plan**: Initial meeting 18/09/29 LH & GT to meet W/C 06/10/25 to draw up our plan to submit to Richard Carman.
- **Community Engagement**: GT attended Merton Involve meeting 22/09/25 & Merton Volunteer Managers Network Meeting 25/09/25 Session on 'Volunteers & The Law'. Networking opportunities & collaboration with other like-minded voluntary sector organisations.

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