

## ITEM Volunteer Service Report to HR Committee January 2026

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To inform HR Committee members on the activity within the Volunteer Services Department of St. Raphael's Hospice since the last meeting on 7 October 2025.

**DEPARTMENT OVERVIEW:** We have had a constructive period since our last report maintaining our momentum, successfully meeting the varying departments' volunteer requirements, and identifying new volunteer roles. Anam continues to support us with admin tasks 1-2 sessions a week. However, Charlotte has proved to be more suited to the Orangery Café role. We have onboarded a new admin volunteer Spandana who commenced her induction on 23 December and hopes to support us 1-2 mornings per week.

**VOLUNTEER DATA** Up to data reporting from NXT/Raiser's Edge (as of 06/01/2026)

Role	No. Active
<b>Admin (all depts other than retail admin)</b>	<b>14</b>
<b>Bereavement Support</b>	<b>6</b>
<b>Board Members</b>	<b>11</b>
<b>Coach/Mentor</b>	<b>2</b>
<b>Compassionate Neighbours</b>	<b>37</b>
<b>Complementary Therapists</b>	<b>7</b>
<b>Donation Centre</b>	<b>52</b>
<b>eBay /Marketplace</b>	<b>1</b>
<b>Event Catering</b>	<b>3</b>
<b>Gardeners</b>	<b>18</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>21</b>
<b>Pastoral Care</b>	<b>4</b>
<b>Pets as Therapy</b>	<b>3</b>
<b>Physiotherapy</b>	<b>2</b>
<b>Reception</b>	<b>45</b>
<b>Retail Admin</b>	<b>1</b>
<b>Retail Co-pilot</b>	<b>2</b>
<b>Retail – Events</b>	<b>5</b>
<b>Retail Driver</b>	<b>8</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>9</b>
<b>Ward Clerk</b>	<b>2</b>
<b>Ward Companion</b>	<b>19</b>
<b>Wellbeing Centre</b>	<b>21</b>
<b>Retail Total</b>	<b>268</b>
<b>Compassionate Neighbour Total</b>	<b>37</b>
<b>Hospice</b>	<b>197</b>
<b>Current grand total</b>	<b>502</b>

## Hospice Based:

### Status:

- 197 in role
- 10 applications in progress

**Admin Volunteers:** Anam continues 2 mornings per week. Spandana commencing 1-2 mornings per week. Sheena and Margaret supporting Volunteer Services and other depts.

**Reception Team:** Sue thoroughly enjoying her regular Mondays 9-1 shifts. 3 additional volunteers in the team; Helen, Roz, and Wendy. Lynn Jackson will continue to volunteer occasional weekend shifts once she leaves her Clinical Admin role 9 January.

**Orangery:** Support Meetings well attended. The Orangery Team are cohesive with new members Laura and Catherine since our last report. We hope to secure a Monday Lead Volunteer by end of January. Pricing reviewed and Wednesday specials reintroduced.

**Gardening Team:** Tony has proven to be an asset to the team; supports us all day Thursdays. 2 applications in progress.

**Psychological Support Services:** Interviewed and offered placements to 5 student counsellors. John commenced early December Fred commenced 5 January and Fiona, Harriet and Magda are due to commence on 12 January. Moving forward, all student counsellors will give 12 months support even if they qualify within that time.

**Ward Companion:** The team recently affected by illness and other absences. However, we have maintained a smooth service with team members covering additional shifts as needed. New twilight volunteer Dan to commence 1-2 evenings this month.

**Volunteer Physiotherapist:** Disha completed her 10 weeks; commenced a part-time role in the NHS and is continuing to support us on Tuesdays.

**Volunteer Assistant Physiotherapist:** Irit (retired physiotherapist) has joined the team as an Assistant Physiotherapist Volunteer. Role description compiled, meeting with Disha and OT team. These teams will support our in-patients and the attendees of our Wellbeing Centre collaboratively.

### Actively recruiting:

- Gardeners
- Ward Companions (Thursday twilight/ Sundays)
- Monday evening reception (whilst regular volunteer off)
- Orangery Volunteers
- Orangery Lead Volunteer for Fridays

## Retail

### Recruitment and Retention

We currently have 268 Retail Volunteers active on our database and 15 Applications/Enquiries pending.

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%

<b>July</b>	17	15	3561	3,340	221	+6%
<b>August</b>	6	10	4163	3,778	385	+9%
<b>September</b>	9	6	4211	3,636	575	+14%
<b>October</b>	9	20	3465	3,338	127	+4%
<b>November</b>	4	1	3771	3,457	314	+8%
<b>December</b>	9	12	2943	2,960	-17	-1%
<b>Total to date</b>	105	112	44,184	41,115	3,069	+7%

### **Volunteer recognition**

In late November, we celebrated our volunteers with our Thank You and Long Service Awards Ceremony. Around a hundred volunteers joined us as we recognised many milestone awards from 5 years to an incredible 35 years of service. We held both an afternoon and an evening event, giving volunteers the flexibility to attend at a time that suited them best. Guests enjoyed a buffet and drinks which were well received and feedback was positive.

### **Job Train**

We will soon be moving our recruitment process onto Job Train to streamline our recruitment and reduce administrative tasks allowing us all to manage applications more efficiently.

### **Retail Recruitment Campaign Update**

The retail recruitment campaign, scheduled to launch on 19th January, has been delayed. It will be rescheduled once our recruitment process has transferred to Job Train.

### **Volunteer Engagement – Shop Visits**

Natalie and Lorraine plan to visit all shops and the Donation Centre by the end of January and will continue regular visits thereafter to strengthen relationships with retail staff and volunteers.

- **Investing in Volunteers**.: Further to the Assessments on 3, 6 & 10 November when our assessor Graham interviewed 1 trustee, 12 members of staff and 47 volunteers. we have received the draft report indicating that we have met the standard. Awaiting final report.
- **Recognition**: Penny Hall won Hospice UK Volunteer Gardener of the Year; and was invited to the conference in Liverpool in November to receive her award. The Wellbeing Services received the Sutton Community Award in the Diversity/& Inclusion category.
- **Community Engagement**: GT presented together with Sam Bourne, Community Fundraising Manager at St Philomena's School as their charity of the year for 1 of their houses.
- **Training**: Point of Care Conference attended by GT Excellent opportunity to share challenges, ideas and network with other organisations, private, public sector, and charities. GT completed MHFA refresher course 15 December. Rebranded as 'Caring Listeners.'
- **HVMN**: GT to attend Southern Region Meeting 28 January at Princess Alice Hospice.
- **Birdsong Volunteer Survey**: Overall, a positive result with an increased Volunteers Total agree comparison with all hospices volunteer benchmark as 26 the same; worse 0, better 7. Overall engagement level score of 94% compared to all hospices 89%. Overall comparison with our previous survey - Worse 1 Better 8 and same 23. There are areas to discuss and concentrate on as indicated in the verbatim comments.

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