

Volunteer Newsletter

Edition 7: July 2026

Sarah Cash

Deputy Chief Executive
and Director of
Business and Income
Development



Welcome to the July volunteer newsletter of 2026.

As we mark Volunteers' Week, I want to begin with a heartfelt thank you to every one of you. Your time, energy and commitment make an extraordinary difference to the people and families we support, and to the wider community that stands behind our hospice.

Volunteers are central to our ability to grow, both in the services we provide and the ways we fund them. Whether you help support patients and families in the hospice, or assist with our income activities, you help us do more every year for people who need us. As you will have read in the last edition, 2026–27 is a significant year of growth, with new initiatives such as the Living Well Group and Hearts in Bloom. Income generation is growing too. Our retail presence continues to expand, including our new Bridlington shop, our recently announced shop in Willerby, and two more locations we look forward to sharing very soon. This growth is vital if we are to keep meeting the needs of our local community, and it simply would not be possible without our wonderful volunteers.

This year also gives us another special reason to celebrate: the 30th anniversary of our lottery. Over three decades, it has raised more than £22.5 million for the hospice, an incredible achievement made possible by the generosity of our players, and the dedication of everyone who has promoted, supported and championed it along the way.

Having worked at the hospice for 20 years now, I see every day how closely our income generation and volunteer support are linked. Every hour you give helps us reach more supporters, generate more income and provide more care. Thank you for turning kindness into practical support and ambition into sustainable growth. We are so grateful to you for all that you do.

Sarah Cash

Deputy Chief Executive and
Director of Business and Income Development

A spotlight on... Volunteer Receptionists



Here are just a
few of our Volunteer
Receptionists:

In every Volunteer Newsletter we want to celebrate a different team of volunteers and showcase what they do to impact hospice care, we're kicking off this new feature celebrating our **Volunteer Receptionists!**



The Reception team is made up exclusively of 32 volunteers who are the first people patients, visitors and staff see when they walk through the hospice door, they help set the tone for the care, kindness and professionalism we're known for.

The volunteer reception desk operates seven days per week from 8.30am to 7pm, including Bank Holidays and Christmas Day! Their commitment and reliability saves the hospice around £85,000 in running costs.

The Receptionists greet visitors, answer the main hospice switchboard phone calls, deal with enquiries and assist all departments with their appointments and deliveries. The Reception team also play an integral role in supporting patients and their families, from offering reassuring words to providing a cuppa and a moment of calm, being a friendly face during some of the scariest times and a shoulder to cry on during the saddest.

We want to thank this team for all they do to represent Dove House so professionally and for the compassion and empathy they show everyone who visits our hospice.



How your support helped local people in 2025/26:

2180

Referrals to
Dove House

460

Inpatient
admissions

2557

Physiotherapy
contacts

128

Home Visits by
the MND Nurse

1482

Contacts made by the
Family Support Team

521

Complementary
Therapy Contacts

115

People attended
Friday Friends

250

Referrals to the Children's
Bereavement Groups

648

Occupational
Therapy
Contacts

79

People supported
by Welcome
Wednesdays

70%

Admissions avoided
a hospital admission

20%

Admissions occurred
out of hours

It's 30 years since the first Dove House lottery draw!

This year marks 30 years since the very first weekly draw of Dove House Hospice's lottery, a milestone made possible by supporters past and present who have helped raise more **than £22.5 million** for local hospice care.

“Having witnessed our lottery grow from the inside, I'm incredibly proud of what players past and present have made possible.

Over 30 years, their support has raised more than £22.5 million, helping Dove House provide vital care and support to local people and their families in a way that suits them and their needs.”

Laura Sadler
Head of Fundraising



Join the celebration:

- Join the weekly draw
- Buy a single ticket
- Buy a scratch card

**£22.5
MILLION
RAISED!** **30
YEARS**

www.dovehouse.org.uk/lottery

by calling 0300 330 1500 or by popping into your local Dove House shop. Players must be 18 or over.

UP TO
£10,000
ROLLOVER
PRIZE

£1,000
WEEKLY
JACKPOT
PRIZE

80
PRIZES OF
£10

£5,000
TWICE YEARLY
BONUS PRIZE



Dying Matters Week

Dying
Matters

Dying Matters Week, which took place at the start of May, gave us a valuable opportunity to encourage open conversations about death, dying and bereavement, both within the hospice and across our local community. Throughout the week, we took part in a range of activities designed to raise awareness, share support and help people think about what matters most to them and also collaborated with The Broken Orchestra at Humber Street Gallery for The Things We Leave Behind exhibition.

These activities helped start important conversations and reminded us all that planning ahead can be one of the greatest gifts we leave to those closest to us. Although Dying Matters week is over for another year we are still encouraging everyone to think about:

Making
a Will

Funeral
wishes

Future
care plans

Online
accounts and
technology

Organ
donation

More information about having these important conversations and how to start them can be found at

dovehouse.org.uk/dyingmatters

Date
for your
Diary!

Volunteer Festive Thank You Lunch

will take place on:

Friday 4th December at Kingston Suite, MKM Stadium, Hull

Another new Dove House shop!

You may have seen on our social media that hot on the heels of opening the new shop in Bridlington we are opening a new shop in **Willerby!**

We are moving into what was the old NatWest bank on Beverley Road, Willerby and we can't wait to meet the community in this new area.



To find out more about our Fundraising activities scan the QR code or get in touch:



Don't forget...

Facebook To join the **Dove House Volunteers** group on Facebook

Website To let us know your mobile and/or email address to help us keep in touch - www.dovehouse.org.uk/volunteers-details