



## HELLO AND WELCOME

Love is in the air this month! I can't believe how quickly February has come around! How are you? I hope 2024 is treating you well so far!

We've lots of information to share with you in this edition. From the results from our Survey, to some changes that you'll see in the next edition of the newsletter, our next Tea and Chatter date and some positive news from our lottery sales in retail!

This month we've been busy opening our new Connah's Quay store, the shop manager, Brigitte (who some of you may know from our Frodsham shop) has been busy getting everything ready. The shop is located on Connah's Quay retail park, near the big Morrisons. If you're ever in the area, please do swing by and introduce yourself, they love meeting other volunteers from across Claire House. This is the first shop we've opened since the pandemic and it was lovely to see so many people from the local community getting involved on opening day.

Special guests Corey and Mum Karina opened the store, with Claire Bear cheering them on. If you'd like to visit the shop the address is Quay Shopping Centre, CH5 4WL.



## OUR SURVEY SAID

A huge thank you to everyone who completed the Volunteer Survey back in December. We are delighted with the results and whilst overall it was really positive, there are always things we can improve on, so thank you for your honesty, but also your kindness in giving us your feedback. Our goal is always to make sure you have a brilliant volunteer experience with us, no matter what area you volunteer in. We know we can always do better, so the feedback you have given us has helped us to shape our plans for 2024 and I hope you see some improvements over the next few months.

### Our Top Line Figures from the Survey include:

- 91% said you made new friend when volunteering
- 92% said you feel valued as a volunteer
- 89% feel you are making a difference
- 83% said you are proud to volunteer
- 75% said volunteering is part of your identity
- 87% would recommend volunteering at Claire House to your friends and family
- 70% had an increase in your sense of purpose
- 61% said your confidence grew

- We are reminded daily of the amazing work our volunteers do for Claire House and the difference that makes to our families. But this survey shows the difference Claire House makes to you, and the importance of volunteering in our local community. We have a part to play in reducing social isolation (as Liverpool and Wirral are a hotspot for loneliness), so we will use these figures to promote volunteering far and wide into 2024, so thank you very much indeed.



# CHANGES TO THE NEWSLETTER

One thing that came out loud and clear through the survey is that the level of communication isn't enough. You'd like to know more about what's happening across Claire House, in a variety of departments. We know that the newsletter is the best way to send regular communication out to you, so we'll be getting a bit of a face lift in your next edition.

You're volunteer newsletter will still come from me, but will look slightly different! We will soon be sending you a more interactive newsletter, where you can click through links to get more information on a particular story. This means we can start to track what you find interesting, and each edition will become more tailored to the information you want to hear about. I'm hoping that over the next few months, you really see a difference in how we communicate and that you get all the stories and information you need that will help you with your volunteering.

In a few months, we'll check in with you to see how you're finding it. Please make sure that you check your Junk and Spam Folders during the first week in March in case it accidentally goes in there. If you have any problems, please do let me know.

## THANK YOU TO OUR LOTTERY SELLERS

I'd like to say a huge thank you to our Retail Lottery Ticket Sellers! Or rather 'super sellers' as you are affectionately now called 😊

Over the last few months, we have asked our retail volunteers to help us selling lottery tickets! These are one off tickets that customers in the store can purchase over the till.

Volunteers who help on our tills have had to be Lottery trained and I know for some, it's been a bit tricky to get the hang off.

Thank you so much to everyone who has stuck with it! You are all amazing and the money these ticket sales raise, all goes directly to helping our families. So, no matter how far away you are from the Hospice, you are making a direct difference to our families.

A huge shout out to our volunteers in the Prestatyn Store who were our top sellers in 2023! Amazing.

A special mention to Kerry, our Managers Choice awarded volunteer. And to all our Chester volunteers who received a little gift for being Most Improved. I hope you all enjoy your gifts off the Lottery Team and thank you so much for all your hard work.



## AND FINALLY...

Our first **Tea and Chatter of the year** is taking place in our **Liverpool Hospice** on **23<sup>rd</sup> February at 10am!** Everybody is welcome!

The next one will be on the Wirral but our conference room is having a huge make over at the moment, so it's currently out of use!

If you'd like to come to our Breakfast edition please contact Lucy on: [Lucy.Reynolds@clairehouse.org.uk](mailto:Lucy.Reynolds@clairehouse.org.uk) to confirm your space.

You're welcome to bring a friend with you if you would like to.

If you struggle to get to our Liverpool site in West Derby, please let Lucy know, we can arrange for a car share, or one of our staff members can bring you over!

We'd love to see you all there.

Until next time (and next time might look a bit different), look after yourself and have a wonderful February.

Amy x

