

Ryder News

June 2026



Read thank you
messages to
volunteers on
page 6!

Sue Ryder

**Because no one
should face death
or grief alone**

Editor's word

Welcome to our first digital edition of Ryder News! Inside you will find lots of useful information and news from across Sue Ryder, including:

- a Volunteer's Week update from Bluebell Valentine
- lovely thank you messages shared for volunteers
- innovations in Healthcare, Bereavement and Retail.



We are always keen to hear your thoughts on how we could improve Ryder News, so if you have any suggestions, please email internalcomms@sueryder.org.

Happy reading!

Best wishes,
Rebecca (she/her)
Internal and Corporate Communications Manager



Sue Ryder in numbers!

Amazing achievements from 2025–26 include:

12,225

Amazing volunteers across the UK donated 1.55 million hours of their time.

513,048

The hours of palliative and end-of-life care we delivered.

Over 1,000

The number of personal visits that volunteer befrienders made to patients, providing vital comfort and companionship.

15.8 million

Items were sold by colleagues in our Sue Ryder shops.

Over 1,700

People started supporting us with regular donations.

270,000

People visited our Online Bereavement Community.

Welcome!



Hello everyone,

Welcome to this edition of Ryder News, our magazine for staff and volunteers.

Thank you for everything you do. It's only with your passion, commitment and skills that we're able to be alongside people through terminal illness, death and grief. I'm always keen to hear from you – if you have a question, or you'd like me to pay a visit, please fill out the [Ideas, Suggestions and Questions form](#) available [here](#).

I have been really privileged to talk to volunteers regularly at my visits across the country and their passion for the organisation has always been incredibly humbling. I have been amazed by their personal stories, their insights into our work and their valuable ideas about how we can continue to develop.

I'm very proud of the strong foundations we've built together to support the delivery of our [vision and strategy](#). Over the past year, we've taken some important steps forward and teams have worked hard to deliver some great results, as you can see on the previous page.

Our focus now is building on this momentum and embracing innovation, from single session therapy to new digital tools like Heidi, to help us reach even more people at the hardest times in their lives. You can read more about these on page 8.

James Sanderson (he/him)
Chief Executive

Strategic goals: what's next



We're proud of our achievements so far, but there is more we want to do to make sure everyone is supported through dying and grief. Here are just a few of our future plans.

Transforming our palliative and end-of-life care

What's coming up?

Introducing the Heidi AI scribe tool to reduce manual note-taking and free up clinicians' time so they can focus on supporting patients and families. Read more on Page 9.

Growing our grief support

What's coming up?

Implementing the single session therapy (SST) model and trialling our innovative digital triage tool. Read more on page 8.

Using our evidence, voice and campaigns to create positive change

What's coming up?

Encouraging more people to have conversations about their end-of-life wishes by sharing and promoting our new guide, 'Your Death Deserves Better'. Read more on page 5.

Ensuring we have a positive impact on communities

What's coming up?

Developing resources to ensure our shops and care services are welcoming and inclusive to people from all communities, including materials to celebrate different faith festivals.

Using our expertise to support wider society

What's coming up?

Attending key industry conferences to promote and grow our Sue Ryder International Learning Academy.

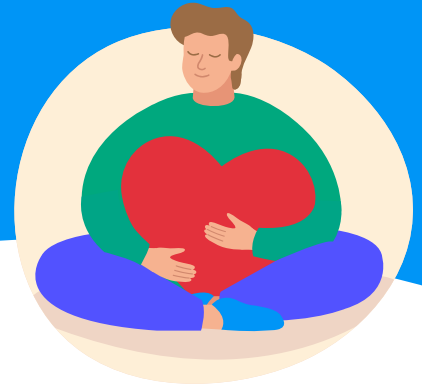
News in brief

You can keep up to date with the latest news from across Sue Ryder by reading our volunteer e-newsletter on the last Wednesday of each month. Here are some recent highlights:

- We've launched a free guide, **Your Death Deserves Better**, which aims to help people start conversations with their loved ones about end-of-life wishes. [Find out more and access the free guide on the Sue Ryder website.](#)
- June is **LGBTQ+ Pride Month**, and from June to September, we'll be celebrating by attending Pride marches across the country. If you'd like to [learn more or sign up to attend a Pride march with Sue Ryder colleagues, visit the Volunteering Hub.](#)
- Don't forget that our **Inclusion Passport** can be used to share accessibility needs, caring responsibilities, health conditions and mental health needs with line managers, helping to ensure reasonable adjustments are put in place to help people thrive. [Visit the Volunteering Hub to find out more about the Inclusion Passport.](#)
- We want Sue Ryder to be a safe, inclusive and welcoming place, where everyone feels able to voice their concerns. Our **Speak Up** platform is a confidential online reporting tool for all staff and volunteers. [Find out more about Speak Up on the Volunteering Hub.](#)



Celebrating our volunteers!



1-7 June was Volunteers' Week, and as part of our celebrations this year, colleagues shared lots of thank you messages for our incredible volunteers. Below, we're shining a spotlight on just a few of the lovely messages we received. [To read more of them, head over to our Volunteering Facebook group.](#)

"Whether you give your time in retail, healthcare, fundraising and more, every hour you volunteer makes a real and lasting impact on those facing some of the most difficult times of their lives. We couldn't do it without your support.
Thank you!"

"A huge thank you to every single volunteer who gives up their time to support Sue Ryder. We see such incredible instances of creativity, dedication and kindness – thank you for all that you do!"

"Thank you, Sue Ryder volunteers, for your wonderful gift of time. You are making a genuine and positive difference to so many lives."

"I have thoroughly enjoyed working with so many volunteers over the years. Every volunteer has been a pleasure to deal with, and it has been both fascinating and heart-warming to hear their individual stories and journeys. Thank you all for your help, support, and the difference you make."

Volunteers' Week: 52 years and 600,000 hours

In June we marked Volunteers' Week – a chance to celebrate all our brilliant volunteers. Here, Head of Volunteering, Bluebell Valentine, shares some amazing stats about those who generously donate their time and skills to support Sue Ryder's work.



During Volunteers' Week, some of the numbers that stopped me in my tracks included:

- **600,000+ hours:** this is how much time volunteers have contributed to Sue Ryder since January this year alone. We are only a few months into the year, and they have already given us over half a million hours of support.
- **8,000+ people:** the size of our incredible volunteer community right now.
- **52 years:** the length of time our longest-serving volunteer has been with us. Let that sink in for a moment – someone has given over half a century of pure kindness to our charity.

When you start looking at the wider impact across Sue Ryder, the scale of what our volunteers achieve is just staggering.

Last year, volunteers in our shops gave over 1.5 million hours of their time, supporting retail to raise a phenomenal £10.9 million for the charity. Over in our HM Prison workshops, volunteers reconditioned 3,520 bikes, bringing in £204,212.50 in vital funds while helping people build tangible skills for the future. And during 2025, our volunteer befrienders made over 1,000 personal visits to patients, providing vital comfort and companionship.

Looking at these numbers fills me with an enormous amount of pride, and excitement for what comes next.

To every single one of our volunteers, and to the brilliant staff teams who support them every single day: thank you so much.

Innovation in Healthcare and Bereavement

Our strategy includes our goal to double the number of people we care for. But how are we going to meet this ambitious target? Innovation is key. Here are two examples of how we're doing things differently to grow our reach and impact.

Heidi:

Heidi is a pioneering AI scribe tool for our clinicians. It will ensure that less time is spent on paperwork, and more time is freed up to spend with patients and families. By helping to automate clinical notes, letters and forms, Heidi will support our clinicians to spend more time face-to-face with patients, without changing how we care for people.

Single session therapy (SST):

SST will help us meet the increasing need for grief support across the UK. It delivers meaningful impact in a single session, offering a safe space for people who are grieving to talk, reflect, and get support.

As well as providing the level of support needed by most people, this new approach will increase the number of people we can help at any one time and allow us to see people more quickly, when they need us most.



Innovation in Retail

As we look ahead, our Retail teams are building on a successful 2025–26 where they raised vital funds, opened new shops and found ways to make the most of every donation.

In 2025–26, we grew our retail network with new shop openings in:

- Bramley
- Hull
- St Helens
- Port Glasgow

In July, we are excited to be opening a new shop in Norwich. Each of our shops has a brilliant range of pre-loved items and new goods. They offer a budget-friendly, sustainable way to shop, while raising vital funds to support people in their hardest moments.

Once fully established, there are plans for our new shop in Hull to become an upcycling hub, where talented volunteers will transform unwanted furniture into unique pieces, keeping them out of landfill.



We have also been finding innovative ways to maximise the value of donations.

Last June, we launched our Perfectly Imperfect scheme, which encourages the reuse of good quality donations with minor imperfections, such as a top with a broken zip or small stain. These donations are labelled as Perfectly Imperfect and sold at a discounted price for shoppers to repair at home. These items would previously have been sold as rag for a fraction of the cost.

In 2025–26, our shops sold 72,902 Perfectly Imperfect items, generating over £216,500 in income. If these same items had been sold as rag, they would have generated just £1,970.

Get involved: our ED&I Networks



Sue Ryder has four Equity, Diversity and Inclusion (ED&I) Networks, which are here to support you, create spaces for people to share their lived experiences and push for positive changes across Sue Ryder.

There are lots of benefits to becoming a member of a Network, including:

- **connecting** with people across Sue Ryder
- **sharing experiences** and learning from people with different life experiences
- **strengthening your sense of belonging** and community at Sue Ryder
- **supporting** a more inclusive environment
- **gaining experience** to support personal development.

Our Networks are:

- Global Cultures Network
- LGBTQ+ Network
- People with Disabilities Network
- Women and Non-Binary Individuals Network

Why not get involved today?

Volunteers are very welcome and encouraged to join our Networks.

[Find out more on the Volunteering Hub.](#)