



Teesside
HOSPICE

Volunteer Impact Report

April - June 2026

Welcome from Colin Renshaw, Volunteer Operations Manager



We are delighted to share our very first Volunteer Impact Report, this is a significant milestone that captures and celebrates the extraordinary contribution our volunteers make across every part of hospice life. Each day, your compassion, generosity, and commitment play a vital role in shaping the care and support we provide to patients and their families, and this report is one small way of recognising that impact.

Above all, this report is a celebration of you. It reflects the breadth and depth of volunteer involvement across the organisation, from frontline support roles to the many behind-the-scenes activities that keep everything running smoothly. It brings to life the difference volunteers make not only through the hours you give, but through the kindness, skills, and human connection you offer so freely.

This report also helps us better understand our volunteer community. It provides valuable insight into who our volunteers are, highlighting the diversity of backgrounds, experiences, and perspectives that make our volunteering programme so strong. By capturing this information, we are better placed to recognise your contributions, support you effectively, and continue to build an inclusive and rewarding volunteering experience for everyone involved.

We are deeply grateful not only for the time and dedication you give, but also for the flexibility and openness you have shown as we continue to evolve how we work. In particular, we would like to thank you for your engagement with the Volunteero platform. The care and consistency with which you have recorded your activity has enabled us to build a clearer, more complete picture of the collective impact of volunteering, and of the individuals who make up our volunteer team.

As well as celebrating achievements, this report provides a foundation for future planning. It helps us understand what is working well, where volunteering makes the greatest difference, and how we can continue to develop and strengthen our programme in the years ahead.

Thank you for everything you do. Your support makes a meaningful difference every single day, and we are incredibly proud to work alongside such a dedicated and valued community of volunteers.



“The customers are so nice and I’ve made some new friends when I’m working. I like the social side of it - a lot! I would say do the volunteering because it really does help. It really helps you get out and it makes you happy.”

Katy, a volunteer in our Yarm shop



A message from Mike Thornicroft, Chief Executive Officer of Teesside Hospice

At Teesside Hospice, we currently support over 4,000 people every year across all our services, offering care, compassion and dignity when it matters most. And yet, nationally, 1 in 4 people are dying without proper end-of-life care. That statistic alone should stop us in our tracks. We're determined to change that.

Every day, our teams help patients and families make the most of every single moment creating experiences and memories that last a lifetime. Sometimes those moments are profound and emotional, sometimes they're joyful and filled with laughter... and sometimes they involve a nurse pretending they didn't see someone sneak an extra biscuit from the tea trolley. We meet people where they are — with humanity, humility and compassion.

But I won't sugar-coat it: providing this level of care takes resources. It will cost £20,500 every single day this year to run Teesside Hospice and less than 30% of that comes from statutory funding. And the need is growing.

Over the past 12 months we've seen an increase of 15% in people needing our services, and we expect this to keep rising as more people seek the kind of compassionate, specialist care we provide.

Thank you for standing with us. And thank you for helping Teesside Hospice continue to be the heart of this community - today, tomorrow, and for generations to come.



6,560 hours and 21 minutes

of volunteering tracked across Teesside Hospice.

We ask volunteers to track their hours on our platform [Volunteero](#), so we can see the impact these amazing people have on our hospice. The above figure shows how many hours were tracked from April – June 2026.

702

hours volunteered in our
Bereavement Counselling Service

862

hours volunteered in our
Northgate Tearoom

3,743

hours volunteered across
our charity shops

126

hours volunteered in our
Wellbeing Centre

* From April 2026 to June 2026



Rafael's Volunteering Story

When 15-year-old Rafael was looking to do more with his weekends and gain new skills, he turned to volunteering. Now, after a year of volunteering in our charity shop, he says he's built his confidence and met some great friends:

"Around a year ago I was looking around charity shops on the high street, looking for something to do during the weekends and as well for work experience that could perhaps enhance my skills for later life.

I looked around charity shops and Teesside Hospice appealed to me because it was a really nice looking charity shop and it looked like somewhere I would really like to work. There were younger volunteers which I think would be really nice.

As a retail volunteer I mostly work on the shop front, so that's basically serving customers, pricing clothes, putting them out.

It's quite fun because you get to work with other people your age, so it's a nice social setting. It gives you something to do on the weekends which I believe is very enriching and will enhance you in later life.

What I like is that you can work with other people, and it's enjoyable because you know you're working towards a good cause, which is a really nice feeling. We look at sales towards the end of the day and it's always nice to think 'well, all this money is going to charity, we're helping people, we're helping those with a terminal illness', and it's a really important cause which I feel strongly about.

I'd definitely say my confidence has been built by working in a charity shop because around a year ago I was a lot quieter, I wasn't that open and probably more introverted in my ways. But a year on from working at Teesside Hospice, I'd definitely say I'm more extroverted, I'm more willing to talk to people which is great when going around. It's great to talk to people, and I feel really happy when I'm talking to other people.

I feel a lot happier working as opposed to not really doing anything at the weekend or just doing homework. It's a lot better to just go out there and talk to other people and like I said, those skills are going to really help me in later life, and now. It's always helpful to have confidence and good communication skills, and they're very transferrable and useful skills."



The impact of volunteering

Our volunteering platform also tracks the impact volunteering can have, with comments from our volunteers including:

“I had a pleasant afternoon shift on Sunday, few visitors to the Inpatient Unit as it was Father's Day. It was lovely to help out on reception.”

“It was a good first day in this new role. It was quiet but enjoyable and a learning opportunity.”

“Staff and volunteers have supported me throughout the last 6 weeks and brought me back to life after the passing of my partner and I thank them all, it is a pleasure to carry on supporting the hospice in both the shop and at events.”

“Thanks for helping me to improve my confidence, skills and knowledge through volunteering.”



44%

of volunteers are now using **Volunteero**

After listening to volunteers' feedback and how we could enhance the volunteering experience, we were proud to implement Volunteero in 2025. Now, we're using Volunteero stats to influence reports like this, so please help us to keep this number growing so we can provide more insight.

Our CEO Mike Thornicroft also shares the importance of the information we can gather through the app:

"I have an organisation-wide perspective, to:

- assure me that we are supporting volunteers effectively
- assist me when convincing other organisations to support us
- and show how many volunteers we have at any point in time, to understand any gaps."



Dawn's Volunteering Story

Dawn has been volunteering with Teesside Hospice for 4 years and gives up her time on Christmas Day to help patients and visitors feel as special as possible:

“My name is Dawn, I have been a volunteer at Teesside Hospice for 4 years. I started my volunteering on the reception desk on the In-Patient Unit, then progressed onto the main reception where I meet and greet patients, families and visitors making them feel welcome with a bright smile, I answer the telephone and put callers through to the correct dept or person.

I find volunteering very rewarding. I was a patient with lymphedema and the treatment I received was absolutely first class, the nursing team were fantastic nothing was too much trouble and that is why I wanted to give back to a deserving charity.

I was chosen to represent Teesside Hospice as I volunteer on a Christmas Day, to meet Sara Davies who stars on Dragon's Den and is hosting her own crafting show on ITV1. I was lucky to be invited to a get together for other volunteers or staff from other Hospices who give up their time on Christmas Day to meet Rosie Ramsey and Tamika, we enjoyed a glass of prosecco and some finger food and got to look at lots of lovely Christmas decorations and table decorations that Sara and her guests had made. It was a very enjoyable evening.

I think it is important to make the relatives of our patients feel welcome on this special day as it may be their loved one's last Christmas so it can be a sad/happy occasion so we try and make it extra special to make everlasting memories to cherish.”





Thank you

for your incredible support in volunteering for Teesside Hospice - we truly couldn't meet our goals and provide our care without you.