

CCSS VOLUNTEER NEWSLETTER – JULY 2026



A Message from Angela

I hope you're all managing to cope with this spell of extremely hot weather.

If I were in charge of the thermostat, I'd definitely be turning it down!

Please do take care of yourselves, stay well hydrated, and be sensible if you're volunteering or travelling in the heat. If you have underlying health issues that are exacerbated by the heat then please do consider speaking to your Lead Volunteer or the Regional Director about reducing your volunteer commitments until such time as you feel necessary to maintain your health and wellbeing.

Mileage Allowance

I'm pleased to tell you that the recommended HMRC mileage rates have increased from 45p per mile to 55p per mile. So, with effect from August 1st please ensure the expense claims you submit use the new 55p per mile claim rate. Important: Any expenses claims for mileage made before 1 August must be claimed at the previous rate of 45p per mile, even if you submit your claims after 1 August. Only journeys made on or after 1 August should be claimed at the new rate of 55p per mile.

Welcome Lisa!



I'm delighted to share some exciting news. Following a very strong recruitment campaign, we have successfully appointed our new Helpline Manager, who will be joining CCSS on 3 August 2026. Our new Helpline Manager is Lisa Quigley, and in the next edition of the Volunteer Newsletter, I'll ask Lisa to introduce herself and share a little about her background, experience and what she's looking forward to in her new role. With Lisa Quigley joining the team, we now have not one, but two Lisas at CCSS!

This new role is an important investment in our future and will help us continue developing the Helpline so that we can support even more bereaved people and others who turn to us for help.

As we look ahead, I also want to take a moment to thank our outgoing Helpline volunteer team. Since establishing the service during the COVID-19 pandemic, they have shown professionalism and commitment and they have supported thousands of bereaved families during some of the most difficult moments of their lives. On behalf of everyone at the Charity, thank you for everything you have done. You leave behind a wonderful legacy, and we wish each of you every happiness and success for the future.

 Once Lisa has joined us we will be recruiting volunteers internally and externally to join her to form the Helpline team. Anyone wishing to express an interest in joining the team are invited to do so and I'm sure Lisa will be delighted to meet you in due course.

Marathon Success!

Congratulations, Alexia!

I would also like to recognise the outstanding achievement of Her Honour Judge Alexia Durran, Chief Coroner of England and Wales, who completed the London Marathon in support of CCSS. Raising more than £23,000 in total, is an incredible achievement and we are enormously grateful for Alexia's commitment and generosity. Every pound raised will help us continue developing our services and supporting more bereaved families in the years ahead. Thank you, Alexia, and congratulations on such a fantastic achievement.

I would also like to thank Spencer, one of our London volunteers, who organised a tea and coffee station for spectators along the marathon route, Spencer raised a further £80.00 in support of the Charity.

Your Voice Matters

Our volunteers are, quite simply, the heart of CCSS, and listening to your views continues to be one of my biggest priorities. Throughout the year I held a series of CEO Open Door Sessions, giving volunteers the opportunity to share ideas, ask questions and discuss both the Charity and the wider coronial system.

This year's discussions focused on:

- ✓ The Public Office (Accountability) Bill (*Hillsborough Law*)
- ✓ The future of our Volunteer Representative role

As always, I came away encouraged by the thoughtful, constructive and honest discussions. Your feedback is invaluable and will help shape future decisions as we continue to develop the Charity. Keeping everyone connected is just as important. Our quarterly Volunteer Newsletter continues to celebrate achievements, recognise individual and team successes, share good practice and keep everyone up to date with what's happening across CCSS. Wherever you're based, we want every volunteer to feel part of the wider CCSS family.

Help Shape the Future of Volunteer Representation

With all four of our Volunteer Representatives having recently stepped down, we have a great opportunity to look at how volunteers are represented across the Charity and to design a model that works for the future. During the CEO Open Door Sessions we explored a number of ideas, including retaining geographical representatives and introducing volunteer consultation groups. We also discussed how the Volunteer Representative and Lead Volunteer roles should work together to make sure volunteers have a strong and effective voice within CCSS.

I'd still love to hear from those of you who weren't able to attend the sessions, as well as anyone who has since had further thoughts or ideas. Whether your suggestion is big or small, please don't hesitate to get in touch.

Your views really do matter. They help us understand what is working well, where we can improve and, most importantly, they will help shape the future of volunteer representation within the Charity. I value your feedback and look forward to hearing your ideas. Thank you, as always, for everything you do. Your kindness, compassion and commitment make an enormous difference to the thousands of people we support every year.

Finally, I hope you all enjoy the rest of the summer. Let's hope the weather settles down soon to something a little more comfortable!

With very best wishes,

Angela .

Could You Become a Telephone Support Service Volunteer?

Every year, people attending Coroners' Courts face some of the most difficult and emotional days of their lives. A friendly voice, a listening ear, and practical guidance can make a huge difference.

The Telephone Support Service (TSS) was created during the COVID-19 pandemic when our volunteers were unable to provide support in court. What began as a response to an unprecedented challenge has grown into an important and valued part of our support offer.

Today, TSS volunteers across England and Wales provide specialist telephone support to bereaved families and other court users before they attend an inquest. As well as offering reassurance and emotional support, our volunteers can share invaluable local knowledge about the courts they support. This practical insight can make a real difference to someone who is feeling anxious or overwhelmed. Whether it's explaining where to park, which entrance to use, where the nearest café is for a break, or what facilities are available nearby, our volunteers help people feel more prepared and confident before they arrive at court.

For many families, simply knowing who will be there to support them on the day can greatly reduce anxiety. TSS volunteers can introduce callers to their local CCSS volunteer team in advance, helping them feel reassured that they will be greeted by a friendly and familiar face when they arrive at court. Sometimes, it's these small but important pieces of information that can make a difficult day feel a little more manageable.

Now, more than ever, this support is needed. With the appointment of a new Helpline Manager and continuing developments within the coronial system, including the implementation of the Public Office (Accountability) Bill (often referred to as the Hillsborough Law), there is increasing recognition of the need to ensure bereaved families feel informed, supported and empowered throughout the inquest process. Our Telephone Support Service plays a vital role in providing that additional local support before people arrive at court.

Therefore it is important that we have at least one TSS volunteer in each and every court .

Sandra and Lisa will be running a number of online training sessions over the coming months. The training is interactive, engaging and takes approximately two hours to complete. If you would like to become a Telephone Support Service Volunteer please email Jane with an expression of interest to info@ccss.org.uk . Existing TSS volunteers will be provided with refresher training. If you require more information then contact your Regional Director - Sandra Sandra.weldon@ccss.org.uk and Lisa lisa.holland@ccss.org.uk who can answer any questions you may have.

Around Our Regions

St Pancras, Poplar and Bow

Coffee, Catch-Up and Sunshine



Photo of the St Pancras, Poplar and Bow volunteers at their recent coffee morning at Camley Street Natural Park by the canal. The majority of volunteers were present, and we enjoyed our open air meeting in glorious sunshine.

Ampthill's Lasting Legacy



Photo of the Ampthill volunteer team and senior coroner (Emma Whitting) around the tapestry, which was completed by Shirley Storey, one of the volunteer team

Another Family Writes to say thank you

Email received by the manager of our Coroners Officers regarding an inquest held at the Old Bailey in which Patrick supported a family.

This email also comes with HHJ Dhir and my thanks for having been as helpful as ever in the run up to this most recent hearing, and for having arranged for Patrick to come to court. As no doubt is the case for the Coroners/Assistant Coroners sitting in the West London building, HHJ Dhir is extremely conscious of the Family's experience, and Patrick's familiar face and lovely manner is a hugely valuable contribution to making that as comfortable as can be expected in the circumstances.

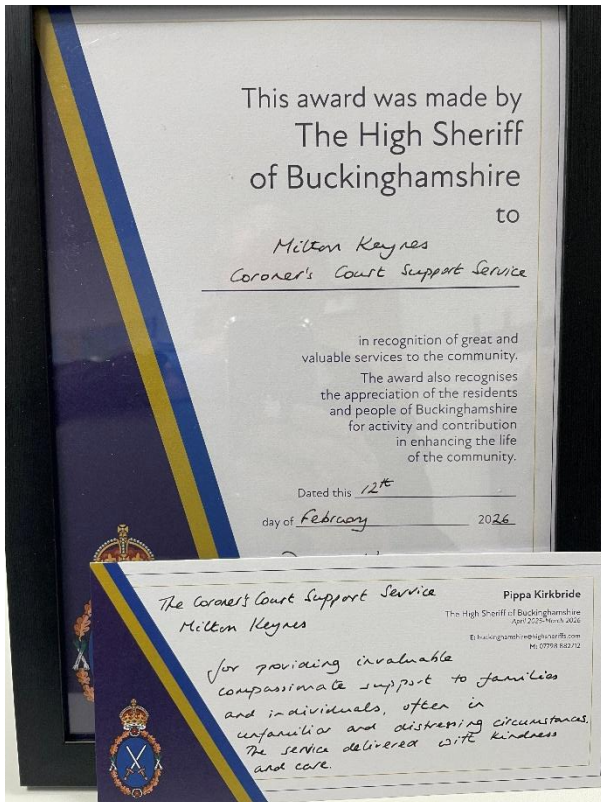
A New Chapter in Stoke-on-Trent



January 2026 was an exciting time at Stoke on Trent with the official opening of the new Coroner's Court by the Chief Coroner Alexia Duran and the swearing in of four Assistant Coroners .This was an opportunity to meet our new Regional Director Lisa Holland (pictured on the far left) who joined CCSS volunteers to celebrate this achievement of purpose built court facilities.

Liz Pohl

Recognition for Our Milton Keynes Volunteers



In the summer 2025 edition of the newsletter, we shared the wonderful news of the visit by the High Sheriff of Buckinghamshire to our court.

Earlier this year, in February, our Buckinghamshire volunteer team was presented with a certificate in recognition of the valuable contribution our volunteers make to life in the county. It was a proud moment for everyone involved and a fitting acknowledgement of the compassion, commitment and professionalism our volunteers demonstrate every day.

Recognition such as this is important. It highlights the difference our volunteers make to bereaved families and others attending inquests, raises awareness of the Charity's work within the local community, and may inspire others to volunteer and support the work of the Coroners' Courts Support Service.

Congratulations once again to everyone involved in this well-deserved recognition.

Clive Norton
on behalf of MK CCSS volunteer team

★ Volunteer Recognition

Chelmsford

I would like to thank you for your EXCELLENT service that you showed to us last week at the Inquest. Rebecca was really brilliant in the way she handled everything.

I am also thankful to the Volunteer Court people who were also really lovely, helpful and friendly and hopefully you could possibly convey our thanks to them as well.

All through this process you personally have been very helpful and accommodating at all times and I sincerely would like to thank you so much.

Woking

Dear Sirs

I attended an inquest at your court last week for my dear friend Claire.

I wish to thank everyone, from reception to court officials, for the way I was treated.

Particularly thank you to Emma, a volunteer support person. She was with me beforehand and throughout the whole process. She is a lovely lady and it is a great system of support for the public.

Thank you all.

Christina

A Marathon to Remember Congratulations, Alexia!

One of the highlights of this year's fundraising has been Her Honour Judge Alexia Durran, Chief Coroner of England and Wales, completing the London Marathon in support of the Coroners' Courts Support Service. Alexia's incredible achievement, raising more than £23,000, inspired volunteers from across England and Wales, many of whom wanted to pass on their congratulations. Here are just a few of the wonderful messages we received.

Messages from Across England & Wales

Reading

"The Reading Team at CCSS would like to pass on our collective congratulations to the Chief Coroner on completing the London Marathon and raising such a magnificent sum for us. We stand in awe."
Joy and the Reading Team

Flax Bourton

"Absolutely marvellous – well done, Alexia, on your time and on raising that amount. Thank you."
Margaret Powell

Newcastle upon Tyne

"Wow, extremely well done!"
Audrey

Hatfield

"That's great news. Well done, Alexia! I know from experience that it entails many, many hours of training and commitment. Such a super sum raised."
Pam

Stoke-on-Trent

"Thank you so much for your wonderful marathon achievement."
Wendy

Southwark

"Congratulations and well done on your amazing achievement. The amount you have raised is phenomenal."
Nuala

Liverpool

"Congratulations to the Chief Coroner on her completion of the Marathon. She should be very proud."
Joan Airey

Fulham

"Your participation has undoubtedly helped raise the profile of CCSS. Congratulations on such an impressive achievement and for raising an awe-inspiring amount for the Charity."
Anthony Heaton-Armstrong

Blackpool

"Excellent! Well done, Alexia, from all the Blackpool Team!"

Crook

"Please send my congratulations to her – a brilliant achievement to run a marathon and a fantastic fundraiser for CCSS."
Sue Keeton

❤️ Thank You

It was wonderful to receive messages from volunteers in every corner of England and Wales.

Together, they reflect the warmth, generosity and sense of community that make the Coroners' Courts Support Service such a special organisation.

Thank you to everyone who sent their congratulations and supported Alexia throughout her fundraising journey.

🍪 A Sweet Thank You

Following the marathon, Roey on behalf of the CCSS sent Alexia a special gift of handcrafted biscuits as a small token of appreciation for everything she had achieved. A thoughtful gesture for an extraordinary achievement.



BE PART OF THE NEXT EDITION

Your Newsletter • Your Stories • Your Charity

🔔 We'd Love to Hear From You!

Help us celebrate the amazing work taking place across CCSS

One of the best things about our Volunteer Newsletter is that it is **your** newsletter. Every edition is an opportunity to celebrate the kindness, compassion and dedication shown by volunteers across England and Wales.

Whether you've organised a coffee morning, welcomed new volunteers, received a lovely thank-you message or simply captured a great photograph from your court, we'd love to share it. Every story helps inspire others and reminds us all of the incredible difference our volunteers make every single day.

★ What Could You Send Us?

📷 Photos

Volunteer events
Court openings
Coffee mornings
Fundraising activities

Thank You Messages

Feedback from families
Emails from Coroners
Messages from professionals
Volunteer recognition

Court News

New volunteers
Court anniversaries
Team achievements
Special events

Volunteer Success

Awards
Long service
Retirements
Special achievements

Ideas

Suggestions
Articles
Helpful tips
Anything you'd like to share

Every Story Matters

Whether your contribution is a single photograph or a full article, we'd love to hear from you. Sharing stories helps volunteers across England and Wales feel connected and reminds us all that we are part of one Charity with one shared purpose. Together we can celebrate success, share good practice and recognise the incredible work taking place every day.

Get in Touch

Send your contributions to

 kerry.gracie@ccss.org.uk

Please include:

- ✓ Photographs
- ✓ Captions
- ✓ Names (where appropriate)
- ✓ A few words about your story

Thank You

Thank You for Everything You Do You are making a real difference.

Thank you for your kindness, your compassion and your commitment to supporting bereaved families. Together we continue to ensure that no one has to face the inquest process alone.

Until Next Time...

We hope you've enjoyed this edition of the **CCSS Volunteer Newsletter**.

Enjoy the rest of the summer, take care of yourselves and we look forward to sharing more news, stories and celebrations with you in the next edition.

See you in Autumn 2026!