

No. 178 September 2011



Teamspirit

For branch and national support group committee members

Welcome to the September edition of Teamspirit.

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Don't forget - the information in the first five sections is for **everyone**, wherever you are in the UK.

Get in touch

We're always keen to hear your feedback, so if you have any comments, suggestions or ideas email teamspirit@mssociety.org.uk, phone 020 8438 0944 or write to Teamspirit, MS Society, 372 Edgware Road, London NW2 6ND.

If you're a newsletter editor, email teamspirit@mssociety.org.uk to receive a version of Teamspirit that you can copy and paste into your branch or regional newsletter.

Branch donations

Branch or group	Description	Earmarked/ general funds	Research
Bridgend & District			£700
East Hertfordshire & West Essex			£8,000
Halifax & Calder Valley			£5,000
Harrogate & District	Fairer Financial Assistance Fund Helpline	£1,000 £1,000	£3,000
High Wycombe & District	MS Nurses Helpline	£500 £500	£500
Lincoln & District			£150
Mansfield & District		£1,000	
North Tyneside	Fairer Financial Assistance Fund	£3,000	£3,000
Oldham	Cambridge Myelin Repair Centre	£2,000	
Plymouth Liskeard & Districts	MS Nurses	£500	£500
Stanhope & Weardale	MRI Scanner Helpline	£1,000 £1,000	£2,000
Westmorland South Lakes	MS Nurses	£1,500	£1,500
Worcester & District	Cambridge Myelin Repair Centre	£1,500	

Totals

£14,500

£24,350

These are donations recorded in May and June 2011.

Executive Group Challenge

The MS Society Executive Group (comprising the Chief Executive and the Directors across the organisation) have challenged themselves to raise £11,000 during 2011. They have to date raised £4,518.95 with individual challenges including running the London Marathon, the Derby Kilomathon and risking a one mile swim in the London Docklands! We will update you again early next year on their ongoing achievements.

News and events

MS National Centre open day

Book on to the open day for MS Society volunteers!

The MS National Centre open day in London is an opportunity for you to meet MS Society staff and other volunteers, hear about activities happening across the Society and discuss the issues that affect you. As mentioned in July's Teamspirit, this year's open day will be held on 29 November 2011.

Tea, coffee and cake will be ready from 10.30am and time will be available for you to meet, and get to know, other volunteers attending the day. You will hear updates from senior staff and the Board about the MS Society's work and the latest developments in research. There will also be plenty of opportunities to ask questions about the issues that affect you.

After a buffet lunch you will have free time to explore the MS National Centre and chat to MS Society staff on the way. Areas will be set up for you to learn more about the MS Register and talk to the MS Society's National Support Groups about what they do to beat MS.

If you would like to attend the day please complete and return the booking form on page 13 by 4 November 2011. Priority will be given to new volunteers, with the remaining space being issued on a first come, first served basis.

The invitation is extended to all MS Society volunteers so please inform those in your branch/support group who may be interested in attending.

Travel expenses should be claimed from your branch or support group. If there are financial limitations, please contact Liz Wigelsworth, Volunteering Officer on 020 8438 0749 or email

lwigelsworth@mssociety.org.uk

We look forward to seeing you on the day.

New instructions for witnessing a disclosure application form

For England and Wales only

The MS Society has produced a new instruction sheet for anyone who witnesses disclosure checks on behalf of the MS Society, in England and Wales. You can find this enclosed with this copy of Teamspirit. A different process is used in Scotland and Northern Ireland.

Each time an individual undergoes a disclosure check they must present a range of identity documents (e.g. passport, driving licence) to their Chair – or another committee member if the Chair is not available.

News and events

The committee member must then carefully check over the individual's documents. This process is called witnessing a disclosure application form.

The new instructions explain who can witness forms, what they need to do, where they can ask for help and why it's so important that disclosure forms are witnessed correctly.

Also included is a new disclosure ID checking form that you must complete. This form is to make sure we carry out disclosure checks as thoroughly as possible and a record is kept of what ID has been witnessed. The form needs to be included with the disclosure form that is sent back to MS National Centre.

You can download this document from the MS Society website. If you do not have access to a computer please ask our Volunteering team to send you a copy. If you have any questions please contact Liz Wigelsworth, Volunteering Officer on 020 8438 0749 or email lwigelsworth@mssociety.org.uk

Interested in receiving Teamspirit by email?

The MS Society now offers Teamspirit by email. If you would like to help us save money and are happy to receive your copy of Teamspirit by email instead of in the post, please do let us know by contacting teamspirit@mssociety.org.uk or 020 8438 0944.

MS Society partners with John Lewis

Retailer John Lewis is working in collaboration with the MS Society charity shops and working with branches that have charity shops.

Ian Traverse from the Bristol store is on a secondment with the MS Society until December 2011 to develop shop volunteers' understanding of retail practices and to look at how operating procedures could be standardised.

In addition Ian will work collaboratively with each shop to explore options that could increase their net income and develop a handbook for branches that have charity shops. Ian will be in touch with branches that have charity shops during August and early September.

This project is being funded by John Lewis's Golden Jubilee Trust.

Ian has a wide retail experience, having been a shop manager and area auditor for Halfords. He was responsible for 60 shops in the south-west and Wales, helping local managers to control their operating procedures, trading profit and stock losses. At John Lewis partnership, Ian works for the operations manager overseeing stock management, business continuity and regulation across the stores.

News and events

New website launched

We are pleased to announce that after 18 months of hard work our new website has launched and is now live at www.mssociety.org.uk

This new website will bring together the work of the Society's branches, UK wide and be invaluable in helping our branches build awareness and support.

We'd like to thank you all for your patience and support throughout the project and hope you feel as excited as we do about this innovative new website.

Below are some frequently asked questions to help you get to know the new site:

Where can I find the page I'm looking for?

The site's structure has been redesigned to be more user-friendly and intuitive. Please take time to navigate around the site and familiarise yourself with its structure and new features.

If you have bookmarked or saved URLs (web pages), for key sections of the old site, you should be redirected to the

relevant place on the new site. For more specific pages however, you may have to navigate your way around the new site to find the information you need.

Where are branches on the new site?

Currently, there is one page for every branch on the new site. These are linked to existing branch websites for those branches that have them.

Once branch web editors have received training on the new system, they'll be able to submit news and events to the new site.

When will branches receive web training?

Volunteer branch web editors (where there is one in post) will receive details of our training package for the new website shortly after the launch.

Until volunteer branch editors have completed their training they can still submit news and events etc to the old website system – there will be a link to their old branch information from their new branch page on the new site.

If branches don't currently have a volunteer web editor but would like their branch to be involved they should get in touch with the New Media Team via webteam@mssociety.org.uk to express an interest and find out more. They will get in touch with you as soon after launch week as they can.

News and events

I have received an email saying I need a new account for the website – what does this mean?

The website is accessible to all, but you can sign up to your own account to receive more benefits – like information tailored to what you are interested in.

If you were a member of the forum on the MS Society's previous website, subscribed to an e-newsletter from the Society or received e-alerts from the old site you will have been automatically allocated an account, and will be sent an email with a user name and password, and instructions for logging in.

New users can register for an account at **www.mssociety.org.uk/user/register**

Once you receive our email, you can log in at **www.mssociety.org.uk/user/login**

Following the launch, please bear with the New Media team as we anticipate a lot of enquiries in the first few weeks. If you need to contact them, please email **webteam@mssociety.org.uk**

Annual General Meeting 2011

The Multiple Sclerosis Society's Annual General Meeting (AGM) will take place on 10 September 2011.

All members of the MS Society are invited to attend the meeting, to be held at the Crowne Plaza, Heathrow. To book a place or to find out more information, please call 020 8438 0941 or visit

www.mssociety.org.uk/AGM-2011

To make sure as many members as possible can attend the meeting, the AGM will be webcast live on our website.

If you were a paid up member of the Society before the 10 June 2011, you should have received by post your AGM voting papers. If you have not received this pack, please contact the Chief Executive's office on 020 8827 0470 or email **governance@mssociety.org.uk**

News and events

New approach to MS Support to be rolled out nationally

We will soon be rolling out our new MS Support programme after a successful pilot was carried out in the West of England in 2010.

The new programme will mean Support Volunteers in branches will have additional training and support to perform their roles and be able to provide an even better service to people affected by MS.

The MS Society Executive Group (EG) agreed in June to roll the programme out to all branches and support groups UK-wide, based on the positive recommendation from the peer review evaluation group who assessed the pilot.

The new programme will involve:

- Recruiting a team of Support Volunteers, rather than just one Support Volunteer to respond to the needs of people affected by MS.
- Offering a fuller four day course for all Support Volunteers to get to grips with this demanding front line service.
- Appointing a Lead Support Volunteer to manage this team and represent them on the committee, rather than electing a Support Officer to do the role alone.

- Developing guidance for committees, the Lead Support Volunteers and flexible models of training delivery and supporting ongoing learning.
- An e-learning resource on quality information-giving to complement the face-to-face training.

Arrangements are being confirmed with local teams to begin a phased UK approach to recruiting, inducting, training and supporting new Support Volunteers alongside many of those already in the role. We are aiming for roll out to be complete by spring 2013.

Developing resources for volunteers

We are developing a *How-to guide for committees: Developing MS Support* to give clear guidance to branches on recruitment, induction and ongoing support processes. The document will be available to the first branches and support groups implementing the programme from October 2011.

We are developing an e-learning resource on how to provide the best quality information. At the beginning of autumn we will ask volunteers to try out for us a prototype version. If you would be interested in taking part in this process, please let the Volunteering team know by contacting 0208 8438 0944 or emailing volunteering@mssociety.org.uk. The finished product will be available via the MS Society website in January 2012.

News and events

Recruitment, induction and training roll out

Before we implement the MS Support programme in your area, we will provide you an opportunity to find out more about this new approach and to have your say on how it is implemented locally. Your local staff will provide more information on this opportunity.

There will also be a 3-4 month period when local staff will provide support to branches and support groups to recruit a team of new Support Volunteers.

A four day training course will be offered to all new and existing Support Volunteers in each location, over a 3-4 month period, when the programme is being rolled out.

The course will offer experienced volunteers the opportunity to take time out to reflect on what they do well and what they might want further support with as well as offering vital support and guidance to those newer in the role.

All new volunteers will not be able to start in their role until they have attended day one of the training and received Criminal Records Bureau (CRB) clearance.

We encourage existing Support Officers and volunteers to get in touch with the Volunteering team to update their CRB clearance.

The first branches and support groups to roll out the programme will begin doing so in autumn 2011 with training taking place in spring 2012. Please wait for contact by local staff to confirm when the roll out is due to start for your branch.

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MS Life 2012 - Put the dates in your diaries now!

From 14 April – 15 April 2012 the largest event in Europe for people affected by MS will be heading to Manchester Central.

We would like to encourage as many people to attend as possible and we need your help!

So how can your branch help?

- Promote the event to your members and within your local area using your branch newsletters and at local events.
- It's not too early to get the best deals on travel and accommodation. Please email msslife@mssociety.org.uk for more details.
- Perhaps your branch could organise a minibus to transport local members up to Manchester.
- We also need your input on the event itself. Do you have any great workshop ideas? Or perhaps a research topic you'd like to hear more about? Maybe an exhibitor you'd like to see? If so let us know!

The MS Life team is able to provide copy for articles and newsletters, and we will also have an exciting range of promotional materials available from the end of September including pens, postcards, posters and booking forms.

News and events

Please email mslife@mssociety.org.uk for more details. To find out more please visit or to submit your suggestions please visit: http://www.mssociety.org.uk/news_events/events/ms_life_2012.html

MS Week 2012 date confirmed

The date for MS Week 2012 has been confirmed as **30 April – 6 May 2012**. Put the date in your diaries!

We are currently deciding what the theme for the week will be but will let you know more soon.

If you would like to be involved in a virtual group to help us develop ideas for MS Week 2012 please contact Bridget Moylan at comms@mssociety.org.uk or on 020 8438 0741.

Changes to MS Society staff

New starters

Hannah Moore – Volunteer Development Officer, South

Kirsty McDowell – Volunteer Development Manager, North

Susan George – Governance Manager

Laurie Drake – Policy and Campaigns Researcher and Administrator

Leavers

Hayley James – Head of Volunteering
Julie Simmons – Local Support Development Officer, Herts, Beds and Essex

Sam Botten – Branch Accountant

Maternity leave

Sonja Pinnell – Governance Officer

On secondment

(to Neurological Commissioning Support)

Louise Miller – Branch and Volunteer Communications Officer

Membership renewals by email

We are changing the way we communicate to members about membership renewals. If you have registered your email address with the MS Society then an invitation to renew your membership will be arriving in October via email as part of a new trial to help reduce costs and communicate with members the way they prefer.

We have put in extra effort over the past year to collect email information and with the support of branches across the four nations we have been able to gather a large number of email addresses, together with the necessary permissions.

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From September 2011 we plan to test emails as part of the Membership Renewals programme. Those members that provided us with an email address will still receive reminder letters at their homes, but will also be invited by email to renew their membership.

For queries about this, please contact Virginia Tarozzi, Marketing Officer at the National Centre, at marketing@mssociety.org.uk or 020 8438 0904.

Support for People with MS at Ramadan

The Islamic festival of Ramadan took place in August. As at Christmas and other major religious festivals, it is traditionally a time of compassion and seeking to help others in need.

A letter to Imams (Islamic spiritual leaders) was sent to 1,000 mosques throughout the UK this year asking them to consider people with MS during this time.

Imams were asked to talk about MS at evening prayers and to make available information for people with MS and their families and carers.

Experience in previous years has suggested that Imams have welcomed approaches from local branches and information about local services. This may be a good time to consider reaching out to Muslims in your

local area by contacting your local mosque. If you would like advice on making such an approach, please contact Saher Usmani on 0208 438 0856 or e-mail susmani@mssociety.org.uk

Previous mail outs have resulted in enquiries, donations and requests to do talks.

You can also contact Saher if you would like copies of our latest MS booklet which has been translated into 12 languages. These include Urdu, Hindi, Punjabi, Bengali, Somali, Gujarati, Frasi and Turkish.

Do you know a local hero to carry the Olympic flame?

Do you want to be - or do you know someone who could be - one of the 8,000 people who will carry the Olympic flame over its 70-day journey through the UK next year? Why not nominate a torch bearer?

Samsung are looking for local heroes in our community who go the extra mile to help people. Each flame bearer must be 12 years or older and will carry the torch for about 300 metres.

To make your nomination visit www.samsung.com/london2012

The deadline is September 30.

To find out more about the Olympic Torch Relay see www.london2012.com/olympic-torch-relay.

News and events

Volunteer ID cards – your views needed!

We would like to hear from you about whether branch and national support group volunteers need ID cards, and if so, how they should be issued and used.

We want to make sure that we get the views of as many people as possible. Could you take five minutes to answer the questions below in the spaces provided?

Once completed please tear out this page and send it to Liz Wigelsworth (contact details at the end of the article) by 3 October 2011.

Questions

What is your role on the committee?

Is your branch based in England, Wales, Scotland or Northern Ireland or are you from a National support group?

Do you think identity cards would be useful for your branch or national support group volunteers? If so, why?

What roles within your branch or group do you feel would find identity cards useful?

How and when would these identity cards be used by your branch or group volunteers?

News and events

Can you give any specific examples of when you felt the branch or group needed one in order to better fulfil their role?

If any, what restrictions should be placed on who has access to identity cards? (e.g. only particular roles, only after a disclosure check)

What would you like to see included on the identity card? (e.g. first name only, first name and surname, branch or group name, signature, MSS logo)

Is there anything you wouldn't like to see included? (e.g. full name – for reasons of personal safety)

How would you like it to look? (plastic case, self seal, black and white or colour)

Any other comments?

Thank you for filling out this questionnaire. Please return to Liz Wigelsworth, Volunteering Officer, MSNC, 372 Edgware Road, London, NW2 6ND. If you have any questions please contact Liz on 020 8438 0749 or lwigelsworth@mssociety.org.uk

Please note that in Scotland ID cards are already provided to Self-Management Volunteers. If you have any questions about this please contact Lynda Boyce at the National Office. Email l.boyce@mssocietyscotland.org.uk or phone 0131 335 4074.

News and events

MS National Centre Open Day Tuesday 29 November 2011

Title:	Name:	Surname:
Branch / Support Group / Region:		
Position:		
Address:		
		Postcode:
Email:	Telephone:	

Do you have any specific dietary requirements? (e.g. gluten-free)

Yes

No

If yes, please provide details:

Please tick the box below to indicate whether you will need:

A parking space

A disabled parking space

Do you have any other requirements while you are here?

If yes, please provide details in the box below.

Please return this form to the Volunteering Team at National Centre either by email to volunteering@mssociety.org.uk or by post to MS Society, 372 Edgware Road, Cricklewood, London, NW2 6ND.

Priority will be given to new volunteers so please tick the box below if you started in your role during, or after, October 2010.

This page has been left blank deliberately.

Support

New Editions from the MS Society

Three of our MS Essential publications are out in new editions and are ready to order via our online MS Society shop so you can replace the old with the new. Our 2011 publications list, Information from the MS Society has also been updated.

The updated MS Essential publications are:

MS Essentials 02: Memory and thinking (Seventh edition May 2011)

MS Essentials 13: Claiming Disability Living Allowance (Eight edition June 2011)

MS Essentials 17: Pain and sensory symptoms (Second edition June 2011)

If you would like copies of any of these titles, visit our online shop at

<http://shop.mssociety.org.uk>

If you need a login for bulk orders please contact the Information team (details below).

If you do not have internet access you can telephone the orderline on 0300 1000 801.

Sample copies of all the above publications have been sent to all MS Society local branch Chairs and Support Officers, MS nurses, MS Information Points and

Information Centres, MS Society respite care home managers, Area Managers, Service Development Officers, Local Support Development Officers, Volunteer Development Officers, Trustees and Regional Chairs.

Don't forget to recycle all old editions of these booklets.

Coming soon:

MS Essentials 16: Support and planning ahead – for people severely affected by MS (Third Edition July 2011) New edition of the booklet formerly called Support for people severely affected by MS.

MS Essentials 09: Benefits and MS (Seventh edition August 2011)

Samples of both these booklets will be sent out when printed copies are available.

Information Team: email

infoteam@mssociety.org.uk or call 020 8438 0799 (weekdays 9am-4pm).

Library Visits

Would you like to learn more about our publications and other information resources available, as well as how you can make the most of the MS Society library? If so then please contact Melissa Wyatt, our librarian, to arrange a visit on 020 84380900 or **librarian@mssociety.org.uk**

Support

Short Breaks & Activities Fund: FAQs

Q: What is the Short Breaks & Activities (SBA) Fund?

A: The SBA Fund provides grants to people with MS and/or their carers towards the cost of short breaks, respite care, holidays and other activities. The fund aims to enable people with MS and their carers to access the sort of short break they choose, whatever that may be.

We can help with:

- Planned and emergency respite care/ short breaks.
- Holidays for a person with MS and/ or their carer.
- An activity or experience for someone with MS and/ or their carer.
- Additional costs of equipment hire and accessible accommodation/ transport needed to enable a holiday or short break.
- Salary costs for a professional carer needed to help someone with MS or their carer have a break, either in the home or elsewhere.
- Some alternative or complementary therapies.

Q: How do people apply to the SBA Fund?

A: Applicants can contact the grants teams on: 020 8438 0700 /

grants@mssociety.org.uk (England, Wales and Northern Ireland) or 0131 335 4081 /

grantsscotland@mssociety.org.uk

(Scotland) to make enquiries about the fund and to ask for an application form.

Q: Can branches contribute to the cost of requests to the SBA Fund?

A: Branches have traditionally helped towards the cost of short breaks, holidays and respite care. If a branch would like to contribute towards the cost of a request they are welcome to do so. If, in time, the fund becomes over-subscribed we may ask branches to contribute more often towards the cost of requests. However, unlike applications to our other grant funds, applications to the SBA Fund do not need to go through the branch and there is currently no obligation for branches to contribute to requests.

Q: What supporting information is needed with an application?

A: With the application we need a letter from a health or social care professional supporting the need for a break, and confirming any statutory funding that may be available (for example, a person applying for a grant towards respite care will need to have approached social services in the first instance). We also need quotes for the cost of the break or activity, a copy of a recent bank statement, and evidence of any income-related benefits that the applicant may be in receipt of.

Q: Can non-members of the MS Society apply to the SBA Fund?

A: Yes, as with all our grant funds, the SBA Fund is open to anyone with MS and their carers, regardless of membership of the Society.

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Q: Which should come first? Applying for the grant or booking the short break?

A: Generally we can't consider grants retrospectively for anything that has been booked or paid for, so the application should come first. However, in the case of respite care, or when there is limited accessible holiday accommodation available, we realise that people sometimes need to make a provisional booking to hold the place so if someone has done that and kept us informed we will usually be able to consider the grant.

Q: How much can a person apply for from the SBA Fund?

The amount of grant awarded depends on what the request is for and how much it costs, and a number of other factors including the person's level of care need, financial need and emotional need. We use a scoring system to assess applications and a person could come out at low, medium or high level.

The upper limits for these categories are as follows:

Low level: £600

Medium level: £1,200

High level: £1,800

Q: Is the SBA Fund means tested?

A: Yes, grants from the SBA Fund are means tested. We cannot give grants to people with over £23,000 in savings. This is in line with means testing by social

services. We also ask for information about income and outgoings on the application form, but people do not have to complete this section of the form if they are in receipt of a means-tested benefit such as income support, pension credit, or income-related ESA.

Q: How long does it take from making the application to getting an outcome?

A: Currently we are able to assess grant applications at weekly grants assessment meetings. Therefore if we receive a completed application, and all the necessary supporting information, we should be able to let the applicant know the outcome within a maximum of two weeks. Once the grant has been awarded, it usually takes one to two weeks to make the payment from our finance department.

If you would like any more information about the SBA Fund or you'd like us to send you some application forms or promotional leaflets about the fund, please do not hesitate to contact the grants teams in London and Edinburgh on the contact details above.

Support

Take an adventurous short break

The Calvert Trust, a charity that offers activity holidays to people of all ages and abilities is holding a taster weekend in October for people with MS, their carers and families at its Kielder centre in Northumberland.

We are helping Calvert Trust to promote this event as widely as possible to volunteers, members and people affected by MS, who may want to try an adventurous short break in safe and accessible woodland surroundings.

The weekend is an opportunity to sample the centre's facilities and activities. These include a hydrotherapy pool, a sensory room, aromatherapy, archery, indoor climbing, water sports and evening entertainment.

All accommodation is fully accessible, most rooms having en-suites with level entry shower rooms or bathrooms. Equipment such as ceiling hoists and cot sides are readily available.

The weekend runs from 14 October to 16 October. It costs £100 per person or £385 per person for the full respite care package. Prices include meals, accommodation and activities, and care assistance is provided as part of the respite care package.

Our Short Breaks and Activities (SBA) Fund may be able to contribute towards the

costs of the weekend. To apply for a grant contact the Grants team on 020 8438 0700 or grants@mssociety.org.uk. If you live in Scotland, please call 0131 335 4050 or email grantsscotland@mssociety.org.uk.

To find out more or to make a provisional booking for the taster weekend, please call The Calvert Trust on 01434 250232 or email enquiries@calvert-kielder.com. You can also visit their website www.calvert-trust.org.uk.

Fundraising

Appeals update

You may have seen our fundraising appeal during MS Week about the MS Register. We're delighted to report that over £170,000 has been donated so far. Our next appeal will go out in early September and will focus on grants. This will go out to around 30,000 supporters across all four nations, including some members.

The September/October MS Matters will include our Christmas raffle as an insert. Thanks to everyone who bought tickets for the spring draw which raised over £20,000.

If you have any questions, please contact Sarah Briggs in the direct marketing team at MS National Centre on sbriggs@mssociety.org.uk or 020 8438 0847, or Hazel Johnstone in the fundraising team at the Office for Scotland on hjohnstone@mssociety.org.uk or 0131 335 4071.

Are you getting the most out of your marketing?

The Marketing team at MS National Centre is here to offer you guidance on the marketing materials you're producing. We can provide you with the correct fonts, logos and even give you marketing advice.

By reinforcing the MS Society's visual identity, your publications will look professional and consistent at all times - whoever you're talking to.

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For more information, please contact the Marketing team at the National Centre by emailing marketing@mssociety.org.uk or calling 020 8438 0904.

JustGiving

Branches can now set up JustGiving accounts to allow your supporters to set up online donation pages as well as the ability to receive donations by text. All monies will be paid directly into your bank account.

You can find out more about JustGiving by visiting <http://www.justgiving.com/charities/how-it-works/for-charity>

In order to set up a JustGiving account, you must first be registered with HMRC to receive Gift Aid.

Please visit http://www.hmrc.gov.uk/charities/gift_aid/index.htm for more information and to register.

Step 1: Fill in JustGiving's online form

<http://www.justgiving.com/charity/signup/charity-details.aspx>.

You'll need the following details to hand:

- Your HMRC Gift Aid tax reference number (this starts with 'X' in England, Wales and Northern Ireland, and 'CR' in Scotland).
- Contact details of the branch's finance person designated to sign your Gift Aid claims.

Fundraising

- Date when the MS Society's accounting period ends, ie 31 October.
- The Society's registered address, ie Multiple Sclerosis National Centre, 372 Edgware Road, London, NW2 6ND.

Step 2: Fill in the three forms that JustGiving emails to you:

- Gift Aid reclaim form.
- Bank account details form.
- Direct Debit form.

Step 3: Post the completed forms back to JustGiving with an original bank statement from the past three months.

This is so that JustGiving can confirm your account details and protect the MS Society from fraud.

Once JustGiving receives your forms, they will have your JustGiving service live within 24 hours.

If you need help, you can contact JustGiving by email charities@justgiving.com or call them on 0845 021 2133.

Points to note

- This service costs £15 per month, plus credit/debit card fees (although watch this space as JustGiving is considering launching a free offering).

- JustGiving will process all the Gift Aid for you which will outweigh the debit/credit card fees.
- As an account holder, JustGiving provides online access to a variety of reports to help you manage your income.
- To avoid confusing supporters with a long list of different MS Society JustGiving accounts, branch accounts will not be searchable. Instead, branches will need to point their supporters to their online account using a unique web address, for example,

www.justgiving.com/MSReading

Shop delivery issues

On behalf of Banner Managed Communication (BMC), we would like to apologise for any issues you have experienced with deliveries from the MS Society shop for publications and merchandise. Without any communication with the Society, BMC moved their warehouse to Bristol, which caused some long delays during May and June. The Society is currently withholding payment for these months and negotiating a service discount.

The Service Level Agreement that we have in place states that orders placed before noon on a weekday will be dispatched the same day, and orders placed after 3pm will be dispatched the following working day. In order to evaluate the shop, please do feedback if you experience any further delivery issues to info@mssociety.org.uk.

Finance

Annual report and accounts 2010

The 2010 annual report and accounts for the Society is now available on the Society's website.

We would like to take this opportunity to thank all branches and former regions for submitting their 2010 pro-forma accounts to enable the Society to successfully complete this important statutory document.

All branch Chairs, Secretaries and Treasurers have been sent copies.

Pro-forma accounts 2011

Just to remind you that the paper version of 2011 pro-forma is due to be issued at the end of October and that the deadline for submission is 31 January 2012. More information will follow in the coming months.

The electronic version is available on request and is due to reach branches from November.

Please note that Area Treasurers will receive their accounts pro-forma separately at the end of December, to bring the area's year end in line with their planning and budgeting cycle.

Treasurers' forums

The 2011 treasurers' forum programme has now started. This training provides an opportunity for you to increase your knowledge of the treasurer's role and the Society's finances.

Branch finances are the responsibility of the entire committee and so the forums are open to all committee members to attend.

The remaining dates and venues for this year are;

Worcester

Wednesday 14 September

(This corrects the date shown in the booking form).

Peterborough

Saturday 17 September

York

Saturday 24 September

MS National Centre, London

Tuesday 11 October

Northern Ireland

Tuesday 22 November

A booking form has been sent to Treasurers and Chairs and where there appeared to be no Chair in position, it was sent to the Secretary instead.

If you wish to attend please return the booking form to MSNC by post or fax to 0208 438 0877. Alternatively please email the completed form to:
financesupport@mssociety.org.uk.

Finance

Branch bank account mandates

A revised bank mandate form and guidance for completing it is now available to branches on Branchzone.

From now on if you wish to change/update the signatories to your bank account this is the form to use. If you have recently completed an old version of this form, our bank, Barclays have advised that they will accept these for the time being.

Any further queries about bank mandates and administration, please contact Bindu Dudhia at treasurysupport@mssociety.co.uk or on 0208 438 0875.

Branch online accounting – pilot

The Society is continually trying to improve the quality and efficiency of its financial reporting so will be piloting a new online accounting package later this year.

We would like branches wishing to be involved in the pilot to continue to keep their financial records as they currently do, whilst assisting the MSNC by recording their financial information within the online package.

If you would like to volunteer for the pilot and have not previously notified us, please contact financesupport@mssociety.org.uk for further details.

For England

Partners in success: Bassetlaw Steering Group

Working in the community can be quite a lonely and daunting job for a MS nurse, particularly if they are not part of a larger team or are setting up a new service. Expectations are usually high and there are many demands on their time. Apart from making contact with patients and colleagues, other priorities can include getting to know the area and what's available for people with MS and identifying what other support and services are needed. Local branches and people affected by MS can play an important role in providing MS nurses with this vital information.

The Bassetlaw Steering Group is one example of how working together can improve the way services are developed and improved.

Steering groups, which regional staff across the country have been instrumental in setting up to support local nurses, bring together people with MS, carers, family members and other health professionals.

The Bassetlaw Steering Group was set up in 2010 and is a partnership from which everyone - the nurse, the group members, the local branches and the MS community - benefits.

The group was set up by the Service Development Officer (SDO) and Volunteer Development Officer (VDO), together with MS nurse Adrienne Cox and several other colleagues.

Group members represent the views of the wider MS community and bring this knowledge to the Steering Group. Members of the group have organised an information day attended by over 60 people, carried out an access audit of local gyms and developed a patient satisfaction questionnaire about the MS service. Group members also attend local branch meetings.

As a result of the access audit, one of the local gyms is very keen to improve its services for disabled people and is currently negotiating with Adrienne to set up a regular exercise class for people with MS.

As a MS nurse, Adrienne highly values this group. "The group, although small in numbers are very positive and have been able to support the role and me personally," said Adrienne.

Branches are working together as a result of the Steering Group. One branch offering a weekly Pilates session is now running a similar session for another branch. The branches also jointly funded a bladder scanner for Adrienne and this has made a significant difference to the waiting time for a continence assessment.

Barbara Ramsden, Chair of the Retford and District Branch, said the branch waited a long time for the services of a MS Nurse.

For England

“I joined the Steering group to ensure our members gained the full benefit of Adrienne’s expertise in all things relating to MS. I also wished to encourage members to use the service and needed to know exactly what it had to offer and how changes, if needed, could be made to suit anyone affected by MS,” said Barbara.

“Since joining the Steering group I have gained an insight into the complexity of the nurse’s workload and the challenges she faces each day. I feel I have become very much part of the team that can make a difference for the Bassetlaw MS community and can help the nurse improve her service by providing support to her ideas and suggestions on what is needed.”

If you would you like to be involved in a similar group contact your SDO to see if any opportunities exist in your area.

For Wales

MS with Attitude – Area network meetings Welshpool

Come and challenge yourself at the **MS with Attitude Day 2011**: try some new activities or activities that you thought were no longer possible. Activities include zip wires, canoeing, horse riding, alternative therapies and lots more.

MS with Attitude Day will be on the 24 September 2011 at:

Red Ridge Centre
Cefn Coch
Welshpool
Powys
SY21 0AZ

There is something for everyone - no matter what age or ability.

Why not get your branch committee together to organise transport for your members and take a minibus or coach?

For more information or to request a booking form please visit www.mssociety.org.uk/wales or contact Sue Jones on 01633 889290.

MS Society Cymru is hosting four Area Network Meetings around Wales during October to allow branches to come together and share ideas and best practice.

The afternoon session will focus on risk management for branch events and the roll out of a new approach to providing support across Wales with our new MS Support programme. Branch Support Officers are invited.

The meetings will take place on the following dates:

- **Friday 29 September** - North Wales Area Network Meeting, Kinmel Manor Hotel, Abergele, Conwy, LL22 9AS - 10.30-4.30.
- **Wednesday 12 October** - South West Wales Area Network Meeting, The Ivy Bush Hotel, Spilman Street, Carmarthen, SA31 1LG - 10.30-4.30.
- **Tuesday 18 October** - South East Wales Area Network Meeting, St Mellons Hotel, Castleton, Cardiff, CF3 2XR - 10.30-4.30.
- **Thursday 20 October** - Mid and West Wales Area Network Meeting, Coleg Powys, Llanidloes Road, Newtown - 10.30-4.30.

For more information, please contact Sue Jones, Local Support Development Officer on 01633 889290 or email sjones@mssociety.org.uk.

For Wales

Join our campaign to save MS nurses in Wales

MS Society Cymru is launching a campaign to protect MS Specialist Nurse posts in Wales and needs your help.

MS nurses play an important role in managing the condition of a person living with MS, helping prescribe medication and making referrals to other specialists.

Why are MS nurses at risk?

In 2010 the Welsh Government agreed proposals to reduce the number of senior (Band 5 of above) nurses by 3 per cent representing a loss of 2,247 nurses by 2013.

Health spending in Wales has been put under a great deal of pressure over the last few years and at the beginning of the year the government proposed a real terms cut of 6.3 per cent in the health and social care budget over three years.

There are only 12 MS nurses in Wales and we want to ensure these posts are protected.

What are we doing?

MS Society Cymru is working with Assembly Members from all four political parties to highlight the importance of MS nurses.

Outside of the MS community the work of MS nurses is poorly understood, so we are organising awareness events and hoping to meet the Minister for Health.

How can I help?

- Email mscymru@mssociety.org.uk and tell us why your MS nurse matters.
- Visit <http://bit.ly/ouZrb> to write to your local AM and tell them why MS nurses should be protected.
- Join the Campaigns Network at www.mssociety.org.uk to keep up-to-date as the campaign progresses.

For further information, please contact Joseph Carter on 029 2078 6676.

Help support Team MS at the autumn fun runs

Please help us to recruit the largest 'Team MS' yet for Wales' largest fundraising event, the **Cardiff Half Marathon on Sunday 16 October**. Do you know anyone looking for a real test of fitness?

The event has a reputation as one of the best half marathons in the UK. The course is flat and fast with amazing scenery. It starts and finishes in Cardiff Bay and passes by Cardiff's historical landmarks to make this a spectacular and scenic run. We are also assembling team for the **Cardiff 10K on Sunday 11 September** and the **Swansea Bay 10K on Sunday 25 September**.

If running isn't for you, come along and cheer on 'Team MS'! For more information, please ring Iestyn Evans, Fundraising Manager on 029 2078 6676.

For Scotland

Health and safety

A risk management system is being put in place in Scotland over the next three years with full support from your Area Development Officer (ADO). This system was first implemented by the MS Society in 2009 in England. Your ADO will be in touch with your branch to arrange a time to visit to begin this process.

When this process was implemented in England, branches were trained to carry out risk assessments for transport and also property. This included holiday homes, day centres, drop-in centres and garages.

Each branch with property was given a set of six health and safety handbooks for more detailed information and guidance, and was supported to complete the work required. With help and support, all branches successfully implemented the system.

Further support and training will be available from the health and safety team and can be arranged through your ADO. Please contact them if you have any further questions.

New Information Manager for Scotland

Marion MacNeil introduces herself

'Hi, I'm Marion MacNeil and have started work as Information Manager for MS Society Scotland.

My first two months in post have been fairly busy with helping to organise MS space Lanarkshire, which is happening in Cumbernauld on 30 September. As a result, I've not been out and about as much as I'd hoped, but I'm keen to visit some branches soon to get a better idea of what information people are looking for and see for myself the range of support being provided at local level.

If any branch would like to invite me along to a meeting or drop-in, please contact me. I'm more than happy to answer questions about health and community care services, disability benefits, powers of attorney etc. I will do my best to provide follow-up responses if I can't answer any enquiries.'

For Scotland

ms space Lanarkshire

Make space in your diary to discover the latest information and research on MS (and the return of the famous chocolate fountain!) at **ms space on 30 September 2011**. MS space Lanarkshire is a FREE regional event in Lanarkshire for people affected by MS.

Come along to:

- Hear about the latest research into finding a cure for MS.
- Learn how to fund a creative short break for you/your family.
- Discover how self-management courses work.
- Try out aids and equipment that assist with daily living.
- Sample a relaxation therapy or technique explore local resources and how to access them.
- Meet others in your area.
- Dip a strawberry in the yummy chocolate fountain!

Priority will be given to people living in the south west of Scotland, whether they are newly diagnosed with MS, have been living with MS for years, or whether they care for someone with MS.

Places (which are limited) can be requested on our website, or by contacting Garry Kinnear on 0131 335 4073 or by emailing events@mssociety.org.uk.

New self management courses

Self management courses can help people manage MS more effectively, using techniques such as exercise, relaxation, problem solving and sharing experiences with others.

The courses are open to people 18 years and over who have MS and, where spaces are available, to people with any other long term condition.

Aberdeen: Horizons Rehabilitation Centre

18 August - 22 September
Thursdays, 10.30 am - 1.00 pm

Melrose: Borders General Hospital

19 August - 23 September
Fridays, 10.30 am - 1.00 pm

Aberdeen: John Lewis

23 August - 27 September
Tuesdays, 11.30 am - 2.00 pm

Stonehaven Community Education Centre

26 August - 30 September
Fridays, 1.15 pm - 3.45 pm

Dumbarton: New Burgh Hall

1 September - 6 October
Thursdays, 1.00 pm - 3.30 pm

Camelon Community Project

8 September - 13 October
Thursdays, 1.30 pm - 4.00 pm

For Scotland

Edinburgh: Eric Liddell Centre

25 October - 29 November
Tuesdays, 7.00 pm - 9.30 pm

Bridge of Weir: Cargill Hall

24 October - 28 November
Mondays, time to be confirmed.

Anstruther: Skeith Health Centre

28 October - 2 December
Fridays mornings, time to be confirmed.

Musselburgh East Community Learning Centre

3 October - 7 November
Monday mornings, time to be confirmed.

More areas and dates will be coming up – please check our website for updates.

For more information and to book please contact Ailsa on 0131 335 4050 or email msscotland@mssociety.org.uk

GP Training – news from our education team

The Scottish education team will be providing training to GPs this September. The training includes:

- A patient's perspective.
- The Sativex debate.
- Spasticity and muscle spasm, and managing tremors and coordination.

GPs across the west of Scotland will be invited to attend the training, which is accredited to meet their Continuous Professional Development (CPD) requirements. Last year's training event was well evaluated and it is hoped that the Society can begin to roll out this training to GPs across Scotland in 2012.

Telephone fundraising campaign

During September/October we will be calling around 5,000 supporters who donate regularly by standing order or Direct Debit to ask them to consider upgrading their gift. If you have any questions regarding this campaign please contact Hazel Johnstone in the fundraising team on 0131 335 4071 or email hjohnstone@mssociety.org.uk.

For Northern Ireland

MS Support Rollout in NI

We need two representatives from each branch to attend our MS Support engagement event to find out more about the MS Support Volunteer rollout and for branches to self-assess their needs in the support area.

The event will take place at **11am on Wednesday 14 September 2011 at the resource centre, 34 Annadale Avenue.**

To confirm attendance please contact your ADO or alternatively email us on **nidevelopmentteam@mssociety.org.uk.**

Committee Handbook

Have you got your committee handbook, *Making it work*, yet? If you have any questions or would like an additional copy for your branch please contact your ADO via email on **nidevelopmentteam@mssociety.org.uk**

Northern Area - Clare Watson
Southern Area - Susan Carey
Eastern & Western Area - Samantha McConnell

wheel & walk

Take part in our annual sponsored **wheel and walk** events, suitable for all the family, from walkers to runners, wheelchair/scooter users, mums and dads with push chairs and of course the family dog.

These short walks through beautiful parkland or forest trails are a great way to spend a morning of fresh air and exercise with the MS Society Northern Ireland.

Two events will be held – the first will be the **Lurgan Park wheel and walk on Saturday 17 September** followed by the **Castlewellan Forest park wheel and walk on Saturday 24 September**. Both events will begin at 10:30am. These events promise to be a great fun morning for all the family and are fully accessible. To register to receive your fundraising pack please call Samantha Creighton, Community Fundraiser, on 028 90 80 2802 or email **screighton@mssociety.org.uk.**

Treasurer Training

We are pleased to announce that we will be providing new or existing treasurers with training to update them on branch finance procedures and provide an opportunity for treasurers to raise questions.

Training will take place at **10:30am on Tuesday 22 November 2011 at the resource centre, 34 Annadale Avenue.**

For Northern Ireland

Information Days 2011

This year we are holding another series of information events throughout Northern Ireland to give people the chance to find out more about the role of the consultant neurologist, current and upcoming treatments and the benefits of neuro-physiotherapy.

People attending will have the opportunity to ask questions in both the neurologist and neuro-physiotherapy sessions. Two events have already been held, one in the western area in Omagh and one in the southern area in Craigavon but two events are still remaining. Tell your members that they are coming up.

Saturday 3 September – MS Society NI Resource Centre, 34 Annadale Avenue Belfast. Guest Neurologist Dr Stanley Hawkins.

Saturday 8 October – Dunsilly Hotel, Antrim. Guest Neurologist Dr Gavin McDonnell.

If you would like to attend either of these events please contact Mark Hatte on 028 9080 2802 or mhatte@mssociety.org.uk.

Step into Christmas with Queen of Comedy

We are delighted to announce Northern Ireland's queen of comedy, May McFettridge, will be part of our line up for the spectacular 2011 Gala Ball.

The Gala Ball will take place on **Saturday 26 November at the Ramada Hotel, Shaw's Bridge, Belfast.**

Guests will enjoy a Champagne reception on arrival followed by dinner, before being entertained by May McFettridge.

Sure to have guests dancing through to the wee small hours is the truly outstanding 'Professionals'. The guys proved a major hit at the 2010 event and they are back by popular demand.

Tables / tickets are expected to be in demand at just £50 per ticket or £500 for a table of 10. A special early bird booking ticket price of £45 per ticket is available until 1 September. To purchase your tickets please call the MS Society on 028 9080 2802 or email fundraising@mssocietyni.co.uk.

For Northern Ireland

Handbags & Gladrags – Ladies Lunch

Ladies, get the gladrags on and the handbags out for our fabulous afternoon of real ‘girlie’ fashion, fun and fabulous food at Lily’s, Lisburn Road, Belfast on Saturday 1st October 2011.

Drinks on arrival will be followed by a fabulous lunch, served with a complimentary glass of wine. Following lunch, fashion re-stylist Lucy Smyth will be giving the frugal fashionista’s in attendance tips on how to re-fit, re-sculpt and restyle their wardrobe. Lucy offers expert advice on key styles, tailoring and re-vamping your favourite forgotten fashions.

You may also have heard that ‘Elvis has left the building’, however for one day only ‘The King’ is back, and will entertain us with many of his classic hits, voiced by renowned Elvis impersonator, Andy Rodgers. What a wonderful way to spend a Saturday afternoon.

Tickets are available at £25 per person. To purchase your tickets please call Samantha on 028 9080 2802 or email fundraising@mssocietyni.co.uk.

Classifieds

Please share these opportunities with people with MS and carers in your areas.

Minibus available

Havering Branch has a minibus which they will no longer be using and is now available to another branch. This is due to the low emissions zone coming into force in London at the end of this year and the cost of conversion.

The minibus is an N registration Mercedes Sprinter with a hoist for wheelchairs. It has 10 seats and room for two people in wheelchairs. If your branch is interested, please contact the Havering Branch Chair by email at kevwatts@sky.com. It is ideal for a branch that will not be going into the London low emissions zone. The minibus runs well and has been fully serviced every year. A donation would be required from the branch taking over ownership of the minibus.

Lisnaskea

MS Society Northern Ireland has two fully accessible chalets available for hire at the SHARE village in Lisnaskea. The cost is £150 per week and includes a SHARE fitness leisure pass. Bookings are taken on a first come, first served basis. To book a holiday please contact Mark on 028 9080 2802 or mhatte@mssociety.org.uk.

Amberwood Holiday Lodge

West Herts Branch has a holiday lodge at Shorefield Holiday Village, near Lymington, Hampshire, for people with MS, families and carers. It has just had new windows fitted and decking renewed and painted. The lodge can accommodate up to six people in comfort. It has a master bedroom with en suite shower room, a twin bedded room, bathroom, and lounge/ kitchen area with double fold-out sofa bed. Further details from Ken Gordon on 01442 243023 or by email ken@subcondrilling.co.uk.

Spain

Detached two bedroom bungalow in Fuerteventura, Canary Islands, Spain. Suitable for people with limited mobility, with ramped access and wide corridors. Spacious lounge/ diner, separate, modern kitchen, patio and gardens. On level development with easy access to nearby supermarket. From £195/ week for 4 people. For more see www.canariesvilla.co.uk or contact Graham and Alison Adgie on 0153 973 1835 or gilcruce@talktalk.net.

Mention of advertisement by the MS Society of products or services is not an endorsement by the MS Society, its volunteers or staff.

Teamspirit directory

MS Society

MS National Centre
372 Edgware Road
London
NW2 6ND
020 8438 0700

MS Society Cymru

Temple Court
Cathedral Road
Cardiff
CF11 9HA
02920 786 676

MS Society Northern Ireland

The Resource Centre
34 Annadale Avenue
Belfast
BT7 3JJ
02890 802 802

MS Society Scotland

National Office
Ratho Park
88 Glasgow Road
Ratho Station
Newbridge
EH28 8PP
0131 335 4050

Support groups

There are support group for Jewish people, lesbians and gay men, Afro-Caribbean people, Asian people, and former and serving members of the armed forces.
020 8438 0856
susmani@mssociety.org.uk

Find us online

www.mssociety.org.uk
www.mssociety.org.uk/wales
www.mssocietyni.org.uk
www.mssocietyscotland.org.uk

www.facebook.com/mssociety
www.twitter.com/mssocietyuk

www.youngms.org.uk
www.facebook.com/childrenwithMS

Grants

020 8438 0700
grants@mssociety.org.uk
(England, Wales, Northern Ireland)

0131 335 4050
enquiries@mssocietyscotland.org.uk (Scotland)

National MS Helpline

0808 800 8000

MS Information Line

020 8438 0799

Membership

020 8438 0759

Volunteering

020 8438 0944

Fundraising

0870 241 3565

Teamspirit

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372 Edgware Road
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