



Local Networks Programme Guide - Autumn 2016

Introduction and contents

The Local Networks Programme is an ambitious and practical plan to increase the impact of MS Society groups, make local volunteering more rewarding, to increase our income and give people affected by multiple sclerosis (MS) greater campaigning power locally and nationally.

About the Local Networks Programme Guide

This guide is for volunteers who deliver information, support and services to people affected by MS through our network of MS Society groups across the UK.

The purpose of the guide is to support you through the implementation of the Local Networks Programme. It includes:

- ✓ key background information
- ✓ the change process and schedule
- ✓ practices and procedures your group should follow
- ✓ further support available from staff, and on the volunteer website

The Local Networks Programme Guide will be updated regularly and will grow over the next three years as the various proposals are implemented. The volunteer website sections, handbooks and resources that support you will also be updated so that by the time the implementation is complete, we'll have everything in place to deliver the positive change that people affected by MS and our volunteers tell us they want and need.

Where to find resources signposted in this guide

Throughout the Local Networks Programme Guide, you'll find links to further guidance and resources on our **volunteer website**. [Appendix 1: Volunteer website resource index](#) lists these links in alphabetical order -

click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.



Contact details for staff teams referred to can be found in [Appendix 2: Sources of support](#) on our **volunteer website** or at the end of this guide.

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Part A: The Local Networks Programme

The case for change

Our network of MS Society groups is one of our major strengths. Through this network, MS Society volunteers bring people affected by MS together locally, provide information and support, influence national and local services, and raise vital funds to support our shared goals.



Learn about our shared goals in [Together to beat MS: Our strategy 2015 to 2019](#) or contact the **Supporter Care Team** to request a printed copy.

But essential changes are needed to renew our local network of MS Society groups. We know that volunteer numbers are in decline, and locally raised income is falling. And you have told us that you want simpler administration processes.

We need to work together to attract new volunteers, and increase our support and impact for people affected by MS. We want the Local Networks Programme to offer MS Society groups the greater flexibility and focus they need to grow the strength of our local MS communities across the UK.

The decision making process

In 2012-2013, we asked you what you thought the future of MS Society groups should look like in the 'Working Locally' consultation.

The findings formed the bedrock of the Local Networks Programme proposals that were launched at volunteer forums throughout the UK in November 2015. The extensive feedback you gave us informed the final plan that was agreed by the **Board of Trustees** in March 2016.

We will continue to involve you throughout the implementation of these proposals through volunteer forums and regular updates. We have also put together a **Reference Group** of volunteers from across our four nations who are helping steer the delivery and engagement of the programme.



Check when your next local **volunteer forum** is due to take place at [Events and training](#) on our **volunteer website** or contact the **Supporter Care Team** for assistance.

What we will deliver

- ✓ We will provide our volunteers with new and more effective tools to support them to deliver MS Society group activities.
- ✓ We will simplify our governance processes and administration systems to make it easier to run a group, so that our volunteers can focus on supporting people affected by MS.
- ✓ We will concentrate on a narrower range of high quality and impactful services that clearly improve the health and wellbeing of people affected by MS.

The implementation plan

The Local Networks Programme will take three years to implement. We will support you through all the key changes, with staff expertise, new guidance, and increased opportunities to meet and network locally.

2016

In 2016, we will introduce new tools to reduce MS Society group administration, and develop a simpler health and safety system for low risk activities. We will roll out a menu of free fundraising materials, and improve MS Society email functionality. The first Quality Standards will be available and we will encourage MS Society groups to tell us about the services and events they run.

2017

In 2017, we will introduce our new MS Society group requirements, and remove the need for annual meetings. We will develop new volunteering roles, and better support for our volunteers through learning and development. We will roll out guidance and processes to make it easier to recruit volunteers.

We will also refresh MS Support so that this important service delivers even greater support to people affected by MS. We will improve our organisational resources for MS Support volunteers, and clarify the remit of this role.

2018

As we approach 2018, we will move towards a prioritised set of services, with Quality Standards, risk management, and impact measurements specific to each. We will ensure MS Society groups have the resources to deliver excellent services and will involve you in the development of innovative new ways of working, if you wish.

Local Networks Programme on the volunteer website

Our **volunteer website** is the key source of information for your MS Society group, guidance on your volunteer role, news about volunteering matters, and forthcoming events and training opportunities.

For all the latest news and updates, visit the [Local Networks Programme](#) web section regularly.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Part B: Simplifying group structures

B1: MS Society group requirements

The Local Networks Programme will make running an MS Society group simpler. We originally proposed having two types of group with different remits, but you told us that wouldn't make it easier. So we listened to you and changed this recommendation. We will continue to have just one type of MS Society group but we will refocus our essential requirements to give you the flexibility to concentrate on your own priorities of support, fundraising, information and campaigning.

What does this mean for our group?

Greater flexibility

The Local Networks Programme aims to increase the impact of MS Society groups, whilst reflecting their variety and the differing local needs they aim to meet. Any group of people who want to support the MS Society and offer support to people affected by MS can ask to form a group, in areas where a need for their services has been identified.

These MS Society groups may provide an opportunity to meet together every so often, they may want to help raise funds for the MS Society, or they may deliver activities for people affected by MS.

Whatever your group offers, you will use the same systems, be supported by a key staff contact and have access to the wide range of resources available on our volunteer website.



Contact details for staff teams referred to can be found in [Appendix 2: Sources of support](#) on our **volunteer website** or at the end of this guide.

Clearer requirements

Until now, we had eight essential requirements that all MS Society groups were expected to meet, regardless of local need, the resources they had access to, the services they offered, or the area they covered.

The eight essentials

- 1. be easy to contact by phone and email*
- 2. send out a regular newsletter*
- 3. offer support to everyone affected by MS*
- 4. make our publications available to all*
- 5. keep an up-to-date list of local contacts to signpost people to*
- 6. be contactable for newly diagnosed people*
- 7. supply appropriate information to new contacts*
- 8. provide necessary financial support*

From January 2017, we will replace the eight essentials with a set of clearer requirements that reflect the differences within our local networks. For example, as long as they don't handle money, we expect MS Society groups that provide an opportunity to meet every so often to respect our values, follow our rules and policies, and keep in touch with their key staff contact, but they will no longer be required to do more than that.

For MS Society groups that deliver activities and handle money, we have developed further requirements that will help ensure the information and services they deliver are sustainable, meet the needs of people affected by MS, and keep us all legal and safe.

Put simply, all MS Society groups must meet our basic requirements, and if they deliver activities for people affected by MS and handle money, there are additional requirements we expect to be met.

Optional additional services

These activities are no longer requirements for MS Society groups:

- MS Support
- Grants
- Campaigning
- Fundraising (beyond the amount required to support your activities)

However, we know that these activities have a positive impact on people affected by MS and we want to encourage groups to provide them. Where you have the capacity to deliver these we will offer support and guidance to you to do so.

MS Society group requirements

All MS Society groups must:

1. Respect our values, and ensure that all volunteers follow the MS Society code of conduct
2. Follow our policies and rules, ensure that everything you do is safe, and manage personal data appropriately
3. Keep us informed of your activities

All groups that handle money or provide activities must:

1. Be available to all people affected by MS in the area, be easy to contact, regularly communicate with members and ensure information about MS and MS Society services and activities is available to all people affected by MS in your community
2. Manage your finances appropriately
3. Have volunteers responsible for planning and delivering activities, and managing finances
4. As a minimum, raise enough funds to cover the cost of your activities
5. All activities and services you run must:
 - a. Align with our strategy and meet the needs of people affected by MS
 - b. Be available to the whole MS community you serve
 - c. Be safe and high quality

Group requirements support

Volunteer website

The handbooks and online resources that support MS Society groups to meet our requirements are being updated, and will be available on the **volunteer website** as the individual changes come into effect.

Staff support

Your **Local Networks Officer** (LNO) is your main contact, supporting your MS Society group to meet our requirements, and offer safe, effective services and support to people affected by MS.

B2: Recruiting and supporting local volunteers

The Local Networks Programme will transform our local volunteering structure to meet the challenges and opportunities of 21st century volunteering head-on. Instead of elections, MS Society groups will be supported to recruit volunteers with the skills and experience we need to deliver excellent support and services. Formal committee posts will be replaced by volunteer team roles developed to meet the changing needs of volunteers and the MS communities they support.

New terminology

We've made some changes to how we refer to our local networks.

- **MS Society group** replaces 'branch' and reflects the variety of ways we provide support locally
- **Volunteer team** replaces 'branch committee' to describe the new focus of our groups on delivering services
- **Team meeting** replaces 'committee meeting' as the way MS Society groups plan activities, check progress and reach decisions collectively

What does this mean for us?

More flexibility to arrange your activities and volunteer involvement

One of the things volunteers have told us is that they want more flexibility to arrange their local activities and the way tasks are divided up amongst the group.

Volunteers have also told us that they want clear role descriptions, to know what their volunteering involves, and that they will have access to the learning and development, and support needed to fulfil their roles.

MS Society group volunteer roles

Our new roles for MS Society groups are based on the activities that you deliver. If your group delivers activities and handles money, your team must have a **minimum of three volunteers**, including these two roles:

- Group coordinator
- Finance volunteer

Your third volunteer and the rest of your team should be taken from the following roles, depending on the activities you deliver:

- Activity organiser
- Administration volunteer
- Communications volunteer
- Driver
- Fundraising volunteer
- Health and safety volunteer
- Property volunteer
- Shop volunteer
- Support volunteer
- Transport volunteer

All MS Society group volunteer roles will have a clear role description that includes the tasks involved, the likely time commitment required and the support available. The way the various tasks in a role description are divided is up to you; for example, the activities organiser role could be split between two or three people if that's what works locally.



To view MS Society group role descriptions, go to [our volunteer roles](#) on the **volunteer website** or contact the **Supporter Care Team** to request printed copies. New role descriptions available from January 2017.

Reduced administration

Volunteers have told us that the administration of branch elections is unnecessarily time consuming, and that the election process is off-putting to new volunteers. And many MS Society groups find that there is often not a pool of candidates, cancelling out the need to have an election.

Local elections are not required constitutionally, so from 2017, we will no longer hold them. Instead of local elections, we will work together to recruit volunteers with appropriate skills and experience.



Our **constitution** sets out the principles of governance we use to achieve our strategic aims. Find out more at <https://volunteers.mssociety.org.uk/ms-society-policies-and-documents> on our **volunteer website** or contact the **Supporter Care Team** to request a printed copy.

Recruitment process

Group coordinators will be recruited by the **Local Networks Officer** and an appropriate volunteer, using the role description to assess their skills and experience, and ensure they can meet the time commitment required.

The group coordinator will then recruit other team volunteers, based on the activities the MS Society group currently delivers, or plans to develop. Again, the role description will ensure both parties understand the expectations of the role.

We will support the recruitment process with role specific inductions, and learning and development programmes.

Regular reviews

From January 2017, all volunteers will have a three yearly role review. These reviews are an opportunity for the volunteer and group coordinator (or Local Networks Officer) to discuss their volunteering and ensure that the role is still right for the volunteer and the group.

Community involvement

Although holding a formal AGM-style meeting is no longer a requirement, your local membership should still be given the opportunity to review past activities, review your MS Society group's financial summary and take part in planning for the year ahead. This could be face-to-face, by post or online. Your **Local Networks Officer** (LNO) is available to support you to engage with your local membership.



For contact details for your Local Networks Officer, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

MS Society group governance

Although we will no longer have formal committees, MS Society group volunteer teams will still need to meet regularly to review budgets, and plan activities.

Your volunteer team must include a **minimum of three people** named on the bank mandate, and who are able to sign cheques. Being a named signatory is part of the group coordinator and finance volunteer role descriptions. The third volunteer will have the additional tasks needed to be a named signatory added to their role description. All three signatories will be offered learning and development and support to fulfil this role.



For more on account signatories, see [Managing your finances](#) on our **volunteer website** or contact the **Finance Team** on 0131 335 4078 or 020 8438 0844, or at financesupport@mssociety.org.uk for assistance.

When will the changes happen?

From January 2017, the criteria and process for selecting new MS Society volunteers, and the three yearly review schedule will be implemented. Role descriptions for all MS Society group volunteers will also be available on the **volunteer website**.

Existing volunteers won't need to go through the selection process - you will simply be transferred to the equivalent new role in January. Over time, we'll arrange to discuss the detail of your new role description to make sure you are happy.

Volunteering support

Volunteer website

For MS Society volunteer support, recruitment and recognition advice see [Volunteering support and resources](#) on our **volunteer website**.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Staff support

Your **Local Networks Officer** is your main source of support as we implement the new volunteering processes and roles that will strengthen and grow our MS communities throughout the UK.

Part C: Improving processes

C1: Supporter Care Team

Following a review of how our volunteers, members, supporters and the public contact us, we've set up a **Supporter Care Team** as the new point of contact for queries to MS Society departments.

How will the Supporter Care Team help us?

Availability

Your **Local Networks Officer** (LNO) is your main contact. Most LNOs work a standard day, but as they also support evening and weekend meetings and events, they won't always be able to speak to you, or reply to emails as promptly as you'd like.

You've told us you want to be able to get answers to administrative questions quickly; this is how the Supporter Care Team will assist you. The team is here to deal with your enquiries by phone and email, Monday to Friday, 9am - 5pm.

Ownership

Whatever your query, the Supporter Care Team will help you to find the answer. They may be able to deal with your query themselves, or they may need to go away and find out the answer and get back to you. Sometimes, they will need to put you through to someone else, but they will always make sure that person is available and tell them what you need before transferring your call.

Who should I contact?

Local Networks Officer

Local Networks Officers (LNOs) are the main staff contact for the local needs of MS Society groups that deliver services and handle money. The role of the LNO is to work with MS Society groups to help extend their reach, raise awareness of MS locally and offer excellent services to people affected by MS.

Contact your LNO for support with:

1. Processes

- ✓ Advice on information events
- ✓ Volunteer recruitment

2. Service development

- ✓ Developing new services
- ✓ Identifying local need
- ✓ Business planning and legacy spend planning
- ✓ Raising awareness and extending the reach of our services

3. Volunteering

- ✓ Support in working with volunteers
- ✓ Service user issues



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

Supporter Care Team

The Supporter Care Team is your point of contact for enquiries about most MS Society departments.

Contact the Supporter Care Team for help with:

1. Administrative support

- ✓ Health and safety enquiries
- ✓ MS Society email support
- ✓ Portal support
- ✓ Support grant application form requests and basic queries
- ✓ Web to print support

2. Fundraising

- ✓ Accessing fundraising materials
- ✓ Cake Break
- ✓ Store collection details
- ✓ License queries
- ✓ Fundraising location concerns

3. Membership

- ✓ Membership data
- ✓ Processing new members

4. Policy support

- ✓ The Supporter Care Team will direct your call to the appropriate person

5. Volunteering

- ✓ Who needs a disclosure check
- ✓ Training information

6. Website

- ✓ 'Near me' listings
- ✓ Advertising events on the website
- ✓ Website navigation

Other staff teams

The **Grants Team** offers guidance to support volunteers on MS Society grantmaking and provides information on accessing funding from other sources. You can contact them with any grantmaking queries.

The **Finance Team** is there to support you to maintain and report your accounts, set up Gift Aid and claim VAT relief. You can contact them with any financial questions or concerns.



Contact details for staff teams referred to can be found in [Appendix 2: Sources of support](#) on our **volunteer website** or at the end of this guide.

Contacting the Supporter Care Team

The Supporter Care Team is available by phone and email:

Tel: 0300 500 8084

Email: supportercare@mssociety.org.uk

Opening hours - Monday to Friday, 9am to 5pm

C2: Portal

The **portal** is our new way for MS Society groups that deliver activities and handle money to access membership data, manage their volunteer team and share information about the services they deliver.

Everyone on your MS Society group volunteer team can access the portal, but only certain roles can see and use personal data.

The portal has three key functions:

1. Members

The **members** tab allows volunteers in certain roles to access group membership data and download it as an Excel spreadsheet or as a PDF you can use to print out labels. And because it is updated overnight, your membership data will always be current.

Under the Data Protection Act, we are legally required to ensure that the personal data we hold about service users, members, volunteers and staff is accurate, stored securely and not kept longer than is necessary.

Each time you use the portal to download membership data as an Excel spreadsheet or PDF, you will be asked to confirm the reason for the download. You will also be prompted to protect the file with a password. You must not share this file password with anyone who is not in an authorised volunteer role.

When you use the portal, you always have access to up-to-date, accurate data, so there is no need to hold on to previous membership records. The next time you need data, simply download it from the portal again.

Who can access membership data?

MS Society groups that deliver activities and handle money have access to membership data. This is to enable them to communicate with members; a requirement for groups that do these things.



For more on our group requirements, see [Local Networks Programme Guide B1: MS Society group requirements](#) on our **volunteer website** or previously in this guide.

You can only view and download membership data if you are in a volunteer role that is authorised to do so. This is to ensure we meet our data protection requirements.

Volunteer roles with access to membership data are:

- ✓ Group coordinator
- ✓ Finance volunteer
- ✓ Administrative volunteer
- ✓ Communications volunteer



For more on MS Society group volunteer roles, see [Local Networks Programme Guide B2: Recruiting and supporting local volunteers](#) on our **volunteer website** or previously in this guide.

Data protection e-learning

Before you use the portal to access membership data for the first time, you will be asked to complete our data protection e-learning module. This will ensure you understand your legal obligations when processing personal information on behalf of the MS Society.



See our [data protection guidance](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

2. Volunteers

The **volunteers** tab enables you to view information held about your volunteer team, such as training they have attended, previous roles held and disclosure checks. This information will be updated centrally. If you need to tell us about any changes to your team, you can inform the **Supporter Care Team**, and the portal will be updated overnight.

You can also view basic information about other MS Society groups, including contact details, the number of volunteers they have and the postcodes they cover.

Personal information about volunteers is subject to the same data protection requirements as membership data. Therefore, you can only

view volunteer information if you are in an authorised volunteer role and have completed our **data protection e-learning**.

3. Services and events

The **services and events** tab is a record of all activities delivered by MS Society groups throughout the UK. This includes social events, access to exercise and therapy, fundraising activities, and information about assets held, such as property and transport.

Keeping us informed about your activities is a requirement for all MS Society groups. If your group delivers services and handles money, the portal will enable you to do this.

Maintaining a record of the services and events delivered by MS Society groups will support us to meet the needs of people affected by MS in a number of ways.

Sharing knowledge

Quality information underpins all our work, from the publications we produce, to the events we deliver. The portal will become our central repository of information about local MS Society services. Whenever a person contacts the MS Helpline, or our Supporter Care Team, the information we provide will be what is held on the portal. In future, this data will also be used to populate the **near me** section of the MS Society website.



The **MS Society website** gives information and support and tells people how they can get involved. We promote services and events throughout the UK and all MS Society groups have their own web pages. Explore the website - <https://www.mssociety.org.uk/>

The portal will also enable us to identify and analyse gaps in provision, drive local and national campaigning, and support funding bids.

Quality Standards

We need to make sure that what we are delivering locally through MS Society groups is of benefit to people affected by MS (is **impactful**) and meets their needs. The information held on the portal will enable us to assess the quality of all the services delivered by MS Society groups. We will use this information to award Quality Standards and support MS Society groups to meet them.



For more on **Quality Standards**, see [Local Networks Programme Guide E2: Quality Standards](#) on our **volunteer website** or later in this guide.

Risk management

Whenever a new event is added, the portal will enable us to identify whether it requires a full events risk assessment, or is covered by our new, simplified events guidance. You will be asked to confirm that the appropriate level of risk management has been completed, which will simplify the process and reduce the time we spend on auditing low risk events.

Who can access services and events information?

If your MS Society group delivers activities and handles money, all members of your volunteer team can input information and maintain the services and events tab. It is up to you how you organise this - some groups may agree on a named volunteer to be responsible for all services and events information on the portal; other groups may decide that each volunteer will maintain the record for the activity they run.

We will add as much information about your services as we already hold centrally and if we are missing any information, we will ask you to add this.

Accessing the portal

You can access the portal from the homepage of the **volunteer website** - <https://volunteers.mssociety.org.uk/> or via this **direct link** - <https://portal.mssociety.org.uk/>.

You will need to sign in with your personal email address and a password of your choice. MS Society group email addresses can not be used to log in to the portal.

Your access to the portal will always reflect your current volunteer role. For example, if you change from a role that is authorised to access personal data to a different role, you won't be able to access **members** or **volunteers** on the portal. And if you stop volunteering with the MS Society, your portal log in will be deleted.

IT requirements

To use the portal, you will need the following:

- ✓ A computer with internet access
- ✓ A personal email address
- ✓ Microsoft Excel to download membership data on a spreadsheet (you will need to buy this software)
- ✓ Adobe Acrobat Reader software to open downloaded membership label files (download this for free at <https://get.adobe.com/uk/reader/otherversions/>)

Labels: Portal PDFs are configured to print on the popular A4 label size 63.5mm x 38.1mm (3x7); Avery - J8160, Q-Connect - KF26051.

Portal support

Video tutorial

The portal has been designed to be as simple to use as online shopping. You can watch a video tutorial here -

<https://www.youtube.com/watch?v=ChjHFGz3kLo&feature=youtu.be>.

Staff support

Contact the **Supporter Care Team** on 0300 500 8084 or email supportercare@mssociety.org.uk with any portal queries, or to complete the data protection e-learning module and be sent a link to create your password.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

C3: Web to print

Web to print is our tool to support MS Society groups to design and produce quality newsletters, stationery and promotional items. The web to print system includes a range of branded templates with space for group specific information, photos and content to be added.

Once you have designed your item, you can save it as a PDF and print it yourself, or use the web to print system to submit a print order and have your copies delivered to an address of your choice.

How will web to print help us?

Using our brand

How we look helps people build recognition of the MS Society brand. Everything - from leaflets and posters to newsletters and certificates - should be consistent and distinctive in order to show us as the forward thinking, inclusive and personable organisation we are.



See our [brand guidelines](#) on the **volunteer website**, or contact the **Supporter Care Team** to request a printed copy.

Your MS Society group is responsible for ensuring that any printed items you produce meet our brand guidelines. This can be difficult when you don't have access to software that helps design professional looking items.

When you use our web to print templates, your item will already include our logo, colours and other brand features, so you can feel confident that whatever you produce will be clearly recognisable as coming from the MS Society. Depending on where your MS Society group is located, the templates will feature your relevant country logo.

Web to print includes templates that can be used to design and print:

- Letterheads
- Business cards
- Compliment slips
- Flyers
- Newsletters
- Event invites
- Pull-up banners
- Posters
- Events calendars
- Certificates
- Invitations
- Menus

Quality control

In the past, you were responsible for ensuring you didn't miss out any important details on a printed item. When you use web to print, you'll be prompted to include all the relevant information, such as your MS Society group contact details on a leaflet, or the full postal address on an event invitation. Web to print automatically adds our registered charity numbers to whatever you produce to ensure you meet this legal requirement too.

Before you download your PDF or submit a print order, ensure you check for errors so you don't waste time and resources on reprints. And ask someone to double check your work - two heads are better than one when proofreading documents.

Data protection

Under the Data Protection Act, we are legally required to ensure that we tell service users, members, volunteers and staff how we intend to use the personal data we hold about them.



See our [data protection guidance](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

All images within web to print templates meet our data protection requirements so you can feel confident about using them. If you want to add an image or other information about a person, they must give written consent to this use. You'll be asked to confirm this before downloading your PDF or submitting a print order. If you upload an image from the internet, you must ensure that you are not in breach of copyright.



Download a [Personal information consent form](#) from the **volunteer website** or contact the **Supporter Care Team** to request a printed copy.

Using web to print

You can access web to print from the homepage of the **volunteer website** - <https://volunteers.mssociety.org.uk/> or via this **direct link** - <http://mss.nflex.co.uk/>

You can only access the system using the log in details for your MS Society group. These have been sent to your MS Society email account and to your **Local Networks Officer** (LNO). To log in to your account, you will need your web to print username and password. You can change the password once you log in, and more than one person can use the account if you wish.



For more on MS Society email, see [Local Networks Programme Guide C4: MS Society email](#) on our **volunteer website** or later in this guide.

IT requirements

To use the web to print system, you will need the following:

- ✓ A computer with internet access
- ✓ Your web to print username and password
- ✓ Adobe Acrobat Reader software to open downloaded files (download this for free at <https://get.adobe.com/uk/reader/otherversions/>)

How does web to print work?

Web to print is an online system. All the templates are housed in a secure web platform which can only be accessed with a log in and password. You can add text and images to the templates and then save them on your account. You cannot change the layout of the designs themselves - they are pre-set to maintain brand consistency, colour accuracy and quality.

Once you are happy with the file you have created, you can do one of two things:

- You can order printed copies to be delivered to an address of your choice. This can be just a few copies or many hundreds - essentially, there is no limit.
- You can download a PDF of the file, which can be used to print off copies on a desktop printer, or emailed to another person for them to print from or refer to, though they will not be able to edit it. For example, if you have an existing 'gift in kind' relationship with a local printer they will be able to use the PDF file to print your materials.

How much does it cost?

The purpose of web to print is to support you to produce quality branded materials with little or no cost to your group. There is no limit to the number of items you can use web to print templates to design and download as PDF files.

Each MS Society group has been allocated a budget to be used when ordering printed copies of branded items through the web to print system. This budget will be reviewed quarterly. If you have a requirement that exceeds your web to print budget, contact your LNO to discuss how we can support you.



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

Web to print support

Volunteer website

The web to print system has been designed to be simple to use. Download the [web to print user guide](#) from the **volunteer website** or view it in the left hand menu on the web to print system home page.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Staff support

If you have a technical query about using web to print, you can contact our system provider's **web to print helpdesk** on 01992 449 957 or at helpdesk@nflex.co.uk.

If you have a specific brand related query, contact the **Brand Team** at brandcentre@mssociety.org.uk.

For all other queries, contact the **Supporter Care Team** on 0300 500 8084 or at supportercare@mssociety.org.uk.

C4: MS Society email

Being easy to contact by email has become an important way to support people affected by MS. It enables people to use screen reader software to access information in a way that suits them. It lets people know they have a local group to turn to and makes it possible for us to keep in touch with people who aren't able to attend our meetings or events.

We launched MS Society email in 2014, and all MS Society groups were allocated two @mssociety.org.uk email addresses - one for local information and one for MS support. We asked for your feedback, and you told us that MS Society email supports your group to make a good impression on people who contact you, helps you feel more connected to the wider MS Society and makes it easier to store and share correspondence securely. However, you also told us you need more storage space and that you want to be able to access MS Society email when you're out and about.

We've listened to what you told us, and from November 2016, your inbox storage capacity will be increased. We will also launch new 'housekeeping' guidance to support you to identify and address the emails that are taking up the most space. We will continue to test and develop the upgrade needed to enable you to access MS Society email via personal devices such as smartphones and tablets.

These developments will support our ultimate goal; we eventually want everyone to use MS Society email whenever they represent the MS Society in email correspondence.

What does MS Society email do for us?

Local identity

If your MS Society group delivers activities and handles money, it is a requirement that you are available to all people affected by MS in the area, you are easy to contact, regularly communicate with members and ensure information about MS and the MS Society is available to all.



For more on our group requirements, see [Local Networks Programme Guide B1: MS Society group requirements](#) on our **volunteer website** or previously in this guide.

Your MS Society email addresses include the name of your group (for example, anytown@mssociety.org.uk), letting people know that the MS Society has a local presence. Using MS Society email when you communicate with members and supporters is a great way to reinforce your place in the community.

Effective communication

We want you to enjoy communication that is consistent, easy to manage, and works in both directions.

You can set up two or three **authorised users** on your MS Society email account, meaning your contacts will continue to enjoy great support when one of your team needs to take a break, steps down or changes role. Or, you may simply prefer to share the task of managing MS Society email between several volunteers. Either way, let the **Supporter Care Team** know so they can update our records.

If your group offers **MS Support**, using your support@mssociety.org.uk email address will let people know their enquiry will be dealt with by a volunteer with the skills and experience to help them.

Every MS Society email you send includes an **auto-signature** that includes your MS Society group name and contact details. And of course, it features our distinctive MS Society branding, reinforcing that we are all part of one MS Society with shared values and goals.

The more we use our brand, the more we raise awareness of MS and the MS Society, so why not use our branded **web to print** templates to promote your group's activities and events? You'll need your MS Society email address to log in.



See [Local Networks Programme Guide C3: Web to print](#) on our **volunteer website** or previously in this guide.

Your MS Society email inbox features an address list you can use to store contact details for your volunteer team members, MS Society staff and other MS Society groups; once you've added them, just click on a name to send an email. You can also add supporters to your address list so you can keep in touch with them. There's no need to add members - simply download a list from the **portal** whenever you need to, and copy and paste it into the bcc field (blind carbon copy).



For more on using the **portal**, see [Local Networks Programme Guide C2: Portal](#) on our **volunteer website** or previously in this guide.

Data protection

The Data Protection Act means we are legally required to ensure that the personal data we hold about the people who use MS Society services, our members, volunteers and staff is accurate, used appropriately, stored securely and not kept longer than is necessary.

Data protection guidance is there to keep us all safe. When you use MS Society email, your volunteers never have to publicise their personal email addresses. This protects their safety and security, both during and after their time volunteering with us.

We've put together a list of six key rules to remember when using MS Society email. Remember, you can contact the **Supporter Care Team** at any time for help with data protection.



See our [email data protection rules](#) on the **volunteer website** or contact the **Supporter Care Team** to request a printed copy.

MS Society email support

Volunteer website

See [How to be easy to contact by email](#) on our **volunteer website** for your **MS Society email toolkit**, including a how to guide, technical guide, our data protection rules, and a link to sign on to MS Society email.

Staff support

The Supporter Care Team is your key contact for MS Society email; they here to answer your queries, maintain your list of authorised users and help with data protection. Contact the Supporter Care Team on 0300 500 8084 or at supportercare@mssociety.org.uk.

C5: Online accounting

As an organisation, we have a legal responsibility to keep accounting records that prove that funds are administered only in accordance with our strategic objectives, aims and policies. This responsibility extends to all areas of MS Society work, including our local networks.

If your MS Society group delivers activities and handles cash, your volunteer team must have a minimum of three volunteers, including a group coordinator, a finance volunteer and one other. Your team shares a collective responsibility for your MS Society group finances, and your finance volunteer takes a lead role in planning and budgeting for your group, reporting on Gift Aid and VAT, and accounting for how you raise, hold and spend MS Society funds.



For more on MS Society group volunteer roles, see [Local Networks Programme Guide B2: Recruiting and supporting local volunteers](#) on our **volunteer website** or previously in this guide.

In 2012, we developed **online accounting**; a user friendly and simple to understand web-based accounting system to enable MS Society groups to keep their accounting records online instead of using a cash book or an accounting package. Since then, we have supported most MS Society groups to migrate to online accounting.

From January 2017, we want all MS Society groups to use online accounting, and the alternative manual processes and procedures will be phased out. Your group will need to carry out year end reporting for 2017 using online accounting, so we recommend that you start using the system from the beginning of the year to avoid duplication. Contact the **Finance Team** for support to transition onto online accounting.



For more on your requirements when handling money, see [Managing your finances](#) on our **volunteer website** or contact the **Finance Team** for assistance.

How does online accounting help our MS Society group?

Simpler and more flexible

Your MS Society group bank statement is automatically uploaded to online accounting each week and your finance volunteer simply allocates each line to one of the receipt or payment categories available in the drop down list.

And that's it - no annual finance pro forma to complete, no quarterly VAT returns to submit, no manual reports to produce. Online accounting does it all for you.

Because it's a web based system, you can access online accounting via the internet anywhere and at any time, viewing and editing transactions on the go. If your finance volunteer is unavailable, you can request this access for an alternative volunteer to enable them to analyse your MS Society group transactions. Other members of your volunteer team have 'viewing access' to use online accounting reports.

Standard accounting period

The MS Society financial year runs from January to December, but because the annual finance pro forma used to take so long to produce and analyse, we had to ask your finance volunteer to calculate estimated figures for November and December. Online accounting removes the need for this guesswork, and because you allocate transactions as you go, there's no year end rush to contend with.

Easy to use reports

In order to plan your MS Society group activities and fundraising, you need to review your finances regularly. Online accounting enables your finance volunteer and other team members to produce a range of reports which can be exported in PDF or Excel format. Online accounting also allows specific events or restricted funds to be allocated against receipts and payments.

Online accounting reports

Your volunteer team can use online accounting to produce the following reports for team meetings or planning purposes:

- a receipts and payments account
- an analysis by event of income and expenditure
- an analysis by fund of income and expenditure
- a Gift Aid report
- a list of all transactions
- a list of transactions by event

What if we haven't switched to online accounting yet?

If your MS Society group is one of the few that still submits an annual finance pro forma, you should switch to online accounting from January 2017. Contact the **Finance Team** before the end of 2016 for one-to-one support and for your online accounting log in details.

IT requirements

To use online accounting, you will need the following:

- ✓ A computer with internet access
- ✓ Your MS Society group online accounting log in details

Online accounting support

Volunteer website

Our **finance handbook** is the key resource for MS Society groups that provide activities and handle money. It includes guidance on control of MS Society funds held by your group, financial planning, banking, tax and trading. See [managing your finances](#) on the **volunteer website**.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Video tutorial

Online accounting has been designed to be simple to use. You can watch a step by step video tutorial here -

<https://www.youtube.com/watch?v=iNWeZdvZpBo>

Staff support

Online accounting is fully supported by the **Finance Team**. We are on hand via phone and email to support you. We can see exactly what you can see on your online accounting so we're able to assist you quickly.

The Finance Team is available on 0131 335 4078 or 020 8438 0844, or at financesupport@mssociety.org.uk.

Part D: Supporting income generation

D1: Free fundraising materials

We have put together a list of MS Society fundraising materials that your MS Society group can order from our online shop without cost. This core offer includes the most popular MS Society merchandise such as t-shirts and pens, as well as those items that keep your fundraising legal, like collection tins and collector authorisation cards.

How will free fundraising materials help us?

Supporting all MS Society fundraising

We want everyone to be able to make the most of fundraising opportunities. Whether a supporter is giving money for local activities or donating to national programmes of work, they are all helping us to achieve our ultimate aim - to stop MS.

You've told us that paying for MS Society materials can be a barrier to effective fundraising. We can't provide unlimited merchandise and there will still be some 'non-core' items your group may choose to purchase. But we'll make sure you have access to the same free fundraising basics that our community fundraisers do.

Raising awareness

Fundraising doesn't only generate money to pay for the support and services we want people affected by MS to be able to access. As an MS Society fundraiser, you are an ambassador for our cause, raising awareness of MS in your local community. We want you to feel proud to represent the MS Society, and ensuring you have appropriate branded materials will help you look and feel professional.

Staying safe and legal

The Fundraising Regulator sets and maintains the standards for charitable fundraising in the UK. They ensure that fundraising is respectful, open, honest and accountable to the public. All MS Society fundraising must comply with their standards. Through our core fundraising offer, you'll be able to order free collector authorisation cards to make sure your

collectors are identifiable, and free collection tins with seals to protect your team from cash handling concerns.

What is available?

The free fundraising collateral list includes our most popular MS Society merchandise, and those items you need to ensure your activities meet our legal requirements:

- ✓ Orange MS Society t-shirts
- ✓ Bibs
- ✓ Balloons and balloon sticks
- ✓ Blank posters
- ✓ Hand held flags
- ✓ Bunting
- ✓ Pens, lapel pin badges, wrist bands and trolley keyrings
- ✓ Dispenser boxes e.g. for displaying wristbands
- ✓ Collecting buckets, lids and seals
- ✓ All handheld and static collecting tins, chains, seals and labels
- ✓ Collector authorisation cards
- ✓ Lapel stickers
- ✓ Thank you cards and certificates
- ✓ Sponsorship forms
- ✓ Collection envelopes

Our new brand

New brand versions of the above materials are being designed and introduced as quickly as possible as stock requires replacement. The free materials have proven very popular, so thank you for your patience during the transition to our new brand.

We are also using the introduction of our new brand as a timely opportunity to review our range of materials and consider items to be replaced, discontinued or new ones to introduce. If you have any thoughts, we would love to hear them. Please share any feedback with your **Local Networks Officer** or our **Supporter Care Team**.



Find out
more

Contact details for staff teams referred to can be found in [Appendix 2: Sources of support](#) on our **volunteer website** or at the end of this guide.

Accessing free fundraising materials

All fundraising materials are available to order via our **online shop**. Each MS Society group has two online shop accounts - one for group activity and one for support activity. Your group activity account is for ordering fundraising merchandise. You should order free of charge fundraising materials in the same way as you order MS Society items that your group is charged for. Your group account will be charged for items that are not free at the end of the quarter.

We've set generous maximum order limits for free of charge items, but there is still a cost to the organisation, so please only order the resources you need. If you have a requirement that exceeds the limit, contact your **Local Networks Officer** (LNO) to discuss how we can support you.



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

Who can order fundraising materials?

Any MS Society group volunteer can place an order through our online shop using the group activity account. Your MS Society group should have a nominated **authoriser** (usually your **finance volunteer**) who reviews orders and releases them. If there is no-one in your group with an authoriser account, or if they do not authorise your order for any reason, it will not be released.



For more on MS Society group volunteer roles, see [Local Networks Programme Guide B2: Recruiting and supporting local volunteers](#) on our **volunteer website** or previously in this guide.

Fundraising merchandise support

Volunteer website

To log in to your account or find out more about the shop, see [our online shop](#) on the **volunteer website**.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Staff support

For help with ordering fundraising materials, contact the **Supporter Care Team** at supportercare@mssociety.org.uk or on 0300 500 8084.

To check on the status of an order you've placed, contact the **Online Shop Team** at shop@mssociety.org.uk or on 020 8438 0999.

Part E: Measuring and improving local networks

E1: Clinical services and complementary therapies

One of the key aims of the Local Networks Programme is to increase the impact of services funded or directly delivered by MS Society groups. We plan to achieve this by concentrating MS Society resources on providing a narrower range of safe, professionally delivered, high quality services that we can show to be effective for people with MS. We want to reach as many people as possible and we want to guarantee a consistent quality of service no matter where in the UK they access it from.

We have agreed a set of definitions and criteria that must be met before clinical services or complementary therapies can be funded or directly delivered by MS Society groups.

Over time we will develop a list of prioritised services to choose from with Quality Standards, risk management and impact measurements for each.

Definitions

The MS Society defines clinical services as "healthcare services which relate to the direct treatment of a person to alleviate their symptoms of MS." Examples include physiotherapy, podiatry and counselling for anxiety and depression.

We define complementary therapies as "therapies which have been developed outside of mainstream medical and scientific thinking which are used in addition to healthcare services, as well as by people with no specific condition."

Criteria for delivery

The criteria we have developed will ensure that clinical services funded or directly provided by MS Society groups have proven benefits to people with MS (are **impactful**), are delivered by qualified professionals, and don't duplicate services which the NHS does, or should provide.

Clinical services - criteria for delivery

- ✓ delivered by competent professionals through the use of standardised service level agreements (SLAs)
- ✓ based on evidence of need and impact
- ✓ not a duplication of existing NHS service delivery or services the NHS is expected to deliver
- ✓ centred on the individual needs of each person, not a 'one size fits all approach'
- ✓ delivered as purposeful 'interventions' with goals so we can measure the outcomes
- ✓ meet MS Society Quality Standards
- ✓ enable people with MS to move between 'joined up' treatment, care and support right for their needs and provided by the organisation best able to deliver this service at the right time



For more on **Quality Standards**, see [Local Networks Programme Guide E2: Quality Standards](#) on our **volunteer website** or later in this guide.

Our criteria will also support MS Society groups to focus on a narrower range of complementary therapies that meet our Quality Standards.

Complementary therapies - criteria for delivery

- ✓ all therapies are delivered by competent professionals and through standardised SLAs
- ✓ we will not provide or fund complementary therapies where there is a reasonable (even if low) risk of harm to individuals, no clear evidence of benefit and no likely impact on overall wellbeing
- ✓ when deciding how much to invest in funding complementary therapies, MS Society groups are expected to consider likely impact and reach of these services, the cost of providing them and other demands on the group's resources

What does this mean for our MS Society group?

The first of our Quality Standards for MS Society group activities are now available, covering advice partnerships, exercise classes, and social or peer support. Your **Local Networks Officer** (LNO) will support you to achieve these Quality Standards and others as they become available.



For contact details for your Local Networks Officer, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

We are also developing a **Service Level Agreement template** for all MS Society group activities that require them; this will be available from January 2017. Over time, and as existing SLAs come to an end, your LNO will work with you to review the clinical services and complementary therapies funded or directly provided by your MS Society group to determine our next steps.

In a very small number of cases, this may mean we stop providing a service which cannot be shown to be impactful and safe.

Your MS Society group will need to consider existing NHS provision when planning and reviewing services. If the service provided by the NHS is insufficient or not readily accessible, it may be more appropriate to campaign for improved NHS provision locally before committing resources to establishing our own service.



See our [Local Campaigning Toolkit](#) on the **volunteer website** or contact the **Supporter Care Team** to request a printed copy.

Clinical services and complementary therapy support

Staff support

Your **Local Networks Officer** (LNO) will work with you to review the clinical services and complementary therapies funded or directly provided

by your MS Society group, and support you to achieve Quality Standards as they become available.



See [Appendix 1: Volunteer website resource index](#) for an alphabetical list of all online resources referred to in this guide - click on any link to be taken to that resource. You can also contact the **Supporter Care Team** to request a printed copy of any resource.

Service starter kits

A group of MS Society volunteers and staff are currently developing guidance to support MS Society groups to set up new services, based on what has and hasn't worked for groups developing and running a similar service. Each **service starter kit** will cover 'best practice' on how to get the service up and running as quickly and efficiently as possible, and include a range of resources to help MS Society groups to do this.

Service starter kits will be available on the **volunteer website** from early 2017.

E2: Quality Standards

We need to make sure that what we are delivering locally through MS Society groups is of benefit to people affected by MS (is **impactful**) and meets their needs.

While we have received informal feedback that many MS Society groups are offering what are seen as **good quality services**, we have no way of assessing these. We want all MS Society groups to provide good quality services, and we need to have the information available to show that this is the case.

Quality Standards will enable us to assess the quality of all the services delivered by MS Society groups. For those groups who are not yet able to meet them, we will provide ongoing support.

How have Quality Standards been developed?

Quality Standards have been developed by MS Society group volunteers, people affected by MS who use these services and MS Society staff from across the UK.

This **steering group** has decided:

- how the Quality Standards should work
- which services to start developing Quality Standards for
- what the outcomes should be from these services
- the timelines for roll out

They meet regularly to consider the best way forward which takes into account everyone's point of view and priorities.

What will Quality Standards do for us?

Supporting funding opportunities

You will be able to use the achievement of a Quality Standard to attract new local funding. Funders want to be sure that what they are funding is of good quality. Achieving a Quality Standard will 'prove' this.

Promoting your services

Achieving a Quality Standard for each of your services will help you to market your services locally to attract more service users and new volunteers. This could include good local news stories which help raise the profile of your MS Society group. Knowing a service is 'good' is far more likely to encourage people to make use of it; think about the publication of standards used in other settings, such as schools.

In time (once our website has been redeveloped), we will also use the information we hold about the services you deliver to publicise them through the MS Society website.



The **MS Society website** gives information and support and tells people how they can get involved. We promote services and events throughout the UK and all MS Society groups have their own web pages. Explore the website - <https://www.mssociety.org.uk/>

Knowing what you're aiming for

You will have a clear set of **criteria** to work towards. You will know exactly what you need to do to ensure your service is **good**. Quality Standards will give another sense of achievement and recognition.

Each Quality Standard will eventually have a **service starter kit** attached. Service starter kits will include everything you need to set up a new service that meets a Quality Standard.

Demonstrating your achievements

When you achieve a Quality Standard for a service, we will let others know that your service has the Quality Standard. This could be used as a way of publicising your services via MS Nurses and other health and social care professionals.

Sharing information

In the future, you will be able to identify other MS Society groups that have achieved the Quality Standard for the same service you deliver so you can share and solve problems together. We want to encourage you to learn from each other and to share best practice, particularly where another MS Society group wants to set up a new service and is keen to learn from your experiences to avoid any potential pitfalls.

What Quality Standards are available now?

Quality Standards for MS Society group services will be developed and published in batches **from now onwards**.

The first three services to have a Quality Standard attached to them are:

- **Exercise classes**
- **Social or peer support** (for example, your local coffee morning, regular social meet ups, Christmas party etc.)
- **Advice partnerships** (for example, an MS Society group that has a contract with a local Citizens Advice Bureau to deliver additional services or services at different times to meet the needs of people affected by MS)

This means that to begin with, not all the services delivered by your MS Society group will have a Quality Standard available.

How will Quality Standards work?

We already hold some information about MS Society group services. We will use this centrally held information, and if we are missing any details, we will ask you to add them.

Over time, we will ask you to review and edit your service information annually, but also if things change in between reviews (so your service information is kept up-to-date).

We will use this information to help us to answer whether or not the services you deliver meet the outcomes for each service.

If the information shows that you meet all the outcomes for that service (and a Quality Standard is available), you will be awarded the Quality Standard.

Editing and entering service information

Most of what we need to assess the quality of services being delivered by MS Society groups will be entered through the **portal**.

To access the portal, you will need to sign in with your personal email address and a password of your choice. MS Society group email addresses cannot be used to log in to the portal.



For more on using the **portal**, see [Local Networks Programme Guide C2: Portal](#) on our **volunteer website** or previously in this guide.

We are keen for you to edit/enter **all** the information about **all** the services you deliver, whether or not they have a Quality Standard attached to them yet. This will save you time in the longer term and ensure we have the right information about your services available to us and to people affected by MS. Entering your service information aims to be as simple as online shopping.

Quality Standards support

Portal video tutorial

The portal has been designed to be as simple to use as online shopping. You can watch a video tutorial here - <https://www.youtube.com/watch?v=ChjHFGz3kLo&feature=youtu.be>.

Staff support

Many of you will be ready to start editing/entering your information through the portal now and we will support you to do this both centrally and through your **Local Networks Officer**.



For contact details for your LNO, see [Your Local Networks Team](#) on the **volunteer website** or contact the **Supporter Care Team** for assistance.

We will continue to gather feedback on what works and develop new tools to help you to edit/enter your information as easily as possible.

For those of you who are not quite ready, we will provide support to enable you to edit/enter your information. Some of you may just need a small amount of support to edit/enter the data over the next few months and some of you may need a longer period of time.

Appendix 1: Volunteer website resource index

This index includes all **volunteer website** resources referred to in the Local Networks Programme Guide, sorted alphabetically. Click on any **resource** in the index to be taken to that web resource, or click on the **reference** to be taken to that section of the guide.

For all the latest news and updates, visit our dedicated Local Networks Programme web section at <https://volunteers.mssociety.org.uk/local-networks-programme>.

| Resource | Reference |
|--|---|
| Brand guidelines | C3: Web to print |
| Constitution | B2: Recruiting and supporting local volunteers |
| Data protection | C2: Portal C3: Web to print C4: MS Society email |
| Events and training | A: The Local Networks Programme |
| Local campaigning toolkit | E1: Clinical services and complementary therapies |
| Local Networks team | B2: Recruiting and supporting local volunteers C1: Supporter Care Team C3: Web to print D1: Free fundraising materials E1: Clinical services and complementary therapies E2: Quality Standards |
| Log in - MS Society email | C4: MS Society email |
| Log in - Online accounting | C5: Online accounting |
| Log in - Online shop | D1: Free fundraising materials |

| Resource | Reference |
|--|--|
| Log in - Portal | C2: Portal E1: Clinical services and complementary therapies E2: Quality Standards |
| Log in - Web to print | C3: Web to print |
| Managing your finances | B2: Recruiting and supporting local volunteers C5: Online accounting |
| MS Society email how to guide | C4: MS Society email |
| MS Society email technical guide | C4: MS Society email |
| MS Society website | C2: Portal E2: Quality Standards |
| Online accounting video tutorial | C5: Online accounting |
| Online shop resources | D1: Free fundraising materials |
| Personal information consent form | C3: Web to print |
| Portal video tutorial | C2: Portal E2: Quality Standards |
| Together to beat MS: Our strategy 2015 to 2019 | A: The Local Networks Programme |
| Volunteer role descriptions | B2: Recruiting and supporting local volunteers |
| Volunteering resources | B2: Recruiting and supporting local volunteers |
| Web to print user guide | C3: Web to print |

Appendix 2: Sources of support

Our volunteer website

Our **volunteer website** is the key source of information for your MS Society group, guidance on your volunteer role, news about volunteering matters, and forthcoming events and training opportunities.

For all the latest news and updates, visit the dedicated [Local Networks Programme](#) web section regularly.

Your Local Networks Officer

Your **Local Networks Officer** is your main contact, supporting your group to offer safe, effective services and support to people affected by MS. They will support you to use new resources and implement the processes that will strengthen and grow our MS communities throughout the UK.

Who is my LNO?

See [Your Local Networks team](#) on the **volunteer website** for an alphabetical list of MS Society groups and LNO contact details.

Supporter Care Team

The **Supporter Care Team** is your main point of contact for queries to MS Society departments.

Supporter Care Team

supportercare@mssociety.org.uk

Tel: 0300 500 8084

Other contacts

Finance Team

financesupport@mssociety.org.uk

Tel: 0131 335 4078 or 020 8438 0844

Grants Team

grants@mssociety.org.uk

Tel: 020 8438 0700

Online Shop

shop@mssociety.org.uk

Tel: 020 8438 0999

Web to print Helpdesk

helpdesk@nflex.co.uk

Tel: 01992 449 957

UK and national MS Society offices

MS National Centre

372 Edgware Road, London NW2 6ND

info@mssociety.org.uk

Tel: 020 8438 0700

MS Society Scotland

Ratho Park, 88 Glasgow Road, Ratho Station, Newbridge, EH28 8PP

enquiries@mssocietyscotland.org.uk

Tel: 0131 335 4050

MS Society Cymru

Temple Court, Cathedral Road, Cardiff CF11 9HA

mscymru@mssociety.org.uk

Tel: 029 20 786676

MS Society Northern Ireland

The Resource Centre, 34 Annadale Avenue, Belfast, BT7 3JJ

info@mssocietyni.co.uk

Tel: 028 9080 2802

The MS Helpline

The MS Helpline offers emotional support and information to anyone affected by MS in the UK. You should give the helpline contact details to anyone you think could benefit:

- Freephone helpline: 0808 800 8000
- Helpline email service: helpline@mssociety.org.uk

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