

Safeguarding risk guidance: MS Support

|  | Potential risks | Mitigating actions in place | Additional mitigating actions | Guidance |
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| 1 | Service user alone with Lead/Support Volunteer at risk of some form of abuse | Lead/Support Volunteers undergo disclosure checks  MS Support service to be provided by telephone or email with home visits being the exception  Lone working policy is followed |  | [Disclosure policies and guidance](https://volunteers.mssociety.org.uk/disclosure) available on volunteer website  [Lone working policy and guidance](https://volunteers.mssociety.org.uk/lone-volunteering) available on volunteer website |
| 2 | Lead/Support Volunteer exceeds boundaries of role which could lead to potential abuse | Lead/Support Volunteer to have completed mandatory training before commencing role  New Lead/Support Volunteers receive an induction call from the Support and Wellbeing Team which includes discussion on boundaries | Regular sessions with Support and Wellbeing Team available to all Lead/Support Volunteers |  |
| 3 | Lead/Support Volunteer witnesses something or has something disclosed to them of concern regarding service user’s individual circumstances | Lead/Support Volunteers made aware of MS Society safeguarding policies and procedures through mandatory training for the role |  | [Safeguarding policies and guidance](https://volunteers.mssociety.org.uk/safeguarding) available on volunteer website |

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| Emergency procedures |
| Lead/Support Volunteer follows lone working policy if not delivering MS Support service by phone |
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| Training required | | MS Society support |
| Lead/Support Volunteers must complete mandatory MS Support training, including safeguarding awareness and lone working process | | * [MS Society risk management system](https://volunteers.mssociety.org.uk/risk-management) * [MS Society policies](https://volunteers.mssociety.org.uk/policies-and-documents) * [Group Handbook A5: Health, safety and wellbeing](https://volunteers.mssociety.org.uk/resources/group-handbook-a5-health-safety-wellbeing) * [Group Handbook D1: Offering MS Support](https://volunteers.mssociety.org.uk/resources/group-handbook-d1-offering-MS-support) * [Local Networks Officer](https://volunteers.mssociety.org.uk/local-networks-team) * [Support and Wellbeing Team](https://volunteers.mssociety.org.uk/support-and-wellbeing-team) * [Welcome and induction checklists](https://volunteers.mssociety.org.uk/a-z-volunteer-roles) |
| Risk of abuse: | Low | |

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| Risk guidance completed by: |  |  |  |
|  | (Name) | (Signature) | (Date) |

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| Review due: |  |  |  | (12 months from original) |
|  | (DD) | (MM) | (YY) |  |