



## A2: Requirements, support, tools and resources

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MS Society groups may provide an opportunity to meet together every so often, they may want to help raise funds for us, or they may deliver services and activities for people affected by multiple sclerosis (MS).

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

### 1. MS Society group requirements

All MS Society groups must meet our basic requirements, and if you handle money and provide services and activities for people affected by MS, there are additional requirements we expect to be met.

#### 1.1. All MS Society groups must:

- Respect our values, and ensure that all volunteers follow our [Code of Conduct](#)
- Follow our policies and rules, ensure that everything you do is safe, and manage personal data appropriately
- Keep us informed of your activities

## 1.2. MS Society groups that handle money and provide services and activities must:

- 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 everyone in your community
- Manage your finances appropriately
- Have volunteers responsible for planning and delivering activities, and managing finances
- As a minimum, raise enough funds to cover the cost of your activities
- All services and activities you provide must:
  - Align with our strategy and meet the needs of people affected by MS
  - Be available to the whole MS community you serve
  - Be safe and high quality

## 2. Optional additional services

Although they are not requirements for MS Society groups, we know that certain services have a positive impact on people affected by MS, and we encourage our groups to provide them. These services are:

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

Where you have the capacity to deliver these, we will offer support and guidance to help your group to do so.



See [D1: Offering MS Support](#) for our priorities, ways of working and how we help our groups to offer a local MS Support service.

## 3. Sources of support

All group requirements and optional additional services are supported by a staff member or team. This is usually your [Local Networks Officer](#) or the [Supporter Care Team](#), but occasionally it's someone else.

You'll find details of staff support throughout the [Group Handbook](#).

## 3.1. Your Local Networks Officer

If your group delivers services and activities, your **Local Networks Officer** (LNO) is your main staff contact. Your LNO can work with you to help extend your reach, raise awareness of MS locally and offer excellent services to people affected by MS. Contact your LNO for support with:

### Processes

- Advice on organising events
- Volunteer recruitment

### Service development

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

### Volunteering

- Service user issues
- Support with organising your team of volunteers



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

## 3.2. Supporter Care Team

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

**Supporter Care Team**  
[supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)  
Tel: 0300 500 8084

Contact our **Supporter Care Team** for help with:

### Administrative support

- Health and safety enquiries
- MS Society email support
- Online Shop orders
- Portal support

- Grant application form requests and basic queries
- Web to Print support
- Website navigation

## Fundraising

- National fundraising opportunities, such as Cake Break
- Fundraising location concerns
- Licence queries
- Store collection details

## Membership

- Membership data and enquiries
- Changes of address
- Processing new members and renewals

## Policy support

- Your call will be directed to the appropriate person

## Volunteering

- Changes to your volunteer team
- Volunteer learning and resource information
- Who needs a disclosure check



For more on how our [Supporter Care Team](#) can help you, see [Supporter Care Team](#) on the volunteer website.

## 3.3. Finance Support Team

All new [Finance Volunteers](#) receive a phone call from our [Finance Support Team](#) to introduce you to the ways we can help you.

The [Finance Support Team](#) also sets up your [Online Accounting](#) log in (see 'Online tools and written resources' below) and is available to all group volunteers to answer questions about group finances.

### Finance Support Team

[financesupport@mssociety.org.uk](mailto:financesupport@mssociety.org.uk)

Tel: 0131 335 4078

## 3.4. Support and Wellbeing Team

Our **Support and Wellbeing Team** is here to offer telephone and email support to volunteers whose role may involve dealing with difficult or distressing situations.

If you are a [Group Coordinator](#), [Lead Support Volunteer](#) or [Support Volunteer](#), we will invite you to join our regular telephone sessions to talk confidentially about your role, raise any concerns, and share experiences with others who offer a similar service.

**Support and Wellbeing Team**  
[supportwellbeing@mssociety.org.uk](mailto:supportwellbeing@mssociety.org.uk)  
Tel: 0300 500 8084



For more information, see [Support and Wellbeing Team](#) on our volunteer website, or ask the **Supporter Care Team** for help.

## 4. Online tools and written resources

All MS Society group requirements and optional additional services are supported by the online tools and written resources available on our volunteer website.

Online tools are digital platforms that enable you to do something, and written resources explain why and what you should do.



You'll find links to our online tools and written resources in [Appendix 1: Volunteer website resource index](#) and throughout this handbook.

### 4.1. MS Society email

All volunteers who communicate by email on our behalf must use **MS Society email** to do so.

Your group has a shared **MS Society email** address, and we are rolling out individual email addresses for volunteers who perform certain tasks or hold specific roles.

## MS Society email in the Group Handbook

- [A6: Handling data](#)
- [B1: Availability, contact and communication](#)
- [B2: Using our brand](#)
- [B4: Managing your finances](#)
- [C1: Volunteering with us](#)



To request your individual MS Society email account, log in or get support, see [Using MS Society Email](#) on our volunteer website, or ask the Supporter Care Team for help.

## 4.2. Online Accounting

If your group handles money, you must use our Online Accounting system to report on your financial transactions.

### Online Accounting in the Group Handbook

- [B4: Managing your finances](#)
- [C3: Your Coordinating Team](#)
- [C4: Membership administration](#)



To request access to Online Accounting, log in or get support, see [Using Online Accounting](#) on our volunteer website, or ask the Finance Support Team for help.

## 4.3. Online Recruitment

Online Recruitment enables our staff and volunteers to manage the entire recruitment process online, from tailoring your advertisement and promoting your vacancy, to confirming a successful candidate in a role.

### Online Recruitment in the Group Handbook

- [C1: Volunteering with us](#)
- [C3: Your Coordinating Team](#)



To request your **Online Recruitment** account, log in or get support, see [Using Online Recruitment](#) on our volunteer website, or ask the **Volunteering Team** for help.

## 4.4. Online Shop

Our **Online Shop** stocks both MS Society information resources and branded materials.

### Online Shop in the Group Handbook

- [B2: Using our brand](#)
- [B3: Giving information](#)
- [B5: Fundraising](#)
- [C1: Volunteering with us](#)



To request your **Online Shop** account, log in or get support, see [Using our Online Shop](#) on our volunteer website, or ask the **Supporter Care Team** for help.

## 4.5. Portal

Our **Portal** enables your group to hold and access contact information for members, coordinate your volunteer team and promote the services and activities you offer on our website.

### Portal in the Group Handbook

- [A5: Health, safety and wellbeing](#)
- [A6: Handling data](#)
- [A7: Keeping in touch](#)
- [B1: Availability, contact and communication](#)
- [B4: Managing your finances](#)
- [B6: Planning and delivering quality services and activities](#)
- [C1: Volunteering with us](#)
- [C2: Disclosure checks](#)
- [C4: Membership administration](#)
- [D1: Offering MS Support](#)



To request access to the **Portal**, log in or get support, see [Using the Portal](#) on our volunteer website, or ask the **Supporter Care Team** for help.

## 4.6. Web to Print

Web to Print supports our groups to design and produce branded newsletters, stationery and promotional items.

### Web to Print in the Group Handbook

- [A5: Health, safety and wellbeing](#)
- [B1: Availability, contact and communication](#)
- [B2: Using our brand](#)
- [B3: Giving information](#)
- [B4: Managing your finances](#)
- [C1: Volunteering with us](#)



To request your Web to Print account, log in or get support, see [Using Web to Print](#) on our volunteer website, or ask the Supporter Care Team for help.

Group Handbook A2: Requirements, support, tools and resources v3.3	
Content Owner:	Local Networks Transformation Manager
Editor:	Volunteer Resources Editor
Sign off:	Head of Local Networks
Sign off date:	October 2019
Review date:	October 2020