



## A7: Keeping in touch

### In this section

1. Your Local Networks Officer
2. Maintaining a record of your services
3. Optional additional services

Keeping us informed of your activities is a requirement for all MS Society groups. We expect you to do this in these ways:

- Have regular contact with your [Local Networks Officer](#).
- If your group handles money and delivers services and activities, use the [Portal](#) to maintain a record of what you provide.

### 1. Your Local Networks Officer

Your [Local Networks Officer](#) (LNO) is your main contact, supporting your group to offer quality services and activities for people affected by MS. They will support you to use our volunteer resources and implement the processes that will strengthen and grow our MS communities throughout the UK.



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

#### 1.1. Contact standards

- Your group has a named LNO who is your point of contact for queries and support.
- Most LNOs work a standard day, but they also support evening and weekend meetings and events, so they will not always be able to speak to you. Their answerphone message will tell you when they will be available, and who to contact if your call is urgent.

- Your LNO is one of the key avenues for communication between your group and MS Society departments. To help you keep up to date with developments, they will ensure that you receive a monthly update on MS Society news and events.
- Your LNO will meet face to face with your [Group Coordinator](#) and/or [Finance Volunteer](#) once a quarter.
- At a minimum, your LNO will have monthly contact with your [Coordinating Team](#). This could include email or phone contact, joining one of your team meetings, or supporting group fundraising or social events.



See [C3: Your Coordinating Team](#) for guidance on how your group should operate.

## 2. Maintaining a record of your services

If your group handles money and delivers services and activities, our [Portal](#) enables you to hold and access contact information for members, coordinate your volunteer team, complete risk assessments, and promote the services and activities you offer on our website.

The 'services and activities' tab on the [Portal](#) is our record of all services and activities delivered by MS Society groups throughout the UK. This includes social events, exercise and therapies, fundraising activities, and information about assets held, such as property and transport.

We will use this record to promote local services on our website and confirm that the appropriate level of risk management has been completed.



See [B6: Planning and delivering quality services and activities](#) for guidance on what your group could offer.

If your MS Society group handles money and delivers services and activities, all group volunteers can input information and maintain your services and activities record on the [Portal](#).

### 2.1. Maintaining your services on the Portal

We want you to add as much information as you can about your services and activities to the [Portal](#). We will ask you to review and edit this service information annually, but also if things change in between reviews (so your service information is kept up to date).



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

## Data Protection for GDPR eLearning

Before you use the [Portal](#) for the first time, you must complete our [Data Protection for GDPR eLearning](#). We'll send you a link to enrol when you set up your [Portal](#) account.

Both our organisation and individuals are at risk of significant fines from the Information Commissioner's Office if we can't show them data protection training records for our staff and volunteers.

[Data Protection for GDPR eLearning](#) aims to build your confidence and helps you to avoid making a mistake inadvertently. You can check your learning and ensure your training record is entered by completing the multiple choice test at the end.

We will ask you to complete [Data Protection for GDPR eLearning](#) even if you have completed previous data protection training.



See [A6: Handling data](#) for more on our data responsibilities.

## 3. 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. Your group may decide to provide one or more of these services to meet local need:

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



See [A2: Requirements, support, tools and resources](#) for an overview of our optional additional services.

### 3.1. Offering MS Support

Keeping us informed about your [MS Support](#) service is another way to help us understand our impact on the lives of people affected by MS.

If your group offers **MS Support**, we want your [Lead Support Volunteer](#) and [Support Volunteers](#) to use our [MS Support monthly enquiry tally sheet](#) to record and tell us about the number and types of enquiries you receive.



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

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