Group Handbook October 2019 updates

Your guide to what's included in each section, and what's changed in October 2019. Page numbers are listed as (individual section/full version).

Part A: Group basics

This part includes everything you need to meet our requirements for all groups.

A1: Introduction and overview

In this section

1. About us
2. Our volunteer-led groups
3. Group Handbook

Updates

- 1. About us (1/4) – now reflects our new strategy and organisational goals agreed by the membership at September's AGM.

A2: Requirements, support, tools and resources

In this section

1. MS Society group requirements
2. Optional additional services
3. Sources of support
4. Online tools and written resources

Updates

- Sources of support (4/13) – Finance Support Team contact details updated

A3: Our values and how we deal with problems

In this section

1. Our organisational values
2. Our Code of Conduct
3. Equality, diversity and inclusion
4. Dealing with problems

Updates

- No updates

A4: Our legal identity, policies and rules

In this section

1. Our identity in the eyes of the law
2. Our charitable objects
3. Representing us
4. Following our policies and rules

Updates

- No updates

A5: Health, safety and wellbeing

In this section

1. Staying safe when volunteering
2. Reporting accidents
3. Risk management
4. Safeguarding
5. Equipment purchases and donations
6. Insurance
7. Minibus administration

Updates

- No updates

A6: Handling data

> ### In this section
>
> 1. The General Data Protection Regulation
> 2. Your personal data responsibilities
> 3. The rules for sending, receiving, storing and sharing emails
> 4. Using membership data
> 5. What about images and stories?
> 6. How long should I keep personal data?
> 7. Sharing data with third parties

Updates

- No updates

A7: Keeping in touch

> ### In this section
>
> 1. Your Local Networks Officer
> 2. Maintaining a record of your services
> 3. Optional additional services

Updates

- No updates

Part B: If your group handles money and provides services and activities

This part covers our additional requirements for groups that do these things.

B1: Availability, contact and communication

> ### In this section
>
> 1. Availability
> 2. Contact with your group
> 3. Communicating with our members
> 4. Press and publicity

Updates

- No updates

B2: Using our brand

> ### In this section
>
> 1. The MS Society brand
> 2. Using our brand in print, online, and in email communication
> 3. Web to Print
> 4. MS Society branded materials

Updates

- No updates

B3: Giving information

> ### In this section
>
> 1. Dealing with information enquiries
> 2. Promoting our publications
> 3. Our MS Helpline
> 4. Giving information about grants
> 5. Signposting to key local services
> 6. Using our disclaimer

Updates

- Promoting our publications (3/75) – reference to Key Publications List removed

B4: Managing your finances

> ### In this section
>
> 1. Your financial responsibilities
> 2. Keeping accounting records
> 3. Control of group funds
> 4. Raising funds
> 5. Use of funds
> 6. Banking and handling income
> 7. VAT
> 8. Gift Aid

Updates

- Your financial responsibilities (4/83) - Finance Support Team contact details updated
- Control of group funds (7/86) – Internal financial controls checklist replaced by checklist version of Appendix 4: MS Society financial rules for groups, to be signed off and submitted by 31 January each year
- Raising funds (12/91) – Legacy process support updated to Finance Support Team
- Banking and handling income (16/95) – new guidance on contactless payment devices added
- Gift Aid (22/101) – HMRC Gift Aid registration support updated to Gift Aid and Operations Manager

B5: Fundraising

In this section

1. Our fundraising standards
2. MS Society fundraising merchandise
3. Keeping fundraising legal and safe
4. Financial matters
5. Contributing to our wider work

Updates

- Financial matters (5/106) – list of group responsibilities updated to reflect B4: Managing your finances

B6: Planning and delivering quality services and activities

In this section

1. Understanding local need
2. What should we offer?
3. Clinical services and complementary therapies
4. Delivering quality services and activities
5. Services and activities on the Portal

Updates

- Delivering quality services and activities (8/115) – definition of service level agreement (SLA) refined and specific SLA templates replaced by generic version

Part C: Running your group

This part supports you to develop your team of volunteers, plan and organise activities, and work with membership data.

C1: Volunteering with us

In this section

1. Understanding your volunteer needs
2. Finding and recruiting volunteers
3. Agreeing the role
4. Welcome, induction and 'must do' training
5. Supporting you in your role
6. Recognising volunteer contributions
7. When a volunteer leaves

Updates

- No updates

C2: Disclosure checks

In this section

1. What is a disclosure check?
2. Who needs to be checked?
3. The disclosure process
4. If an applicant has a criminal record
5. Disclosure on the Portal

Updates

- No updates

C3: Your Coordinating Team

In this section

1. Organising your Coordinating Team
2. Making decisions
3. Keeping records
4. Dealing with concerns

Updates

- Employing staff (5/144) - clarification of our position on SLAs being used to engage a person to carry out a function for your group

C4: Membership administration

In this section

1. New members
2. Membership renewals
3. Membership data

Updates

- New members (3/149) – clarification of our process if a member joins locally

Part D: Optional additional services

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

D1: Offering MS Support

In this section

1. What is MS Support?
2. Offering emotional support
3. Giving information
4. Signposting to specialist advice
5. Help to access financial support
6. Informing our work
7. Setting up an MS Support service
8. Induction, training and ongoing support

Updates

- Induction, training and ongoing support (19/170) – link to sign up to MS Support Training added

Group Handbook October 2019 updates	
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