**HSV: 934 - Cheering points, information points, single stalls**

**Revision 14 – February 2024**

Applies to running a cheering point, information point or single stall at a third party managed event such as a local fete, London Marathon etc, where attending volunteers, supporters or staff do not provide personal care that would normally be delivered by carers.

This MS Society activity is covered by our insurance programme. This is based on the guidelines below being followed.

**Action before the event**

The event organiser (may also be referred to as the named contact) must:

1. Take a copy of the third parties Public Liability Insurance (PLI), details to include: name, date, product or service and cover amount. This should have a minimum of £5 million limit of indemnity unless deemed high risk, then contact MS Society insurance broker (Arthur J Gallagher). Upload with the completed guidance document as instructed in the action plan below
2. Check the venue’s emergency arrangements (such as what to do if there is a fire or first aid is needed) and that their facilities can accommodate attendees’ accessibility needs (such as suitable lavatories and washing facilities).
3. If the venue does not have a signing in system, complete [HSV: 111A - Attendance sheet.](https://volunteers.mssociety.org.uk/resources/4736)
4. Agree a ‘named contact’ to be available during the event to deal with any emergencies, problems or questions.
5. For outside events, ensure a plan is in place in case the weather changes.
6. Ensure all equipment (gazebos, tents, banners, laptops, etc) is maintained and inspected in accordance with the manufacturer’s instructions.
7. Agree a system for storing and transferring donations to the bank safely, guidance can be found at: [HSV: 925 – Handling donations safely](https://volunteers.mssociety.org.uk/resources/5451).
8. If you are arranging for a photographer to attend please contact the Digital and Services team at [mailto:stories@mssociety.org.uk](mailto:stories@mssociety.org.uk.) to discuss what is needed.

Prior to the event the event organiser must:

* Provide details of the event organiser (name and mobile phone number).
* Provide location address (map if appropriate) of the venue.
* Ask attendees to bring emergency contact details in case of emergency.
* If the event organiser wishes to arrange for snacks to be provided check [Food provision at group activities](https://volunteers.mssociety.org.uk/news/2022/02/food-provision-group-activities) to see what is allowed.
* Alternatively, advise attendees that they should, where appropriate, bring their own snacks as food facilities will be limited to what is available at the venue.
* Advise attendees that if they have specific needs that require Personal Care, they must bring an appropriate carer with them. If you need further information about this you can find it at:[PC volunteer info](https://volunteers.mssociety.org.uk/resources/personal-care-policy) or [PC staff info](https://axon.mssociety.org.uk/Interact/Pages/Content/Document.aspx?id=1086&utm_source=interact&utm_medium=quick_search&utm_term=Personal+care+)
* If it is not possible to avoid lone working, check attendees have viewed the MS Society lone working policy. These policies can be found at: [LW volunteer info](https://volunteers.mssociety.org.uk/lone-volunteering) or [LW staff info](https://axon.mssociety.org.uk/Interact/Pages/Content/Document.aspx?id=10967&utm_source=interact&utm_medium=quick_search&utm_term=lone+)
* If under 18’s or vulnerable adults will be attending the event please go to our safeguarding guidance at: [SG volunteer info](https://volunteers.mssociety.org.uk/safeguarding) or [SG staff info](https://axon.mssociety.org.uk/Interact/Pages/Section/ContentListing.aspx?subsection=3140) for details on what is needed.
* If you have queries regarding disclosure checks, present these to the Volunteer Support Team if you are a volunteer, or your line manager if a member of staff.

**Action on the day**

Ensure event organiser wears clothing that makes them easily identifiable.

Keep a charged mobile phone available in case of emergency.

Inform attendees who the event organiser is, what the emergency arrangements are, that they will be expected to deal with everyday risks and that they should use the facilities as specified by the venue.

**Equipment:** gazebo, tent/banner/stall/information or cheering point:

* has a sheet of simple instructions for erection and use available on the day
* is moved and set up by individuals competent to do so and in line with the manufacturer’s instructions and event organiser/ named contact’s requirements
* is used and supervised by a trained person in accordance with manufacturer’s instructions, factoring in the conditions on the day
* does not obstruct any emergency access or present any slip or trip hazards

**Action after the event**

If an accident or incident has occurred, it must be reported on the appropriate form (HSV: [122](https://volunteers.mssociety.org.uk/resources/HSV-122)/[123](https://volunteers.mssociety.org.uk/resources/HSV-123)), and returned as instructed on the form.

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| **ACTION PLAN** | | | | |
| Where the event is being organised for the MS Community (whether listed Groups or others affected by MS) the event organiser (Volunteer or Staff) running this activity should sign to confirm the above actions will be completed, and upload this document along any copies of Public Liability Insurance to the Portal. Please inform the Fundraising Team ([Fundraising@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk)) when this has been completed.  Where the event is primarily for fundraising, open to the public and not restricted to the MS Community; MS Society staff running this activity should sign to confirm the above actions will be completed, and upload this document any copies of Public Liability Insurance to the relevant folder on [SharePoint](https://mssoc.sharepoint.com/sites/DigitalandServicesDirectorate-HealthandSafety/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x0120002EF64DDD0A18CB43881D2688F9E30E8D&id=%2Fsites%2FDigitalandServicesDirectorate%2DHealthandSafety%2FShared%20Documents%2FHealth%20and%20Safety&viewid=44c21969%2D6bbf%2D4dad%2D8185%2D0f8f779e8198). Please inform the Health and Safety Team ([healthandsafety@mssociety.org.uk](mailto:healthandsafety@mssociety.org.uk)) when this has been complete | | | | |
| Date of event | Type of event/ venue address | Date event logged on Portal/ SharePoint | Name of MS Society event organiser | Signature of MS Society event organiser |
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