HSV: 933 – Events run by a Professional Organisation

MS Society Guidance Document

Revision 12 – February 2025

This form applies to activities run by professional organisations (e.g. zip wire, activity days, canal trips, etc) which are open to the public and managed by a competent person. Their role includes setting up and managing the venue and its emergency arrangements throughout the event.

Volunteers or staff members attending must not provide personal care that would normally be delivered by carers.

If there’s a collection box available, then this form is sufficient as long as the Event Organiser is familiar with our guidance on [money coming in](https://volunteers.mssociety.org.uk/resources/7511).

# Action before an event

The Event Organiser must:

* To ensure cover is in place, once the actions below are complete and prior to the event occurring, contact MS Society insurance broker (Arthur J Gallagher) for confirmation at [AJG contact information](https://volunteers.mssociety.org.uk/resources/5521).
* Take a copy of the third-party provider's Public Liability Insurance (PLI), details to include name, date, product or service and cover amount. Upload with the completed guidance document as instructed in the action plan below.

For all high-risk activities (e.g. skydiving, zip lining) they must have a minimum of £10m limit of indemnity, all others must have £5 million limit of indemnity.

* Check that the venue is accessible and meets the needs of those that will be attending (e.g. it has suitable toilets and washing facilities).
* Check the venue’s emergency arrangements (e.g. first aid provision).
* Ensure a plan is in place in case the weather changes.
* Ensure that the Event Organiser will be available during the event to deal with any emergencies, problems, or questions.
* If a photographer is attending, contact the Digital and Services team at [stories@mssociety.org.uk](mailto:stories@mssociety.org.uk.) to discuss what’s needed.

## Actions that need to be taken by the Event Organiser

* Provide details of the Event Organiser (name and mobile phone number) to all attendees.
* Provide location address (map if appropriate) of the venue to all attendees.
* Ask attendees to bring emergency contact details with them.
* 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. Further information can be found 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 lone working can’t be avoided, remind attendees to read the MS Society lone working policy which 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 attending the event view the 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.
* For queries regarding disclosure checks; present these to the Volunteer Support Team if a volunteer, or your line manager if a member of staff.

Ensure Volunteers are aware that if anything is worrying them in their role, they can contact [supportwellbeing@mssociety.org.uk](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvolunteers.mssociety.org.uk%2Fsupportwellbeing%40mssociety.org.uk&data=05%7C02%7CJo.Duffy%40mssociety.org.uk%7C9f18147c197b407bd26208dd19fac67d%7Cd0f0951107ff43f2b681a95870a56656%7C0%7C0%7C638695287042268947%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=BLhL%2BmGur9P7ZS%2FkVFR9kDjPAtRy2OUam8h1Lyc45mo%3D&reserved=0) for a confidential chat.

# Action on the day

* Keep a charged mobile phone available in case of emergency.
* If the venue doesn’t have a signing-in system, ensure the Event Organiser completes [HSV: 111A - Attendance register](https://volunteers.mssociety.org.uk/resources/4736).
* Inform attendees:
  + who the Event Organiser is.
  + what the emergency arrangements are.
  + that they’ll be expected to deal with everyday risks.
  + that they should use the facilities as specified by the venue.

# Action after the event

If an accident or incident occurs as part of the event 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.

# Action Plan

# Guidance form to be completed

This form will need to be updated and signed.

* for each new event.
* if the venue makes changes.
* if there is a new Event Organiser.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of event | Type of event/ venue address | Date event logged with volunteer support/ or on SharePoint | Name of MS Society Event Organiser | Signature of MS Society Event Organiser |
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## What next?

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| --- | --- |
| Events for the MS Community both Volunteer and staff run (including volunteer only meetings such as Coordinating team meetings) | Staff led events where attendance is not restricted to the MS Community or staff only events |
| The Event Organiser should sign to confirm the above actions will be completed, and email this completed document to the [Volunteer Support Team](mailto:volunteersupport@mssociety.org.uk) as an attachment. | The Event Organiser should sign to confirm the above actions will be completed and upload this document along with copies of the Public Liability Insurance to the relevant folder on SharePoint. Please inform [healthandsafety@mssociety.org.uk](mailto:healthandsafety@mssociety.org.uk) when this has been completed. |