HSV: 934 – Cheering point, information point, single stall

MS Society Guidance Document

Revision 15 – February 2025

This form 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.

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).

Providing our guidance is followed and this form has been completed, this activity will be covered by our insurance.

# Action before an event

The Event Organiser must:

* 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. Upload with the completed guidance document as instructed in the action plan below.
* 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. fire and first aid provision).
* For outside events, 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.
* Ensure any equipment (Gazebos, banners, electronic equipment) is maintained and inspected in accordance with the manufacturer’s instructions.
* 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.
* 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. 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

* Ensure Event Organiser wears clothing that makes them easily identifiable.
* 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).
* Where equipment such as display materials or electronic devices are used:
  + Instructions and any safety requirements must be displayed on the day and participants must agree to follow them.
  + Where appropriate, equipment should be moved, set up and supervised by individuals competent to do so and in line with the manufacturer’s. instructions and Event Organiser’s requirements.
  + Equipment should be used and supervised by a trained person in accordance with the manufacturer’s instructions, factoring in the conditions on the day.
* Set the activities and equipment up in line with the venue’s requirements, ensuring emergency access routes are unobstructed, and no slip or trip hazards are created.
* 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.

If using a Gazebo that is not managed by the venue or an external organiser, please complete HSV: 125 Gazebo checklist which can be found [here](https://volunteers.mssociety.org.uk/resources/7516).

# 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 | Staff led events where attendance is open to the public and 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. |