HSV: 936 – Coach trip where vehicle and driver are hired

MS Society Guidance Document

Revision 15 – February 2025

This form applies to coach trips where vehicle and driver are hired and the company, setup and manage the vehicle and the emergency arrangements.

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

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:

* Check the organisation providing the vehicle is a member of a breakdown service and that is aware individuals with mobility issues may be transported.
* Check that the vehicle is accessible and meets the needs of those that will be travelling (e.g. it has suitable access arrangements and toilet facilities).
* Check the vehicles’ emergency arrangements (e.g. fire and first aid provision).
* Ensure that the Event Organiser will be available during the event to deal with any emergencies, problems, or questions.
* Check that the destination venue is accessible and meets the needs of those that will be attending (e.g. it has suitable toilets and washing facilities).
* For destinations that are outside such as such as historic houses and gardens, ensure a plan is in place in case the weather changes.
* 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.
* Event Organiser to keep a list of attendees in case of emergency, [HSV: 111A - Attendance register](https://volunteers.mssociety.org.uk/resources/4736) available for this.
* Inform attendees:
  + who the Event Organiser is.
  + Inform attendees of the trip rules (time between breaks, etc.).
  + 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 driver and 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.

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| --- | --- | --- | --- | --- |
| 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. |