

Volunteer Own Activity Event Guidance

Introduction

- This guidance document has been created to help support you writing your activity plan, including your event activity plan which you need to complete and provide to your Community Fundraiser when planning any fundraising activities.
- The activities that you arrange as a volunteer raise much needed funds for the essential care and support Marie Curie provides to patients and their families.
- To support this great work, Marie Curie's insurance company covers fundraising group activities but only if we can show that steps have been taken to ensure the safety of our volunteers and those taking part.
- These steps have not been put in place to hinder the great work that you do but to ensure that your activities are planned well ensuring they are safe and run smoothly, to help you raise the maximum amount of money raised.
- If things go wrong and we cannot show that we tried to ensure everyone's safety; this could cost Marie Curie money.
- General fundraising group activities such as planning meetings are covered by the Fundraising Group general activity plan.
- Marie Curie also has some pre-written event activity plans available for activities Fundraising Groups may get involved in such as basic stalls and tea parties. You still need to complete some details on these forms, and allocate tasks, but they are designed to simplify the process for you.
- Once you have sent your event activity plan to your Community Fundraiser, it will enable them to work with you to make sure the event is successful and safe and providing advice and support where needed.

Key Activity Plan Points

It is important that:

- An event activity plan is completed for **all** activities volunteers or fundraising groups are involved with. This includes an activity being organised at someone else's event (e.g. a stall at a summer fair). This is because we need to ensure that your safety has been considered, and that the organiser has suitable arrangements in place.
- The event activity plan is documented as it is then clear to everyone what the issues are and what actions are required to manage them.
- The event activity plan is also put into practice.
- The completed event activity plan should be issued to all fundraising group members and volunteers involved in the activity/event so that they are aware of all required issues.

Repeat Activities

- For repeat activities, the same activity plan document can be reused but it must be checked and updated (if required) to ensure that any changes are considered, such as location and activities carried out.
- If no changes, the activity plan has a review section to complete at the end of the document.

- As a reminder, there must be a clear distinction between fundraising group activities and events and "fundraising my way" or "In Aid of Marie Curie events."
- You should be careful not to get too involved in Fundraising My Way Events and should always remember, that it is the supporter's event.
- Your role is to only encourage and advise, not to physically take part in the running of the event itself or to organise in any way shape or form).
- If you were to become too involved it will in reality turn it into a fundraising group event and this will require following Marie Curie processes for fundraising group events.
- You can however, attend an event as a participant, say thanks to supporters etc.

General Controls

All safety plans require some general control measures to ensure things go as planned. We have outlined some of these below.

What to consider	Why?
Clear roles and responsibilities in your safety plan	It is good to document these for the people involved in organising the event so that everyone is clear on who is doing what. It is also important to have enough people involved in managing the activity/event, especially in case of an incident or emergency.
Documented safety briefing (this documentation to be forwarded on to your Community Fundraiser (with your completed activity plan))	Some activities require general information communicating to activity and event participants, usually at the start of an activity, e.g., a short and simple safety briefing – these should be documented in advance so you don't forget anything, key messages to be included could be: • What to do if you have an accident/incident? • How to obtain first aid support? • Emergency contact numbers and method for contacting the emergency services (is there a landline available, if not – who will ensure that a charged mobile phone is available?) • Where a landline is not going to be available and mobile signals are known to be problematic, if you need to have arrangements to call the emergency services – e.g. for outdoor, remote activity and event locations - this is a useful website to visit in advance of the event and as part of the planning process as they may be able to help • Fire procedures • Rules around children and animals • Maximum number of attendees for venue/event based on relevant permissions/licenses/local conditions. • Start and finish times of the activity • Traffic management and parking arrangements • Toilet, welfare facilities and drinking water (location and arrangements)
Event plan and risk assessment review and sign off	All event activity plans should be signed off your local community fundraiser so please send them your plans and third party documents in advance of the event. Some higher risk event activity plans also need to be communicated to our Marie Curie insurers – your local fundraiser will do this if required.
Businesses, service providers and venues to provide due diligence / assurance documentation (this documentation to be forwarded on to your Community Fundraiser	For businesses and professional organisations providing services of any kind (whether paid for or provided free of charge) - examples include but are not limited to (caterers, DJ's, fire walk companies, hotels (and other venues), bouncy castle operators) it is important that they provide documented evidence of the following to assure you that they comply

(with your completed activity plan)	with relevant legislation and ensure that health and safety is managed (this also helps confirm that they are a reputable business): • A copy of their current/valid public liability insurance certificate (this ensures that if the worst happens, they have insurance in place to cover the situation – if they don't, the liability may fall to Marie Curie to cover) – some businesses display this in their premises so an alternative could be to photograph this displayed copy • A copy of their risk assessment/safety procedures for the activity/service provided (all reputable businesses will carry out and document risk assessments and will be happy to share them with you)
Have a documented agreement in place with businesses and service providers (even if services provided free of charge) (this documentation to be forwarded on to your Community Fundraiser (with your completed activity plan)	As silly as it sounds, this (like the roles and responsibilities above) ensures that both you and the business have a clear understanding on what services are being provided and under what terms.
Top Tips/Guidance Around Due Diligence Documentation	What if we are not paying for the third-party service or venue? • It doesn't matter; these checks still need to be carried out. What do I need to check is covered on a Risk Assessment? • This will be event specific but there are common things you can look out for these include but are not limited to: ◦ Slips, Trips & Falls, Fire, Medical Emergency, Weather, Crowd control, Alcohol, Electrical Equipment, Food Safety etc... ◦ The event planning and risk assessment guidance will also help you think this through as it includes an A to Z of hazards. What alternatives can we accept to a Risk Assessment? • All organisations should document a risk assessment if they have 5 employees or more so should be able to supply – if not, you need to think seriously about whether they should be used or not as they are not complying with the law. • Some of the organisations you use may have less than this number of employees so may not have a formally documented risk assessment in place (although it is good practice for them to do so, regardless of size) • If they are a small organisation and cannot supply a documented risk assessment, they should be able to supply some documented procedures around the activities they carry out, how they will be carried out and this should include some reference to safety measures. • Again, if they are unable to do this you need to think seriously about whether they should be used or not as they may not have thought about how to keep people safe. What other documents should I obtain and check? • Depending on the event and what is being provided there will be different documents that you require. These might include. ◦ Contracts / Service Level agreements ◦ Food hygiene certificates ◦ Licences to carry out or run the activity – e.g., serving alcohol

	Are we taking on responsibility for an event if we are asking for all these things? No. We are following the law, our duty of care to our event participants and being responsible organisation trying to minimise the risk to the charity. By asking for these documents, we are trying to ensure that wherever we send our volunteers or utilise a third-party provider that they are themselves covered if things go wrong, and that they have a plan on how to look after other volunteers/supporters.
Invoices for payment by Marie Curie	If you have any invoices requiring to be paid by Marie Curie – please ensure that they are addressed to either Marie Curie Fundraising Group Name or Marie Curie and that they are forwarded to your Community Fundraiser as soon as possible to ensure prompt payment.

If things do go wrong?

With all of the planning you will be doing, it reduces the risk of an incident or accident occurring. Unfortunately, things can still go wrong.

- If they do, always let your Community Fundraiser know as soon as possible.
- Marie Curie also provides an out of hours emergency contact and it is important that all relevant Fundraising Group members and volunteers are made aware of this contact number and understand when it should be used.

- If you become aware of any incident out of hours you should call the Community Fundraising Incident Team on 0800 3047112.
- A member of the team will be able to support you and give you guidance.

Incidents can involve anything but can be summarised as follows:

	Serious Incident would include	Minor Incident would include
People (volunteers and public)	- Death - Injury requiring hospitalisation	- Injury requiring First Aid on site - Volunteer taken ill
Equipment, facilities	- Fire at event - Structural failure of building - Major failure of equipment - Rescue services (Fire and Rescue, Coastguard, Mountain Rescue) being called to an event	
Reputation of Charity	- Police being called to an event - Local authority agency (H&S, Environmental Health) being called to an event - Disruption by outside bodies - Accusation against a volunteer of abuse, fraud, discrimination	Verbal complaint by a member of the public

The Incident line should never be used for matters such as requiring materials or getting in touch with your Community Fundraiser to tell them what a great event you've had. But if you are in any doubt about whether to call the number we would urge you to call and let us know your concerns.

Please ensure you have the 0800 3047112 number with you when you are volunteering for Marie Curie, but it is only for Fundraising Group members and registered volunteers so please don't share it more widely.

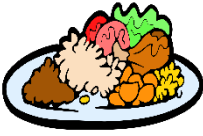
A-Z Considerations (this list is not exhaustive and is a guide to support your planning)

Activity/ Issue	What could go wrong?	What needs to be done to stop things going wrong
Alcohol 	People could become intoxicated. Underage drinking could take place.	There are several laws and regulations around providing or selling alcohol at events. These laws differ considerably depending on where in the UK you are holding your event. If you are planning to provide or sell alcohol at your event, please make sure you contact your local authority as early as possible as a special licence may be required. Your venue – if licensed – may be able to advise you but in general it is always best to check with the local authority to ensure you are complying with the law. • Soft drinks should be always available at the activity / event (particularly where under 18s are attending). • Alcohol cannot be sold to or served by under 18s - always ask for ID, if in doubt. • Keep an eye out for people drinking excessively and have procedures in place for ceasing supply if needed. You can give alcohol away at events or meetings without a license, but you must make it clear that the value of the alcohol is not included in any ticket price or entrance fee. Events involving "bring your own" arrangements do not require a license.
Animals and pets 	Some activities may not be appropriate to bring animals and pets along to. People could be allergic. Animals could fight with each other. People could be bitten/attacked by animals. Animals could leave unwanted "deposits". Animals need management. Animal welfare needs to be ensured.	• Confirm whether this is an animal friendly activity or not and make this clear to participants in advance (if held in a venue, check with the venue for their rules) • If animal friendly, e.g. a walk, ensure sensible controls – dogs kept on leads, owners to bring "poop" bags and clean up after their dogs etc... • If animals are part of the activity / entertainment, e.g. donkey rides, lama stroking etc... then additional checks need to be made on their handlers in the form of risk assessments, insurance, safety procedures and assurance of animal welfare. • Ensure hygiene arrangements and requirements are confirmed (e.g. hand washing facilities) and confirm who will be responsible for them. • When considering the use of animals for entertainment purposes, you must consult with your Community Fundraiser about whether the animal(s) and setting/environment are suitable. • Animal welfare on the day should also be ensured, e.g. providing water for dogs.
Balloons	Transportation of inflated balloons and	• Inflate balloons at the event location (if possible) to avoid transporting them. • Avoid carrying helium cylinders in vehicles *where possible".

	gases such as helium carries safety risks. Balloon arches can be blown away	• If this cannot be avoided, store upright in a secured position (ideally in the boot) and display a pressurised gas warning sign in the windscreen of the vehicle (in case of incident, this warns the emergency services). • Ensure that balloon arches are well secured. • If high winds occur during the event, they should be taken down
Bouncy castles and Inflatables 	If not secured properly, or there are adverse weather conditions, there is a risk of collapse or blowing away	• Due to well publicized incidents where people have been seriously injured and killed, inflatables must be supplied, assembled and secured by a professional and reputable company. • They must supply a risk assessment which include a check on wind speeds and general weather conditions on the day of the activity (on an ongoing basis whilst the inflatable is in use). • If wind speeds on the activity day are too strong, the inflatable must not be inflated or used. • If the inflatable is already inflated and wind speeds worsen, use of the inflatable should be ceased and it should be taken down (if safe to do so). • Follow <u>Health and Safety Executive</u> and <u>RoSPA</u> advice around bouncy castle use
Candles 	There is a risk of fire	• Where possible, the use of real candles should be avoided and alternatives such as artificial (but realistic) candles should be used. • Some internal and external venues may ban the use of candles (and naked flames) so you should check with the host in advance. • Where they are essential to the event, strict controls should be in place around where they are located and who can use them. • A means of putting out a fire will also be required, e.g. fire extinguishers in a building but consideration of something like water or sand buckets outdoors where no fire extinguishers are present.
Cash handling / General Safety / Security Online / card payments 	There is a risk of violence and aggression and theft if money is taken at the event	• Minimise cash money held • Always use a cash tin and ensure that this is out of the reach / site of the public • Be aware of people's behaviour at all times and ensure there are enough fundraising group members at the event to support each other • Check for suspicious behaviour, suspicious packages - if in doubt, call the emergency services • Some host venues may require or provide additional security arrangements, e.g. security personnel <i>Selling Tickets in Advance online</i> • We have an agreement in place with a company called Trybooking, who provide a secure online ticketing service for our events. You can set up ticket sales online, and this will collect online card payments and personal details securely. If you would like to do this please talk with your community fundraiser. <i>Card Payments on the Night</i> • For some events, it might be appropriate for card payments to be taken on the night. However, it would depend on the

		size and nature of the event. If you feel this is an option you might like to consider for your event, you will need to discuss the options for this with your Community Fundraiser. • Please read Fundraising Group Activity Plan Keeping It Legal for more guidance on taking card payments.
Electrical equipment 	People could suffer from an electric shock	• If a business venue is supplying electrical equipment for use, you should check the equipment for a PAT test sticker before use and if you cannot see one, seek confirmation from them prior to the event to confirm that their equipment has been professionally certified as safe. • Keep electrical items to a minimum and check for any obvious damage before use (if electrical appliances appear to be damaged do not use them). • Additional controls will be required for any electrical equipment to be used outdoors.
Face Painting, Temporary Tattoos and Henna Tattoos 	Allergic reaction	• Where face painting, temporary tattoos or henna is to be carried out by a service provider/business or a volunteer ensure that: ◦ Parental consent arrangements are in place for under 16's having taking part and that they are accompanied by a parent or guardian ◦ Quality face paints and temporary tattoo materials are used which minimise risk of skin reactions ◦ Only Henna products that are approved for use in the UK are used.
Fire 	Fires could happen and people could be injured (or worse as a result) especially if there are problems with evacuating the building	• Checks to be carried out on venue in advance of activity: • Ensure that you know the capacity of the venue so that numbers of activity/event attendees are not exceeded (this can risk serious harm in a fire evacuation) • Familiarise yourself with the venue and specific evacuation plan / procedures (obtain a copy if a documented procedure if available). • Confirm which door(s) / routes(s) will be used in an emergency, ensure that this is not obstructed, not locked shut and leads to a place of safety • Determine how the fire alarm will be raised in the fire situation (where there is not a fire alarm in place, will a shout of 'fire-fire evacuate the building' be sufficient or will a manual alarm such as, a whistle or horn be required). • Establish who is responsible for calling the fire service (in case of fire). During the event: • Manage things that can burn and keep them away from sources of ignition. • Enforce a no smoking policy.
First aid 	If someone has an accident, they may need first aid supplies or first aid assistance to stop a small injury	• Depending on your activity/event, first aid requirements may vary. • For example, a small, low risk activity may only require access to a first aid kit and a nominated member of the Fundraising group to act as an appointed person (to take charge in an emergency situation, know where the first aid kit is, how to contact an onsite first aider(s) (in a hosted venue) or contact the emergency services).

	becoming more serious	• Larger activities will require more formal arrangements. • Your Community Fundraiser should provide you clear advice around this. • If they are unsure, they have contacts within Marie Curie to provide further guidance. • Once a decision has been made on requirements, ensure this is included in your activity plan.
Food – cold homemade, donated, purchased packaged food 	Food poisoning Food contamination Allergic reaction	• Try to keep the food simple (e.g. biscuits and cakes) • Avoid higher risk foods (where possible) such as fresh cream on cakes (as this requires additional management) • Ensure all homemade food is accompanied with a list of ingredients so that allergens can be easily identified • Keep packaging for all purchased food so that you have a list of ingredients and allergens on display • Check use by and sell by dates on any donated / purchased food – only serve food that is within date • Only have food outside refrigeration (which normally needs to be refrigerated) for a maximum of four hours – this includes delivery, preparation and transportation) • Keep foods covered/contained to protect from contamination and insects (and refrigerated, where required) • Practice good hygiene at all times: • Wear gloves when handling food and tie back long hair • Practice regular hand washing • All foods once defrosted should be used, prepared or cooked within 24 hours.
Food – Hot Food 	Food poisoning Food contamination Allergic reaction	• If food requires temperature control, keep refrigerated/in a cool box until ready to cook. • If cooking and serving hot food (e.g. a sausage sizzle/barbeque), the people involved with this must have training in food preparation (and provide documented evidence of this). • Hot food will also need to be checked with a temperature probe (to ensure that it has been cooked to the required temperature). • Only have hot food on display (without temperature control for two hours). • Ensure that ingredients are known and that information is available to confirm allergen content. • Practice good hygiene at all times: ◦ Wear gloves when handling food and tie back long hair • Practice regular hand washing <i>We recommended that a professional food company is brought in to supply hot food wherever possible due to the significant additional risk and management involved.</i>
Food - professional catering/food (from a food business), e.g. a hotel, bar, professional cake maker or local	Food poisoning Food contamination Allergic reaction	• Ensure that the food suppliers are registered with the local authority as a food business. • If they cannot be found on the websites below, this means that they are not registered as a food business, so they should not be used (if they are presenting themselves as a professional food business). ◦ http://ratings.food.gov.uk/ (UK)

restaurant/take away 		◦ http://www.foodstandards.gov.scot/consumers/food-safety (Scotland) • Also check their inspection rating on these websites: ◦ In general UK areas, a star scoring system is used (maximum available is 5) if the score is below 4 it is not advisable to use their services. ◦ In Scotland, a star scoring system is not used. Businesses can be rated as a pass, improvement required (means the business didn't meet the legal requirements and needs to make improvements), awaiting inspection (for new businesses recently set up) or exempt. ◦ Businesses rated as improvement required are not recommended to be used. • All food provided by professional company must be accompanied with ingredient and allergen information.
Gazebos and Tents 	If not secured properly, or there are adverse weather conditions, there is a risk of collapse or blowing away Trips on guide ropes	• Check weather conditions - if wind speeds are too strong, the gazebo must not be inflated or used • Choose a level piece of ground • Place the unopened frame and canopy in the centre of the space where you want your gazebo to stand. • Follow the manufacturer supplier instructions for erecting and securing the gazebo • Ensure: ◦ Enough people to erect and secure the gazebo ◦ That the gazebo is secured to the ground • Carry out regular checks on gazebo to ensure that it remains safely effected and secured. • If using at night, ensure guide ropes are highlighted to prevent trips. • For larger gazebos and tents, it is recommended that these are set up by professional organisations.
Hot Drinks 	People may get scalded	• If a kettle or hot water boiler/urn is being used at the event, ideally this should be located away from event participants and only used by event team members (who would serve hot drinks).
Lone Working and Personal Safety	Event organisers may be at risk of verbal and physical aggression and abuse	• Avoid lone working/volunteering where possible. • Always have charged mobile phone as a means of emergency contact. • Arrange for check in/out processes to be in place so that you are assured people arrive and get home safe. • Consider if risk level required technical lone working solutions.
Manual Handling 	People may hurt their back	• Always use a safe lifting technique. • Work together to carry large and heavy loads • Park close to the venue (if possible) when loading and unloading a vehicle • Use a lift (if available) to transport items up stairs

People and Crowds 	It may be difficult to control and communicate with a large number of people (especially if the activity takes place outdoors, e.g. in a large park) Too many people could attend the activity Too many people could cause problems with evacuation	- Find out the capacity of a planned venue and ensure that the number of guests permitted to suit the capacity of the room is not exceeded. - Check if the venue has facilities in place for people with disabilities (toilets, access etc...) - Nominate marshals to guide and communicate with people during the activity (supply marshals with high visibility vests) - Have appropriate signage in place (especially when routes change direction and or there is a choice of directions), this is especially important for walk routes (think about how signs are to be fitted/located, what is allowed by the venue and what equipment and supplies are required to do this). - Ensure that you don't go over the maximum number of people allowed to take part in event under relevant permission, license or local conditions.
Product Safety 	General safety hazards (if you are selling a product it is important it cannot harm or injure an individual. When sourcing products – either to sell or offer as a prize (including in a raffle) - please consider whether they could harm someone or are illegal).	Some items are prohibited for sale or have restrictions relating to their sale. Full guidance and detail on relevant products is provided in the "Keeping it Legal" guidance. Your Community Fundraiser can also provide guidance around this.
Safeguarding 	Personal risk	If under 16's or vulnerable adults are involved in activities and events, recommend that they accompanied by a responsible adult at all times.
Slips and trips 	People can slip or fall over and hurt themselves	- Advise participants on appropriate footwear for the activity - Check the place where the activity will be held for any obvious slip or trip hazards such as cables, steps and ramps. - Put signage in place to warn of particular hazards which cannot be removed - If at night or at times where it can be dark, check lighting arrangements and if needed supply or advise participants to bring torches
Traffic and transport	If there is insufficient	Ensure parking arrangements are known and communicated to activity and event participants

	parking, this could cause a collision risk and frustration If traffic flow isn't managed effectively, there is a collision risk	• Nominate marshals to guide and communicate with people during the activity • Have appropriate signage in place (especially when routes change direction and or there is a choice of directions) • Have a one-way system in place (where appropriate) • Ensure suitable lighting (if could be dark)
Welfare Facilities and Hygiene Arrangements	Infection Risk	• Make sure arrangements are in place for toilets, hand washing and cleaning and hygiene
Working at Height	People could fall	• Ensure event team are wearing suitable footwear and that any equipment such as a kick stool or ladder is: ◦ In good condition ◦ Placed on firm and level ground
Weather conditions for external activities 	Sun, wind, rain and snow bring related risks	• Check weather conditions in advance of the activity • Advise participants on appropriate clothing to wear/basic precautions to take for the activity (this could be included in the documented briefing/invite information) • Although it would be extremely disappointing if it were to happen, if weather conditions become or are expected to become too extreme, have a process in place to determine if the activity can go ahead/continue (and be clear who is responsible for the decision and how this can be communicated to participants) • If external event such as a walk, plan route in advance and walk route just before event to ensure ground and route are okay

If there are any issues not covered by this guidance, please contact your Community Fundraiser.

Prohibited Activities

There are some activities which are classed as being too high risk and therefore we are unable to support our fundraising groups carrying out these events on our behalf, these include:

- Motor racing
- Activities being undertaken on water (other than swimming) e.g. those that involve the operation of a water vessel
- High Wires

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