

# Boundless Single Event Notice Form

## Frequently Asked Questions

### **When can we start using the new process?**

The new SEN process is live now. You can submit your 2024 and 2025 events from today.

### **How do I find the link to submit a new SEN?**

The link to the SEN form can be found on Volunteer Hub under the 'Plan an event' tab. Once you click 'Plan an event' a new box will appear on the left-hand side, please select 'SEN forms'. You will then find both the SEN form and the SEN amendment form.

### **Do I need a separate log in to the SEN form?**

No, you do not need a separate log in to complete the form.

### **How do I access Volunteer Hub?**

You can access Volunteer Hub by visiting [www.boundless.co.uk](http://www.boundless.co.uk). Then click on 'My account' in the top right-hand corner. You can then log into your Boundless account dashboard using your usual Boundless log in. The Volunteer Hub tab will show on the left-hand side.

If you are not set up on the Boundless website with a digital log in you can call Member Services to get you set up on 0800 669944.

### **Volunteer Hub does not show in my dashboard. How can I request access?**

If you cannot see the Volunteer Hub tab, please request access from the member communities' team by emailing [member.communities@boundless.co.uk](mailto:member.communities@boundless.co.uk)

### **I have already added events for the rest of 2024 and 2025 on One Trust. Do I need to add them again on this new system?**

No, we will be running One Trust in parallel with the new system until the end of 2024. Any events you have submitted for 2024 will continue with the current process and remain on One Trust.

Any 2025 events will be moved over to the new process by the Member Communities Team. Should the Member Communities Team need any additional information about your 2025 event they will be in touch.

**When is the best time to submit an SEN for an upcoming event?**

We recommend submitting your SEN as soon as you have the key details. This allows us to add your event to the website to attract members to come along. A SEN should be submitted no less than 4 weeks prior to the event start date.

**I have started my SEN but I don't have time to finish it. Can I save and come back to it?**

Yes, at the bottom of the form it says, 'Save as Draft'. By clicking this you will be given a unique link to your form which allows you to return when you are ready.

Please make sure you save this unique link somewhere safe to return to it.

**Do we still need to get the Public Liability details from the venue we are using?**

No, The Member Communities Team will get this information on your behalf.

**I have noticed some details I entered on my SEN submission are incorrect. What should I do?**

You can complete a SEN amendment form which can be found on the Volunteer Hub or on the confirmation email you received after submission.

**My event is going to be cancelled. What should I do?**

You can notify us by completing a SEN amendment form which can be found on the Volunteer Hub or on the confirmation email you received after submission.

**When will you be sharing more details about stage two of the process?**

We are working with the different volunteers that are affected by the Risk Assessment's to get each assessment correct. Once all risk assessments are approved, we will share more details, so you are all aware of the full process.

**What do I need to do if I think my event is classified as high risk?**

The Member Communities Team will review each SEN submission and classify the event. Should your event fall into a medium/high risk event the team will be in touch to talk you through the next steps of the process. This will include completing a Risk Assessment based on the type of event you are planning. The Member Communities Team will be on hand to help support volunteers in completing these.

**What is classified as a low-risk event?**

Low risk events are those already covered by third party suppliers Public Liability/regulatory compliance. Such as talks/club night in staffed venues (eg, hotels/pubs), karting events and boat trips.

**What is classified as a medium or high-risk event?**

Medium/high risk events are those that have elements deemed risky to our insurers so extra checks are added.

Events such as camping and caravanning rallies, motorcycling ride-out/tours, volunteers offering self-catered food, unstaffed venues (eg, village hall).

After auditing last year's events it works out about 12-15% fall under medium-high risk category.

**I have some feedback on the new process. What should I do?**

We welcome any feedback or suggestions on the new process to ensure it remains as easy as possible for our volunteers.

Please send any feedback to [member.communities@boundless.co.uk](mailto:member.communities@boundless.co.uk)