



LOCAL

GROUP

HANDBOOK

2021-22



Welcome to Living Streets' Local Group network. My name is [Aisha](#), I am the Engagement Manager and your main contact at Living Streets. which means I am the main person to be in touch with. We are looking forward to working with you to create a local revolution where walking is a priority and streets are fit for everyone.

We value the time involved and determination required of all our local group members towards achieving our vision.

This handbook gives you all the guidance documents you need in one place. It covers how to prepare for events, what our insurance covers, all you need to know to manage your group finances, the support available to resolve disputes and close a group.

Reading and understanding what is contained in this handbook is important for how you organise your local group activities and ensures we can all work together collaboratively.

Signed

Aisha Hannibal



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PART ONE:

ORGANISATIONAL

GOVERNANCE AND VALUES

Living Streets is a [registered charity and company limited by guarantee](#). The organisation has a membership who elects a [Board of Trustees](#) to govern the organisation.

An **Executive Committee** (ExCo) of the Board meets more regularly and has delegated decision-making authority on day-to-day matters. In addition, **Living Streets Services** has been established as a wholly owned trading subsidiary of Living Streets. This trading entity has its own Company Board.

The Trustees are ultimately responsible for overseeing the running of the charity and protecting the charity's interests. Trustees are elected by, and are accountable to, **members** of the organisation. Members have voting rights at Annual General Meetings (AGMs) and hold the Trustees to account in addition to electing and re-electing Trustees.

The Living Streets Strategy

The work of Living Streets is guided by our long-term **strategy**, which usually covers a period of 3-5 years, and sets out the anticipated context for our work and our long term and medium-term strategic objectives. This is developed with staff, trustees, supporters and stakeholders and provides a framework for everyone's work. Each year we set out how we will work towards our strategic goals by developing an **annual business plan and budget** which describes in detail our objectives for the year. Each member of staff will have **objectives** which are linked to the business plan and will be held accountable for successful delivery of these objectives.

You can read our current 2020-2025 strategy document here

<https://livingstreets.netdonor.net/page/69160/data/1?ea.tracking.id=wn>

Our vision A nation where walking is the natural choice for local, everyday journeys.



Our mission To achieve a better walking environment and inspire people to walk and wheel more.

Values

Sustainability

Living Streets takes sustainability very seriously. We ask that Local Groups are aware of environmental and sustainable issues through the course of their work, ensuring they help the organisation to have as positive an environmental impact as possible. This includes minimising use of resources, re-using or recycling, and travelling sustainably.

Accessibility – link to doc when available

Living Streets ensures that being involved in our work, our campaigns and our local activity is open to everyone. We ask that Local Groups consider how to enable everyone to be involved in meetings, events and operational activity to ensure diverse representation and discussion.

Charter documentation

The [Charter document](#) is the agreement between Local Groups and Living Streets. It maps out how Living Streets and the Local Group shall work towards achieving Living Streets' vision and complying with Living Streets' values as set out in the [Strategy Document](#).

What does the Charter cover?

We have set out in plain English the terms and conditions on how we will work together to spread the word about what's possible when people get together to make the walking environment better for everyone.

Why you should read them

Please read these terms carefully before you set up your Local Group. {link to Charter once updated}

These terms tell you:

- who we are;
- how we will provide our logo, information, funding to you;
- how you, and we, may change or end the relationship;
- what to do if there is a problem;
- other important information on how to set up your local group.



PART TWO: RESOURCES

Communications

On the [Local Group resources page](#) there is the following list of guidance and templates for engagement with supporters:

- Guidance on the [basics of good writing](#)
- Template [email about event](#)
- Template email about [Local Group campaign](#)
- Template [for Blog](#)
- Template for [Case Study for website](#)
- A guide to using [Twitter](#)

On the [Local Group resources page](#) there is the following list of guidance and templates for communications for your Group:

- [Brand Guidelines](#)
- [House Style Guide](#)
- [Media Guidance](#)
- [Quick Media Tips](#)
- [Generic Local Group logo](#)
- [Local Group template letter](#)
- [Editable Poster \(A4\)](#)
- [Editable Poster \(A3\)](#)
- [Photo gallery for images to use](#) (password to folder is LSGroups123)

For guidance on emailing and parameters within Data Protection the **Guidance Documentation** section.



Events

On the [Local Group resources page](#) there is the following list of guidance and templates for engagement with supporters:

- [Current Public Liability Insurance Certificate](#)
- [Insurance guidance](#)
- [Risk Assessment template](#)[Risk Assessment Covid-19 template](#)
- [Safeguarding Policy](#)
- [Image consent form for photos or film](#)
- [Contact sign-up](#)
- [Local Group Power Point Presentation template](#)
- [Event arrow signs](#)

Financial

On the [Local Group resources page](#) there is the following list of templates and information around financial returns and grant application.

- [Grant Request form](#)
- [Local Group Annual Return form](#)
- [Financial Recommendations document](#)



PART THREE: GUIDANCE DOCUMENTATION

Guidance

All guidance documents are for the benefit Local Groups both by giving direction and clarifying parameters of decision making.

Sending out communications and receiving new sign ups to the Local Group news is essential for promoting campaigns and events. Living Streets has a clear [Data Protection Policy](#) for Local Groups to follow.

Please read the below FAQ, as it covers several general concerns and the parameters we have established.

Frequently Asked Questions

1. How do I sign up new people in my area?

At meetings and face to face events you can ask people to complete the [sign-up sheet](#).

For online sign ups you can direct people to your Local Group sign up page where supporters choose the Local Group they want to hear news from.

If a supporter wants to sign up for news from more than one group then they just complete the page twice or more for each group.

2. How do I communicate with people in my Local Group?

You can email people via your Living Streets email account for operational issues like organising meetings and you can send emails up to 80 people (who have opted in to hear from your Group) from this account also.



All promotional/ broadcast emails should be sent out centrally (on behalf of local groups) by head office. This is required so we can control security, usage and opt-outs. We have a [draft guide for writing](#) emails to make it easy for you and quick for us to create. Living Streets is unable to send you details of supporters who have not opted in to hear from Local Groups.

You can use your personal email address for core group liaison and to discuss issues with a few key members of your group. As you have one Living Streets email account, you will need to discuss aspects of your campaigns and organisational matters between a few select people before you put out messages to the wider group. You can use your personal telephone to communicate with core members of your group – using text, calls and WhatsApp as appropriate. You should only include those people in your group who wish to be contacted in this way.

3. How do I transfer data?

What do I need to do to make sure it is ok to pass on details of group members to Head Office as required in the Local Groups Charter?

Including the Data Protection statement within this policy will allow the transfer of data to Living Streets head office. This needs to be transferred following the [Guidance on Data Transfer document](#). You will need to pass on details of groups members every six months.

4. How do I manage data?

Groups are not expected to adopt elaborate security measures but you should take sensible precautions to guard against unnecessary risks. For example, if you hold data in a spreadsheet which you have created to send to Head Office or to type up contacts from an event this folder needs to be password protected so that family members who use the PC cannot view it. Maintain an attitude that you are responsible for someone else's property and be aware of the potential risks to your Group and Living Streets if some or all your data was lost. Under GDPR legislation Living Streets is the Data Controller and as such liable for any breach of confidentiality or mismanaged data.

We should not retain personal data for longer than necessary so if we have no further need for it then it should be deleted.

5. Should we delete someone's data if they ask us to?

If someone opts out from future communication from Living Streets you should delete their details from your address list and ensure the information is also passed to Living Streets Head Office. This includes both paper data and online contacts.

6. How do Living Streets manage data for Local Groups?



How will Living Streets let me know about supporters in my area?

Living Streets will regularly email supporters to tell them there is a Local Group in their area. Living Streets will direct supporters to the Local Group pages on the website so interested supporters can contact you directly or sign up to your news. If they sign up to your news you receive an email to your Living Streets email address with their contact details. Living Streets is also able to send supporters in your area emails from head office about your activity, events or campaigns.

Why can't Living Streets send me details of people in my area?

If the supporter has not agreed to allow Living Streets to disclose their data to a Local Group, it would be a breach of data protection legislation to do so.

7. What systems can I use?

You have a Living Streets email account with Office 365. This is your main contact address and is published on your Local Group webpage. You cannot use another email provider for broadcast emails.

The Information Commissioner's Office (ICO) have acted strongly against charities where volunteers and local groups have been passed personal data and then used their own systems, and/or email providers such as 8Hotmail or Mailchimp, to process this data. The ICO requires Living Streets, the data controller, to have robust systems in place to ensure data is always managed securely and is only used for the predefined purposes. We are unable to release data out of these systems.

Core organisers of a group can exchange phone numbers to discuss issues on text or other platforms. This may form a key part in your operational organisation.

8. How can Living Streets help me?

If you have questions, then you can get in touch directly with Living Streets via the contact details at the end of this Handbook. If you need to email Living Street supporters in your area, then you can follow the [email writing guidance](#) provided on the resources page including a template email form.

Data Protection Policy for Local Groups



Definitions

The Charity – Living Streets, a registered charity

Data Controller – the entity with overall responsibility for data collection and management. The Charity (Living Streets) is the Data Controller for the purposes of this policy.

Personal data – any information which enables a person to be identified. Certain sensitive information must have the individual's explicit consent

Data Subject – a person about whom data is held

Responsible Person – Faheza Peerboccus, Director of Finance and Resources

Register of Data Systems – a register of all systems and contexts in which personal data is processed by the Charity

Data Processor – an individual or organisation handling or processing data (e.g a sub-contractor on behalf of the data controller)

Privacy Notice - a statement used to explain the data controller's policies on how they process the data that is within their control and meet legal requirements

Information Commissioner – the official independent regulator of data in the UK

GDPR – General Data Protection Regulation – an EU wide law, enforced in the UK by the Data Protection Act 2017

1. General provisions of this policy

- a. This policy applies to all personal data processed by Living Streets Local Groups on behalf of the charity.
- b. The Board of Trustees recognises its overall responsibility for ensuring that Living Streets complies with its legal obligations.
- c. All the Charity's Local Groups are required to follow this Data Protection for Local Groups policy.
- d. This policy shall be reviewed at least annually and made available through the Local Group Resources page.

2. Data Protection Principles

- a. As Data Controller, the Charity is committed to process data in accordance with its responsibilities under GDPR. Local Groups processing data are also bound by these responsibilities. Article 5 of GDPR require the Data Controller to:
 - i. processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');
 - ii. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');



- iii. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- iv. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');
- v. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');
- vi. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

3. Responsible Person (Data Protection Officer)

- a. The Responsible Person shall take responsibility for the Charity's ongoing compliance with this policy. Their responsibilities in relation to Local Groups shall include:
 - i. Briefing and advising the Local Group coordinators on data protection responsibilities;
 - ii. Reviewing data protection and related policies;
 - iii. Ensuring that data protection is covered at initial Local Group sign up stage
 - iv. Approving unusual or controversial disclosures of personal data
 - v. Electronic security of Living Streets' email mailboxes
 - vi. Maintaining a [log of data protection incidents reported via](#) incident reports
 - vii. Embedding suitable operational procedures via the [data protection action plan in order to ensure compliance](#)

4. Lawful, fair and transparent processing: Register of Data Systems and Subject Access Requests

- a. To ensure its processing of data is lawful, fair and transparent, the Charity shall maintain a [Register of Data Systems](#). *The central log of personal data records is kept within Human Resources under restricted access.*
- b. The Register of Data Systems shall be reviewed at least annually.
- c. Individuals have the right to access their personal data and any such requests made to the charity shall be dealt with in a timely manner.
- d. All contacts including supporters have the right to request access to all information stored about them. Subject access requests must be in writing. All staff and volunteers are required to pass on anything which might be a subject access request to the



Responsible Person without delay. Any Subject Access Requests will be handled by the Responsible Person within the required time limit (30 calendar days). As a charity, Living Streets is not subject to freedom of information requests. However, any eligible body which Living Streets is working on behalf of will be supplied with information required to comply with any freedom of information requests made to them.

- e. Volunteers and staff have the right to access any data held on them to ensure that information is being used fairly. Living Streets will respond within the time limit required for subject access requests (30 calendar days) and will refuse only in the interests of protecting other volunteers or staff members.

5. Lawful purposes

- a. All data processed by the Local Groups must be processed on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests ([see ICO guidance for more information](#)).
- b. The Charity shall note the appropriate lawful basis in the Register of Systems.
- c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.

6. Communication Purposes

- a. When communicating with group members about operational matters use the official Living Streets email account. All emails to more than one individual require the recipient addresses to be in the bcc field. When communicating with group members about events and campaigns send emails via Living Streets headquarters.
- b. Local Groups should use the Local Group sign up form and online sign up to news webpage to add new contact. These names are then added to the Local Group address list in the email mailbox by the coordinator/ chair of the Group. These contacts are shared with Living Streets by sending via email to the Local Engagement staff member every 6 months to add to the Charity database.
- c. Where communications are sent to individuals based on their consent, the option for the individual to withdraw their consent should be clearly available by giving an unsubscribe option to receiving emails.
- d. Using external newsletter providers does not meet our GDPR standards as the charity needs to keep an up to date record of opt ins and opt outs using the central system.

7. Keeping only the minimum data required

- a. The Charity shall ensure that personal data are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

8. Accuracy



- a. The Charity shall take reasonable steps to ensure personal data is accurate. Local Groups processing data are also required to make sure inaccuracies are reported to the Charity.
- b. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

9. Archiving / deleting data

- a. To ensure that personal data is kept for no longer than necessary, the Local Group can delete any contacts who wish to unsubscribe from receiving emails. The Local Group should also notify the Charity of any changes.
- b. The data retention policy shall consider what data should/must be retained, for how long, and why. In general, records will be maintained for no longer than three years. All data held on paper should be shredded immediately once records are transferred online.

10. Keeping data secure

- a. The Charity shall ensure that personal data is stored securely using modern software that is kept-up-to-date.
- b. Access to personal data shall be limited to personnel within the Group who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- c. When personal data is deleted this should be done safely such that the data is irrecoverable.
- d. Appropriate IT security, back-up and disaster recovery solutions shall be in place.
- e. All staff will be required to read and sign the [Data Protection Declaration](#) and to take reasonable steps to maintain the security of personal data. Staff using their own digital devices shall comply with the [BYOD policy](#).

11. Data Sharing

- a. When individuals sign up to receive news of a Group at an event then these contacts need to be sent securely to the Charity to add to their database. When individuals sign up to receive news of the group via the website these are automatically sent to the Group securely by email.
- b. As a group you cannot pass on a person's details unless you have their consent to do so. This does not apply to contacts in the public domain such as council officers or members of organisations. The Charity may ask another organisation to process data on its behalf. However, the responsibility of what is processed (by the data processor) and how remains with the Charity as data controller. GDPR requires there to be a written contract with all data processors. Managers commissioning a service are responsible for ensuring a contract is in place. Recommended contract conditions can be found here:
 - i. a [Data Processor Agreement](#) [including a [Data Security Audit Questionnaire](#)



- ii. [A Central Log of data processors maintained by the Data Protection Officer](#)
- iii. Transfer of data to any third party will be carried out by secure means. [\(Full guidance is available here\)](#)

12. Breach of security

- a. In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, the Charity shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO ([more information on the ICO website](#)). Local Group are required to report any breach to the Charity immediately.

13. Consent

- a. Consent will normally not be sought for most processing of information about Local Groups. However, any volunteer details to be disclosed for purposes unrelated to their work for Living Streets (e.g. financial references), will be subject to their consent.
- b. Information about contacts and supporters (including photographs) will only be made public with their consent.
- c. 'Sensitive' data about contacts and supporters will be held only with the explicit consent of the individual. Consent should be given in writing, although in instances it is not always possible, verbal consent will always be sought for processing data. In all cases it will be documented on the relevant system that consent has been given.
- d. All data subjects will be given the opportunity to opt out of their data being used in particular ways, such as the right to opt out of direct marketing (see Privacy Notices below).

14. Example Privacy Notices

- a. The following Privacy Notices have been approved and should be used as models:
- b. **Campaign actions:**
 - i. Living Streets is gathering your data to process this action. We would like to tell you about campaign progress, ways you can support and other news. We won't share your details with any third parties, and you can unsubscribe at any time.
 - ii. Would you like to be kept up to date with our news and campaign by email? Yes No
 - iii. Would you like to hear about how you can support our work through donations? Yes No
- c. **Beneficiary data collection, Other contexts:**
 - i. Living Streets is gathering your data to process this action. We would like to tell you about project activity and progress, ways you can support us and other news. We won't share your details with any third parties, and you can unsubscribe at any time.
 - ii. Would you like to be kept up to date with our news and campaign by email? Yes No



- iii. Would you like to hear about how you can support our work through donations? Yes No

GLOSSARY OF SUPPORTING DOCUMENTS

| DOCUMENT | DESCRIPTION |
|------------------------------------------------------|--------------------------------------------------------------------------------|
| Sign Up form at meetings and events | Template used to allow individuals to sign up to receive news with GDPR opt in |
| Online local group news sign up page | Page linked from all Local Group webpages for sign up to news |
| Guidance on Office 365 | Document with clear guidance on how to use the Living Street Group's mailbox |

Public Liability Insurance

Living Streets Local Groups are covered by Living Streets' Public Liability insurance policy for a range of activities.

Please read the [guidance notes](#) carefully, as it's crucial that all Local Groups know what activities are covered and any related conditions.

All Local Groups and Local Group campaigners must only carry out the activities permitted by the insurance policies when acting on behalf of the Group. Undertaking an activity not covered by our



insurance may make the individuals concerned and Living Streets liable for the full cost of any claim made.

You will often need to prove that you have Public Liability insurance cover before booking a stall or organising an event. Download a copy of the certificate.

You will only be covered by Living Streets Indemnity Insurance if a thorough risk assessment is undertaken prior to events and you have the landowner's/ principal owner's consent to run the event. See note below for guidance. A [template risk assessment](#) is available for you to use. An example of a completed risk assessment is also available.

Examples of the events that you will need to risk assess:

- Public meetings – consider the size of the meeting, the location and any evacuation procedures;
- On street action/audits/meetings/videoing etc. – consider issues with traffic, crossing points and weather;
- Stalls on streets/shopping centres/community events - consider weather, safety of stand and equipment, security of people on stand and any trip hazards.

If you are undertaking any fundraising activities, please ensure that you read the insurers guidance on this activity.

If a risk is judged to be 'high risk' a measure must be identified and implemented that lowers the risk.

Risk assessments should be shared with others within the Group, but they do not need to be sent to Living Streets HQ for approval.

[There is also a risk assessment specifically around covid-19](#)

Safeguarding

Living Streets actively encourages Local Groups to hold events in the community to promote discussion and support for campaigns. It is important that Local Groups feel well informed and supported when it comes to safeguarding. Local Groups members are not DBS checked because Living Streets does not want groups to take responsibility for children, young people, or adults at risk. At the beginning of led walks, events or activities it is important to start with a reminder that individuals are responsible for themselves and any child, young person or adult at risk are the responsibility of an adult parent or carer.



The Living Streets Safeguarding Policy clearly covers the work with Local Groups. “This stipulates that as part of their community engagement and attending events that they do not take responsibility for children, young people and adults at risk. They always ensure parents, carers or an advocate is present with children, young people or adult at risk and convey these parameters when introducing themselves.”

For the full Safeguarding Policy go [here](#).

The following guidance clarifies the detail of how to work within the community and specifically the parameters outlined when working with children, young people and adults at risk. Please read carefully.

1. Local Group Safeguarding Guidance for Children, Young People and Adults at Risk:

- a. In the course of undertaking activities as a Living Streets Local Group member, you may come into contact with children, young people or adults at risk.
- b. It is important that everyone understands that Living Streets’ Safeguarding Policy applies to all Living Streets Local Group members whenever they undertake activity on behalf of, or in support of, Living Streets. It is intended to protect the children, young people and adults at risk you come into contact with, reduce the risk to you of false allegations, and safeguard the reputation of Living Streets.

2. Guidance for Local Groups who don’t intend to work with children, young people or adults at risk

- a. The guidance below is for individuals who may come into contact with children/young people/ adults at risk through local group activities or community events not specifically targeted at children or young people. An example might be a stall at community event, offering general information on Living Streets.
 - i. Always work in pairs, unless you know that you won’t come into contact with children/young people/ adult at risk.
 - ii. Don’t allow yourself to be alone with a child/young person/adult at risk, where no other adults can see you. For example, if a child/young person/adult at risk asks where the toilet is, give directions but don’t take them.
 - iii. If your stall provides activities or freebies likely to appeal to children (e.g. colouring, craft or quizzes), ensure that the individuals staffing the stall understand and adhere to the Living Streets guidance for working with children/ young people/ adults at risk.
 - iv. If you are running a led walk, street audit or campaign event for better walking routes suitable for family groups, make sure no unaccompanied children (or young people under 18) attend. Ensure parents and carers are aware of this requirement in your communications.
 - v. Remind any adults who attend with children that they must remain with them at all times. Within this context you cannot take responsibility for any



- children/ young people present, even if they are known to you (other than your own child).
- vi. Remind all those present they are responsible for themselves so that if any individuals present are adults at risk you are not in a position of responsibility for them.
- b. If you are running a talk or a meeting about local campaign issues, make sure any young people (any persons under 18) who may be interested in attending are accompanied by an adult. Living Streets does not suggest that Local Groups members will undertake regular* or unsupervised activity with children/ young people/ adults at risk. Local Group members are not trained to undertake regular activity with children on behalf of Living Streets.
 - c. *Regular as defined by the Disclosure and Barring Service (DBS): *The new definition of regulated activity (i.e. work that a barred person must not do) in relation to children comprises, in summary:*
 - i. *unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/ guidance on well-being, or drive a vehicle only for children;*
 - ii. *work for a limited range of establishments ('specified places'), with opportunity for contact: e.g. schools, children's homes, childcare premises. **Not work by supervised volunteers;***
 - iii. *Work under (i) or (ii) is regulated activity only if done regularly: "regularly" is defined in detail on the following pages under items (a) to (f).*
 - d. This definition of regularly is slightly different for different roles, but is broadly: *...carried out by the same person frequently (once a week or more often), or on 4 or more days in a 30-day period, or overnight*

NB: Local Groups cannot take responsibility for activities that involve children/ young people. Regular activities run by schools often involve parent/carer helpers. These activities are not covered by this guidance. However if a parent/carer is also a Living Streets supporter, they cannot lead or facilitate in a capacity which takes responsibility for any children/ young people and thereby be involved in the delivery of any activity with children/young people at their child's school (other than with their own child), which could be linked in any way to Living Streets. All activities where a Living Streets supporter is present needs to be led and facilitated by the school or have **all** parent/ carers present to ensure the lines of responsibility for welfare and safety never sit with Living Streets. This point does not restrict the holding of activities by Local Groups, but is referring to them being prohibited to leading and being responsible, as Living Streets, for any activities where children/ young people/ adults at risk are present.

If you require any queries on this guidance please contact Aisha.Hannibal@livingstreets.org.uk

Financial Recommendation Guidance



Grant payments

All Local Groups are entitled to receive an annual grant from Living Streets who have a separate bank account set up to manage the funds and accounts from. This does not need to be a business bank account but needs to only be used for Local Group activities.

If a Local Group wants to set up a bank account with the name of their Local Group for accessing community funds and grants, then a letter is needed from Living Streets to support an application. There are two types of grants payable:

- **Start-up grant:** all Local Groups are entitled to a start-up grant of £60 at the point of setting up a group.
- **Annual grant:** all Local Groups are entitled to an annual grant of £120 This grant is subject to review on an annual basis. Groups that have not spent their grant for the previous two years without good reason will not receive a grant for the following year.

Timescales

The financial year runs from October to September. Local Groups can apply for grants twice in the year. Grant applications are welcome in October or February each year. Payment will take no longer than three weeks to process. The Local Group will receive notification once the payment has been made.

Financial records

We recommend that Local Groups keep a record of expenditure (including receipts and invoices where applicable) that relate to the grant received in the year. At the end of the financial year each Local Group who has received a grant is required to complete an Annual Return form. Please submit your latest Annual Return prior to the payment of the following year's annual grant.

All forms are updated and held on [Local Group resources page](#).

Please send your Annual Return to Aisha.Hannibal@livingstreets.org.uk

Resolving Disputes and mitigating conflict

It is important to plan for potential issues to arise as they can from time to time when working within groups. Living Streets provides support and a procedure to help support Coordinators or members of Local Groups to address issues as and when they arise to come to workable solutions quickly and professionally.

Dispute Resolution Procedure

The Dispute Resolution Procedure outlines the commitments that Living Streets provides to mediate through issues if they arise and offers a fair and transparent process available to everyone. It seeks to deal with matters which fall outside of the Local Group Closure Procedure which would apply if there is a breach against the Charter.



Group members within the network of Living Streets Group network have the right to be treated with respect and dignity within meetings, events and online. Living Streets is committed to ensuring that all group members concerns, problems or complaints that relate to behaviour or conduct will be taken very seriously.

The Dispute Resolution Procedure is:

- Confidential - only those directly involved in the incident or the procedure will be aware of information about the dispute.
- Impartial – all parties involved in the dispute are treated equally and without bias.
- Timely and sensitive - disputes will be dealt with quickly, whilst also being sensitive to involved parties, and without compromising the quality of the procedure.

Living Streets initially encourages parties to settle disputes informally, through discussion. If this does not resolve the issue, then it can be elevated towards a formal process.

Process

This outlines the process that should be followed when an issue is raised by a group member of Living Streets Local Groups.

1. STAGE 1:

- a. The group member can raise a dispute with the Local Group Coordinator of the specific group. It can be done in writing or on the phone.
- b. If the issue is not resolved, then the Local Group Coordinator is requested to write down the key aspects as discussed and consent from both parties is given for this to be discussed with Living Streets support staff within seven working days.
- c. If the dispute relates to the Local Group Coordinator (also known as Chair or Convenor) then the procedure starts at STEP 2.

2. STAGE 2:

- a. The Local Group Coordinator can then raise the issue with a member of Living Streets' Engagement Team either by phone or in writing. Please contact Aisha.Hannibal@livingstreets.org.uk.
- b. If staff has a thorough understanding of the issue, they can contact the group member/ group coordinator by phone with the aim of resolving the dispute informally.
- c. If the group member/ group coordinator or Living Streets member of staff indicates that the dispute is resolved, the process ends.
- d. If an informal agreement is not arranged, the process proceeds to Stage 3 within seven working days.

3. STAGE 3:

- a. At this stage the Senior Staff member is notified of the dispute.
- b. Contact: Ruth Billingham, Head of Campaigns and Public Affairs: ruth.billingham@livingstreets.org.uk



- c. The member of staff should arrange a meeting with the group member/ group coordinator along within Living Streets, to meet face to face to resolve the dispute. At this stage the group member is able to bring with them an independent representative.
 - d. If the dispute is resolved, the process ends.
 - e. If an agreement is not reached, the process proceeds to Step 4 within seven working days.
- 4. STAGE 4:**
- a. At this stage the CEO of Living Streets is notified of the dispute. The CEO will organise a meeting with members of the group. After that meeting if it has all been resolved the dispute resolution process ends.
 - b. Contact: Mary Creagh, Chief Executive, mary.creagh@livingstreets.org.uk
- 5. STAGE 5:**
- a. Living Streets can submit a formal response to the group members about the dispute.
 - b. The group member/ group coordinator, and the independent representative with Living Streets, review this response.
 - c. If they agree with the proposed response and / or remediation, the process ends.
 - d. If the proposed response is not accepted by the group member/ group coordinator then the three-stage completion procedure can be followed.
- 6. STAGE 6 - Appeals Process:**
- a. The group member/ group coordinator can appeal in a formal letter to the Supporter and Membership Trustee Working Group (SMTWG) sending a copy to the CEO.
 - b. If the SMTWG are unable to resolve the issue, then the Local Group can follow the Local Group Closure Procedure or start again within the Dispute Resolution Process to find a mutual agreement.

Local Group Closure Procedure

There is no set time period that a Local Group operates for it depends on the reasons and motivations for running the group. Long term Local Groups may take on a series of issues to tackle or short-term Local Groups may have a single-issue campaign or regular walk that naturally comes to an end.

If the Local Group no longer wants to continue or it has fulfilled its objectives and aim, then it can close by giving notice to Living Streets and returning any resources belonging to Living Streets.

The Local Group needs to close any social media platforms or websites in the Local Group's name.

Notice of intention to wind up the Local Group must be sent to all members of the Local Group and Living Streets at least 30 days before the Local Group closes.



1. **Termination Rights**

- a. Living Streets has the right and responsibility to terminate the membership of any member of the Local Group who has contravened **the Charter, the Brand Guidance, the Privacy Guidance** or other documentation referred to herein or has brought the name of the Local Group into disrepute or has been deemed to work against the aims of the Local Group.
- b. Living Streets shall inform the member of the Local Group verbally (face to face or on the telephone) of the decision to termination, followed up with a written intention (email or letter) to expel the individual.
- c. Living Streets shall outline the reasons for the decision in writing. Living Streets shall also inform the Chair of the Local Group of its decision.
- d. The Local Group may be wound up if deemed in the best interests of the organisation or if the Local Group has been inactive for a period of 3 months or not responding to emails within 1 month, Living Streets may terminate the Local Group by writing to the named Coordinator and Secondary Contact (by email). Living Streets shall then remove the website page on the Living Streets' website and any reference to the Local Group.
- e. If the Local Group or its members has any concerns or questions then they are welcome to contact the Supporter and Membership Trustee Working Group (SMTWG) who are independent to the staff of Living Streets but are representative of Living Streets as trustees.

2. **Consequences of Termination**

- a. Termination of **the Charter** shall result in the automatic termination of the use of the Living Streets' logo and other intellectual property and the Local Group shall discontinue all use of the Living Streets' logo and any of its derivatives.



