



LOCAL

GROUP

HANDBOOK

2024



Welcome to Living Streets' Local Group network. My name is [Aisha](#), I am the Engagement Manager at Living Streets. 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 the determination required of all our Local Group coordinators giving your time as volunteers by leading walks, creating campaigns or speaking up for communities.

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.

Aisha Hannibal



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Who are Living Streets?

Living Streets is a national walking charity that promotes walking as the natural choice for short journeys. We work with communities, schools, workplaces, local authorities and regional Government across the UK to see more people enjoying the benefits that walking can bring.

Equality, Diversity and Inclusion at Living Streets

Living Streets aims to be a diverse and inclusive organisation and values the contribution from every volunteer regardless of their age, sex, gender identity, sexual orientation, marital status, disability, race or religion. We want to ensure we engage with different audiences and



accommodate different perspectives by holding accessible events, working with communities and building a coalition of support in our approach.

How We Work with Volunteers and Local Groups

Wherever you are in the UK we're right alongside you, sharing ideas, offering support, and giving you tools to make your streets fitter for walking where you live.

You're a local expert. When you walk around your city, town and community you notice which streets feel safe, look attractive and make walking a pleasure. You know which roads and crossings make walking feel tricky and unsafe and where changes need to happen. If you're ready to make your journeys more walking-friendly, we'll help you act.

- We will introduce you to how the charity works and your role within it
- Give information about Living Streets' policies and procedures.
- Offer training and support to you and your wider group
- Help you carry out your role and to ensure you have a positive experience with us.
- Treat you fairly with dignity and respect and in line with our organisation's policies.
- Consult with you and keep you informed of any changes that impact upon you as a volunteer and/or volunteering generally.
- Provide logos, branded clothing, event materials, a Living Streets email account and access to our annual Local Group Grant.
- Provide a safe working environment and to be covered by our organisation's insurance.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.

We run a monthly online drop-in session on Tuesday 1.30-2.30pm where you can come and ask questions and meet other people doing similar work around the UK. We also send out a fortnightly email called Group News which covers some of the group's successes, events and anything we feel is relevant to you like funding opportunities or new resources available.

Group Types

Led Walk Groups

You're a local expert simply because you are keen to share walks with people and look around you. It might be about meeting new people, connecting with your community or finding places you haven't fully explored. When you walk around your city, town and community you notice which



streets feel safe, look attractive and places you feel you belong or are more welcome and accessible. You know which roads and crossings make walking feel tricky and unsafe and where changes need to happen. We have groups who run weekly/[monthly walks](#), [creative walks](#) and even walks that [explore photography](#) as you go.

Campaign Groups

You are a group that wants to take action. You might have spotted a few things that make the walking environment a struggle for you or specific people. This might be a lack of resting places, a poorly designed crossing, inaccessible or cluttered pavements or dangerous speeds on residential roads.

You can do this by working with your Local Authority, local schools and businesses or holding events. Often you know the solutions you would like to put in place such as a walking friendly neighbourhood, a new crossing, dropped curbs or a full redesign of street infrastructure. We have campaign guides and actions, policy positions and success stories to support you to do just this.

For example: we have [groups campaigning for parklet programmes](#) delivered through the council.

Affinity Groups

Many communities are disproportionately impacted by the negative effects of excess motor traffic on our streets, such as air quality and traffic collisions. We want Local Groups to be able to tackle the inequalities that affect communities and support ways of coming together to make our neighbourhoods more accessible and welcoming.

You might want to set up a group for a specific community who would like to connect with each other in new ways. We have several Local Groups specifically for young people, older people, disability advocates, diaspora communities and people who feel more vulnerable due to their gender or sexuality. We have a £500 event grant for these groups in addition to the Local Group annual grant and want to support you to increase your visibility and voice in our work.

For example: we have our [Rainbow Walks groups](#) which are led walks celebrating LGBTQ history.

HOW TO USE THIS HANDBOOK

We value the commitment of our Local Group coordinators and members to working towards better walking and wheeling environments for their communities. This handbook has been created to act as a comprehensive collection of resources and documents that can help you on that journey. While we recommend going through the entire handbook at the beginning of the process



of setting up your Local Group, it is also important to keep revisiting certain sections throughout. revisit.

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** of 3-5 years and sets out the context for our work and our strategic objectives. This is developed with staff, trustees, supporters and stakeholders and provides guidance for everyone's work. Each year we set out how we will work towards our 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](#)

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 Accessibility Inclusivity

Charter documentation

The [Charter Document](#) is the agreement between Local Groups as volunteers and Living Streets. It maps out how Living Streets and the Local Group work towards achieving our shared goals.

PART TWO: RESOURCES

Communications

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

- [Template email about event](#)
- [Template email about Local Group campaign](#)

Resources for using communication platforms

- A guide to using [Twitter/X](#)
- Guide for [Campaigning with Mailchimp](#)
- [Guide to taking photographs](#) to support visibility of communities
- [Guide to Eventbrite](#) to use to promote an online or in person event
- [Guide to using Survey Monkey](#) to capture information
- [How to use Zoom](#) for online meetings – a simple guide on making them accessible
- In instances of harassment and intimidation on social media – [A guide about support available](#)
- Guide for [writing web content](#)

On the [Local Group resources page](#) find guidance and templates for your group communications for your Group:

- [Brand Guidelines](#)
- [House Style Guide](#)
- [Media Guidance](#)
- [Quick Media Tips](#)
- [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.

Trainings

We have recorded training sessions and resources available for our Local Groups to help build up your knowledge, experience and confidence. Take a look and share within your group.

- [Engaging with you community through Social Documentary Photography](#)
- [How to Take Photos for your Campaigns](#)
- [How to navigate conflict and challenge in your campaigns](#)

Events

We want you to hold events and to participate in Living Streets themed events such as [National Walking Month](#), [Walk to School Week](#), Clean Air Day, [Cut the Clutter](#) week of action and Car Free Day.

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](#) - essential for all events/ walks for insurance purposes
- [Safeguarding Policy](#)
- [Image consent form for photos or film](#)
- [Contact sign-up](#) – essential for people joining the group or mailing list
- [Local Group Power Point Presentation](#)
- [Event arrow signs](#)
- [Clothing and event materials available from Living Streets](#) – brochure to select what you need

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](#)
- [Affinity Group Event Expenses form](#)
- [Financial Recommendations](#)



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.

It is essential to read this as it covers:

- How to sign up new people in my area
- How to make sure you have consent for capturing people's contact details
- How to communicate with people in my Local Group
- How to manage data
- How to use additional communication channels such as email, Eventbrite, Mailchimp, Whatsapp.
- How Living Streets manages data and contacts
- How to share data securely
- What support we can provide

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. Go to the [Local Group Resources](#) page for the up-to-date [Insurance 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;
- Led walks that you are leading to consider accessibility, any potential hazards, and the planned route considered
- 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.

Safeguarding

At the beginning of led walks, events or activities it is important to know that individuals are responsible for themselves and any child, young person or adult at risk are the responsibility of an adult parent or carer. This is 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 volunteers are not [DBS](#) checked because Living Streets does not want groups to take responsibility for children, young people, or adults at risk.

Read our full [Safeguarding Policy](#).

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

Financial Recommendation Guidance

We have a Local Group grant available for groups to cover volunteer expenses, domain names or to hire space for meetings and events. All groups are entitled to this, with conditions in place.

Affinity groups may apply for £500 for an event. (Affinity Groups focus on a specific community or group that is underrepresented such as diaspora communities, disability groups, youth led or for older people, or members of the LGBTQ+ community).

For more information, [read our guide](#).

All the forms you need 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 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.

[Find out more.](#)

Local Group Closure Procedure

If your 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 us.

- The Local Group needs to close any social media platforms or websites in the Local Group's name.
- Living Streets will close your local groups email address, remove your web page and newsletter sign up.

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.



In closing

We are delighted to be working with you, thank you for being part of the Living Streets Local Group network. We want to hear from you to celebrate your successes, support your events and navigate any challenges you come across.

We want this handbook to be a guide for you so you can run your group in the best way possible.

Please stay in touch with us [by email](#) or by coming to our drop-in sessions.