

Coodinator Handbook 2019



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ROADWORK AHEAD
SUPPORT
CLOSED BY
BLACKBURN
ROADWORK
Safety Possible
See Information Board

Welcome to the Local Group Coordinators' Handbook!

This document should contain all the information you need to know about running a Local Group, as well as where you can go for support and further guidance.

If you think there's additional information or content that's missing, we'd be very happy to hear your suggestions, please contact our Campaigns Team: **fran@lcc.org.uk**

In addition to this Handbook, we have other guides on campaigning and infrastructure. They cover in more detail a range of things from the day-to-day running of groups, to social media, public consultations and events.

Please do refer to these documents for further advice and information.

These are all available here:
<http://lcc.org.uk/activism>

1. WHAT DO LCC DO?



Credit: Chun Chiu

The London Cycling Campaign:

- campaigns to make cycling safe and inviting for everyone
- supports our 11,500 members
- promotes cycling to everyone.

Founded in 1978, the London Cycling Campaign is a registered charity that has been actively promoting cycling for over 40 years. We've grown from humble beginnings in a meeting room in Fleet Street, to having 11,500 members, an active local group in nearly all of the 33 London boroughs, and a strong staff team.

You can see the recent campaigns and big wins, including 'Love London, Go Dutch', 'Sign for Cycling' and 'My Liveable London' here: <https://lcc.org.uk/pages/campaigns>

1.1 STRUCTURE

Our chief executive Ashok Sinha leads our staff team, while Terry Patterson is chair of our board of elected trustees (<https://lcc.org.uk/pages/about-us>). We also benefit from the goodwill and skills of hundreds of volunteers, including those who run our borough groups.

LCC's main source of funding is through its members; it also receives grants from charitable trusts. Our Cycling Projects Team also sells consultancy services to businesses, councils and Transport for London.

London Cycling Campaign is a charitable company limited by guarantee: registered number 1766411; registered charity number 1115789; registered address Unit 201 Metropolitan Wharf, 70 Wapping Wall, London, E1W 3SS. Our **board of trustees** are directors of the limited company and trustees of the charity.

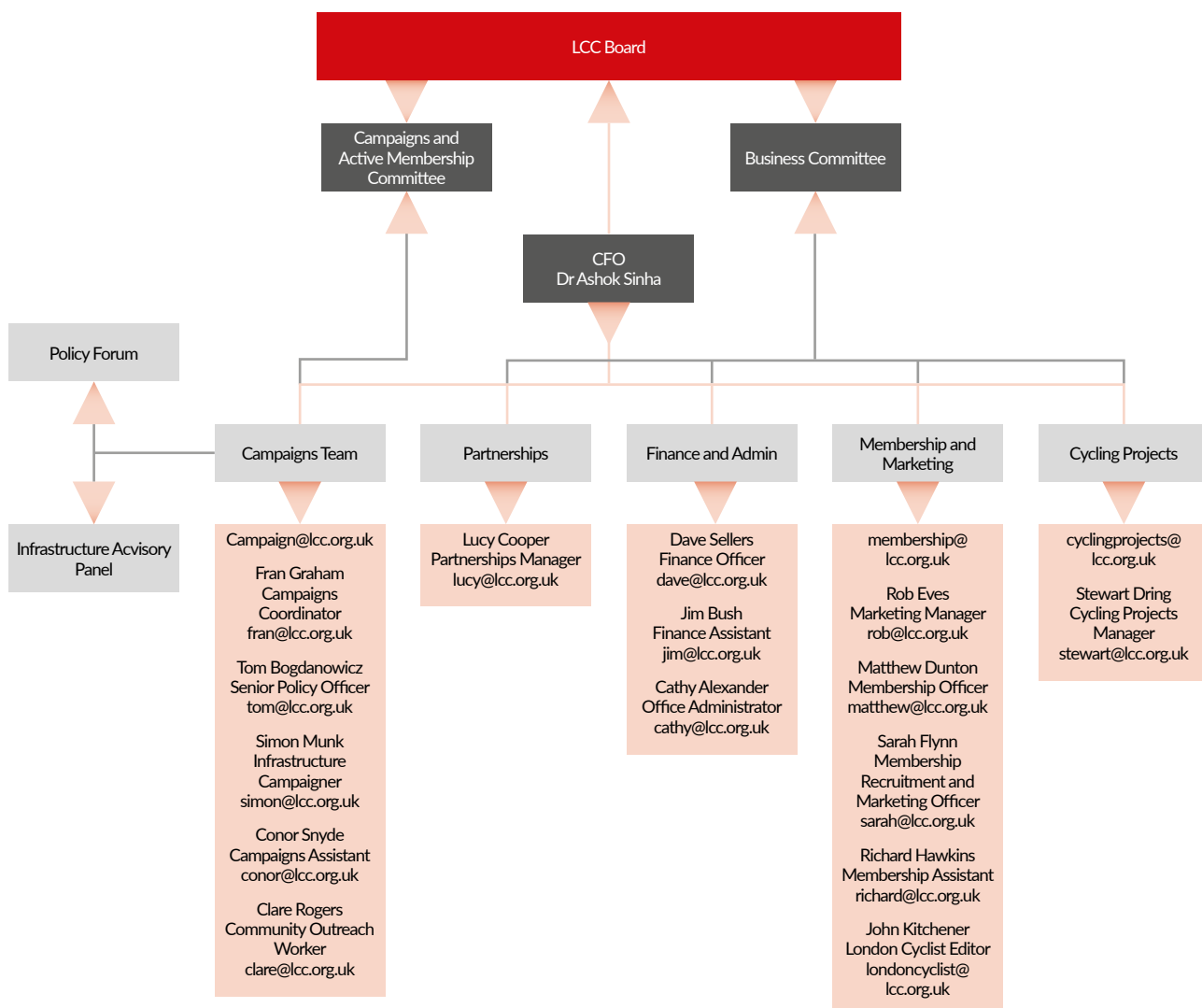
- View our Articles of Association (last updated at our 2014 AGM) **here** (<http://lcc.org.uk/uploads/8161>).
- You can also find our AGM Standing Orders **here** (<http://lcc.org.uk/uploads/8162>)

AGM

Our annual AGM (usually held mid-October) is a chance to reflect on the past year, celebrate the successes and focus on the future.

It is also the setting to debate and decide on LCC policy through motions, and elect new board members.

1.2 STAFF TEAM AND CONTACT DETAILS



1.3 OUR VISION

Our vision is of a happier, healthier and cleaner London in which everyone, whatever their age or ability, can cycle safely and enjoyably for all their every journeys.

To achieve this we lobby decision-makers at all levels, presenting them with evidence-based arguments to prioritise cycling over motorised transport, which include:

- widespread economic benefits
- improvements to public health
- reductions in road danger
- less motor traffic congestion
- very low CO₂ emissions
- reduced air pollution

For a full report on the Benefits of Investing in Cycling **see here: <http://bit.ly/InvestingCycling>**

To find out more about what we advocate, please read our Policy for a cycling city (<http://lcc.org.uk/pages/policy>)

1.4 MEMBERSHIP BENEFITS AND SERVICES

LCC Members get free third-party insurance

If you are involved in a crash with a pedestrian, another cyclist or a motor vehicle, you are covered for damages claim against you. Our members have the peace of mind that comes from being covered for all claims worldwide (excluding USA and Canada) up to £5 million while they're on their bike.

LCC Members get free legal advice

We hope you never need us, but our cycle-friendly solicitors are ready to give you advice if you do. They're experts in personal accident claims, but will also give members the benefit of their years of cycling legal experience on any other legal problems you throw at them – Osbornes: 020 7681 8672

LCC Members also receive our *London Cyclist Magazine*, four times per year

The magazine is published in the first week of March, June, September and December.

LCC members get fantastic discounts

With over 100+ bike shops in our Retail Network, get money saving benefits on things like parts, servicing, bikes and more in your local bike shop. LCC membership also gets you unbeatable offers on cycling kit, books, magazines, holidays and more.



2. LOCAL GROUPS: INTRODUCTION

There are LCC groups, nearly one in every London borough, varying in size and activity and involving hundreds of volunteers. Local groups are at the heart of LCC.

Local groups are usually very active in their local areas, working closely with their local councils on cycling infrastructure, campaigning for change, as well as organising events such as led-rides or cycle maintenance workshops.

To see the full list of Local Groups, along with their website and contact details, please go to:
www.lcc.org.uk/in-your-area

2.1 RUNNING A LOCAL GROUP

Running a local group requires teamwork, organisation and planning to make your activities effective. Although there isn't a perfect formula for running your group, a little time spent defining and making clear your group's aims, objectives, structure and organisation will ensure that your group works in an effective, productive way that enables you to run all your activities successfully.

In addition to this handbook, we have a number of more detailed local group and activist resources on our website to help groups in their activities and day-to-day running.

These are all available here:
<http://lcc.org.uk/activism>

SUPPORT

As a local group, your main contact point is the **Campaigns Coordinator**, Fran Graham, to whom you should direct your enquiries. The Campaigns Coordinator works to support local groups from the central office and is always happy to come along to your group meetings when possible.

Contact details: fran@lcc.org.uk 020 7234 9310

CONSTITUTION

In July 2015, the LCC Board approved a draft Model Constitution for local groups. This document outlines the key governing aspects for LCC's local groups, including the officer roles and the requirements for organising meetings etc. Some local groups may already have their own constitutions, some may not.

From October 2015 LCC required all local groups to adopt this Model Constitution, or submit their current constitution to LCC for registration and confirmation of their status as an LCC group. For more information and to obtain a copy of the Model Constitution, please contact the Campaigns Coordinator:
fran@lcc.org.uk

ORGANISATION & ROLES

Local groups are organised differently in each borough depending on their size and capacity. But it's important to have some sort of structure within your group, whatever its size. By voting or agreeing on people to take on a few key roles, you'll help your group to run smoothly and will be able to divide up different tasks appropriately.

Try to make sure that all your members are encouraged to take on group roles or responsibilities if they want to. Most importantly, make sure you don't exclude people who are keen to get more involved, even if they are new to the group. An open and diverse group with a good mix of people involved in key roles is a healthy group!

2.2 OFFICER ROLES

All Local Groups are run by a volunteer Management Committee, led by the Coordinator (or co-coordinators working jointly in some instances). There are three essential roles for a constituted group – coordinator, treasurer and secretary – but many group also have other committee roles to support the group.

The Coordinator, Treasurer and Secretary, along with an elected Chair of the group (optional), must be members of LCC and will form the key Officer roles of a local group.

Most groups elect their Coordinator, Secretary and Treasurer and other key Committee roles in an annual AGM. It is highly preferable for non-officer roles to be undertaken by LCC members, but in the absence of a member willing to take up the position, then it can be undertaken by a non-member.

COORDINATOR

All groups must have a **Coordinator** in place that acts as the main point of contact for the group and communicates regularly with the Campaigns Team and other office staff. They are responsible for ensuring that the Local Group follows LCC policy and meets the legal requirements of the organisation (for instance around GDPR – more on page 16)

It is vital for the coordinator to maintain communications, so please make sure the campaigns team has up to date contact details for the coordinator and other key positions.

TRESURER

A local group must also have a **Treasurer** to manage all financial matters, including the group's bank account and general finances. They will need to file an annual financial return to the central LCC office – see more about it in section 3.2 on page 13.

SECRETARY

The local group must also have a **Secretary** who will help with the administration of the group. They may help organise meetings, take minutes, look after membership lists and keep the website up to date.

Other key roles can include:

Group Chair: helps facilitate meeting and the administration side of the group

Infrastructure Representative: is the first point of contact within the group for infrastructure related queries and questions

Council Liaison Officer: is the first point of contact within the group for the council, and manages that relationship

Rides and Events Officer: takes a lead on organising the rides and events calendar for the group

Communications Officer: takes a lead on communications for the group, whether that is by emails/social media/websites or other methods

Campaigns Officer: takes a lead organising the groups campaigns



The Local Group must inform the LCC Office, via Fran (fran@lcc.org.uk), of any changes in roles, or contact details or when new people are elected or appointed.

You also need to make sure you group contact details and information are correct on this page: <http://lcc.org.uk/in-your-area>

3. WHAT DOES THE COORDINATOR DO?

Coordinators are the main point of contact LCC office staff have with local groups and it is essential they communicate regularly with staff. They are also responsible for ensuring that the group follows LCC policy and procedures (such as our Safeguarding policy – more in this in section 4).

Coordinators build strong connections with local cyclists, community groups, businesses and councillors. Through a network of volunteers and group members, coordinators help to organise local rides, events, meetings, campaigns and social events.

LCC's Campaigns Team help and support local groups with their campaigning and activism.

Likely activities and responsibilities of a Local Group Coordinator:

- Organises or oversees the organisation of monthly meetings
- Receives information from LCC and others on behalf of the group and distributes to members, including the weekly *Friday Post* email
- Makes sure that the group is compliant with all relevant LCC policies (safeguarding policies, data protection policies – see section 4 for more information)
- Acts as a point of contact for enquiries concerning the group from councillors, members of the public and LCC staff and volunteers

- Represents the group at external meetings
- Reports back to the office with relevant news, successes and updates from the group
- Ensures the group has a functioning website and social media presence
- Delegates tasks and roles
- Helps to manage communications with LCC members in the borough
- Makes sure their local group events are listed on the LCC events page

Please don't be put off by the list. Most coordinators delegate many of these tasks to other group members or share responsibility. There is also plenty of advice available in this handbook and from LCC's Campaigns Team.

3.1 NEW COORDINATOR TO-DO LIST

If you are a new coordinator, firstly, welcome to your new role and thank you for taking it on. Being a local group coordinator is a great way to make a difference for cycling in your local area!

Here is a checklist of some things you should do as soon as possible:

| | | Done? |
|---|--|-------|
| 1 | <p>Contact fran@lcc.org.uk and introduce yourself to her and the Campaigns Team. Let them know your preferred email and phone number for LCC communications.</p> <p>You will be added to the Friday Post mailing list – please read these weekly emails for important news and updates</p> <p>The office team will also arrange for emails sent to your official LCC email address to be forwarded onto an email account of your choice, so you can manage group emails</p> | |
| 2 | <p>Make sure your group's page has the correct information listed here: http://lcc.org.uk/in-your-area Suggest any text you want to add to this page to fran@lcc.org.uk</p> | |
| 3 | <p>Find out the login details for the groups social media accounts, as well as any other logins / password details that you may need – ask fellow members or the previous coordinator</p> | |
| 4 | <p>Become a moderator of whichever platforms your group is using (Yahoo/google group/slack etc.) – you may need to get the previous coordinator to do this for you (or ask the LCC Campaigns Team)</p> | |
| 5 | <p>Make a note of the next Local Groups Forum meeting (ask the Campaigns Team for details)</p> | |
| 6 | <p>Get in touch with neighbouring local groups to say hello and keep in touch with them to see if there are any activities, rides or campaigns you can work together on</p> | |
| 7 | <p>Read the rest of this handbook to familiarise yourself with LCC and how local groups work</p> | |
| 8 | <p>It's worth emailing any key council contacts to introduce yourself - get these from the council website or previous coordinator</p> | |

3.2 FINANCIAL RESOURCES FOR LOCAL GROUPS

CLAIMING LOCAL GROUP GRANTS

Each year local groups can claim a grant from LCC. The grant consists of a basic sum of £200, plus an amount (£0.30 in 2018/19) per LCC member in the borough.

LCC's finance team send out grant application forms to group Treasurers in March/April each year at the same time they request your accounts for the previous financial year. Please make sure you keep LCC up to date on your Treasurer's contact details.

Groups are asked to consider - taking into account their level of reserves and level of spending - whether they need to claim the annual grant. As a charity, we are legally obliged not to hold large sums of money which are not allocated to be spent in the coming year, and this includes local group funds. In addition, any money saved when local groups forego their grant can be put towards central campaigning efforts and support for groups needing extra help.

WHAT SHOULD YOUR GRANT BE SPENT ON?

Groups are encouraged to spend their annual grant on hosting relevant events, setting up or maintaining local group websites, training for group members, materials to help publicise the work of the group and, more importantly, anything to support campaigning work in their local borough.

Contact the Campaigns Coordinator, Fran (fran@lcc.org.uk) if you'd like advice and guidance on buying materials such as banners, gazebos, branded clothing and so on.

THE NEED TO CHARGE VAT IF YOU ARE TRADING

If your group buys or sells either goods or services (eg bike parts or bike servicing), then in principle it is obliged to charge VAT. This is because LCC is registered for VAT and all the local groups are part of LCC. In practice, if groups sell less than £500 of goods or services in a year, then it will not be necessary to charge VAT, on the basis that a relatively small amount of VAT is involved.

However, if your sales of goods and services are expected to, or do in fact, exceed £500, then you should add 20% VAT to the prices you charge. You will then need to tell the finance team at LCC that you have been charging VAT and transfer this money to them at the end of the financial year. However, if you are charging VAT, you will also be able to reclaim the VAT on any purchases relating to the trading that you make. In this instance it is important to retain the VAT invoices in case HMRC request them. If you are reclaiming this VAT on supplier invoices, then you only need to pay the net amount of VAT over to LCC central for us to pay to HMRC. However, you will need to give us details of both the VAT charged on sales and VAT claimed on purchases.

One way of avoiding having to charge VAT is to ask people to make a donation for particular goods or services, rather than charging them a fixed price. This avoids the need to charge VAT, as there is no VAT on donations.

If you need further guidance on VAT and trading, please contact the LCC Finance Department.

3.3 COMMUNICATION FROM THE OFFICE

FRIDAY POST

The LCC Office sends the weekly **Friday Post** to coordinators. This contains important updates and news that local group members and coordinators should be aware of. It may often require action from you.

The coordinator should share information from the Friday Post with group members. Other key group members can be added to this mailing list; please let the Campaigns Coordinator know if you want to add anyone from your group - fran@lcc.org.uk

SLACK

There is a Slack channel for LCC activists. You can join the general discussion, or set up specific groups around issues. You can share documents, links and images on it easily as well.

To join LCC's Slack, follow this link: http://bit.ly/LCC_Slack or email fran@lcc.org.uk



3.4 LCC CAMPAIGNS AND POLITICS

Campaigning is a large part of the organisations day to day work, but as a charity, there are certain laws and rules staff, volunteers and local group activists must follow.

We must remain independent from party politics, and in particular must not even imply to a member of the public that they should cast their vote for given political party or candidate.

If you are unclear on anything, or would like to check with us whether some activities you are planning are appropriate, please get in touch with us first: **campaign@lcc.org.uk**

The Charity Commission and Electoral Commission have guidance on their websites, but this document provides a short summary of the main points. You can read the full guidance documents here:

<http://www.charitycommission.gov.uk/media/94387/cc9text.pdf>

POLICY

LCCs policy may coincide with, or be similar to, that of some political parties. It is fine for LCC to continue to campaign on these issues and advocate our policy positions as long as we make clear that we are independent from any political party advocating the same or similar policy. LCC must not do anything to encourage support for any political party or candidate.

PUBLICITY

In communications and publicity material, LCC can promote its views on issues related to campaigning activities. We can outline the relevant cycling policies or relevant views of each party or candidate, in order to raise public interest and debate on the issues. But we cannot explicitly call on people to vote for one party or another. The Charity Commission will also consider us to be in breach of the rules if a member of the public might 'reasonably' infer that our publicity implies which way they should vote.

Essentially, LCC can attempt to gain the public's support for our policies and publicise to the public which candidates have stated their support for them, but in doing so, we must not attempt, or be reasonably interpreted as attempting, to influence the outcome of the election.

CAMPAIGNING

LCC is free to approach candidates in an election, setting out our concerns and asking for their opinion on a particular subject or issue with a view to promoting debate.

Candidates may see a benefit to themselves in being seen to support LCC or our campaigns, but LCC must not be seen as reciprocating that support, e.g. by giving priority to that candidate's views in our campaigns communications.

CANDIDATES

LCC cannot support or oppose a political party or candidate. For example if LCC was approached by a political party to refer to us in their manifesto, we would have to refuse the request. We can invite candidates and party representatives to public meetings about cycling related issues, but must do so without appearing to favour any one of them. One way of ensuring this is to invite representatives from all the main political parties (it is not necessary to invite every candidate).

LCC is within its right to not engage with a particular candidate if their presence will create risk of disorder or is likely to alienate supporters. It is also possible to decide not to invite a representative from a political party which advocates policies which are in contravention to LCCs policy, aims or objectives (such as UKIP). However, we would have to have a very strong reason for deciding not to invite a mainstream political party.

LCC must not assist candidates with elections campaigns, financially or otherwise. But individual members of a charity may choose to assist a candidate in a personal capacity.



4. LCC POLICY AND YOUR ROLE

Local groups are a constituent part of the LCC. This means that they are bound by our Articles of Association. For more information, please see here: <http://lcc.org.uk/constitution>.

Coordinators are responsible for ensuring that local groups comply with all policies of the LCC as determined by the Board and General Meetings of the LCC, and abide by all decisions of the LCC Board.

Non-compliance with these policies does leave LCC open to fines and other financial repercussions that as a small charity, we always seek to avoid. Below are the key policies that coordinators need to be aware of.

4.1 GDPR

On the 25th May 2018, the General Data Protection Regulation (GDPR) came into effect. This legislation builds on existing data protection laws, and governs what data we hold, and how we hold it.

This is an important piece of legislation for you to be aware of, as it will affect your local group activities. This section will help you understand what GDPR covers and your role and responsibility in relation to it. We will continue to update this guidance with best practice, and if you have any concerns or questions, you can contact the office at any time on 020 7234 9310.

WHAT IS COVERED BY GDPR?

GDPR covers **personal data**. That means such data are information about an individual that includes (but is not limited to) their name, email and street address, and other personal characteristics such as date of birth and gender. The term includes the kind of data you may have held previously in email and postal contact lists, or that you had collected via petitions, street stalls and at meetings.

GDPR informs organisations about how they collect, use and store this data, and gives individuals more control and clarity about how their personal data is used.

There are 7 principles of the GDPR legislation:

1. **Lawfulness, fairness and transparency:** You must have valid grounds for collecting and using personal data, and be clear, open and honest with people from the start about how you will use their personal data
2. **Purpose limitation:** You must be clear about what your purposes for processing are from the start, and you need to record your purposes as part of your documentation
3. **Data minimisation:** You need to make sure that the information you collect is:
 4. adequate – sufficient to properly fulfil your stated purpose;
 5. relevant – has a rational link to that purpose;
 6. limited to what is necessary – you do not hold more than you need for that purpose.
7. **Accuracy:** You should take all reasonable steps to ensure the personal data you hold is not incorrect or misleading
8. **Storage limitation:** You must not keep personal data for longer than you need it
9. **Integrity and confidentiality (security):** You must ensure that you have appropriate security measures in place to protect the personal data you hold.
10. **Accountability:** you to take responsibility for what you do with personal data and how you comply with the other principles

To ensure that the charity can meet all these principles and comply with GDPR and other data protection legislation:

- All data collected by the charity must be held on the office's secure database - this includes, by definition, all data collected by LCC borough groups.
- Email communications by groups to their contact lists must be run through the office's secure database using LCC's central emailing tool, Civi, or through a GDPR compliant third party platform (see 'Other ways to contact people' for more information).

WHAT DOES THIS MEAN FOR YOUR GROUPS - YOUR RESPONSIBILITY

As part of LCC, you have a responsibility to collect and store data responsibly on behalf of the organisation. If we are found not complying with GDPR, there will be a significant financial cost, as well as staff time and energy. Therefore, it is in the charities best interest if that does not happen.

The guide will give you some tips and advice on collecting and storing data, and how you can contact people.

COLLECTING DATA AND STORING DATA

Personal data is very important to LCC – it enables us to contact people about becoming a member, and about our campaigning work, and our local groups regularly collect data throughout the year at the many events they attend and run. We need to make sure that all the data that you collect is stored safely and securely - it is no longer acceptable to store email addresses in an excel spreadsheet or mailing list in your inbox. The safest and most secure way to store personal data is on Civi, LCC's membership data base.

COLLECTING DATA ONLINE

Each group has an individual sign-up page, and the link was sent to coordinators. This page allows individuals to directly sign-up to your local group mailing lists. If you are unsure where your sign-up page is, please email Fran (fran@lcc.org.uk) or Matthew (matthew@lcc.org.uk) and they will show it to you.

There is one main page for local group sign-ups, in case people want to sign-up to more than one local group mailing list: <https://membership.lcc.org.uk/local-group-newsletter-signup>

If individuals want to sign-up to LCC's general mailing lists, then they need to use this link: <https://membership.lcc.org.uk/london-cycling-campaign-news>

COLLECTING DATA OFFLINE

We've created a template paper sign-up form (see the end of this guide). The information about where it was collected, when, and what people have signed up for is vital in order to make the data GDPR compliant, which means we are able to contact people through the email addresses they give.

If you collect email addresses offline, then you need to upload them online in order of us to add them to the correct mailing lists. Each group has an individual data entry form (such as this one for Croydon: <https://membership.lcc.org.uk/croydon-lg-data-entry>). If you don't know the link to your data entry form, please email Fran (fran@lcc.org.uk) or Matthew (matthew@lcc.org.uk) and they will show it to you.

If you have 10 people or fewer to enter, you can do it manually, or if you have more, you can put them into a spreadsheet and uploaded that to LCC for processing. The details on how to do so are on the data entry page.

Paper copies must be destroyed within one month of collection whether or not the sign-ups have been uploaded.

LCC borough groups may paper or electronic copies of new contact data for purposes of uploading into GDPR-compliant forum/e-list services such as Yahoo or Google groups; **these data must be destroyed within one month of collection whether or not uploaded to the forum/e-list service.**

CHILDRENS DATA

The GDPR sets the age when a child can give their own consent to data processing at 16 (although this may be lowered to a minimum of 13 in the UK). If a child is younger then you will need to get consent from a person holding 'parental responsibility' in order to collect their data.

HOW CAN YOU CONTACT PEOPLE?

Social media

Followers on your social media channels, such as Facebook and Twitter, are not impacted by GDPR, as you don't hold their contact information – Facebook or Twitter do. Therefore, you can continue to share your news by these channels.

Emails through Civi

Our main secure contact database for holding personal data is Civi. You can use Civi to send email out to supporters in your borough. You should use Civi to send emails to:

- Supporters and members of LCC in your borough.
- Smaller, more targeted lists based on postcodes. Please note that this takes time to build, and staff will need ideally a weeks notice for these requests.

If you are sending frequent emails to a small group of people (40 or under), you should set up a alternative way to contact them – please see the 'Other ways to contact people online'.

We usually send local group emails on Mondays and Tuesday – please try and plan for your emails to be sent on these days.

Please try and give as much notice as possible if you wish to send an email. This give staff the best chance of making sure your email goes when you want it to, but also means that we have time to run suggested edits past you or fix any issues. The earlier we can see your final draft, the better.

Process for sending an email in Civi

1

Draft your email using the instructions in this guide 'How to send emails in Civi'

2

Once you are happy, save your draft, then send an email to Fran (fran@lcc.org.uk and Matthew (matthew@lcc.org.uk) letting them know:

Your mailing name

The date you would like your mailing sent (NB - the earlier you put in your request, the easier it is for us to accommodate it).

3

If the staff need to make any changes to your email, they will send you an updated proof for sign-off.

4

They will then arrange for it to be sent.

OTHER WAYS TO CONTACT PEOPLE ONLINE?

There are a range of online platforms that enable you to contact supporters without having to send an email through Civi. Which platform you use will depend on your group, but there are a couple of key questions to ask when deciding:

- How frequently do you need to send mailings?
- Who are you contacting? Is it the committee? Or a small group who attend rides?
- What do your group use now? Is it working for your group?

Credit: Max Turner



4.2 RIDE AND EVENT INSURANCE

LCC pays for public liability insurance to protect the organisation from claims made by individuals for injury or damage caused during the course of LCC's business. This cover extends to LCC local groups rides and events.

This guide sets out the processes and requirements to ensure that local group rides and events are covered.

LCCS PUBLIC LIABILITY INSURANCE

- LCCs public liability insurance covers public events that are part of the organisation's business. This is not the same as personal insurance cover.
- LCC local groups are covered by the organisation's public liability insurance. This protects the organisation from claims made by members of the public for any injury or damage caused during the course of LCC's business (i.e. events, led rides, Dr Bike etc).

The terms of the insurance policy are:

- All non-competitive events, rides or otherwise, are covered;
- Rides and events must be recognised as official LCC rides and events (see above)
- LCC members are covered up to £5 million;
- The policy is provided by the Butterworth Spengler insurance group.

For a public event or led ride to be covered by LCCs public liability insurance, or "event insurance" (as compared to personal third party cover), then that event must be an official LCC event (see above). It will then be covered even if the event organiser or staffer etc. is not an LCC member (e.g. if s/he is under contract to provide a service to LCC, e.g. a bike mechanic).

To ensure your ride or event is considered a 'recognised or authorised' LCC event, and therefore covered by LCCs public liability insurance, it must be authorised by the Local Group (i.e. via the Committee or by approval of the Local Group Coordinator – see above for details) and listed as a Local Group event on the LCC events page: www.lcc.org.uk/events

You may find that if you are participating in a larger event the organisers will ask you to show that LCC has public liability cover. Contact Fran Graham (fran@lcc.org.uk) to get a copy of our Insurance Certificate.

Non-official rides being led by an LCC member will not be covered under LCC's public liability insurance.

While there are benefits for LCC local groups supporting their local community and helping to organise rides and events, the leading organisation will still need its own insurance because:

- If someone is injured or damages property during the ride/event, then the organisation running the event is still open to legal action, and is not covered by LCC's insurance.
- If someone makes a claim against LCC, then our insurance premium will rise dramatically, with huge financial costs to the charity. This is not a risk we can take for another organisation.

However, it's not always clear what should and shouldn't be an official event - especially when LCC local groups are involved in joint events. Therefore, in order to determine if it's an LCC event, you must be able to answer 'yes' to these questions:

1. Will it be easily identified to participants as an LCC event? For example, will it have LCC branding?
2. Is it being organised by an LCC local group? For example, will the ride be planned and led by an LCC group member? Will an LCC group provide materials and mechanics for a Dr Bike?
3. Does the event meet one or more of LCC's charitable objectives to promote cycling for the public benefit by:
 - the promotion of public health,
 - the promotion of healthy recreation in the interests of social welfare,
 - the promotion of public safety, particularly on the highways,
 - the relief of the needs of people with mental and physical disabilities,
 - the promotion of the conservation and protection of the environment
 - the advancement of education
4. Will the event be non-competitive?

If the answer is no to one or more of the questions, LCC local groups should contact the office - it is likely that there needs to be an alternative insurance arrangement.

Butterworth Spengler (who do LCCs insurance) can give quotes: <http://butterworthspengler.co.uk/>

Let them know you are being referred by LCC, as they could get a better price, and LCC will also get a commission on any successful referrals.

OFFICIAL LOCAL GROUP EVENTS OR RIDES

Official LCC rides or events are those which have been organised or authorised by LCC or a Local LCC borough group. A Local Group must give authorisation to any event posted in its name, according to the rules or constitution of that group. If a group is not constituted, then the ride will need to be confirmed by a member of staff at LCC.

Official LCC rides or events are those which have been organised or authorised by LCC or a Local LCC borough group.

A Local Group must give authorisation to any event posted in its name, according to the rules or constitution of that group.

To authorise an LCC ride or event, it must be listed on the LCC Events Page (www.lcc.org.uk/events) using the relevant Local Group login given to each Local Group Coordinator by LCC.

When posting an event, the Coordinator will be asked to confirm the following statement:

“I confirm that I am posting this event on behalf of the registered LCC group of which I am a member, and that I have been authorised to do so according to the rules or constitution of my group. I understand that if this event has not been properly authorised by my LCC group then it will not be recognised as an official LCC event, and in particular will not be covered by LCC’s event insurance.”

For led-rides:

“I confirm that this official LCC ride will be led by someone whom my LCC Group considers to be competent to do so, and that it will comply with such health and safety requirements for official LCC led-rides that LCC has in place at the time.”

LED RIDES

To mitigate the risks, comply with the terms of LCCs public liability insurance and ensure that LCC rides are safe and enjoyable for all who want to take part, all official LCC rides and events must be led by a competent ride leader.

We strongly recommend that any ride leaders and marshals, even those with years of experience, should have 1-2-1 cycle training and to Bikeability level 3 [<https://bikeability.dft.gov.uk>]. The skills you learn on the LCC Ride Leader training build on this.

Ride leaders should assess the planned route for any risks (busy junctions, canals, rivers etc) and have plans to adapt the ride if necessary. Best practice is to complete a Risk Assessments (see lcc.org.uk/activism for a template) ahead of the ride, to evidence that ride leaders have taken necessary steps to mitigate any risk.



Credit: Max Turner

Rides should be designed with new cyclists in mind, if they are part of the target audience.

As well as leading a ride on the day, the Ride Leader is responsible for the wider duties involved in setting up and running a ride. This includes route planning, dealing with the authorities and managing the roles of the Marshals.

INCIDENTS

If there is an incident on a ride or at an event, the ride leader/event lead needs to complete an incident form (see lcc.org.uk/activism for a template), and send it to the office (cc'ing their group coordinator(s)). The office will then decide if it needs further investigation.

Keep a record of incidents is important as it allows LCC to spot emerging patterns, solve issues and share best practice between the groups.

THIRD PARTY / MEMBERSHIP INSURANCE

All LCC members are covered by our third party insurance policy, which covers members if claims are made against them where it is alleged they have caused damage or harm [when cycling]. It doesn't cover the people attending a public ride being led by that person (i.e. any damage or harm those riders may cause on the ride).

If an LCC member leads an official ride or event, and a fellow rider is injured in some way, then that member will be covered for claims made against them. Individual membership insurance (third party insurance) does not cover LCC or the local group for claims made against the charity by a rider (e.g. if s/he is injured on the ride and then sues LCC on the grounds that the ride leader was negligent). It is LCC's Public Liability Insurance that is needed for this.

POSTING EVENTS ON LCC WEBSITE

Official LCC events and rides along with Local Group events and rides must be listed on the LCC website - www.lcc.org.uk/events - using the Local Group login.

Local Group Coordinators will be given a specified login to use to post official Local Group Events. The overall responsibility for posting all Local Group events lies with the coordinator. Please contact fran@lcc.org.uk if you don't have your group login.

Any LCC member can post a cycling related event or ride on the LCC website. These are not considered official LCC events, and will not be covered by LCC's public liability insurance, and will be accompanied by a disclaimer stating as such:

“This event has been posted by an individual LCC member, and is not an official LCC event. Although we encourage LCC members to publicise their unofficial cycling events on the LCC website, the publication of such events does not constitute an endorsement of them by LCC. LCC takes no responsibility for this event, and whilst we hope those attending it enjoy doing so, attendance is at their own risk.”



4.3 LCC AND SAFEGUARDING

London Cycling Campaign (LCC) takes the issue of Safeguarding very seriously and is currently reviewing the charity's activities and policies to make sure we are meeting our obligations.

LCC local groups are advised to only allow people under the age of 18 and adults at risk to participate in their activities (such as group meetings and led rides) if they are accompanied by a responsible adult. Any concerns about safeguarding must be reported immediately to the LCC office.

Further guidance will be sent to coordinators and posted on this webpage following the review: <https://lcc.org.uk/pages/safeguarding>

4.4 LCC AND PARTNERSHIPS

The London Cycling Projects team at LCC applies the knowledge, expertise and stakeholder networks to deliver behaviour change programmes, develop cycling strategies and advise on cycling infrastructure. They work with large landowners, corporates, universities, local government and community groups.

Their work is an important income stream for LCC. If you have a commercial company approaching your group and asking them to do something (cycle survey's/cycle counts etc.) that might be covered by the Projects team (and therefore able to earn LCC some funding), please pass it on to **cyclingprojects@lcc.org.uk**

Our Projects Team work to ensure that we meet all the obligations we hold as a charity, and those that are part of any partnerships we are involved in, and every now and then we will need your help to do that.

We will let you know if there is any specific support we need from you, but in general if you provide local knowledge to a commercial organisation, you should make this information publically available – this is in keeping with our public benefit obligations as a charity.

If you have questions or concerns about an aspect of the commercial side of LCC, please email Fran (**fran@lcc.org.uk**) or (**stewart@lcc.org.uk**) in the first instance.

5. USEFUL INFORMATION

In addition to this Handbook, there is a Campaigners Handbook which covers campaign planning and other campaigning skills, and an Infrastructure Handbook covering infrastructure related skills.

Campaigners Handbook:



Infrastructure Handbook:



WORKSHOPS, TRAINING & SEMINARS

Relevant cycling workshops and upcoming training sessions will be listed on our website (www.lcc.org.uk/events) and in the weekly Friday Post email to coordinators and group members (email fran@lcc.org.uk to get your name added to this list.)

LOCAL GROUP WEBSITES

Find all the up-to-date information about the local group here: lcc.org.uk/localgroups

USEFUL CONTACTS

Butterworth Spengler Insurance

0151 494 4400

Osbornes Solicitors

020 7681 8672

Notes





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LondonCyclingCampaign



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