



## 1 Useful Contacts

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Ant Bolding, 7 Manor Close CW12 3LB	07734 509739
Peter Hall, 108 Boundary Lane, CW12 3 JF	07718 540127
Val Scaresbrook	07796 417443
Liz Bolding	07866 680814
A Star Taxis	01260 280280
Pooles Towing and Recovery	07758 911333
Alec Scaresbrook (Maintenance)	07759 480879

## 2 Rules

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- Always apply parking brake before dismounting
- 5mph max speed in shared use areas
- 10mph max speed on public highway (with passengers)
- Wear a high visibility top (tabard or gilet), preferably with Beartown Rickshaw on it.
- Slow down on potholed roads to reduce chance of breaking the mudguard stays.

## 3 On arrival at care home

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- Find the Care Home Contact (CHC).
- Make a note of passenger names in the blue book, and make sure you have the CHC number in case of any problems. Chat with the care home staff to discuss any particular need-to-know issues about the passengers, and any issues with taking photos.
- Make sure the CHC has your mobile number.
- Decide whether to use the cozy toes before passengers get in.
- Load one passenger at a time and make sure that each passenger has their seat belt fitted.
- Discuss (with the passengers, care home contact and outrider) the route and/or destination for the day. Choose a route that you are familiar with, is agreeable to the passengers, that is safe for the time of day and weather conditions and will arrive back at the care home at an appropriate time.
- Chat with your passengers; get a sense of how they are feeling about the ride. Is it their first ride out or are they experienced passengers?
- The CHC will help the passengers onto the rickshaw if they need assistance – you need to sit on the rickshaw seat while this happens (and when dismounting).
- In the event of an incontinent passenger, please tell the CHC as soon as you can and please let a BTR administrator know so that we can deal with it. We do have a replacement cushion and a replacement foam inner.



## 4 Riding with an outrider

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- Discuss with your outrider where to go and where you want the outrider to be (behind or in front) that may change during the ride. Generally, you will want the outrider in front especially:
- When returning from Mere along Newcastle Road and into snicket to Solly Crescent.
- Approaching the Mere along Crescent Road and after bollards in Astbury Street.
- Pilot should wait for outrider after passing through gate at Astbury Mere.
- Please ring you bell when approaching a blind bend (as above).

## 5 In the event of a breakdown:

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- Work together with your outrider
- Ensure the safety and security of your passenger(s)
- If we are unable to collect your passenger(s) in a car, please call A Star taxis on 01260 280280
- If we are unable to rescue you and the rickshaw, please call Pooles recovery on 07758 911333
- There is a £10 note in the right-hand pannier zipped pocket for emergency use.
- Send a message to BTRVolunteers on WhatsApp and ask for help if you need to.

## 6 In the event of a collision

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- Do not accept liability.
- Work together with your outrider.
- Ensure that your passengers are safe and secure.
- Deal with any injuries as you see fit; call the emergency services if you need to.
- There is a £10 note in the left-hand pannier zipped pocket for emergency use. If you need to use your own money to deal with the situation, we will re-imburse you.
- Try to take pictures of the scene.
- Exchange details with the other person if applicable (ie vehicle driver if collision is with another vehicle)
- You will need to complete a Beartown Rickshaw accident report form for us.
- Please contact a trustee listed above at your earliest opportunity to help deal with the situation.
- Message BTR Volunteers on WhatsApp if you need to send an SOS.

## 7 In the event of a safeguarding/welfare issue

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- For any concerns re the care home or passengers, log it in the book with explanatory notes and fill in the rides feedback form on the website so that the safeguarding officer can deal with it.
- If anything concerns you about the welfare of another volunteer, only fill in the rides feedback form on the website, to preserve confidentiality.
- If the concern is with the home or a volunteer, do not discuss with either. The safeguarding officer will deal with it.
- If the concern is about a passenger, initiate a conversation privately if possible, and report back to the safeguarding officer.
- See the safeguarding notes for more info (<https://btrickshaw.uk/procs-and-docs/>)