



## 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 (slower in Bridge Street)
- 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 Before riding

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- Check the tyre pressures by squeezing each tyre. If you think a tyre is soft use the track pump in the garage to reflate the tyre to 60psi.
- Visually check the rickshaw to ensure there is nothing obvious that needs to be fixed or will prevent you riding safely.
- Ensure the seat belts are buckled.
- Check the brakes by applying each brake individually while pushing the rickshaw.
- If you consider the rickshaw unsafe to ride, do not ride it. Let the customer contact know and let a trustee know (contact details above)

## 4 On arrival at care home / start point

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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 (will be on your ride ticket). 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.
- The CHC will help the passengers onto the rickshaw if they need assistance, the outrider may help to load and unload passengers.
- The pilot should either sit on or be close to the saddle when loading or unloading passengers with the footplate up due to the possibility of the rickshaw tipping if somebody should stand on the footplate.



- In the event of a passenger issue (e.g. incontinence), please tell the CHC as soon as you can and please let BTR administrators know so that we can deal with it. We do have a replacement cushion and a replacement foam inner.

## 5 Riding with an outrider

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- Discuss with your outrider the destination and the route 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).

## 6 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 left-hand pannier zipped pocket for emergency use.
- Send a message to BTR Volunteers on WhatsApp and ask for help if you need to.

## 7 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.

## 8 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.
- See the safeguarding notes for more info (<https://btrickshaw.uk/procs-and-docs/>)