

# Bury St Edmunds Rickshaw

## Role and responsibilities of volunteer rickshaw riders

### 1. Introduction

Bury St Edmunds Rickshaw is a charity that was set up in early 2018 to give free rides to local people experiencing limited mobility or social isolation. In March we were awarded over £7k from town and borough councillors locality budgets to buy a rickshaw and run the project for its first year. Bury St Edmunds Rickshaw is entirely run by volunteers, most of whom are rickshaw riders.

It is vital our volunteer rickshaw riders are suitable for taking out vulnerable people such as our passengers, and so we have a rigorous selection procedure. We reserve the right to turn down applications.

### 2. Description of role

Volunteer riders take clients out for short rides around the town using the rickshaw.

Rides are pre-booked and you will be given the details of the passengers, the pick-up address and any relevant additional information.

Riders must wear their BSE Rickshaw photo ID cards and tabards (provided) whilst using the rickshaw.

You will collect the rickshaw from a garage in the town centre, then ride it to the passengers' home (or day centre), pick up the passenger and their carer, or two passengers together, take them for a ride, then return them home.

The purpose of the rickshaw ride is to get people out of their four walls and into the world, to cheer them up and decrease their isolation. Volunteer riders are strongly encouraged to chat to the passengers and listen to their stories.

You will be responsible for the rickshaw whilst you are using it, reporting any mechanical or other problems immediately on 01284 339449, and making sure it is secure at all times and not left unattended.

Riders and the rickshaw are fully insured provided you act with due care and attention. Passengers must either be accompanied by a carer, or be able to self-care. Under 18s must be accompanied by a responsible adult.

You are not required to do any physical lifting of passengers, or to have any relationship with the passengers beyond the rides. It is important to remember that we are simply offering friendly bike rides; we are not carers or a befriending service. Having said that, we anticipate developing links with other services that our passengers might find helpful.

You can decide where to take the passengers, and the route may depend on where you are collecting them from, what is happening in the town (eg market day), if they have any special requests, the frailty of the passengers, the weather, and any time constraints. We also have a standard route that you can use.

You will have a two-hour window for your shift, in which to collect the rickshaw, do the ride, and return it to the garage.

Once you have confirmed your availability, and been allocated a shift, you must turn up for the ride or give us at least 3 days' notice so we can find another rider.

Volunteer riders must adhere to our Safeguarding policy which is designed to protect vulnerable people from harm. This involves being vigilant for signs of abuse and reporting any concerns to Sam Reid (see separate policy for details).

You will receive Safeguarding training, and training on driving the rickshaw.

### **3. Requirements**

We need people who are outgoing and happy to chat while cycling passengers around Bury.

If you are trustworthy, respectful, and keen to offer at least 3 two hour shifts per month to help isolated and less able people, this would be a great opportunity to help your community.

You should have experience of cycling on roads and cycle paths. Knowledge of safe routes in Bury would be of help as well.

Riders must be over 16 years of age.

All volunteer riders will be DBS checked.

### **What happens next**

Please complete the online form at [www.bserickshaw.org.uk/volunteer](http://www.bserickshaw.org.uk/volunteer), and then you will receive an invitation to an informal interview with two BSE Rickshaw trustees. If, at interview, you meet our criteria, and (we meet any you might have!) you will be accepted for training and induction.

Thank you for your interest in being a volunteer with Bury St Edmunds Rickshaw.