

broken
spoke
bike co-op

Volunteer Handbook

Version 3

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THE CO-OP

MISSION

The Broken Spoke Bike Co-op is a co-operative social enterprise that aims to address social inequality, create a healthier environment and strengthen the culture of bicycling in Oxfordshire by teaching people from all backgrounds to become self-sufficient and proficient in bicycle maintenance and riding.

VISION

Our vision is to create a world in which cycling is a fundamental part of a transportation system which:

- Enriches our community and culture
- Improves the safety and accessibility of our public spaces
- Is not dependent on depleting the planet's finite resources
- Promote a culture of reuse and repair that reduces waste and consumption
- Does not exclude anyone on the basis of age, race, gender, sex, colour, religion, political affiliation, socio-economic status or disability
- Strengthens rather than undermines physical health and air quality

WHAT WE DO

Drop-in Workshops

We run three open workshop sessions per week where volunteers and the public can come and use the workshop and tools to fix their bikes, supported by an experienced mechanic and our volunteers.

Bike Maintenance Courses

For the mechanic in all of us, we teach practical bike maintenance courses at various levels with an emphasis on hands-on learning.

Cycle Training

We offer one-on-one cycle training at all levels from learning to balance to riding confidently on roads.

Earn-a-Bike

We have an established Earn-a-Bike programme that is delivered to members of Crisis Skylight Oxford who are homeless or vulnerably housed.

Dr Bike

We take our mobile toolkit to businesses around Oxford by bike to provide them with Dr Bike (bike maintenance) services.

Events

We invite speakers to talk about cycle topics like campaigning and hold bicycle film nights.

CO-OP STRUCTURE

We are a volunteer and workers co-operative, lead by a board of two executive and seven non-executive directors. We currently employ two fulltime staff (the workshop and cycle training coordinators), a number of freelance mechanics and cycling instructors and are supported by a growing volunteer community.

Our co-op has two categories of members:

Worker members are employed by the co-operative part-time or full-time, they may also be volunteering some of their time.

Volunteer members are engaged in unpaid work for the co-operative and are members of one of our working groups.

Both membership categories are only open to those who have been working or volunteering with us for at least three months.

Supporters pay a subscription for six or 12 months free access to the open workshop sessions, as well as 10% off courses and parts. People can sign up online or in the workshop and are required to show their supporter card to get the discount.

PEOPLE

Elle Smith – Co-Founder, Director and Workshop Coordinator
Sam Chappell – Director and Cycle Training Coordinator
Meike Clever – Volunteer Coordinator

Lead Mechanics

Elle Smith
Sam Chappell
Jamie Smith
Tim Hunt

Bike Maintenance Teachers

Elle Smith
Sam Chappell
Jamie Smith
Tom Martin

Cycling Instructors

Sam Chappell
Kelly Murray
Jamie Clarke
Jamie Smith
Kiril Hadjev

Board Members

Elle Smith
Sam Chappell
Kathrine Tulip – Seeds for Change
Jamie Clarke – Climate Outreach and Information Network
Simon Pratt – Sustrans
Gavin Killip – Oxford University Environmental Change Institute
Brad Cohen – Workshop Volunteer
Tony Perry – Oxford Brookes University
Elise Benjamin – Green Party Councillor

OUR ETHOS

We are committed to **hands-off learning** so that everyone has the space and time to learn at their own pace. We practice this both during our courses as well as our open workshop sessions and the emphasis is always on do-it-yourself or do-it-together.

As a volunteer, only touch a customer's bike if you are asked to do so and explain concepts verbally or with another example before performing repairs on someone else's bike.

VOLUNTEERS

WHY WE INVOLVE VOLUNTEERS

The Broken Spoke is a community project, built by and for the people who use it as a resource. Local volunteers help develop and support the community and drive our vision for the future of cycling in Oxfordshire.

BECOMING A VOLUNTEER

To become a volunteer fill in the form on our website, attend an induction with our volunteer coordinator and sign your volunteer agreement.

VOLUNTEER ROLES AND WORKING GROUPS

Greeter & Vibes Monitor

Help create a welcoming and friendly workshop environment. Responsibilities include welcoming customers, helping them get set up in the workshop with bike stand, apron, tea & coffee and ensuring there's always good tunes on.

Assistant Mechanic

Work one-on-one with customers during our open workshop sessions to assist them in bike maintenance tasks and create a supportive and encouraging atmosphere.

Events Volunteer

Increase our programme of awesome non-workshop activities and ensure we have a presence at relevant local events.

Bike Refurbishment Volunteer

Help refurbish and tune-up second-hand bikes for sale.

Teaching Assistant

Improve the quality of the learning experience in our mechanics

courses by enabling more one-on-one coaching and supporting the tutor.

Team Beryl Volunteer

Help to make our workshop, events and activities inclusive and accessible to all by attempting to break down the barriers which prevent women and people of transgender from engaging in cycling and mechanics.

Workshop Team Volunteer

Help make the Broken Spoke workshop even more amazing. Tasks range from researching and recommending parts, tools and techniques to workshop improvements and renovations.

Communications Team Volunteer

Communicate the events and mission of the Broken Spoke via all the media and channels available, e.g. print, digital, social, metaphysical.

Volunteer Coordination Volunteer

Helps create a welcoming and supportive volunteer environment that aids the co-op and its members. The first point of contact for volunteers.

WHAT WE EXPECT

- Enthusiasm for bikes and cycling, as well as learning and sharing knowledge.
- Volunteer for at least 6 hours per month.
- Come to us at the dates and times you have agreed and let us know as soon as you can if you will be unable to attend.
- Your behaviour and language support the aims and interests of the Broken Spoke.
- Treat people with respect and do not discriminate or use abusive or offensive behaviour.
- Use your position or any information gained appropriately.

- Use tools and workshop resources appropriately and only in relation to your volunteering activities.
- Record your volunteering hours using the tools we provide.
- Let us know when you decide to stop volunteering and provide feedback about how the experience has been for you.

WHAT YOU CAN EXPECT

Volunteering at the Broken Spoke is a fun way to engage with the community, help a local project, meet new people and work on bikes. People volunteer for many reasons, but everyone walks away having learned something new.

We are dedicated to ensuring our volunteers enjoy their experience with us, feel valued and receive the support they need. We provide the following opportunities to develop your bike maintenance skills:

- FREE access to the workshop during our open workshop times
- FREE access to our Friday night skill share sessions
- 10% off all our courses

Furthermore you get 10% off all stock, parts, accessories, etc.

Committed volunteers who have volunteered with us for at least three months and are members of one of our working groups (Communications Team, Team Beryl, Workshop Team, etc.) are invited to become members of the co-op and are thereby enabled to contribute to the governance of the Broken Spoke.

COURSE BOOKING

We encourage volunteers to take our mechanics courses to expand your own learning and get to know more about our teaching approaches. Volunteers are entitled to a 10% course discount, to get this discount when booking online use the promo code "VIP".

POLICIES

INSURANCE

The Broken Spoke has insurance protection to cover its volunteers. If you require more information about the nature of this cover please ask a member of staff.

HEALTH & SAFETY

We have a duty of care towards all our volunteers and customers. We have carried out a risk assessment and taken steps to ensure that you are working in a healthy and safe environment. A copy of this risk assessment is available on request.

As a volunteer, you also have a responsibility for your own health and safety and for that of the people you volunteer with. Your responsibilities are to:

- Ensure that you receive a demonstration before attempting to use or instruct someone else to use any tool you are unfamiliar with.
- Seek a second opinion before offering advice on any bike maintenance issue you are unsure of.
- Alert the Lead Mechanic if you notice unsafe behaviour in the workshop from staff, volunteers or customers.
- Always use personal protective equipment (such as gloves, aprons, barrier cream and goggles when appropriate) and encourage others to do the same.
- If you notice spillages, clean them up.
- If you notice tools on the floor or any other potential trip hazards, pick them up.
- Wash your hands before preparing food or beverages for yourself and others, encourage others to do the same.
- Assist customers lifting bikes or heavy items, model proper lifting techniques (ask for a demonstration of this if you are unsure of what this is).

- Use thick gloves provided when handling scrap metal.
- Use step ladder only in a clear area and with the assistance of another volunteer or staff member.
- If you notice an obstruction to one of the fire exits clear it or report it to the Lead Mechanic.

FIRST AID

There will be a qualified first aider or named person who will take charge of the situation if someone is taken ill or injured in the workshop – this will usually be the Lead Mechanic. This person will instruct you what to do and who to contact in the event of a first aid incident. We always need more first aiders so if you hold a valid first aid certificate, please let us know.

Our **first aid kit** is located in the classroom next to the store room sign. There are also plasters in the drawer next to the till.

Reporting an Accident

It is import and your legal responsibility to report all accidents. An accident book is stored at the front desk, this is a log of all accidents which is filled in and signed by both the person who administers and the person who receives first aid. If you administer first aid, it is your responsibility to fill out an accident report.

FIRE SAFETY

Fire extinguishers are located behind the front desk, at the far end of the bike racks in the corridor and in the main entrance from the courtyard to our building.

There are two **fire exits**:

1. the main entrance from the courtyard
2. a secondary exit to the courtyard

These exits are pointed out during your induction, please do not obstruct them with bikes or other items at any time. If you are on shift and you notice an obstruction, report it to the Lead Mechanic.

The **fire assembly point** is the **courtyard**. In the event of fire an alarm will sound, as a volunteer you are required to leave all personal belongings and tell all customers in the workshop to follow you calmly to the nearest clear fire exit.

All customers, volunteers and staff are required to sign in and out of the sign-in form kept next to the till. This is to ensure that an up to date and checkable list of persons present at the workshop is available in the event of fire.

CHILD AND ADULT PROTECTION

We are committed to safeguarding children and vulnerable adults. As a volunteer, it is your responsibility to ensure that any under 18s in the workshop are accompanied by a parent or guardian at all times. If someone who you consider to be a vulnerable adult (see definition below) is in the workshop and you feel that they may need additional support, it is your responsibility to inform the Lead Mechanic.

Definition of a vulnerable adult (Department of Health, 2002)

Someone aged 18 or over:

- who is, or may be, in need of community services due to age, illness or a mental or physical disability
- who is, or may be, unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation.

SHOP LAYOUT AND OPERATION

ACCESS

- Customers may NOT park cars in the courtyard, the nearest parking is at the Westgate Centre.
- Leave doors to the workshop and toilets unlocked during open workshop hours. The toilet key is on a crank arm located on the coat rack.
- Please NO cycling or smoking in the shop or the courtyard.

OPEN WORKSHOP PROCEDURES

- The orange bike is locked up on the corner of Pembroke Street and St. Aldates
- The A-frame is put out on Pembroke Street
- Two further signs are located by the entrance to our building
- The kettle, water jug and caffetiere are filled up in the print room
- The hand-sink is filled from the outside tap (see map) and emptied into drains in the courtyard
- There are special gloves and aprons for volunteers to wear
- All donations are left in an obvious place to be sorted
- At the end of the session:
 - Washing up of mugs and dishes is done in the print room upstairs
 - All tools are returned to the shadow boards or to the appropriate drawers
 - Lubricants and degreasers are returned to boxes
 - Scrap and rubbish is put in the appropriate bins
 - Workshop floors are swept after each session
 - The signs are brought back inside

PRICING & TILL

Workshop (regular): £7

Workshop (concession – students and people on benefits): £5

Used parts are price-negotiable - check with the lead mechanic. Prices for new parts are on the list above the till and/or on the item itself.

Only those who have received training from a member of staff may take payment for items and use the till. If you have not received training, always ask a member of staff or another volunteer to help you when selling items.

DONATIONS

We accept donations of parts and bikes. Always check with the lead mechanic. We cannot make collections.

BIKE STORAGE

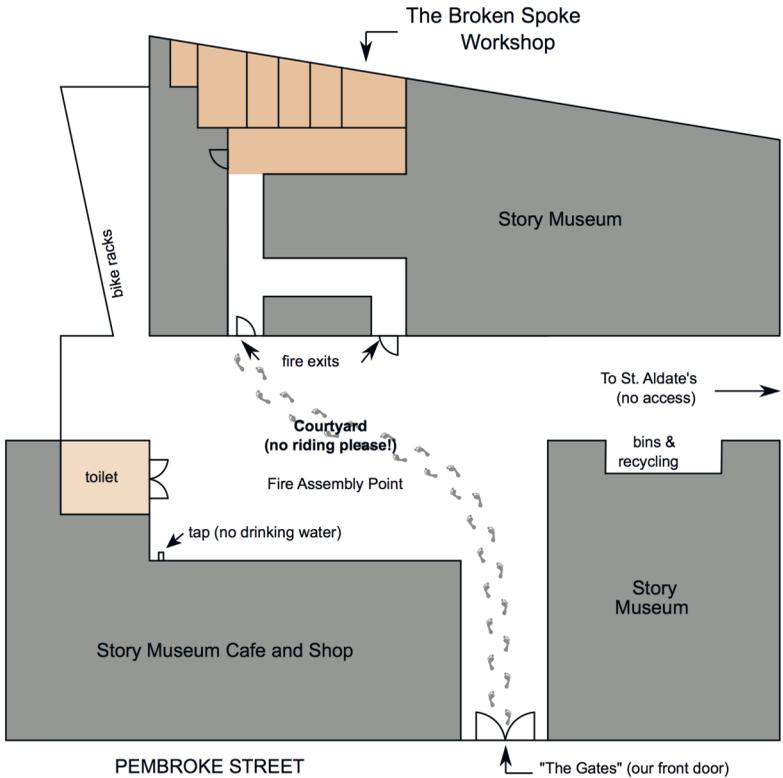
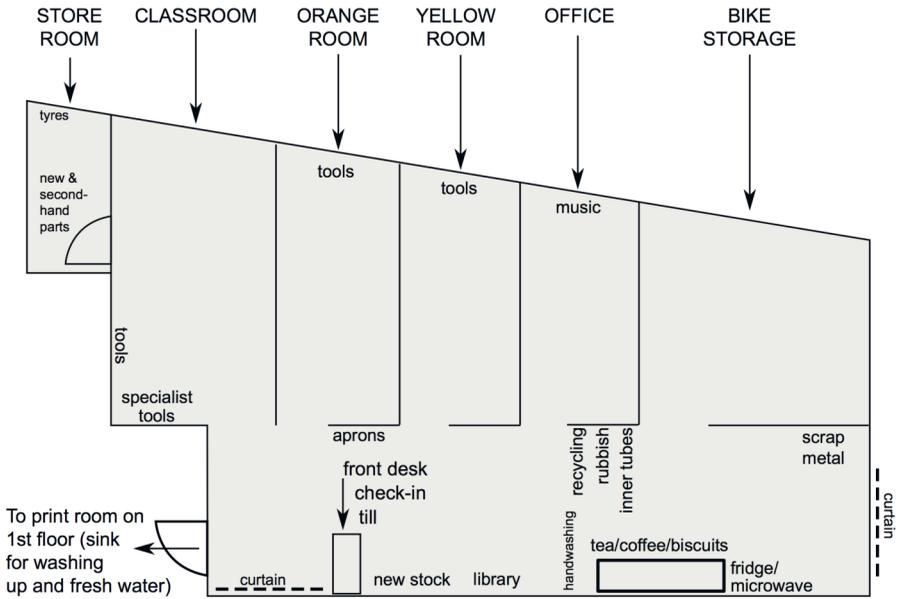
We cannot store customers bikes overnight except on very special occasions at the discretion of the lead mechanic (make sure to take a name and mobile phone number!).

During open workshop sessions, if you are not working on your own bike, please lock up your bike in the bike racks around the corner (see map).

BIKE REFURBISHMENT

Every donated bike in the workshop gets registered and assigned a unique number. A bike repair form will be attached to it; this is where details of the work carried out and parts used can be recorded. The form details a three stage process which can be followed to ensure the bike is refurbished to a safe standard.

Some bikes are reserved for our Earn-a-Bike programmes; this will be clearly written on their repair forms. Don't do anything to these bikes. The rest are to be refurbished for sale; volunteers play a vital part in this. Those with less experience should complete stage one checks only. As your skills improve, you can move onto the more advanced stages of costing and carrying out repairs. Once repairs are complete and a bike is signed off by a lead mechanic, the form is removed, put in Elle's in-tray and replaced with a price tag.



VOLUNTEER AGREEMENT

The Broken Spoke agrees to:

- introduce you to how the co-op works and your role in it
- provide opportunities for you to develop your skills
- respect your skills, dignity and individual wishes
- keep you informed of any changes that affect you
- insure you against injury you suffer or cause
- provide a safe workplace
- apply its equal opportunities policy
- respond to complaints and provide opportunities for feedback

I (the volunteer) agree:

- to work reliably and to give as much warning as possible whenever I cannot work when expected
- to uphold the Broken Spoke's policies, procedures & ethos
- that I have completed a volunteer induction, including information on health & safety and fire policy
- that I have received/been offered a copy of the volunteer handbook
- that I have completed the skills audit, identified what activities I can contribute to currently and how I can develop my skills in the future

Signed:



Meike Clever,
Volunteer Coordinator



Eleanor Smith, Director &
Workshop Coordinator

Full Name: _____

Sign and date: _____

Contact Details

Email: _____

Phone: _____

Emergency Contact

Name: _____

Phone: _____

Contacts

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