



broken
spoke
bike co-op

Volunteer Handbook

Version 6

September 2017

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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;
- Promotes a culture of reuse and repair that reduces waste and consumption;
- Does not exclude anyone on the basis of age, race, gender, sexual orientation, 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 four 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.

Beryl's Night

Beryl's Night is an evening just for women and trans folk to take part in a mini-class on a monthly theme, work on their own bike in a safe space, and enjoy plenty of tea and biscuits and good company.

Bike Mechanics 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 attend fairs and festivals around Oxfordshire and invite speakers to talk about cycle topics like campaigning as well as holding bicycle film nights.

CO-OP STRUCTURE

We are a volunteer and worker co-operative, lead by a Board of currently three staff and five volunteer directors. We currently employ four full-time staff, a number of part-time mechanics and cycling instructors, and are supported by a growing volunteer community.

Our Co-op has two categories of members:

Employee 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 six 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.

PEOPLE

Full-time Staff

- Caitlin Bartlett – Admin, Advocacy and Comms Coordinator
- Elle Smith – Co-Founder, Director and Workshop Coordinator
- Meike Clever – Director and Volunteer & Communications Coordinator
- Sam Chappell – Director and Cycle Training Coordinator

Mechanics

- | | |
|----------------|--------------|
| Elle Smith | Meike Clever |
| Jamie Smith | Mike Homes |
| Johnny Fill | Sam Chappell |
| Jonathan Darby | Tim Hunt |
| Kiro Hadjiev | Tom Martin |

Cycling Instructors

- Kiro Hadjiev
- Meike Clever
- Sam Chappell
- Trudi Righton

Volunteer Board Members

- Calista Meinert
- Elise Benjamin
- Gavin Killip
- Jonathan Darby
- Karen McCallum

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, keeping the tea & coffee flowing 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.

Communications Volunteer

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

Team Beryl Volunteer

Help to make our workshop, events and activities inclusive and accessible to all by breaking 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.

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;
- 10% off all our courses;
- 10% off all stock, parts, accessories, etc.

Committed volunteers who have volunteered with us for at least six months and are members of one of our working groups (Team Beryl, Communications Team, Workshop Team, Board of Directors) 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 instructing someone else to use, any tool with which you are unfamiliar.
- Seek a second opinion before offering advice on any bike maintenance issue you are unsure about.
- 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 important - and your legal responsibility - to report all accidents and near-misses. Inform the Lead Mechanic and she/he will fill in an incident report form. We keep a log of all incidents in the office.

FIRE SAFETY

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.

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.

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.

SAFER SPACES POLICY

We are all responsible for making the workshop space safe, welcoming, and usable for all users. To support this, we have collaboratively developed this Safer Spaces Policy, which is also

displayed in the workshop.

This is an **all-inclusive space**

Keep it free from sexism, racism, homophobia, transphobia and any other form of prejudice – we accept and embrace differences!

We don't accept gender profiling of roles – any task is available to any person.

Do not assume that other people have the same boundaries and limits as yourself – be mindful of how your behaviour may impact those around you; you don't know their boundaries.

We give everyone equal attention. Volunteers proactively check in with people, especially those that may be less comfortable asking for advice.

Don't let problems stew, discuss an issue before it gets out of hand.

This is an **educational space**

Ask questions! It's okay not to know what you haven't had the chance to learn.

If you know more than others then **share your knowledge in an empowering way** – be mindful of the risk of undermining others.

Take breaks, make tea, eat when you need to.

We have no secrets. If you don't know something about the way Broken Spoke operates, ask and we will tell.

This is a **welcoming space :-)**

We try to actively welcome all people when they arrive – a workshop may be an unfamiliar and intimidating space for the first time.

No offensive or aggressive behaviour – we do not accept intimidation in any form.

This is a **workshop**

Be aware of your personal and others' safety.

Wear appropriate clothing – leave your open-toed shoes, stilettos, tailcoats and ball gowns at home.

Respect the limited space of the workshop – you may be asked to come back later if the workshop is full to avoid overcrowding of space and overstretching of resources (tools and staff).

Keep the space safe – **don't leave tools or parts on the floor**, even just for a minute.

Follow that hammer! Make sure you know how to use a tool, especially the large or advanced ones. Before grabbing the biggest tool there is, ask for help!

No new jobs within an hour from the end – things often take longer than you think and we want your bike to be safe to ride when you leave, so don't make us stay late.

Leave the space as you think the next person would like to find it – **put tools away**, clear up when you've finished.

Children are welcomed but must be supervised by an adult (not us!) – if you can't work on your bike and supervise your child at the same time then it would be better to come back another time.

SHOP LAYOUT AND OPERATION

ACCESS

- Customers may NOT park cars in the courtyard, the nearest parking is at Worcester Street Car Park or next to the Ice Rink.
- Leave doors to the toilet unlocked during open workshop hours. The 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 hand-sink is filled from the outside tap and emptied into drains in the courtyard;
- There are special aprons for volunteers to wear – they are kept in the office;
- All donations are left in an obvious place to be sorted;
- At the end of each session:
 - Dishes are washed;
 - 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;
 - The signs are brought back inside;
 - Volunteered hours are logged.

PRICING & TILL

We have a self-selecting pricing structure for open workshop sessions – pay what you can afford, either £5, £10 or £15. Supporters and volunteers get to use the workshop for free.

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 the Lead Mechanic takes payment for items and uses the till.

DONATIONS

We accept donations of parts and bikes. Always check with the Lead Mechanic. We cannot make collections.

BIKE STORAGE

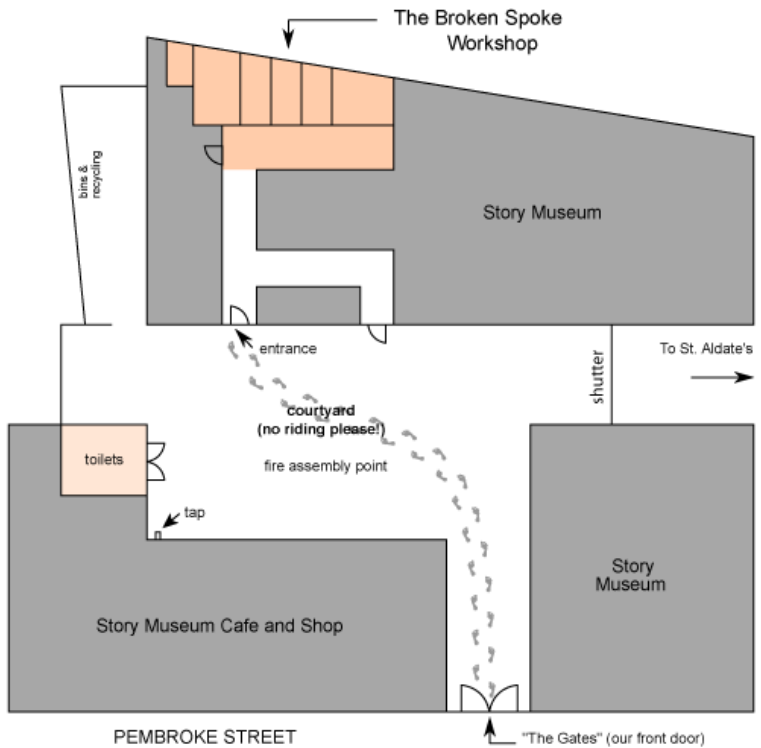
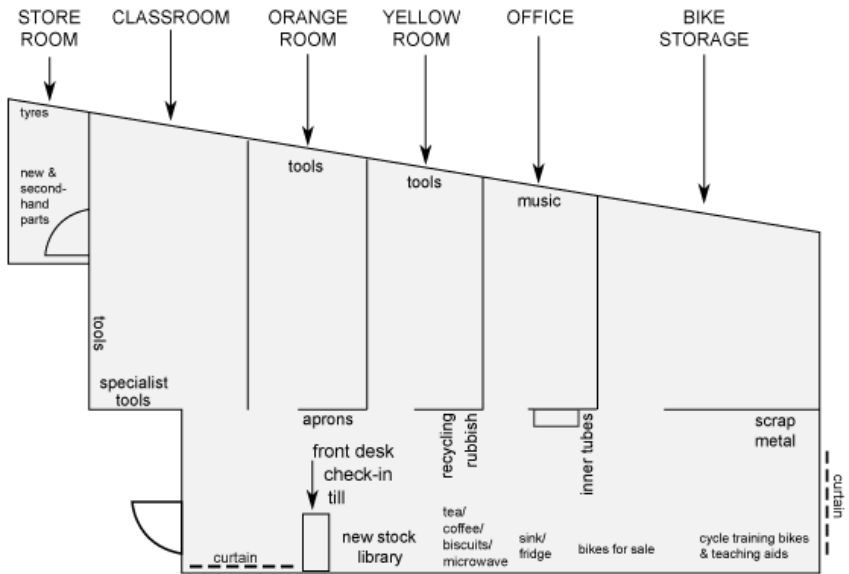
We cannot store customers' bikes overnight, except on very special occasions at the discretion of the Lead Mechanic (make sure to take a name and mobile phone number!)

During open workshop sessions, if you are not working on your own bike, please lock it up 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 registration sheet will be attached to it; this is where details of the checks and work carried out, as well as parts used, are recorded. The form details a multi-stage process which can be followed to ensure the bike is refurbished to a safe standard. Along with the registration sheet, each bike also receives a coloured tag so it's easier to identify in which stage of the refurbishment process the bike is.

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 basic initial checks only. As your skills improve, you can move onto the more advanced stages of costing and carrying out repairs. Once repairs are complete, the bike is checked and signed off by a Lead Mechanic. It is then ready for sale.



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 identified what activities I can contribute to currently and how I can develop my skills in the future.

Signed:



Meike Clever, Director &
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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