

Volunteer Induction

The aims of Pedallers Arms

To empower people to maintain their own bicycle and provide accessible learning opportunities for all levels of ability.



This is the one of the most important things we can do. We want to help people learn and not simply fix their bikes, we're different from bike shops! Fixing other peoples bikes for cheap is using us for cheap labour and is also not empowering. Our role is to help others learn so we should be as hands-off as possible.

To help marginal or under represented groups who cycle to feel comfortable with their bikes and the space so they can in turn help others. To promote bikes as a cheap transport option.

For example: within the cycling community women are under represented. We try really hard not to make any assumptions about anyones skill level. We are trying to give people the space to try things out - failure isn't necessarily an issue! We should support all people who come to Pedallers and make it clear that they can come to us for help. We'd always rather people ask for help than break their bike or our tools, so we try to make ourselves as approachable as possible, whilst remaining hands off. As mechanics and volunteers, it is our job to get involved if anyone using the space feels uncomfortable

To re-use old bicycle parts to keep environmental and financial costs to users low, thereby keeping useful resources from going to landfill.



Offering 2nd-hand-parts e.t.c before new if possible. Some people who use Pedallers have very little cash so offering cheap solutions to them is important so things aren't unaffordable also donations aren't required (but please ask for them if appropriate). No one should be turned away due to lack of funds but please encourage donations, we need to fund the project (e.g. our rent is £60 p/w)!!

To use established co-operative structures to ensure sustainability and continuity of service. We are not-for profit and any profits will go back into the project.

We are a workers co-op. This means that all mechanics have an equal say in how the project is run and in all decisions. We are volunteers but for some more time consuming jobs (e.g. running a course) individuals may receive some expenses. Being a member of Pedallers doesn't entitle you to an equal say in how the project is run, however we are always open to input and suggestions (and new volunteers are always welcome!)

Note on hands-off teaching

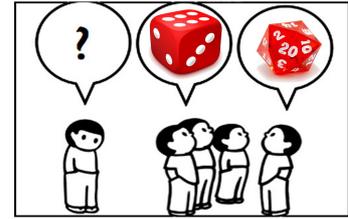
- People don't feel in control of many areas of their lives, we don't want to replicate that (wider political context) - power is in the hands of your boss e.t.c.
- Anti-authoritarian, collaborative approach.
- Good teaching/learning method. We don't have all the answers and don't expect you to as a volunteer.
- Hands off teaching is a way of challenging power structures in society. It's only an aim, no one has mastered it yet! But this is what makes Pedallers different.

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Scenarios

Language barrier

A visitor with very little English is attempting to index their gears. They are very enthusiastic and seem confident with the tools but it becomes clear that they are making their problem worse. You (the mechanic) have tried to explain this to them but they do not understand. What would you do next?



Not interested in DIY

Someone arrives with their bike, which needs a number of different repairs. They appear to be in a hurry and ask when they should be back to pick it up. How would you respond?

Strength

You are a physically strong mechanic. You see someone struggling to remove their freewheel. What would you do? (Male mechanics please take extra note!)

Lack of strength/dexterity/patience

You are working with someone on their bike but they are consistently struggling with using the tools and are becoming frustrated. They ask you to do it for them. How do you respond?

Polices e.t.c.

We have a Children and Vulnerable Adult (+ Code of Behaviour) & Whistle-blower policy which you must read and agree to. We work with under 18s and vulnerable adults and take their protection in our space seriously. We have a first aider and fire extinguisher. If we can do more let us know!

Different Roles in the Space

Patrons are:

- should feel welcome
- are welcome to use of the workstations and the tools there, more advanced tools are available with an induction
- donate with time or money or become a member
- are all welcome to become a volunteer

selling)

- not given keys to space
- all welcome to become a mechanic

Mechanics:

- have been a committed volunteer and approved at a meeting
- are not absent for a continuous period of two months
- come to the space for at least two shifts per month
- come to meetings and can vote
- are on the email list
- show up to shifts to which they've signed-up
- get parts at cost price
- get free second-hand parts for their bike (but normal price if it's for a bike they're selling)
- have access to tools out of hours

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- come to the space for at least two shifts per month
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- are on the email list
- show up to shifts to which they've signed-up
- get parts at cost price
- get free second-hand parts for their bike (but normal price if it's for a bike they're selling)
- have access to tools out of hours

Volunteers are:

- much loved
- inducted
- not expected to commit to shifts
- welcome to sit in on meetings but not vote
- welcome on the email list
- allowed cheap second-hand parts for their bike at the mechanics discretion (but normal price if it's for a bike they're