

Southway Trishaw Programme Passenger Handbook

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This Passenger Handbook outlines important information about the programme. Please read it carefully and let us or your care provider, if any, know if there is anything you do not understand. Once you have read this handbook and signed the agreement and waiver section of the application form at the end of the handbook, you are declaring that you have read and understand these guidelines and procedures and will abide by them.

We hope you enjoy getting out and about with trishaw ride journey!

1. Programme Background

The aim of Southway Trishaw Programme is to provide a free service to take you to get outside in the fresh air on a slow bike ride to connect with nature, meet new people and get out into the community. Rides are available to people who are lonely or socially isolated and have mobility issues.

Southway Trishaw Programme is a project developed in 2024 which involves volunteer recruitment and training, booking of rides, maintenance and insurance of the trishaw, grant application and promotion of the service.

2. Passenger Criteria and Guidelines

The major targets of Trishaw passengers of this project are:

- Gorton Mill House residents;
- All Southway residents aged 50 or above; and
- Residents of Gorton and Abbey Hey aged 50 or above.

The above people who want to make booking of a trishaw ride, they have to complete the Passenger Application, Agreement and Waiver Form.

Volunteer pilots provide recreational trishaw rides, and do not provide rides for medical appointments, shopping or errands.

Passengers must be able to get themselves in and out of the trishaw. Volunteers will only lend a general hand for support. Any passengers that require more assistance must have a member of care home staff, a volunteer or family member or companion to assist them in and out of the trishaw. Those passengers that require this level of assistance must remain in the trishaw for the duration of the ride unless being accompanied by their "Helper" on the ride.

Passengers must be able to sit up unassisted. The trishaw is equipped with a seat belt.

Passengers who initially meet these conditions but find their condition deteriorates over time will be subject to a review of their suitability for the trishaw ride.

Southway Trishaw Programme reserves the right to review a passenger's suitability for the programme at any time.

3. Ride Procedures

3.1 Registration and Booking

Passengers have to

- (i) register by completing the Passenger Application, Agreement and Waiver Form; and
- (ii) book a date and time for a trishaw ride by calling Gorton Mill House reception on 0161 448 4211.

To get a hardcopy of Passenger Handbook and Application Form, it can be requested in person at Gorton Mill House reception (Telephone: 0161 448 4211) or can be downloaded online on the Southway website.

Completed application form together with agreement, waiver form and photo consent form should be submitted either in person to Gorton Mill House reception, or online by emailing to v.lam@southwayhousing.co.uk

All bookings need to be made **at least 2 weeks before the ride** to allow sufficient time to communicate with volunteers to arrange booking.

All rides must take place **between 10am to 3pm on a weekday from Mondays to Fridays**. In normal cases, passengers and volunteers will gather at Gorton Mill House reception. Volunteer pilots need to return the trishaw keys to Gorton Mill House reception by 4pm.

The project officer will match the booking with the availability of volunteer pilots, and then reply to passengers.

The availability of rides is based on the availability of volunteer pilots. There may be occasions where it is not possible to organise a ride at the requested time.

3.2 Companions and Helpers

Occasionally passengers may have a helper, companion, family member, care home member of staff or volunteer accompany them on a ride. Additional passengers must sign a waiver form before being taken on the trishaw. If there is not enough room in the trishaw for the companion, they may ride alongside on their own bicycle, and must complete a waiver.

3.3 Ride Times

Rides including additional stops will be **approximately 1 hour long**. Rides may be cut short due to weather, mechanical failure of the trishaw, or at the passenger's request.

3.4 Cancelling Your Ride

If you need to cancel your ride, please call us (Gorton Mill House reception) on 0161 448 4211 as soon as you know you will not be able to take part so that the Volunteer may be contacted.

This also applies to volunteer pilots as well so that the Passengers can be contacted as soon as practicable.

3.5 Bike capacity weight

The total weight of 3 people at maximum (1 rider and 2 passengers) that the trishaw bike can carry is **not exceeding 190kg**.

Southway will make a decision whether 1 or 2 passengers are suitable to get on a trishaw per each ride for safety reason depending on the weight of the passenger(s) and the volunteer pilot taking the ride.

3.6 Seatbelts

Passengers must always wear seatbelts while in the trishaw.

3.7 Helmets

It is recommended wearing a helmet while on the trishaw, but the decision remains at the discretion of the passengers and pilots. Passengers and pilots who choose not to wear a helmet are at their own risk. Southway Trishaw

Programme and the programme volunteers accept no responsibility for any injuries that may result.

Southway Trishaw Programme is able to provide passenger helmets via volunteer pilots or the passengers may bring their own.

3.8 Photography policy

Southway Trishaw Programme wants its passengers to have fun and share their positive experiences and good news stories to encourage others to get involved with our organisation, either as passengers or volunteers, and support grant applications if any in the future.

Passengers will need to sign Photography Consent Form to allow us to use any photographs that are taken of them on the rides in various forms of media, including facebook, twitter, websites, reports and publications. These photos could be shared across various forms of media and reach a wide audience and so passengers must be sure that they are happy for their photographs to be used in this way before signing the consent form.

If passenger is not able to consent to their photographs being used across various forms of media we and volunteer pilots will not take any photos of that passenger. We will not allow others e.g. family and friends to provide consent to use photographs if we consider the passenger does not have the capacity to provide that consent themselves.

3.9 Getting to the Start of the Ride

For safety and comfort Southway Trishaw Programme aims to keep to a minimum the time the Trishaws are on main roads with passengers on board. Consequently, the programme will start with several defined routes that have been risk assessed to minimise any potential hazards. All the routes start and end at Gorton Mill House. Passengers have to travel to Gorton Mill House at their own cost.

3.10 Additional Stops

Permitted stops along the ride include parks/ playgrounds/ café (e.g. Station South for a tea/coffee or ice cream).

Southway Trishaw Programme is not intended to be a transportation programme therefore, stops are not permitted for medical appointments, shopping or errands.

3.11 Smoking

Smoking is not permitted by passengers or pilots at any time on the trishaw.

3.12 Weather

In the case of inclement weather, the ride may be cancelled. This is at the discretion of the pilot and passengers. Passengers will be contacted by the project staff / Gorton Mill House reception or directly by the assigned volunteer if the ride is cancelled.

3.13 Mechanical Failure & Accidents

In the case of a mechanical failure of the trishaw during a ride, if it is not something that the pilot can quickly fix, the pilot will take the following steps:

- call the Gorton Mill House reception, if applicable, to alert them.
- arrange alternative transportation with the passengers or their emergency contacts.

3.14 Data usage

The booking information (date and time) and passenger information (including name, contact information, emergency contacts, accessibility needs etc) will be shared with the trained volunteer pilots who have signed to make sure they comply with the confidentiality and data protection policy.

4 Complaint Process

If a passenger has any problems during a ride that they could not resolve with the pilot they need to contact Southway Housing immediately after the ride to share details of the incident either by ringing Gorton Mill House reception 0161 448 4211 or by emailing v.lam@southwayhousing.co.uk

If you are happy to comply with the guidelines and procedures outlined in this Passenger Handbook, please complete the Passenger Application, Agreement and Waiver Form, and Photo Consent Form below and return them to Gorton Mill House reception in person or email to v.lam@southwayhousing.co.uk



Southway Trishaw Programme - Passenger Application Form

Date: _____

Contact Information

First Name: _____ Surname: _____

Date of Birth: _____

Address: _____

_____ Post Code: _____

Home Phone: _____ Mobile Phone: _____

Gender: M / F / Prefer not to say/ Others: _____

Ethnicity: _____ / Prefer not to say

Are you a tenant of Southway Housing? Yes _____ No _____

If other social housing providers or care home, please specify: _____

Emergency Contact Name: _____ Phone: _____

Relationship to you: _____

Personal Information

This information is collected to allow Southway Trishaw Programme to assess a person's suitability to participate in the rides and to provide the best and safest level of service possible.

What is your weight? _____ kg

Please describe your mobility:

Completely mobile _____

Use a walking stick _____

Use a walker frame _____

Wheelchair user _____



Are you able to stand up and sit down unassisted? Yes _____ No _____

Are you able to sit up unaided? Yes _____ No _____

Do you need a companion to ride with you? Yes _____ No _____

Do you require oxygen? Yes _____ No _____

Do you experience forgetfulness? Yes _____ No _____

If yes how does this impact you in daily life?

Do you have any medical conditions that may affect you while using the Southway Trishaw Programme rides (e.g. visual impairment, hearing loss, osteoporosis, heart conditions, epilepsy etc.)?

Is there anything else that the volunteer should be aware of? (i.e. requires family member or care staff assistance in and out trishaw)

Application Agreement and Waiver of Liability

I, _____ have received, read and understand the Southway Trishaw Programme Passenger Handbook and agree to abide by the procedures listed therein and I attest that all of the information I have provided herein is accurate and complete. I understand and agree that acceptance into the service is entirely at the discretion of the Southway Trishaw Programme.

I, the undersigned, am the passenger named herein taking part in the Southway Trishaw Programme service as a passenger (the “activity”)



- I understand and agree that there are inherent risks associated with participation in this activity, that my participation is voluntary and that I am physically fit enough to participate in the activity.
- I accept all responsibility for my participation in the activity including the possibility of personal injury, death, property damage of any kind notwithstanding that the injury, loss may have been contributed to or occasioned by the sole or concurrent negligence of Southway Trishaw Programme and its officers, directors, employees, members, agents, assigns, representatives, volunteers and successors.
- I hereby indemnify, defend and hold harmless Southway Trishaw Programme, its officers, trustees, employees, members, agents, assigns, legal representatives and successors and any and all business associates and partners involved in the above noted activity from and against any claims, demands, losses, liability, suits, expenses, costs or causes of action (whether arising now or in the future) in respect of any personal injury or death of any person or damage to or loss of to any physical property howsoever arising including without limitation in tort, contract, negligence, or breach of statutory duty arising out of or in connection with this agreement or as a consequence in participation in the activity.
- Any and all releases, limitations on liability, restrictions, exclusions, indemnities and grant of rights running in favour of Southway Trishaw Programme in this Agreement shall include the officers, directors, shareholders, employees, agents, representatives and volunteers of Southway Trishaw Programme and any of their business associates or partners involved in providing the activity.

My signature acknowledges that I am over the age of 18 and have had sufficient time to read and understand this waiver and release of liability. I have had the opportunity to seek my own legal advice and that I understand and agree to the conditions stated in this document and that they are binding on my heirs, next of kin, executors, administrators and successors.

Passenger Name: _____ Phone _____

Signature: _____ Date: _____

Data Protection Statement

- I understand and agree that the information I have provided and agreed to will be retained by Southway Housing and treated in the strictest confidence according to Data Protection Policy.



- I understand and agree that my booking information and application information will be shared with trained volunteer pilots of Southway Trishaw Programme and used for the arrangement of trishaw ride purpose.
- It will not be shared with third parties without your explicit consent, unless we have a statutory obligation to do so.

I have read the Data Protection Statement and agree to the terms.

Please tick if you agree

Passenger Name: _____ Phone _____

Signature: _____ Date: _____

Photography Consent Form

Southway Housing's Trishaw Programme wants its passengers and volunteer pilots to have fun and to share their positive experiences and good stories to encourage others to get involved in this project, either as passengers or volunteers.

We may use photographs and first names of passengers or volunteers who sign this photography consent form on Southway Housing website, social media (e.g. Facebook), publicity materials, books, newspapers, online articles, funding bids and other forms of publicity not specified in this document. By signing this consent form you are signing to agree to the use of your photograph and first name in this way.

If you are unsure about signing this form please discuss your concerns with a carer, your family or a Southway volunteer pilot. If you still have doubts do not sign the form and we will refrain from taking photographs of you on Trishaw rides.

In order to protect vulnerable person we cannot allow anybody who does not have the capacity to consent to the use of their photographs to sign this form nor can we allow paid carers, unpaid carers or family members to provide consent on behalf of that person who does not have the capacity to consent to the use of their photographs.

I have read and understand the above and agree to the terms:

- **I grant to Southway Housing and its volunteers the right to take photographs of me in connection with the Trishaw rides it provides. I authorise Southway Housing its assigns and transferees to copyright, use and publish the same in print and/or electronically.**



- I agree that Southway Housing and its volunteers may use such photographs of me with or without my name for any lawful purpose, including for example publicity, illustration, advertising, social media and web content.

Role Volunteer Passenger

Name (Printed) _____

Signature _____

Address _____

Date _____

Internal Use Only	
Southway Trishaw Programme Approved	
Signed: <input type="text"/>	Date: <input type="text"/>
Name: <input type="text"/>	

<i>Last Updated</i>		
15.07.2024	Miu Tsui	V1.0
22.07.2024	Miu Tsui	V1.1 Added weight question in application form
10.10.2024	Miu Tsui	V2.1 Added “aged 50 or above” for Southway residents under the passenger criteria