

Arrangements for referring clients to Bikelinks

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Scheme Summary

Bike Links is a scheme run with Plymouth City Council providing good value bikes, accessories and accredited cycle training (or just training) to the clients of a variety of referring organisations.

The training is government accredited Bikeability Level 2, which qualifies the trainee to cycle on quiet roads. It takes place at The Hoe, on Thursdays. Up to six trainees can be trained at any one time.

Bikes, where ordered will be delivered to The Hoe to coincide with the training.

Summary of actions

Once the agreed criteria have been met, explain the scheme to your client.

Download the consent form for the trainee to complete.

Explain the deposit the client needs to find, as agreed by your department

Contact the administrator to book: for a bike and training (by noon Friday, for delivery the following Thursday); or just training (by noon the day before the training session).

Explanation

1 The bikes

Should be ordered by noon Friday, for delivery the following Thursday

The bikes are at negotiated discount prices-good value for money

£110-SRAM gripshift gearing

£135-SRAM triggershift gears, suspension forks

£149-SRAM triggershift gears, suspension forks, aluminium frame

You need to give the approximate height of your client.

Clients can visit Natural Cycles, in Devonport (address on the bike), to have the bike checked for free in the first three months. Thereafter servicing is their responsibility.

A pack of accessories (cost £60) is provided with each bike:

helmet, "hi viz" tabard, combination lock, lights, tool, tyre levers,

spare tube, pump, axle spanner

bike map of Plymouth

Cycling times across Plymouth matrix

Department of Transport road awareness booklet

The bikes have frame numbers, and a note will be kept of where each bike has been placed. Second hand shops like Hagglers, Cash Converters and Wants have been informed about the running of the scheme, and this should be made known to the client

To ensure “buy in” from the client, we have found a deposit/incentive works.
If agreed with your department, the client **must** turn up at the training with a deposit of
£10 for the £110 bike
£20 for the £135 bike
£30 for the £149 bike

This will be returned to the client after six months on production of the bike. This also gives us an opportunity to carry out research into how much use the bike has been and how the clients’ behaviour has changed as a result of the scheme.

If you so decide, the deposit can be paid by your organisation.

2 Training-Thursdays. The Hoe-top of Elliot Street

Training is a requirement of being issued with the bike

Those being issued with bikes and accessories to arrive by 9am to be issued with bike and kit on production of deposit (if applicable) and consent form. Training will start at 9.30am

Training is given to Bikeability level 2 at a cost of £30 and ensures road awareness and safety. Depending on the skill and size of the group it can take until 3pm, but is often complete by 1pm

It is suggested the trainee takes a small rucksack (for the tool, lock and light) coat, drink and lunch. Toilets next to The Hoe café (east end of The Hoe)

The client attends the training, is given the bike at the beginning of the day. The training includes instructions on simple maintenance, riding skills, and easy route finding before venturing out with the instructor onto the preplanned training course with low traffic.

Your department will need to make arrangements to get your trainees to and from The Hoe. It is understood some trainees will arrive and depart with their own bikes.

If the weather forecast is very poor, the day will be postponed, by the administrator calling the client, the night before and rearranging the training. In the first instance moving forward to the following Thursday, if that is not possible by the provision of a second training day in that week.

If the weather is merely drizzle/showers, training still takes place

3 Consent form

The consent form, to be countersigned by guardians for under 18s will be collected by the trainer at the start of training.

The consent form contains an agreement to wear a helmet during training, and notes the client will be responsible for maintaining the bike in a safe to ride condition. It also contains a risk disclaimer and an agreement that personal details can be held by Plymouth City Council and the scheme administrator.

Where there is a deposit scheme, the deposit will be handed to, and a receipt given by, the administrator at the start of the training.

(At the start of training, if no consent and deposit [if applicable], no bike or training will be given)

4 Monitoring and Feedback

This is a new scheme, and feedback is important, as is measurement in the change of cycling activity.

We also stay in touch with the client in order to get feedback.

Arrangements need to be made for the department to contact the trainee to get initial feedback about the training, and subsequently the amount of cycling activity undertaken after:

- A fortnight
- A month
- Three months

The Client will also be contacted by the administrator after six months, to return the deposit where applicable, and to measure the change in cycling activity.

Appendix of Forms available online

Consent form ([insert online address](#))

Questionnaire ([insert online address](#))

Financial summary

Normally your department will be billed, according to the agreement reached, by Plymouth City Council's Department of Development to recoup the cost of the bike and/or training. (Scheme administration costs and setup costs are covered by the Council)

Bike	£110/£135/£149
Accessories	£60
Training	£30