

# Arrangements for referring clients to Bikelinks

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## **Scheme Summary**

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

The training provided is Government-accredited Bikeability to Level 2, which is focused on giving the trainee the skills to make a trip safely on quieter roads. More details about Bikeability can be found at: <http://www.bikeability.org.uk>

The training takes place at Coypool, Plympton on Thursdays. Up to four trainees can be trained at any one time. Bikes, where ordered, will be delivered to Coypool on Thursdays to coincide with the training.

## **Summary of Actions**

Once the agreed criteria have been met, explain the scheme to your client and then:

- Contact the Administrator to book either:
  - a bike and training (by noon Friday, for delivery the following Thursday at the training session);
  - or just training if the client does not require a bike (by noon the day before the training session).
- Download the Consent Form for the trainee to complete.

## **Scheme Details**

### **1. The Bike**

The bike should be ordered by noon Friday, for delivery the following Thursday.

It is good value, rigid mountain bike style with SRAM gripshift gearing and is available at a negotiated discount price of £120.

Please provide the approximate height of your client.

Clients can visit Natural Cycles in Devonport (address on the bike), to have the bike checked for free at any point in the first 3 months. Thereafter servicing is their responsibility.

An Accessories Pack costing £60 is provided with each bike consisting of:

- Cycle Helmet / "Hi-Viz" Tabard / Combination Lock / Cycle Lights
- Tool / Tyre Levers / Spare Tube / Bicycle Pump / Axle Spanner
- Plymouth Bike Map
- Cycling times across Plymouth matrix of origins and destinations in the
- 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. The client should be made aware of this.

To ensure "buy in" from the client, we have found a deposit / incentive works. The client must arrive at the training with a deposit of £15 for the 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 the bike has been used 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**

This is to be booked by calling the Administrator by midday on the day before the training is due to take place. Up to 4 trainees can attend at any one time. If the session is complete you will be offered a place on the next available session.

Training sessions are held -

**Thursdays at Coypool (B&Q carpark) starting at 9.30am and finishing at 3.00pm.**

Training will allow attendees to be awarded Bikeability Level 2 at a cost of £30 and covers road awareness and safety on quiet roads.

The Aims of the Bikeability Level 2 cycle training course are:

- To encourage and develop safe cycling skills
- To develop positive attitudes towards road use
- To increase knowledge and understanding of the road and traffic environment
- To give trainees the confidence to use their cycles on quieter roads

It is suggested the trainee brings a coat, drink and lunch. Toilets are available at Coypool car park.

At the start of the training session the trainee will be given the bike where instruction will be given to carry out simple maintenance procedures. The instructor will also assess cycle control skills before the trainee ventures out with the instructor onto the pre-planned lightly trafficked training course.

Your Department will need to make arrangements to get your trainees to and from Coypool.

It is understood that some trainees will arrive and depart with their own bikes.

Those being issued with bikes and accessories are to arrive by 8.45am where they will be issued with a bike and an accessories pack on the production of both deposit and consent form (if applicable). Training will start at 9.30am.

If the weather forecast is very poor, the day will be postponed with the Administrator calling the client the night before. Training will be rearranged in the first instance by moving it forward to the following Thursday and if that is not possible by the provision of a second training day in that week. If the weather is merely drizzle / showers then the training will still take place.

### **3. Consent form**

The consent form is to be countersigned by the guardians of any under-18s wishing to participate and will be collected by the trainer at the start of the training day.

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 must be handed to the administrator at the start of the training. A receipt for the deposit will be given.

**- At the start of training, if a consent form and deposit (if applicable) is not forthcoming, then it will not be possible to obtain a bike or receive the training -**

### **4. Monitoring and Feedback**

This is a new scheme and so feedback is important and appreciated. Any change in the amount of cycling activity being undertaken is also valuable and we will remain in contact with the client in order to obtain feedback.

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

- A fortnight
- A month
- Three months

The client will be contacted by the Administrator after six months to return the deposit where applicable and to measure the change in cycling activity.

## 5. Financial summary

Plymouth City Council will bill your Department to recoup the cost of the bike and / or training. Scheme administration costs and setup costs are covered by Plymouth City Council.

### Breakdown of Costs

Bike	£120
Accessories	£60
Training	£30

### Appendix of Forms available online at Plymouth City Council website

Consent form <http://www.plymouth.gov.uk/bikelinks>

Questionnaire <http://www.plymouth.gov.uk/bikelinks>