

# 'Fix event' quick guide



## Delivery partner responsibilities

Decide who is going to do what, assign team roles

Provide free basic bike repairs, safety checks and low level maintenance services

Show understanding and empathy to participants

Confident their bike is safe to ride

Had time to ask questions

Received tailored advice

Learnt to trust bike mechanics



## Participant takeaways

1



## Planning tip

### Location

Choose a visible location with natural footfall and an area where participants can stop easily and safely. Eg. A local park, high street or near existing bike facilities.



2



## Procedure

### Greeting

Greet participant, explain the session and "pitch" the Cycling UK survey to collect names and emails.

### Ask questions

Ask participants questions regarding problems with the bike, about their riding experience, and how they intend to use the bike once its been checked. Set expectations by explaining that you are only there to offer basic repairs to check the bike is safe to ride.

### Fix

Depending on how busy the event is, participants can either:

- Leave the bike and return later at a specified time
- Wait in the queue
- Hand over the bike to be fixed there and then

### Explain & demonstrate

While the bike is being fixed, mechanics should explain and demonstrate what they are doing.

### Advise

Advise participants on how to maintain the bike in the future.

3



## Behaviour change tips

### Use accessible language

Always use accessible language, that is straightforward to understand. Confirm what you say makes sense to the participant. Ask them. Ensure they are engaged and informed rather than confused or patronised.

### Go the extra mile with advice

Go the extra mile and advise on how to talk to other mechanics. Photos of bike parts for example can be an excellent aid and help a conversation about future repairs. Giving advice on how to talk to a mechanic will build trust and confidence while reducing the fear.



## Signpost participant

### Find out what participants are interested in or would like to know and point them in the right direction:

- Recommend joining a local Cycling UK, Community Cycle Club. A great way to meet like-minded others.
- Recommend local, independent bike shops with community interests, for more advanced repairs if needed.
- Suggest upcoming learn to fix events to learn about minor bike repairs.
- Suggest learn to ride events if cycle skills need improving.

# 'Learn to ride event' quick guide



## Delivery partner responsibilities

Decide who is going to do what, assign team roles

Give hands-on instruction on how to ride a bike or improve cycling technique

Provide encouragement and show understanding to help learners overcome their barriers to cycling

Learn effective handling and operating of a bike, and best practice on how to cycle safely

Feel confident, reassured and accepted while learning to cycle



## Participant takeaways

1



## Planning tip

### Plan short sessions

Learning to ride can be mentally and physically tiring. Keep sessions short at around 30 mins. Chunks of learning are often more manageable and provide participants lots of opportunities along the way to absorb their achievement while maintaining motivation.



2



## Procedure

### Greeting

Greet participant, explain the session and "pitch" the Cycling UK survey to collect names and emails.

### Bike loans

For learners without a bike, offer them a suitably sized one.

### M-checks & safety

Walk participants through an M-check, discuss cycle clothing and general safety when handling and riding a bike.

### Tailor the teaching

Ask questions to gauge the level of learning required by each participant and tailor each task to them.

### Teaching styles

Teaching styles should include instructing the whole group together, as well as providing individual attention to address bespoke needs.

### Manage different abilities

Knowing how to manage different abilities is an integral skill. For example, if abilities of the group are vastly different, instruct advanced learners first to get them going, then spend longer with beginners who will need and benefit from more attention and support.

3



## Behaviour change tips

### Talk about barriers

Encourage participants to talk about barriers. Listen actively, show interest and ask questions. Talking about barriers can be such a relief and its a positive because the awareness helps the instructor to focus on a solution.

### Encourage and reassure

Provide encouragement and reassurance, to help those with limited ability to develop greater self-esteem and confidence to learn to cycle.

### Celebrate small victories

Celebrate the small victories participants are making while learning to ride a bike. Learning can feel frustrating if mistakes are constantly occurring, especially the same ones. Celebrating successes along the way keeps the motivation high, builds confidence and increases the sense that they can do it.



## Signpost participant

### Find out what participants are interested in or would like to know and point them in the right direction:

- Recommend upcoming fix events if a participants bike would benefit from a safety check.
- Suggest upcoming learn to fix events to learn about minor bike repairs.
- Recommend joining a local Cycling UK, Community Cycle Club. A great way to sustain cycling and meet like-minded others.
- Recommend bike rental schemes or recycled bike sales.
- Once they have mastered riding a bike, suggest joining a led ride event. Its a great way to learn local route knowledge.

# 'Learn to fix event' quick guide



## Delivery partner responsibilities

Decide who is going to do what, assign team roles

Teach basic maintenance skills, how to fix minor repairs and make small adjustments

Apply teaching methods like demonstration, instruction, monitoring and tailored feedback on technique

Bike maintenance knowledge will save money on repairs

Receive feedback on technique

Enjoy the social experience of learning minor bike repairs with like-minded others



## Participant Takeaways

1



## Planning tip

### Choosing your style

There are two styles to choose from when planning a learn to fix event: option 1 **Classroom style** and option 2 **Bike kitchen style**.



2



## Procedure

### Greeting

Greet participant, explain the session and “pitch” the Cycling UK survey to collect names and emails.

### Allocate space

Allocate space and tools to each participant, or buddy-up if resources are limited.

### Option 1: Classroom style

**Classroom style:** Mechanics instruct the group on a topic, while participants observe. Participants then have a go themselves working on their own bike.

**Tip #1:** Welcome questions after each demonstration, while the demo is still fresh in everyone's mind.

**Tip #2:** Teach a different topic each week, e.g. bike puncture, brake pads, etc.

### Option 2: Bike kitchen

**Bike kitchens:** Participants work on their own bike and receive tailored advice. Mechanics ask participants about any issues (diagnose if unknown) and how much help they would like.

**Tip #1:** Find out about the different levels in knowledge from each participant.

**Tip #2:** Ensure that the mechanic spends an equal amount of time with each participant.

3



## Behaviour change tips

### Encourage skills practice

Encourage participants to develop their repair skills at home. Give them an inner tube with holes so they can practise patching it up, or give them broken bike parts appropriate to their skills level and interest. This will strengthen that the learning will be remembered.

### Provide feedback on technique

Give personalised feedback on technique. Observe participants while they work and provide tips and tricks so they can improve. Bespoke advice will enhance the learning.



## Signpost participant

### Find out what participants are interested in or would like to know and point them in the right direction:

- Suggest learn to ride events if cycle skills need improving.
- Suggest joining a led ride event. Its a great way to learn local route knowledge.
- Recommend joining a local Cycling UK, Community Cycle Club. A great way to sustain cycling and meet like-minded others.

# 'Led ride event' quick guide



## Delivery partner responsibilities

- Decide who is going to do what, assign team roles
- Provide a safe led ride for participants to experience cycling with others
- Create an enjoyable and sociable atmosphere for participants to have fun, connect with others and learn local routes

Explore a local route with a friendly group in a relaxed atmosphere

Feel connected with like minded others and increase confidence



## Participant takeaways

1



## Planning tip

### Route planning

Start in an accessible central location. Plan an enjoyable route, consider participant abilities and keep the mileage low. It may include offering an off-road/low traffic ride, showing local routes that participants might use in their everyday lives.



2



## Procedure

### Greeting

Greet participant, explain the session and "pitch" the Cycling UK survey to collect names and emails. Check riding ability, bike knowledge and ask about medical issues or limitations in ability.

### Bike loans

Loan a bike to participants without their own.

### M-checks & safety

Complete an M-check with the whole group and help those needing assistance with minor checks and adjustments. Discuss clothing and general safety on the bike.

### The brief

Brief participants on the ride and describe what is going to happen. Explain the duration and terrain, provide instruction on how to cycle as a group, what procedure to follow at junctions and where stops will be.

### During the ride

Monitor all riders and be aware of all abilities to help set the pace of the ride. Support those struggling to keep up by aiming for a pace that is comfortable for the whole group and considers the slowest member. A led ride that is community focused, should be enjoyable and social, while allowing for casual conversation and friendships to grow.

3



## Behaviour change tips

### Keep it social

Create a friendly social atmosphere, and allow time for everyone to introduce themselves. Offer refreshments if you can to prompt conversations. A social environment will foster the feeling of peer support whereby participants will feel safe and not judged when talking about barriers to cycling.

### Communicate in time, not distance

Describe the ride in minutes and hours, not mileage. Eg. Say its a 45 minute ride rather than a '5 mile' ride. Its often hard to judge distances, but easier to consider an amount of time. Conversely, celebrate the distance and miles at the end and you'll create a positive sense of achievement.



## Signpost participant

### Find out what participants are interested in or would like to know and point them in the right direction:

- Recommend joining a local Cycling UK, Community Cycle Club. A great way to sustain cycling with like-minded others.
- Suggest upcoming learn to fix events to learn about minor bike repairs.
- Suggest learn to ride events if cycle skills need improving.
- Recommend upcoming fix events if a participants bike would benefit from a safety check.