



# Bikeability Plus Family Module Pilot Analysis: Highlights and Recommendations

September 2020

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## 1. BACKGROUND

The Bikeability Plus Family module pilot ran from 19 June to 7 August 2020 and involved the following cycle training providers:

- BeConfident Group
- LifeCycleUK
- Outspoken Training
- Solihull Metropolitan Borough Council
- Derby City Council

These providers were selected from a longer list of providers who were asked to express an interest in taking part in the pilot. Pilot providers were selected according to the following criteria: prior experience, diversity of location: diversity of provider size and type. The Bikeability Trust is grateful for everyone who volunteered their services.

In total, 46 households took part in the Bikeability Plus Family module pilot. Before the course they completed a survey about their cycling habits (*APPENDIX 1: Pre-course household survey results*). The pilot study comprised 86 adults and 95 children who received training, with children's ages ranging between 3 and 19 years old. 50% of these children had received Bikeability training prior to the pilot. Only 4 adults reported that they had received cycle training within the last ten years. The maximum number of adults in one household was 4 and the maximum number of children in a household was 4. 60% of households chose to participate in the 3-hour training module, and 40% chose to participate in the 5-hour training module. The household survey results are available in the Appendices (*APPENDIX 1: Pre-course household survey results; APPENDIX 2: Post-course household survey results*)

## 2. EFFECTIVENESS AND PROPENSITY TO CYCLE

After training, the households completed a survey which investigated their future intentions to cycle more, and their confidence to do so (*APPENDIX 2: Post-course household survey results; APPENDIX 3: Household written feedback*). A total of 24 responses were received. Overall, the results were very encouraging. They demonstrated a significant increase in the commitment and confidence of households to cycle more regularly after their training, as well as actual increased cycling.

It would be useful to do some further follow-up with some of the households that are still reporting some reservations about increasing their cycling levels as a household after the course to find out what else could be done to support them, and whether there was anything else the course could have offered.

A summary of the responses to the survey is given below.

Q1 How often do you cycle together as a family group?

*Figure 1* shows that families involved in the training which cycled both frequently, or regularly before the training were intending to increase their cycling even further after the course, with the most



significant increase being in those families that were cycling regularly (ie monthly) (rising from 15 to 33%).

How often do you cycle together as a family group?	Daily	Weekly	Monthly	Annually	Never
Pre course	6%	50%	15%	6%	13%
Post course (intent to cycle)	8%	58%	33%	0%	0%

**Figure 1. Results from household survey: How often do you cycle together as a family group?**

Q2 How confident are you cycling on roads with your households?

Figure 2 shows that all the families involved in the pilot felt more confident to cycle on roads as a household after the training, with a significant increase to being quite confident, to very confident.

However, further analysis would be useful to find out why 37% still felt 'Not very confident' post training, and what would help them become more confident.

How confident are you cycling on roads with your household?	Not very confident	Quite confident	Very confident
Pre-course	67%	28%	2%
Post-course	37%	50%	12%

**Figure 2. Results from household survey: How confident are you cycling on roads with your households?**

Q3 How confident are you cycling on roads with your households?

Figure 3 shows a marked increase in cycling levels over the first month post-course. There is a clear shift from households which were either not cycling at all, or 1-2 days a month to cycling 2-3 times a month, and a smaller increase amongst families that were already cycling 4-7 days a week. Overall this is very positive but again, it would be good to understand what additional support could be provided to encourage those families who are still not cycling to try cycling at least 1-2 days per month.

How many days has the family cycled in the last month?	0 days	1-2 days a month	2-3 days a week	4-7 days a week
Pre course	17%	47%	23%	10%
Post course	8%	20%	58%	12%

**Figure 3. Results from household survey: How many days has the family cycled in the last month?**

### 3. HOUSEHOLD FEEDBACK



Q4 What three main things did you learn during your training?

Households were asked what their top three learning points were from the training received. The main learning points selected are shown in **Figure 4**, with 'Learning how to use an effective road position' clearly being the most valuable learning point.

Control Skills	Observations	Road Position	Communication	Priorities	How to ride at junctions	Assertiveness
4	8	16	7	2	7	1
Riding as a family group	M check/ABC check	Passing parked cars	Rights as a cyclist	Route planning		
7	6	1	1	3		

**Figure 4. Results from household survey: What three main things did you learn during your training?**

Q5 What 3 things would you change to improve the training?

Households were asked what 3 things they would change to improve the training. **Figure 5** shows there were no overriding areas for improvement consistently listed by households, however the quality of the pre-course information and online resources scored weaker compared to other elements of the course, (with 52% and 40% giving this 5/5 respectively. It is worth noting that 34% and 40% scored this 4/5).

What three things would you change to improve the training?	More time	Nothing	Combine households	Welcome pack	Shorter sessions	More focus on the children	Follow up with the families (1 month later)
	1	12	1	1	1	1	1

**Figure 5. Results from household survey: What 3 things would you change to improve the training?**

Q6 Would you recommend the training to other households?

Households were asked whether they would recommend the training to others. **Figure 6** shows that 95% would recommend the training to others.

Would you recommend the training to other households?	Yes	No
	95%	4%

**Figure 6. Results from household survey: Would you recommend the training to other households?**



Q7 Did your household practice as a group between sessions?

Households were asked whether they practiced between sessions. **Figure 7** shows 78% of all households reported that they practiced between sessions.

Did your household practice cycling as a group between sessions?	Yes	No
	78%	21%

**Figure 7 – Results from household survey: Did your household practice as a group between sessions?**

Q8 How much would you be willing to pay for training?

Households were asked how much they would be willing to pay for training. **Figure 8** shows 85% of all households would be willing to pay between £30-60 for the training.

How much would you be willing to pay for this training?	£15	£25	£30	£40	£50	£60	60+
	5%	5%	25%	10%	30%	20%	5%

**Figure 8. Results from household survey: How much would you be willing to pay for training?**

#### Written Feedback

The written feedback from households post-course was very positive (*APPENDIX 3: Household written feedback*)

Some key themes in the feedback included:

- the professionalism and knowledge of the instructors
- households appreciated learning in a relaxed and fun way thanks to the instructor's skill
- it was an excellent foundation, that provided great insight, and instilled confidence
- everyone learnt something from it, regardless of their pre-existing level of cycling

#### 4. PROVIDER & INSTRUCTOR FEEDBACK

The Bikeability providers and instructors involved in the pilot gave feedback via an online Survey Monkey questionnaire, and at a final evaluation conference call meeting (

For each delivery module (A,B and C) please comment on the effectiveness in terms of recruitment		
A	B	C



	Very effective when parents and children have Bikeability Level 1 control skills	The recruitment appeared to be through word of mouth, approaching cycling families and personal contacts. In the long term a wider use of social media could be utilised..
Little or no interest	Little or no interest	Majority of families wanted the full 5 hours
Not utilised due to low take up after registration, or not requested. There is room for development of this model.	Not utilised	The families recruited tended toward formalised training for the children + parent so this model suited all their needs.
Effective in that adults who are less confident know they can access individual coaching if needed	Less effective having different modules as we don't really know what will suit the families best until we work with them (rider lead).	Just seems not possible to recruit families to fit a specific module. The (effective) choice of module can only come once they have met and worked with their instructor. The self-evaluation helps but is not going to be fully reliable in assessing needs.
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of numbers trained</b>		
<b>A</b>	<b>B</b>	<b>C</b>
	Children unable to complete Level 1. Parent gained knowledge.	
	We gave all 10 families the option of all three modules. All 10 families opted for module B. Based on feedback at the end of sessions, they were happy with their choices	My group had 3 adults and two children. I would not recommend more than 6 in a group unless there is a greater ratio of instructors to riders.
None trained	1 trained however considering extending	6 recruited for the maximum period 5 extra families booked on
Not requested but a valid option	Not requested and not recommended due to needs identified at start of engagement, but is a valid option at all times	Most families required more support so this model should always be available
However, in some cases we had already been working with the adult on 1:1 lessons before the Bikeability Family sessions so this would have been largely repetition. But we know it is effective.	Most families went for the 2 session option	Least confident families, or those that needed most help with route planning went for three sessions, although not every household member attended each session, which can be a problem, but also an opportunity.
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of age of children signed up (what would you recommend)</b>		
<b>A</b>	<b>B</b>	<b>C</b>



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	10+ Though I did have one child age 6 who was very capable of some of the training	My family had children aged 7 years. They were competent on quiet roads but needed to be shepherded closely by the adults in the family. I would not recommend children under the age of 7 years.
	7 years old was an appropriate youngest age for a child to participate as an independent cyclist; at that age they can have basic control skills, are biddable and will concentrate if the experience is upbeat and fun.	
	Effective for 5 & 7 year olds	
	SOME CHILDREN VERY YOUNG , COULD BE ONLY FOR Y3, Y4, AND ABOVE	
	I don't think age plays a part in this. It is more to do with cycling ability. We had one family with two boys who could ride but didn't achieve the required Level 1 outcomes to progress with their parent onto on-road training and sides. Both these children were 7 years old.	
10 years +	8 - 10 years +	6 - 10 years +
	Not utilised but not always dependant upon age, more about needs, e.g. SEN	Not always dependant upon age, more about needs, e.g. SEN. All families had a siblings of differing ages. The older children all grasped the level 2 concepts very well and grew in confidence very quickly. The younger children enjoyed the training and gained road safety knowledge but still required a certain amount of help from the adult with them. It was definitely of value and will build upon any bikeability training they have at a later date through schools.
NA. Although older children could accompany?	Ages ranged from 5 to 16. Although the youngest weren't always able to join in the more progressive on road teaching focused parts of the sessions, it was still valuable for them to be included as much as possible. If you have two adults and the kids ride in the middle they can be younger as they just need to follow.	If the route selected is beyond the youngest ones, it usually means an adult also has to drop out too. More than one of our instructors advised that anyone under 7 may not be able to fully participate
For each delivery module (A,B and C) please comment on the effectiveness in terms of intentions to cycle after training		
A	B	C
	Both families I worked with found the course useful and intended to cycle more as a result	The family had good intentions to continue riding after the training had ended.



	2 x 1.5 hour sessions proved sufficient training for the families to be confident.	
	Parent intends to encourage children to ride in order to improve	
	EXCELENT , VERY KEEN TO CARRY ON RIDING AS A FAMILY	
	All the families with no exceptions indicated a willingness to cycle more both before and after training.	
Already cycling a lot as a family unit - confirming skills	Already cycling a little as a family unit - confirming skills	Not cycling as a family unit - developing skills
Not utilised but of value moving forward	Not utilised but of value moving forward, see 'C'	Each of the families trained had wanted to, or had already started, going out on their bikes as a family group during lockdown. All of them said it had given them more confidence to cycle together.
We know it's effective	Very effective in terms of building confidence and picking up techniques such as doubling up and using primary position	Very effective, however, time was limited so in some cases they will need to come back to complete training after the pilot (holidays, illness etc.).
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of duration of training</b>		
<b>A</b>	<b>B</b>	<b>C</b>
	It was tight to fit everything into 2 x 1.5 hr slots, but possible to give all basic instruction	
		Length of training was suitable for ability of participants
	2 x 1.5 hour sessions was enough time to pack in a lot of theory, practice and discussion without losing the children's co-operation.	
	Unable to complete planned sessions so cannot give informed feedback	
	EXCELENT, FOR THE TIME OF EACH SESSION	
	From an operational perspective, 2 sessions was just right. Not too much commitment to put families off but enough training to achieve the aims of the module.	
Correct balance	Correct balance	Correct balance with an option to be flexible
Not utilised but would be effective if taken forward	Not utilised. See C	The family groups were all relatively proficient riders so the duration of training time was appropriate. If that wasn't the case then extra time may be required.





In line with our usual 1:1 adult training.	Sufficient for most families. Not necessary to have the first hour level 1 held separately. Perhaps it could be 2 hours for session 1 followed by another 2 or 3 hour session, depending on their ability?	Because the pilot was so time limited it wasn't possible to provide the full 5 hours in cases where that might have actually been the better option needed either to achieve level 2 or progress to level 3
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of efficiency to deliver (and why)</b>		
<b>A</b>	<b>B</b>	<b>C</b>
	By planning ahead and liaising with lead family member we could find suitable sites for training and instruct all outcomes, as well as planning and cycling their chosen route	
		Te sessions were delivered efficiently provided that all parties were aware of the time commitment required and were prepared to keep with that.
	My initial concern was 2 x 1.5hrs would give insufficient time. I thought 2 x 2hrs would be better. However the children would have lost focus. The adults could absorb condensed theory while pedalling and on the move. 3hrs in total worked for me.	
	Delivered level 1 to children. Was effective, saw improvement and received well and	
	PLENTY OF TIME AND A CLEAR IDEA OF WHAT TO DELIVER AND WHEN	
	Relatively easy to set up and deliver over two consecutive weeks.	
Very effective - families are looking to either fine tune or confirm what they already know	Very effective - families are building on or developing new skills	Very effective - families are developing new skills and bonding through cycling
Not utilised	Not utilised	To provide an efficient and effective course staff concentrated on different outcomes for each session. This culminated in the parent planning and leading a ride on the last session.
In some cases it made sense to teach the adult householder alongside an older child as they were about similar level and could support each other. It's not always necessary to have the adult teaching session separately	More efficient from a providers perspective	Lessons were about a week apart where possible, with the family cycling together in the interim, therefore it was easier to build on the previous sessions, and the children recalled what they had done and understood it.
<b>Please comment on the course ratios. Where they sufficient for both large and small families?</b>		



I had 1 family of 4 and one of 2, both of which were fine with one instructor		
Ratios dependent on ability of riders. If all riders are able then current course ratio is sufficient.		
Only worked with small families so did not feel challenged. If I had struggled I would have made more use of the more capable adult.		
insufficient experience to comment		
YES , ENOUGH TIME , WITHOUT FEELING RUSHED OR HURRIED		
We never delivered to a ratio of greater than 1:4. This was easy to manage.		
Due to presence of parents the maximum of 1:6 is very manageable		
Most families contained 4 members so the ratios were appropriate. Staff would be happy to teach at 1:6 especially if 2 of the members were adults although this would depend on the age and capability of the children. If you had quadruplet 6 year olds you might need another instructor to lend a hand!		
They were sufficient; no-one needed or wanted to exceeded the course ratio. However, some instructors felt that 6 would be ambitious. Four or five was ideal.		
<b>Did families use the pre course materials online? And did they request help to complete these? Did this save time for the instructor?</b>		
Don't know		
My family did not use the course materials.		
Did not know there were online pre course materials that families were being directed to. In my first feedback I sent each family links to the Bikeability Trust website, and particularly the Parents' Handbook. I was surprised how each family had big holes in their Highway Code knowledge despite all being drivers! Yes, it would have saved me time in the first session. Yes, getting families to check out links did give us all useful points of discussion during the second session.		



Yes. Do not know if they requested help. Did not save any time because within a few minutes of starting it was soon apparent they were behavioural issues		
N/A INSTRUCTOR FEEDBACK		
We haven't received any specific feedback on this. We did have an issue with families finding the self assessment form which led to us sending the direct link bypassing the online resources which may account for this.		
Families were more keen to have practical experience but did say they used the online materials as a reference		
No evidence of use of other materials but registration was smooth. Some staff saw a benefit, but not at the expense of the initial conversation/meeting.		
Some more than others. We weren't always sure whether they had completed the pre course tasks but they mostly came well prepared so we were inclined to feel that this was very helpful and saved time overall. If they needed help we could teach this for the first session and then refer them back to the online support ready for the second session. Most families engaged really positively in the route planning and clearly had looked at the online resources.		
<b>As a provider, please comment on the online registration and online resources, Is additional guidance for adult householders needed to reduce instructor time re</b>		
<b>Route planning and risk assessment</b>	<b>Cycle access and preparation</b>	<b>Helmet access and fitting (if required)</b>
My family needed support in planning their route and risk assessment of it.	No additional guidance needed	Helmet fitting is potentially a problem as not all adults know how to fit a helmet correctly.
Our instructors asked parents to plan these in between sessions. This allowed instructors to chat with parents about route planning (e.g. suitable infrastructure) to help parents plan their routes before the session.	In the current climate, one of our pre-course requisites was for all family members to use their own cycles.	In addition, to the online resources we also used our own cycle, helmet and clothing check forms to help reinforce and prepare families.



The RA process formed a logical part of the process and therefore essential.	All clients were informed that cycle access was essential to undertake the course. In future we would offer access to our own bikes but always suggest it would be better for families to learn on their own.	Helmet fitting and advice is only offered if parents request it and not a prerequisite to undertake the course
Appropriate but not a priority. Staff led the development of the training	we can foresee access to roadworthy bikes may be an issue at the moment but a loan scheme would help with this to ensure training took place. Preparation was generally very good.	Guidance is appropriate and staff reinforced during training
Seemed popular with the families	Fine, very good, basic introduction	A lot of helmets were still not fitted properly when they arrived. With social distancing it made it quite hard show how to sort these out sometimes.
<b>Please comment on how effective the 'Self-assessment' is, and how accurate was the self assessment in the eyes of the instructors? How did the householders respond to feedback, and what could be strengthened in the self assessment to make it more effective in terms of session design?</b>		
<b>Open-Ended Response</b>		
Responded well to feedback		
Self assessment did not truly reflect the capabilities of the families; the questions could be phrased differently to give a clearer indication of all family members. My household responded well to feedback and worked to put in place areas for development.		
Unsure what is referred to here. I always ask trainees if they can feel they are making progress and are more confident. After both sessions I sent feedback highlighting three good achievements/skills, followed by three recommendations for improvement, all of which were well received. Fascinating the candid remarks children will offer about their own parents' performance/abilities. "Mum doesn't rush me, but Daddy . . . !"		
Did not get this far		
VERY GOOD AND A HONEST EVALUATION		
The self-assessment was useful. Our instructors still like to have a chat with parents beforehand to enable them to ask more specific questions to help them prepare for the session.		



Instructors always take note of self assessment and use it as a point of reference however, all instructors base delivery on a demonstration of practical abilities. Therefore it is a "nice to have" for families and a useful tool for them to reflect but not essential for the process		
The self-assessment provided by my families at the start of the training was accurate on the whole. No further development requested		
Some instructors felt unsure how effective this was. It is good to get families to think about their anticipated levels of skills and confidence, but it is likely to be open to interpretation to the point where it is not especially helpful in preparation. Still useful for use as a metric of progress of course. Also seemed very focused on the ability and needs of the lead householder, which is understandable, but didn't help instructors prepare for the rest of the group.		
<b>How much practice between sessions is required for non-cycling families' progression towards independent group rides?</b>		
Both my families did some cycling together already. They went out several times between the two sessions		
At least two to three practise rides between sessions over the course of a week.		
How long is a piece of string? Each family is different. Practice between sessions was less valued than the revelation of theoretical knowledge e.g. not hugging the kerb; pairing up to ride protectively particularly when turning through junctions; increased awareness by checking behind more frequent all seemed new techniques not previously considered.		
Unable to give informed feedback		
MAYBE TWO WEEKS BETWEEN SESSIONS , AND RIDING 5-6 TIMES BETWEEN SESSIONS LESS FOR MORE EXPERIENCED FAMILYS		



We feel families need at least two rides between each session.		
This is dependent on the abilities of the family group. Some are clearly going to spend lots of time practising together where others are reliant on the Bikeability sessions to gain confidence that they are actually doing the right thing.		
At least 3 families had been out practising in between sessions. One of the families had about a week between sessions and one only a few days. You could tell though that both had been practising and it was impressive to witness how much progress especially the younger family members had made. Staff feel that the amount of time between sessions depends very much on the cycling ability of the group and the amount of commitment the adults will put into the training.		
It depends on the family, but we would definitely make recommendations in terms of hours or even just number of rides between sessions. The number of days between sessions is meaningless although the weekends are when they are more likely to practice. I would say at least one family ride in between.		

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Some of the key issues raised by providers and instructors included:

- The course duration was appropriate, whether households took the 3 hour or the 5 hour option. This speaks to the strengths of the pre course assessments and conversations had between instructors and households prior to training.
- There was a mixed use of the [online resources](#) and some families did not make any use of it. Providers noted that the page navigation was mostly good, and link to pre-course survey was easy to find (after some mid-pilot tweaks to the page)
- The online self-assessment tool received mixed feedback. The questions were seen as helpful, however the process was often not, with families having to complete a long process before booking. In part this was attributed to the additional information required by households for pilot evaluation purposes.
- There was some discussion around the age of children who could take part in the training. In conclusion, it was felt that cycling ability was much more important and appropriate than age restrictions.
- Families who wanted more training were willing to pay providers for more sessions after their module was complete. Providers are considered charging £20 per hour, £50 each for adult training, and £120 for family training for a 3 hour module.



- Instructors delivering this training would benefit from additional CPD/training before delivery, especially shepherding/moving a family as a group. However, it was felt that providing lesson plans to instructors is unnecessary, due to the bespoke nature of the course, and the skill instructors already have in delivering custom training.
- Managing family dynamics would be a new skill to some instructors. Instructors delivering training must be confident to lead family groups and encourage active participation from all household members.
- Bikeability Family would more effective if delivered in conjunction with other training modules, such as Bikeability Adult, and maintenance training (for the lead householder at least). Modules could be supported through local bike share schemes to target non-cycling families.

## 5. RECOMMENDATIONS

The key recommendations arising from the Bikeability Family module pilot include:

1. Offering the Bikeability Plus Family module at a rate of £100 per household (funded)
2. This will be delivered over two sessions, as 1:6 ratio for a minimum of 3 hours
3. Providers may deliver additional sessions, charging their own rates.
4. New delivery guidance will include information for instructors on how to teach households to move as a group and managing family dynamics.
5. Bikeability Trust Approved CPD for Bikeability Family to be created
6. It is advised that the lead householder has completed the Bikeability Plus Adult module prior to the session.
7. An online pre-assessment tool will be optional rather than mandatory.

## 6. NEXT STEPS

The Bikeability Family Delivery Guide will be revised in light of the suggested changes, and made available to training providers. Grant Recipients will be invited to bid for funding to deliver Bikeability Family once funding becomes available.

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## 7. APPENDICES

### APPENDIX 1: Pre-course household survey results

Number of adults who will receive training	1 Adult	2 Adults	3 Adults	4 Adults	Total Adults
	16	28	2	2	86



<b>Number of children who will receive training</b>	1 Child	2 Children	3 Children		Total Children
	8	33	7		95
<b>Ages of children (e.g. 4, 5 &amp; 7)</b>	3	4	5	6	7
	3	4	3	7	16
	8	9	10	11	12
	12	10	12	8	3
	13	14	15	16	17
	5	3	4	2	1
	18	19			
	0	1			
<b>How often do you cycle together as a family group?</b>	Daily	Weekly	Monthly	Annually	Never
	6%	50%	15%	6%	13%
<b>Have any children in the household had Bikeability training?</b>	Yes	No			
	50%	50%			
<b>How confident are you cycling on roads?</b>	Not very confident	quite confident	Very confident		
	32%	32%	56%		
<b>How confident are you cycling on roads with your household?</b>	Not very confident	quite confident	Very confident		
	67%	28%	2%		
<b>Have any adults in the household had cycle training in the last ten years?</b>	Yes	No			
	13%	87%			
<b>If yes, please tell us what type of cycling training you have received</b>	Bikeability with Caroline	1:1 Adult	2 lessons on bike confidence	"I have just completed 3 one-to-one sessions with Polly at LifeCycle UK"	"I did cycling proficiency training at primary school, probably 30 years ago."
<b>How many days have you cycled in the last month?</b>	0 days	1-2 days a month	2-3 days a week	4-7 days a week	
	19%	26%	43%	10%	





<b>How many days has the family cycled in the last month?</b>	0 days	1-2 days a month	2-3 days a week	4-7 days a week	
	17%	47%	23%	10%	
<b>Self-Assessment</b>	<b>I cannot yet do this</b>	<b>I can do this with help from others</b>	<b>I can do this without help from others</b>	<b>I can help others do this</b>	
<b>I can fasten a helmet correctly</b>	4%	2%	50%	43%	
<b>I can check the cycle is ready for a journey</b>	8%	34%	28%	28%	
<b>I can plan suitable routes to my destination, including alternative routes</b>	10%	26%	50%	13%	
<b>I can set off straight ahead</b>	2%	0%	60%	37%	
<b>I can apply brakes to bring the cycle to a smooth stop</b>	0%	0%	63%	37%	
<b>I can turn left and right, and make u-turns</b>	0%	4%	73%	21%	
<b>I can pedal one handed in a straight line</b>	8%	6%	76%	8%	
<b>I can look behind over each shoulder while pedalling in a straight line</b>	17%	4%	67%	10%	
<b>I can make good and frequent observations (including behind)</b>	4%	19%	67%	8%	
<b>I can communicate intentions clearly to other road users (including making eye contact)</b>	10%	10%	73%	4%	
<b>I can choose and maintain the most suitable riding positions (including centre of the lane)</b>	19%	21%	45%	13%	
<b>I can understand priorities on the road, particularly at junctions (i.e. who goes first, at every stage of a cycle journey)</b>	10%	21%	52%	15%	



APPENDIX 2: Post-course household survey results

Post-Course householder survey (24 responses 18/08/20)						
	Daily	Weekly	Monthly	Annually	Never	
<b>How often do you plan to cycle together as a family group?</b>	8%	58%	33%	0%	0%	
	Yes	No				
<b>Have any children in the household had Bikeability training?</b>	79%	20%				
	Not very confident	Quite confident	Very confident			
<b>How confident are you cycling on roads?</b>	8%	62%	29%			
	Not very confident	Quite confident	Very confident			
<b>How confident are you cycling on roads with your household?</b>	37%	50%	12%			
	0 days	1-2 days a month	2-3 days a week	4-7 days a week		
<b>How many days have you cycled in the last month?</b>	8%	20%	58%	12%		



How many days has the family cycled in the last month?	0 days	1-2 days a month	2-3 days a week	4-7 days a week			
	8%	20%	58%	12%			
Which training module have you completed?	2 hour	3 hour	5 hour				
	0%	59%	40%				
What three main things did you learn during your training?	Control Skills	Observations	Road Position	Communication	Priorities	How to ride at junctions	Assertiveness
	4	8	16	7	2	7	1
	Riding as a family group	M check/ABC check	Passing parked cars	Rights as a cyclist	Route planning		
	7	6	1	1	3		
"The main things we learnt were how to be safe on the roads. we learnt this through correct positioning, good communication with drivers and pedestrians through turning and signally."	"Formation Safety Pedal ready"	"Looking Road positioning Tackling junctions"	"Ownership of the road - positioning How to cycle safely with children How to turn at junctions"	"Positioning on the road The M check Junctions"	"Safety Control Formation"	"1. ABC check: A - Air, B - brake, C - chain 2. Position, observation, priority, comunication"	"Primary, secondary position and shadowing young children"



"ABC ride pre-checks, Traffic management, Riding positions(Primary and Secondary), Right & Left turn at T junction, Right and Left turn into streets, U-turns on the road Road observations"	"Shepherding children, ABC check"	"Turns on to roads Roundabouts Going around stationary vehicles"	"I learnt more about my rights on the road as a bike user."	"Road safety within a family formation. Cycle safety checks and how to complete these. Appropriate route planning."	"Road positioning when turning, doubling up and primary/secondary position on the road"	"1. ABC: A-air in tires, B-brakes, C-chain 2. Four main things on road: observation, position, communication, priority 3. Always hold your hands on the brakes"	"Safe Road positioning of family group Primary and secondary toad positions Junctions"
"How to turn safely while cycling as a family on the roads. The kids learnt how to signal and look over their shoulders. We learned to be confident in our position on the road."	"(1) Looking ahead and behind (2) Position for the family on the road (3) Communication with family and signalling to vehicles"	"Road position for turning left and right. How to cycle as a group and how to get to places using cycle routes not busy roads"	"Preparation, Road Positioning & Safety"	"Pedal ready, for my son LOTS of looking, don't indicate if unnecessary"	"Look, Position, Communicate"		
<b>What three things would you change to improve the training?</b>	More time	Nothing	Combine households	Welcome pack	Shorter sessions	More focus on the children	Follow up with the families (1 month later)
	1	12	1	1	1	1	1



"Honestly nothing to improve, if one suggestion perhaps a shorter check-in session in a month to see if teaching has stayed with us"	"More time Safe area training Radio Mikes"	"I don't think it could be improved!"	"We thought the training was really good."	"I wouldn't change anything, it was excellent."	"Everything was great"	"Nothing"	"Join two families so not one child on own"
"Prior to our first session, I was unclear on what the objectives of the course were going to be. I think moving forward a welcome/joining pack would be helpful to gain a better understanding of what can be achieved during the sessions."	"I am happy with the training"	"We would have liked to go on the road more but instructor said we were not ready!"	"I think it is fine as it is"	"We are very happy with our training without any changes."	"Shorter sessions to suit younger children"	"(1) Riding positions (2) better communication within family (3) Start and Stop positions on road"	"A little more on cycle safety for the kids."
"I would not change anything - I felt the training was fun, informative and essential for first time riding with family, specially how to manage kids younger than 8 years."	"None"		"I thought the training was excellent"		"None"		
<b>Did your household practice cycling as a group between sessions?</b>	Yes	No					
	78%	21%					
<b>Was the duration of the course too long, too short or just right?</b>	Too short	Too long	Just right				
	9%	9%	81%				
<b>Would you recommend the training to other households?</b>	Yes	No					



	95%	4%					
<b>Session structure</b>	1	2	3	4	5		
			4%	17%	78%		
<b>Session length</b>	1	2	3	4	5		
	4%		13%	9%	72%		
<b>Your instructor</b>	1	2	3	4	5		
			4%	4%	90%		
<b>Your training provider</b>	1	2	3	4	5		
				4%	95%		
<b>The quality of the pre course information</b>	1	2	3	4	5		
		4%	8%	34%	52%		
<b>The quality of the online resources</b>	1	2	3	4	5		
		4%	13%	40%	40%		
<b>The overall quality of the training your household received</b>	1	2	3	4	5		
		4%		13%	81%		
<b>The overall enjoyability of the training received</b>	1	2	3	4	5		
		4%		13%	81%		
<b>Overall satisfaction with the course</b>	1	2	3	4	5		
			8%	17%	78%		



How much would you be willing to pay for this training?	£15	£25	£30	£40	£50	£60	60+
	5%	5%	25%	10%	30%	20%	5%
Where did you see this training advertised?	Email	Social Media	School	Word of mouth			
	1	6	4	8			



### APPENDIX 3: Household written feedback

1. *"Our instructor was absolutely fantastic!"*
2. *"Our instructors made us feel at ease, they were extremely helpful and are a credit to your company."*
3. *"Thank you very much"*
4. *"Nine ladies were amazing friendly and knowledgeable of our local area while keeping a 6 and 10 year old engaged 😊"*
5. *"Thank you for this opportunity to prepare our son for road cycling"*
6. *"Thank you"*
7. *"Thank you very much for your lovely lessons."*
8. *"We learned some skills which we will be using for the lifetime. I felt the instructors are knowledgeable and provide a safe, stress-free and enjoyable cycling training. Kids loved the sessions as much as we did."*
9. *"Really enjoyed the course and as an adult I gained a lot of confidence and knowledge. It was good to have this one to family coaching as it has helped us as a family unit to understand how we should ride together and the different road positions. It has given me insight to the comprehensive content that my children would be taught during Bikeability, is it fair to say that most parents do not actually see what their kids cover or maybe bother to read up so don't truly understand their kids skills? (I could be wrong on this..) Seeing what my kids know and the comprehensiveness of what's taught definitely has given me more confidence to let my child ride on a road."*
10. *"Our instructor was fantastic - spoke clearly and directly to my son but also made me feel included too. She adapted the training to what we needed as we went along which was brilliant. I would recommend her for any bike training - so fantastic!"*
11. *"This course has really given us the confidence as a family to get out more on our bikes. We have been nervous to go on roads with the children, but having completed the course we feel more able to get on our bikes from home and ride to local parks and recreational areas using a combination of roads and cycle paths."*
12. *"These sessions provided an excellent foundation on which we can continue to practice our cycling as a family. It helped to improve our confidence cycling on the roads. Very well experienced, professional and friendly trainers. Many thanks."*
13. *"We all enjoyed it and I learnt some things I didn't know despite being a lifelong cyclist and a driver for over 20 years. Really useful and I am now confident my children are more aware when out on their bikes."*





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14. *"Our instructor was an amazing teacher. Related so well to the children, which made it easier for them to listen and for us as a family to obtain the most/best out of our sessions. We have really enjoyed it and learned so much. Highly rate the programme and the trainer!"*
15. *"We really enjoyed learning as a family and it was great to see the kids progress with their cycling and gain confidence. Our instructor was great and made it fun and enjoyable"*
16. *"Very enjoyable and hope this can be made available to more families. Many thanks for allowing us to participate".*



For each delivery module (A,B and C) please comment on the effectiveness in terms of recruitment		
A	B	C
	Very effective when parents and children have Bikeability Level 1 control skills	The recruitment appeared to be through word of mouth, approaching cycling families and personal contacts. In the long term a wider use of social media could be utilised..
Little or no interest	Little or no interest	Majority of families wanted the full 5 hours
Not utilised due to low take up after registration, or not requested. There is room for development of this model.	Not utilised	The families recruited tended toward formalised training for the children + parent so this model suited all their needs.
Effective in that adults who are less confident know they can access individual coaching if needed	Less effective having different modules as we don't really know what will suit the families best until we work with them (rider lead).	Just seems not possible to recruit families to fit a specific module. The (effective) choice of module can only come once they have met and worked with their instructor. The self-evaluation helps but is not going to be fully reliable in assessing needs.
For each delivery module (A,B and C) please comment on the effectiveness in terms of numbers trained		
A	B	C
	Children unable to complete Level 1. Parent gained knowledge.	



	We gave all 10 families the option of all three modules. All 10 families opted for module B. Based on feedback at the end of sessions, they were happy with their choices	My group had 3 adults and two children. I would not recommend more than 6 in a group unless there is a greater ratio of instructors to riders.
None trained	1 trained however considering extending	6 recruited for the maximum period 5 extra families booked on
Not requested but a valid option	Not requested and not recommended due to needs identified at start of engagement, but is a valid option at all times	Most families required more support so this model should always be available
However, in some cases we had already been working with the adult on 1:1 lessons before the Bikeability Family sessions so this would have been largely repetition. But we know it is effective.	Most families went for the 2 session option	Least confident families, or those that needed most help with route planning went for three sessions, although not every household member attended each session, which can be a problem, but also an opportunity.
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of age of children signed up (what would you recommend)</b>		
A	B	C
	10+ Though I did have one child age 6 who was very capable of some of the training	My family had children aged 7 years. They were competent on quiet roads but needed to be shepherded closely by the adults in the family. I would not recommend children under the age of 7 years.
	7 years old was an appropriate youngest age for a child to participate as an independent cyclist; at that age they can have basic control skills, are biddable and will concentrate if the experience is upbeat and fun.	



	Effective for 5 & 7 year olds	
	SOME CHILDREN VERY YOUNG , COULD BE ONLY FOR Y3, Y4, AND ABOVE	
	I don't think age plays a part in this. It is more to do with cycling ability. We had one family with two boys who could ride but didn't achieve the required Level 1 outcomes to progress with their parent onto on-road training and sides. Both these children were 7 years old.	
10 years +	8 - 10 years +	6 - 10 years +
	Not utilised but not always dependant upon age, more about needs, e.g. SEN	Not always dependant upon age, more about needs, e.g. SEN. All families had a siblings of differing ages. The older children all grasped the level 2 concepts very well and grew in confidence very quickly. The younger children enjoyed the training and gained road safety knowledge but still required a certain amount of help from the adult with them. It was definitely of value and will build upon any bikeability training they have at a later date through schools.
NA. Although older children could accompany?	Ages ranged from 5 to 16. Although the youngest weren't always able to join in the more progressive on road teaching focused parts of the sessions, it was still valuable for them to be included as much as possible. If you have two adults and the kids ride in the middle they can be younger as they just need to follow.	If the route selected is beyond the youngest ones, it usually means an adult also has to drop out too. More than one of our instructors advised that anyone under 7 may not be able to fully participate



For each delivery module (A,B and C) please comment on the effectiveness in terms of intentions to cycle after training		
A	B	C
	Both families I worked with found the course useful and intended to cycle more as a result	The family had good intentions to continue riding after the training had ended.
	2 x 1.5 hour sessions proved sufficient training for the families to be confident.	
	Parent intends to encourage children to ride in order to improve	
	EXCELENT , VERY KEEN TO CARRY ON RIDING AS A FAMILY	
	All the families with no exceptions indicated a willingness to cycle more both before and after training.	
Already cycling a lot as a family unit - confirming skills	Already cycling a little as a family unit - confirming skills	Not cycling as a family unit - developing skills
Not utilised but of value moving forward	Not utilised but of value moving forward, see 'C'	Each of the families trained had wanted to, or had already started, going out on their bikes as a family group during lockdown. All of them said it had given them more confidence to cycle together.
We know it's effective	Very effective in terms of building confidence and picking up techniques such as doubling up and using primary position	Very effective, however, time was limited so in some cases they will need to come back to complete training after the pilot (holidays, illness etc.).
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of duration of training</b>		



A	B	C
	It was tight to fit everything into 2 x 1.5 hr slots, but possible to give all basic instruction	
		Length of training was suitable for ability of participants
	2 x 1.5 hour sessions was enough time to pack in a lot of theory, practice and discussion without losing the children's co-operation.	
	Unable to complete planned sessions so cannot give informed feedback	
	EXCELENT, FOR THE TIME OF EACH SESSION	
	From an operational perspective, 2 sessions was just right. Not too much commitment to put families off but enough training to achieve the aims of the module.	
Correct balance	Correct balance	Correct balance with an option to be flexible
Not utilised but would be effective if taken forward	Not utilised. See C	The family groups were all relatively proficient riders so the duration of training time was appropriate. If that wasn't the case then extra time may be required.
In line with our usual 1:1 adult training.	Sufficient for most families. Not necessary to have the first hour level 1 held separately. Perhaps it could be 2 hours for session 1 followed by another 2 or 3 hour session, depending on their ability?	Because the pilot was so time limited it wasn't possible to provide the full 5 hours in cases where that might have actually been the better option needed either to achieve level 2 or progress to level 3
<b>For each delivery module (A,B and C) please comment on the effectiveness in terms of efficiency to deliver (and why)</b>		
<b>A</b>	<b>B</b>	<b>C</b>



	By planning ahead and liaising with lead family member we could find suitable sites for training and instruct all outcomes, as well as planning and cycling their chosen route	
		Te sessions were delivered efficiently provided that all parties were aware of the time commitment required and were prepared to keep with that.
	My initial concern was 2 x 1.5hrs would give insufficient time. I thought 2 x 2hrs would be better. However the children would have lost focus. The adults could absorb condensed theory while pedalling and on the move. 3hrs in total worked for me.	
	Delivered level 1 to children. Was effective, saw improvement and received well and	
	PLENTY OF TIME AND A CLEAR IDEA OF WHAT TO DELIVER AND WHEN	
	Relatively easy to set up and deliver over two consecutive weeks.	
Very effective - families are looking to either fine tune or confirm what they already know	Very effective - families are building on or developing new skills	Very effective - families are developing new skills and bonding through cycling
Not utilised	Not utilised	To provide an efficient and effective course staff concentrated on different outcomes for each session. This culminated in the parent planning and leading a ride on the last session.



In some cases it made sense to teach the adult householder alongside an older child as they were about similar level and could support each other. It's not always necessary to have the adult teaching session separately	More efficient from a providers perspective	Lessons were about a week apart where possible, with the family cycling together in the interim, therefore it was easier to build on the previous sessions, and the children recalled what they had done and understood it.
<b>Please comment on the course ratios. Where they sufficient for both large and small families?</b>		
I had 1 family of 4 and one of 2, both of which were fine with one instructor		
Ratios dependent on ability of riders. If all riders are able then current course ratio is sufficient.		
Only worked with small families so did not feel challenged. If I had struggled I would have made more use of the more capable adult.		
insufficient experience to comment		
YES , ENOUGH TIME , WITHOUT FEELING RUSHED OR HURRIED		
We never delivered to a ratio of greater than 1:4. This was easy to manage.		
Due to presence of parents the maximum of 1:6 is very manageable		





Most families contained 4 members so the ratios were appropriate. Staff would be happy to teach at 1:6 especially if 2 of the members were adults although this would depend on the age and capability of the children. If you had quadruplet 6 year olds you might need another instructor to lend a hand!		
They were sufficient; no-one needed or wanted to exceeded the course ratio. However, some instructors felt that 6 would be ambitious. Four or five was ideal.		
<b>Did families use the pre course materials online? And did they request help to complete these? Did this save time for the instructor?</b>		
Don't know		
My family did not use the course materials.		
Did not know there were online pre course materials that families were being directed to. In my first feedback I sent each family links to the Bikeability Trust website, and particularly the Parents' Handbook. I was surprised how each family had big holes in their Highway Code knowledge despite all being drivers! Yes, it would have saved me time in the first session. Yes, getting families to check out links did give us all useful points of discussion during the second session.		



Yes. Do not know if they requested help. Did not save any time because within a few minutes of starting it was soon apparent there were behavioural issues		
N/A INSTRUCTOR FEEDBACK		
We haven't received any specific feedback on this. We did have an issue with families finding the self assessment form which led to us sending the direct link bypassing the online resources which may account for this.		
Families were more keen to have practical experience but did say they used the online materials as a reference		
No evidence of use of other materials but registration was smooth. Some staff saw a benefit, but not at the expense of the initial conversation/meeting.		
Some more than others. We weren't always sure whether they had completed the pre course tasks but they mostly came well prepared so we were inclined to feel that this was very helpful and saved time overall. If they needed help we could teach this for the first session and then refer them back to the online support ready for the second session. Most families engaged really positively in the route planning and clearly had looked at the online resources.		



As a provider, please comment on the online registration and online resources, Is additional guidance for adult householders needed to reduce instructor time re		
Route planning and risk assessment	Cycle access and preparation	Helmet access and fitting (if required)
My family needed support in planning their route and risk assessment of it.	No additional guidance needed	Helmet fitting is potentially a problem as not all adults know how to fit a helmet correctly.
Our instructors asked parents to plan these in between sessions. This allowed instructors to chat with parents about route planning (e.g. suitable infrastructure) to help parents plan their routes before the session.	In the current climate, one of our pre-course requisites was for all family members to use their own cycles.	In addition, to the online resources we also used our own cycle, helmet and clothing check forms to help reinforce and prepare families.
The RA process formed a logical part of the process and therefore essential.	All clients were informed that cycle access was essential to undertake the course. In future we would offer access to our own bikes but always suggest it would be better for families to learn on their own.	Helmet fitting and advice is only offered if parents request it and not a prerequisite to undertake the course
Appropriate but not a priority. Staff led the development of the training	we can foresee access to roadworthy bikes may be an issue at the moment but a loan scheme would help with this to ensure training took place. Preparation was generally very good.	Guidance is appropriate and staff reinforced during training
Seemed popular with the families	Fine, very good, basic introduction	A lot of helmets were still not fitted properly when they arrived. With social distancing it made it quite hard show how to sort these out sometimes.



<p>Please comment on how effective the 'Self-assessment' is, and how accurate was the self assessment in the eyes of the instructors? How did the householders respond to feedback, and what could be strengthened in the self assessment to make it more effective in terms of session design?</p>		
<p><b>Open-Ended Response</b></p>		
<p>Responded well to feedback</p>		
<p>Self assessment did not truly reflect the capabilities of the families; the questions could be phrased differently to give a clearer indication of all family members. My household responded well to feedback and worked to put in place areas for development.</p>		
<p>Unsure what is referred to here. I always ask trainees if they can feel they are making progress and are more confident. After both sessions I sent feedback highlighting three good achievements/skills, followed by three recommendations for improvement, all of which were well received. Fascinating the candid remarks children will offer about their own parents' performance/abilities. "Mum doesn't rush me, but Daddy . . . !"</p>		
<p>Did not get this far</p>		
<p>VERY GOOD AND A HONEST EVALUATION</p>		



<p>The self-assessment was useful. Our instructors still like to have a chat with parents beforehand to enable them to ask more specific questions to help them prepare for the session.</p>		
<p>Instructors always take note of self assessment and use it as a point of reference however, all instructors base delivery on a demonstration of practical abilities. Therefore it is a "nice to have" for families and a useful tool for them to reflect but not essential for the process</p>		
<p>The self-assessment provided by my families at the start of the training was accurate on the whole. No further development requested</p>		
<p>Some instructors felt unsure how effective this was. It is good to get families to think about their anticipated levels of skills and confidence, but it is likely to be open to interpretation to the point where it is not especially helpful in preparation. Still useful for use as a metric of progress of course. Also seemed very focused on the ability and needs of the lead householder, which is understandable, but didn't help instructors prepare for the rest of the group.</p>		
<p><b>How much practice between sessions is required for non-cycling families' progression towards independent group rides?</b></p>		



Both my families did some cycling together already. They went out several times between the two sessions		
At least two to three practise rides between sessions over the course of a week.		
How long is a piece of string? Each family is different. Practice between sessions was less valued than the revelation of theoretical knowledge e.g. not hugging the kerb; pairing up to ride protectively particularly when turning through junctions; increased awareness by checking behind more frequent all seemed new techniques not previously considered.		
Unable to give informed feedback		
MAYBE TWO WEEKS BETWEEN SESSIONS , AND RIDING 5-6 TIMES BETWEEN SESSIONS LESS FOR MORE EXPERIENCED FAMILYS		
We feel families need at least two rides between each session.		
This is dependent on the abilities of the family group. Some are clearly going to spend lots of time practising together where others are reliant on the Bikeability sessions to gain confidence that they are actually doing the right thing.		



<p>At least 3 families had been out practising in between sessions. One of the families had about a week between sessions and one only a few days. You could tell though that both had been practising and it was impressive to witness how much progress especially the younger family members had made. Staff feel that the amount of time between sessions depends very much on the cycling ability of the group and the amount of commitment the adults will put into the training.</p>		
<p>It depends on the family, but we would definitely make recommendations in terms of hours or even just number of rides between sessions. The number of days between sessions is meaningless although the weekends are when they are more likely to practice. I would say at least one family ride in between.</p>		