

Bikeability External Assurance (EA) Feedback Report

The Bikeability EA programme is a long term, continuous improvement process which aims to help schemes identify which parts of their operations are performing well (or less well) and highlight areas for action/improvement that they can then implement. The aim is to raise standards right across the Bikeability industry. The feedback report is the key output from an EA visit. It sets out what good practice was observed, as well as the areas for improvement for the scheme. The report provides one overall 'risk rating' for the scheme taking account of all aspects of the scheme's operations as observed during the visit.

Feedback reports are not made public; they are only shared with the scheme, and with the commissioner where a local authority has been selected for a visit and it contracts out its delivery.

Visit details	
Scheme name	Sole Events (its delivery on behalf of North Somerset District Council)
Scheme number	704363A
Panel members	Richard Price & Gary Batchelor
Date of visit	24 September 2014
Date of report	30 October 2014

About the scheme

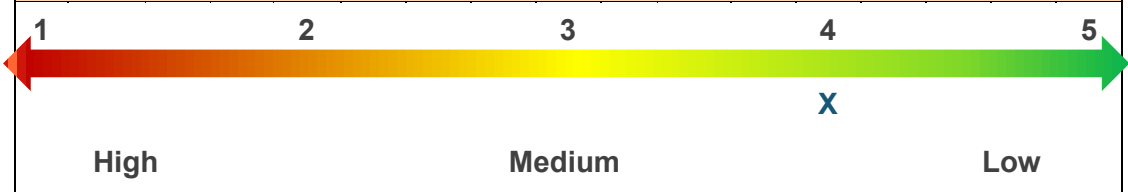
Sole Events contracts to North Somerset District Council to deliver 1200 Level 2 and 400 Level 3 Bikeability training places. It also runs after school clubs and special inclusion sessions which support the training.

The company employs two instructors who are currently NSIPs but occasionally uses two NSIQs for some regional training sessions. The two main instructors are registered with ITOs; Post Course Assessments have been arranged for December 2014.

The scheme is promoted via a club site and a dedicated Bikeability site and via direct emails to primary and secondary schools.

The scheme has a strong supportive link with the local council whose Bikeability key contact was present during the EA visit for the morning on-road training session.

Scheme risk rating



Overall impressions

The quality of cycle training across the three Level 2 sessions observed was of a high standard, evidenced by the excellent progress made by the trainees.

Trainees taking ownership of their own personal safety was a high priority across all the sessions seen, both when moving to and from the school and at the training site.

Trainees were also alert to the need to share the road space and be tolerant.

The Instructors implemented positive behaviour management strategies which engaged learners throughout and as a result kept them motivated and focused on their tasks.

Teaching processes were adapted to meet the needs of the group and concise and accurate feedback to individuals ensured that each progressed and achieved the outcomes taught.

An excellent range of question types was used to check knowledge and promote understanding. Throughout all the sessions observed trainees were actively encouraged to make considered decisions based on their observations; "At this point I have to make a decision - what is it?"

The on-road experience provided Level 2 trainees with sufficient degree of challenge involving parked vehicles, regular traffic movements and by being on a bus route.

Strengths of this scheme

The strengths of the scheme are:

- The scheme manager modeled excellent practice. His less experienced colleague (only two months in post) demonstrated a good standard of teaching and a willingness to develop his knowledge and experience.
- Trainees were provided with ample opportunities to practise and consolidate the outcomes.
- Feedback was targeted after each ride; this was specific to individual trainees and used a range of approaches involving 2-way feedback and sensitively managed peer assessment.
- Trainees were encouraged to self-reflect after each journey.
- Demonstrations modeled good practice, with most supported by a helpful, audible commentary.
- The Scheme provides additional services which support pre and post Bikeability training for both non-disabled and disabled trainees.

Development points: action plan feedback		
	Actions	Evidence from visit
1	Ensure that all policy documentation is reviewed regularly and the review date recorded on the document.	Scheme policies had no indication of dates or review timescales on them. Good document and version control is required to ensure that the most up to date versions are in use.
2	Ensure that site specific Risk Assessments accurately reflect the risks that are present in each training location and that mitigation or control measures are in place.	The training site risk assessment lacked specific detail and did not account for busy periods or changing environments where a control measure may have been required.
3	Establish an Internal Quality Assistance system, incorporating a CPD programme for instructors.	There is no professional development currently in place for instructors.. Schemes must formalise current continuous improvement activities into a robust Internal Assurance policy. Guidance is available here: http://bikeability.dft.gov.uk/wp-content/uploads/Internal-Assurance-Framework-for-Bikeability-Schemes1.pdf

