

'Fix event' quick guide

 <p>Delivery partner responsibilities</p>	Decide who is going to do what, assign team roles	Confident their bike is safe to ride	 <p>Participant takeaways</p>
	Provide free basic bike repairs, safety checks and low level maintenance services	Had time to ask questions	
	Show understanding and empathy to participants	Received tailored advice Learnt to trust bike mechanics	

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.