



'Fix event' quick guide

 <p>Delivery Partner Responsibilities</p>	Decide who is going to do what, assign your team roles.	Knows their bike is safe to ride.	 <p>Participant Takeaways</p>
	Provide a free bike repair service for simple fixes and basic maintenance.	Had time to ask questions about their bike.	
	Show your experience and have an understanding ear to participants new to bike maintenance.	Received tailored advice about their bike.	
		Learnt to trust bike mechanics.	

1 Planning Tip

Location

Choose a visible location where there is a natural footfall and area for participants to easily and safely stop e.g. A local park, high street or near existing bike facilities, such as bike racks.



2 Procedure

Ask Questions

Greet participant, explain the session and “pitch” the Cycling UK survey to collect names and emails. Ask questions regarding any problems with the bike, their experience riding and intended use. Set expectations by explaining that you are only there to make basic repairs to check the bike is safe to ride.

Fix

Depending on how busy the session is, the participant can either be asked to:

- Leave the bike and return later at a specified time.
- Wait in the queue until time to fix.
- Immediately hand over bike for fixing.

Demonstrate

When the bike is being fixed the mechanics should explain what they are doing to the participant and where possible, demonstrate as they go, informing the participant what they can do to better maintain the bike in the future.

Explain & Advise

Explain what has been repaired and offer advice on how to maintain the bike in the future. Signpost to your upcoming events, or refer to other local delivery partners or trusted independent bike shops.

3 Behaviour Change Tips

Layman's Terms

Keeping all advice in layman's terms and emphasising simple maintenance tips allows the participant to feel engaged and informed rather than confused or patronised.

Show you're on their side

When talking about future maintenance or more advanced repairs always go the extra mile to show you want to genuinely help. E.g. for future repairs, suggest they take photos of parts that need fixing, to show a shop in order to receive an estimate of costs.



Signpost Participant

Find out what the participant needs next for their cycling and point them to:

- Upcoming fix events or local bike shops for more advanced repairs if needed.
- Upcoming learn to fix events, if keen to learn.
- Learn to ride or led rides, depending on the participants reported ability cycling.