

**Section 2**

**The Service Specification**

**Cycling Training for Children,**

**Young People and Adults**

**Contract Number 666/2017 CED**

1. **Overview**

The Council requires a Contractor to deliver Cycle Training for Children, Young People and Adults. It is a requirement of this Contract that the Contractor adopts a flexible and progressive approach throughout the term of the contract. In addition, given the varying number of trainees, the Contractor must demonstrate a dynamic administrative aptitude.

1. **Background**

2.1 The Council currently have over 150 schools, colleges and other learning establishments. The following number of training sessions were delivered between April 2016 and March 2017

* 183 Bikeability Level 1 and 2 combined training sessions for primary & secondary school children
* 19 Bikeability Level 3 training sessions for school children
* 50 Scooter training sessions
* 50 Balance Bike training sessions
* 1060 Individual Bikeability Training Levels 1, 2 and 3 for adult (16 years plus)
* 2915 Individual Bikeability Training Levels 1 and level 2 for children (10 - 16 years olds - majority primary school age children)
* 296 Individual Bikeability Training Level 3 for children (11 - 16 year olds - majority secondary school age children)

1. **Contract Duration**

3.1 The initial contract term is for a period of 5 years with the option to extend up to a further 2 years resulting in a maximum period of 7 years subject to continued funding from the Transport for London.

1. **The Service**

4.1 The Contract will cover all aspects of the following service provision including (but not limited to)

* Session Bookings
* Cycle Training Delivery
* Information and Dissemination of Information
* Monitoring & Reporting
* Bike Maintenance and Repairs (e. g Dr Bike Maintenance Sessions)
* Service Quality Assurance

1. **General Requirement**

5.1 The successful Contractor must be able to respond to high levels of demand.

5.2 The Contractor must be a Bikeability Registered Cycle Training Organisation. Bikeability Training must be delivered by National Standard Qualified Instructors.

5.3 The training is to include training to Bikeability National Standards Level 1, 2 and 3 for children, young people and adults. The Contractor is therefore required to train individuals of all ages and abilities. The course manuals for Bikeability can be found at [http://www.dft.gov.uk/Bikeability/delivering-Bikeability/course-manuals/](http://www.dft.gov.uk/bikeability/delivering-bikeability/course-manuals/) .

5.4 Cycle training will be delivered to those who work, live or study within the London Borough of Croydon.

5.5 National Standard Qualified Instructors can be supported by Assistant Instructors who are competent to teach Bikeability Level 1 and 2 but must be adequately supervised, on-site, by a National Standard Instructor at all times. Assistants must be registered with a registered Bikeability Scheme.

5.6 The Contractor will ensure that both male and female Instructors are available to ensure that any equality of access requests can be met.

5.7 If at any point during the contract, the Contractor wants to take photographic pictures etc of trainees for promotional events / training sessions etc the Contractor must seek prior permission from the Council before any photography is taken, and if photographic pictures etc are taken, they must be in full adherence to GDPR considerations.

5.8 The Council may request quotes from the Contractor in respect of additional services and packages that may be required related to Cycle Training and / or Bikeability related events.

5.9 The Contractor must ensure the Services are available during the hours of 07.00 am – 19.00 pm seven days a week, including bank holidays where required.

5.10 The Contractor must attend up to 4 monitoring meetings with the Council in any 12 month period from the Commencement Date.

1. **Booking and Training**

6.1 The Contractor will be responsible for organising and arranging all training sessions, (including multiple sessions), ensuring the maximum number of trainees are booked onto a course and must take bookings via their web site, email and phone.

6.2 The Contractor must provide the service requester with an enquiry acknowledgement within 7 days of receiving an enquiry regardless of the method the enquiry was made. A training session should be offered within 4 weeks from the initial contact (subject to applicable trainee numbers).

6.3 The Contractor is expected to group service requestors efficiently into group sessions in line with the recommended ratios of Instructor to trainees as outlined in the Bikeability National Standards. For one (1) Instructor, this would be a maximum of fifteen (15) trainees for Bikeability Level 1, six (6) trainees for Bikeability Level 2 and three (3) trainees for Bikeability Level 3 and ensure attendance.

6.4 The Contractor or Instructor must provide written, email or SMS text confirmation straight after cycle training has been booked to the service requester. In the event of group booking, a reminder should be sent (with necessary documentation to be completed e. g. consent form etc) to the requester. The Council may wish to inspect these without notice, periodically.

6.5 The Contractor must ensure that all vehicles and equipment used in connection with the performance and delivery of the Services in accordance with this Specification are fit for purpose, free from defects, properly maintained, in a clean and tidy condition, safe to use and meet any specific requirements set out in good working practices, regulations, legislation or otherwise.

1. **Risk Assessment**

7.1 Risk assessments must to be carried out prior to cycle training taking place to ensure that risk is properly controlled and mitigated.

7.2 The Contractor must have, and maintain on file the following

* Complete written risk assessments, (including road surveys), for each course
* Registers of attendance
* Consent Forms (see below for further information on Consent Forms)

The Council may wish to inspect the above periodically as part of contract review meetings.

7.3 The Contractor must complete risk assessments details of which can be found on the following website: <https://professionals.bikeability.org.uk/documents/>

**8. DELIVERY OF CYCLE TRAINING**

8.1 Training sessions will be delivered by the Contractor in accordance with the requirement of the various packages outlined below, unless a risk assessment indicates that they should depart from this approach, e.g. trainee with learning difficulties, trainee not physically able to follow such approach or an individual may be too young to concentrate for long periods.

8.2 The Contractor must ensure that all Contractor Personnel are dressed appropriately for decency, religious or cultural considerations. Identification badges to be displayed at all times.

8.3 The Contractor must ensure that Contractor personnel are suitably equipped and dressed in terms of helmets, high visibility or branded clothing when training.

8.4 The Contractor must make all reasonable efforts to ensure that consecutive cycle training sessions are delivered by the same Instructor.

8.5 Prior to the end of a cycle training sessions the Instructor must ask a minimum of five (5) recall/recap questions relating to the syllabus to aid learning. In terms of the method of the recall/recap questions these can be at the discretion of the Instructor and/or dependent on the intended learning outcomes.

8.6 The Contractor must ensure that the instructor provides feedback to the trainee(s) after each session, including the Bikeability Level taught along with any other additional training requirements.

8.7 The Contractor must not charge trainees for the cost of any Bikeability materials unless specified by the Council.

8.8 The Contractor must ensure that the Services are delivered in clear manner, in the English language by all Contractor personnel.

8.9 Whilst National Standards do not mandate the use of helmets, the Council requires that the Services are carried out in accordance with the Highway Code. Where the requirements/obligations of the Highway Code place a higher burden/requirement on the Contractor, the Contractor is expected to comply with the Highway Code. Similarly where the requirements/obligations of the National Standards place a higher burden/requirement than the Highway Code the Contractor is expected to comply with the National Standards. In the event that the Contractor is unsure as to whether the Highway Code or the National Standards take precedence they should seek written confirmation from the Council.

For information [Paragraph 59](http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/DG_069837) of the Code states that “you should wear a cycle helmet which conforms to current regulations, is the correct size and securely fastened”. The Bikeability course manuals state that at the start of the first session “those wearing helmets” are taught to adjust them, and that there should be a discussion of safety wear. London Borough of Croydon requires all trainees and cycle trainers to wear a cycle helmet.

8.10 The Council requires all Contractor personnel to demonstrate good safety practice by always wearing cycling helmets whilst training children and adults.

8.11 Unless agreed in writing or specified otherwise by the Council, where a trainee is under 16 years of age they must have a Consent Form from a parent/guardian to take part in the training which includes information on any health or behavioural issues. If the appropriate consent has not been provided then a trainee under 16 years cannot participate in the training.

8.12 Unless otherwise agreed in writing between the Council and the Contractor, cancellation fees will apply on the following basis

* If there is a cancellation from individual trainee(s) that takes the number of trainees below the minimum number; from the Council or from an education establishment; or due to risk (i.e. bad weather) more than 24 hours before the session is due to start, then there will be no charge raised for that particular session.
* If the cancellation is within 24 hours then the Council will only pay 50% fees for that particular session. The Contractor must rearrange this session.

**9 Monitoring and Reporting**

9.1 The Contractor must hand out and collect back completed Monitoring Forms from all cycle training session participants.

9.2 Further to paragraph 9.1 (above), the following template forms will be provided as part of the Contract which must be completed for each cycle training session

* Adult trainee monitoring form
* Child trainee monitoring form
* Schools monitoring form
* A Consent Form for trainees under 16 years of age

9.3 The Contractor will be required to provide the Council with Summary Monitoring

Reports when requested within 3 working days. The Council may request for this report at any time during the Contract Term and for a further period of 2 years after the Contract expiry or earlier termination.

9.4 The Contractor is to provide and populate course data and monitoring information for the Council.

Contractor monitoring forms will include the following information

* Number of trainees booked on each session and actual numbers attending
* Level of training completed and specific learning outcome reached
* Confirmation that the Instructor has asked five (5) recall/recap questions prior to the end of training sessions
* Gender breakdown
* Adult or child breakdown

(Together, the “Monitoring Forms”)

**10 Invoicing for Cycling Training**

10.1 On a monthly basis the Contractor will send the Council an invoice for completed cycle training sessions, backed up with the Summary Monitoring Report. Following receipt of a valid invoice and Summary Monitoring Report the Council Payment will be processed in accordance with the Terms and Conditions.

**11 Quality Control**

11.1 The Contractor will ensure that cycle training sessions are engaging and aimed at obtaining the maximum realisable benefit in terms of learning outcomes. All trainees will have differing abilities and therefore this must be reflected in the training styles and approaches used.

11.2 The Contractor must ensure that all Instructors and Assistant Instructors are Bikeability Registered.

11.3 Subject to the rights of a data subject pursuant to data protection laws the Contractor must ensure all of the following documents are retained for 2 years after the Contract expiry or earlier termination of the Contract

* Consent Forms for under 16 year olds
* Written risk assessments for each session
* Monitoring Forms
* Incident reports which include processes and timescales

**12 Cycle Training Packages**

12.1 The Contractor is required to deliver cycle training in line with the packages outlined below

* With all the training packages listed below and any other training requested by the Council, the relevant Contract service standard set out in this specification must be adhered to
* If the minimum number of trainees booked on a session is not achieved within 48 hours of the planned date/time, then the Contractor must reschedule the session and inform all participants/bookings without delay or the contractor should seek permission from the Council to continue with the planned training session/s
* It is the Contractor’s responsibility to identify suitable locations for training sessions and to obtain any necessary consents that may be required
* To ensure Value for Money per trainee, the Council requires all training sessions to be delivered by qualified Instructors and for Assistant Instructors to only be used where the maximum number of trainees booked onto a session is exceeded sufficiently enough to warrant an additional session to be run at the same time. Taking a Level 1 session (with min/max numbers of 8-15) as an example
  + - If sixteen (16) trainees are booked on the session, then only one (1) session with the maximum number of trainees should be run by an Instructor (with one (1) trainee being deferred to a later session). The Contractor should always work on achieving a maximum number of trainees per session and not on minimum numbers hence why this example does not justify two (2) sessions of eight (8) trainees
    - If twenty-three (23) trainees are booked on the session, then this case would justify two (2) sessions (23 minus 15 max = 8 remaining – which is the minimum number required for a second session that could be run by an Assistant Instructor)

**13 BIKEABILITY LEVEL 1**

13.1 This session will be specifically aimed at teaching trainees to control their bike off road, acquire skills and ability to ride where there are no cars and prepare them for riding on the road. Level 1 trainees are expected to achieve the following techniques upon completion on this level (this is not an exhaustive list)

* Getting on and off the bike
* Starting off and stopping
* Staying upright without wobbling
* Pedalling
* Steering and maintaining forward progress
* Cycling one handed/signalling
* Looking behind
* Use of gears

13.2 Individual package enquiries will come from individuals wishing to access training either via the Council or by direct approach to the Contractor. The training must be delivered in line with Bikeability National Standards Level 1.

* 1. Individual bookings for 1-2-1 training sessions should be booked according to cycling ability/course to be tailored to individual needs.

13.4 The Contractor must have a record of the level a trainee is currently at and therefore be able to organise sessions accordingly.

13.5 Unless specified otherwise by the Council, the Contractor will contact the trainees by phone or email to encourage them to take up more training.

13.6 This package is expected to train between 8 - 15 trainees for 2 hours. This will include up to 1 hour introduction / sign up event (where required) and the remaining time will be for the training. Where the introduction / sign up event is not required, the session must be for 2 hours.

14 **BIKEABILITY LEVEL 2**

14.1 This session will be specifically aimed at teaching trainees to start riding their bike with traffic, by beginning their training on quite roads. At the end of this level, trainees will be able to make a trip safely using quiet roads and cycle lanes (e.g to school/work). Level 2 trainees are expected to achieve the following techniques and skills upon completion (this is not an exhaustive list)

* Theory of on road cycling
* Getting on and off the bicycle and starting off
* Stopping
* Use of gears
* Cycling one handed/signalling
* Looking behind
* Turning right, left and overtaking parked vehicles on a variety of quiet roads
* Using cycling facilities

14.2 Individual package enquiries will come from individuals wishing to access training either via the Council or by direct approach to the Contractor. Training must be delivered in line with Bikeability National Standards Level 2.

14.3 Individual bookings for 1-2-1 training sessions should be booked according to cycling ability/course to be tailored to individual needs.

14.4 The Contractor must keep a record of the level the trainee is currently at and therefore be able to organise the sessions accordingly.

14.5 Unless specified otherwise by the Council, the Contractor will contact trainees by phone or email to encourage them to take up more training.

14.6 This package is expected to train between 5 - 10 trainees for 2 hours. This will include up to 1 hour introduction / sign up event (where required) and the remaining time will be for the training. Where the introduction / sign up event is not required, the session must be for 2 hours.

**15. BIKEABILITY LEVEL 1 AND LEVEL 2**

15.1 These sessions will be specifically aimed at encouraging trainees to progress from Bikeability Level 1 to Level 2 (Intermediate).

15.2 The Contractor must have a record of the level the trainee is currently at and therefore be able to organise the sessions accordingly.

15.3 Unless specified otherwise by the Council, the Contractor will contact the trainees by phone or email to encourage them to take up more training.

15.4 This package Bikeability Level 1 and 2 differs from Individual packages as the Contractor is required to proactively encourage trainees that have already taken training to take up further training at Bikeability Level 2.

15.5 This package is expected to train between 8 - 15 trainees for 2 hours. This will include up to 1 hour introduction / sign up event (where required) the remaining time will be for the training. Where the introduction / sign up event is not required, the session must be for 2 hours.

**16** **ADVANCED BIKEABILITY LEVEL 3**

16.1 These sessions will be specifically aimed at encouraging trainees to progress from Bikeability level 2 to Level 3 (Advanced).

16.2 The Contractor must have a record of the level the trainee is currently at and therefore be able to organise the sessions accordingly.

16.3 Unless specified otherwise by the Council, the Contractor will contact the trainees by phone or email to encourage them to take up more training where appropriate or necessary.

16.4 The training can include, (if the level is appropriate,) an accompanied ride from the trainee’s home to work or another journey they wish to take regularly.

16.5 The Contractor will arrange 1-2-1 training sessions at a mutually convenient time.

16.6 This package is expected to train between 5 - 10 trainees for 2 hours. This will include up to 1 hour introduction / sign up event (where required) the remaining time will be for the training. Where the introduction / sign up event is not required, the session will be for 2 hours.

**17**. **ADULT TASTER SESSION PACKAGE**

17.1 This group sessions will follow Bikeability Levels 1 and 2 for adults and designed as a taster to cycle training. They can be conducted at events, at workplaces, higher education institutes or as directed by the Council.

17.2 Bikeability Level 3 will not be offered as taster sessions.

17.3 The Council will give the name of the organisation and a contact name, but the Contractor will be responsible for arranging the course and getting enough people to sign up to attend.

17.4 The sessions will be one hour in length, specifically aimed at introducing the customer to cycle training.

17.5 The Contractor will raise awareness of the session with at least a one hour sign up or promotional event. This package is expected to train between 5 - 10 trainees.

17.6 If the cycle training is being delivered at a workplace then the relevant workplace Health and Safety policy **must** be adhered to.

**18** **SCHOOLS/ HIGHER EDUCATION – BIKEABILITY LEVEL 1 AND 2**

18.1 This package is expected to train between 5 – 10 trainees for 2 hours. This will include up to 1 hour introduction / sign up event (where required) which will take place at the school or higher education establishment, either at an assembly or talk session, the remaining time will be for the training. Where the introduction / sign up event is not required, the session will be for 2 hours.

18.2 The aim is for all trainees to complete all non-compulsory outcomes of Level 1 & 2 and it must be conducted off-road.

18.3 The schools or higher education establishments that take part in the training should do so in line with the STAR/Accreditation guidance. The STARS to Quality program (STARS) is a quality rating improvement system that aligns quality indicators with support and incentives for early childhood programs and early childhood professionals. STARS to Quality is essentially a Continuous Quality Improvement (CQI) model in which the quality of the overall program is continually being evaluated for quality improvement.

<https://dphhs.mt.gov/Portals/85/hcsd/documents/ChildCare/STARS/STARSGuidanceandProcedures.pdf>

**19** **SCHOOLS/HIGHER EDUCATION – BIKEABILITY LEVEL 2**

19.1 This package is expected to train between 5 - 10 trainees for 2 hours. The 2 hours will include up 1 hour introduction / sign up event (where required) which will take place at the school or higher education establishment, either at an assembly or talk session, the remaining time will be for the training. Where the introduction / sign up event is not required, the session will be for the available 2 hours.

19.2 The aim is for all trainees to complete all non-compulsory outcomes of Level 2.

19.3 The schools or higher education establishments that take part in the training should do so in line with the STAR/Accreditation guidance. The STARS to Quality program (STARS) is a quality rating improvement system that aligns quality indicators with support and incentives for early childhood programs and early childhood professionals. STARS to Quality is essentially a Continuous Quality Improvement (CQI) model in which the quality of the overall program is continually being evaluated for quality improvement.

<https://dphhs.mt.gov/Portals/85/hcsd/documents/ChildCare/STARS/STARSGuidanceandProcedures.pdf>

**20** **SCHOOLS/HIGHER EDUCATION BIKEABILITY LEVEL 3**

20.1 This package is expected to train between 5 – 10 trainee for 2 hours including up to 1 hour introduction / sign up event (where required). Where the introduction / sign up event is not required, the session will be for 2 hours.

20.2 This sessions will take place at either a school or higher education establishment. The aim is for all trainees to complete all non-compulsory outcomes of Level 3.

20.3 The sessions are flexible and designed to enable the trainee to cycle where and when they want. They also involve practical advice on route planning and most aspects of everyday cycling.

20.4 The schools or higher education establishments that take part in the training should do so in line with the STAR/Accreditation guidance. The STARS to Quality program (STARS) is a quality rating improvement system that aligns quality indicators with support and incentives for early childhood programs and early childhood professionals. STARS to Quality is essentially a Continuous Quality Improvement (CQI) model in which the quality of the overall program is continually being evaluated for quality improvement.

<https://dphhs.mt.gov/Portals/85/hcsd/documents/ChildCare/STARS/STARSGuidanceandProcedures.pdf>

**21** **ADULT AND CHILD GROUP CYCLE TRAINING PACKAGE**

21.1 This training session will be for children and parents/guardians who wish to learn to cycle together. Each session will be 2 hours in length and based on the Bikeability National Standards Level 1, 2 and 3 but adapted for family cycling.

The maximum number of participant’s for each group cycle training session would be four (4) adults and four (4) children.

21.2 The Council requires children and adults to have completed Bikeability Level 1 before cycling on the road or cycling as a family. The Contractor must enforce this policy.

21.3 Customer bookings / enquiries for this package will be provided to the Contractor by the Council.

**22 CYCLING FOR HEALTH**

22.1 The Contractor must offer a weekly group cycling session for residents who are looking to use cycling to increase their physical fitness. The session must last for 2 hours for a minimum of 5 residents.

22.2 These sessions should be delivered off-road and can be used to encourage users to take-up Bikeability Training (as deemed suitable for the user).

22.3 The Contractor must provide a Cycling for Health Service which is inclusive and caters for the cycling needs of residents of different ages, gender and ability e. g. this should also facilitate and provide for users with disabilities and additional needs.

22.4 Session's should not be necessarily bookable, however, the Contractor should incorporate a registration process that facilitates monitoring and evaluation as well as the onward progression into Bikeability or independent cycling when this is achieved.

23 **ADDITIONAL PACKAGES**

23.1 The Council may require the Contractor to deliver the following sessions on an ad-hoc bases

* After school parent/teacher advice sessions Levels 1 & 2 for 1 hour
* Training school teachers /staff to help pupils during balance bike and scooter sessions up to 15 teachers/ staff etc for 2 hours
* Extra 1-2-1 tuition sessions to be agreed with the Council to support local or National Cycling Campaigns e. g. Cycling for Health for 2 hours
* Bicycle Maintenance Sessions for between 6 – 10 trainees for a 1 hour
* Transportation of Council owned cycles
* Cycle hire (per two hours)
* Scooter and Balance Bike Training for 5 – 10 trainees (including cycle hire) for 2 hours
* Disability and Electric Cycle Training for 5 – 10 trainees (cycle hire not included) for 2 hours

23.2Where venue hire is absolutely necessary/required for example, public areas such as parks, the Contractor must and secure approval first with the Council.

**24 Personnel Records**

24.1 The Contractor will provide to the Council, upon request, any records or information held relating to the provision of the Services, staff or service users, including staff planned / worked rotas and training.

24.2 The Council reserve the right to, (at any time within the duration of the contract and up to two years after the contract expiration), request/carry out a service audit.