



Bikes for All evaluation:

summary of overall findings (2018-2020)

Gregor Yates

Bruce Whyte

Glasgow Centre for Population Health

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Steering group organisations and members:

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Cycling Scotland: Kath Brough.

Glasgow Centre for Population Health: Gregor Yates; Bruce Whyte.

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Report authors:

Gregor Yates
Public Health Research Specialist
Glasgow Centre for Population Health
Email: Gregor.yates@glasgow.ac.uk

Bruce Whyte
Public Health Programme Manager
Glasgow Centre for Population Health
Email: Bruce.whyte@glasgow.ac.uk

Web: www.gcph.co.uk

Twitter: [@theGCPH](https://twitter.com/theGCPH)

Contents

Executive summary.....	3
1.1 Background and evaluation approach.....	5
1.2 About Bikes for All.....	5
1.3 Evaluation of Bikes for All.....	5
1.4 Survey components.....	6
2. Profile of respondents.....	7
2.1 Profile of baseline survey respondents.....	7
2.2 Profile of follow-up respondents.....	9
2.3 Distribution of participants.....	11
3. Findings.....	13
3.1 Cycling participation.....	13
3.2 Journey types.....	15
3.3 Feedback on support and participation.....	15
3.4 Barriers to nextbike use.....	17
3.5 Improving the Bikes for All experience.....	18
4. Discussions and recommendations.....	19
4.1 Discussion of findings.....	19
4.2 Covid-19 considerations.....	20
4.3 Recommendations.....	21
References.....	22
Appendix 1.....	23
Appendix 2.....	24

Executive summary

This report summarises feedback from participants involved in Bikes for All (BfA) over a two-year period (April 2018 to end-March 2020). The project is managed and evaluated by a partnership of CoMoUK, Bike for Good, GCPH, Cycling Scotland and nextbike, with GCPH providing evaluation support and Bike for Good being the delivery organisation. The project continues to be funded and delivered in 2020 without the involvement of GCPH as the formal evaluation partner.

Information and feedback from participants has been collated through baseline and follow-up surveys. Survey results presented here follow on from a more comprehensive year one [report](#) published in 2019. Our findings show that BfA has been an effective approach for encouraging participation in cycling among under-represented groups and minority population groups from across Greater Glasgow. In year two, Bike for Good staff were able to engage with an even more socially excluded population, with many more participants being unemployed and/or seeking asylum. Year two participants were also less likely to cycle before signing up, meaning that the project contributed to a greater proportion of new cyclists in the city over this period. However, it is notable that only modest numbers of older people have engaged with the project over the two years.

Bike for Good staff provide a range of support and concessions to participants, as well as offering significantly discounted membership of the nextbike hire scheme (£3). The different elements of the project (e.g. events, one-to-one support, route advice, women-only rides and the option to pay by cash) have been found to be useful and have ensured that participants have received comprehensive support to take up cycling. However, many aspects of provision were deemed more useful by participants in year one than year two, which suggests that attention should be paid to how various aspects of the project are delivered in future years. Similarly, the impact of participation on mental wellbeing, physical health and fitness, along with knowledge of where to cycle, cycling confidence and financial circumstances were more likely to be positive in year one than year two. It is worth noting that the cohort of participants were more likely to be living in challenging circumstances in year two, and that the majority of participants benefited across the whole two-year period.

The findings presented here reflect the experiences of participants prior to Covid-19. The continued delivery of Bikes for All will be dependent on careful planning and revision in order to ensure safe social distancing and to minimise the risk of viral infection. This will mean the temporarily suspension of group rides and events which bring participants together.

However, given the challenge of social distancing on other forms of transport and the restrictions on travel for people who do not have access to a car, it is important that cycling is enabled in ways that are safe, both in terms of traffic and exposure to viral infection.

Glasgow has ambitious climate change targets on which there has been progress during 'lockdown' due to an increase in cycling and a reduction in vehicular travel. However, as Covid-19-related restrictions on movement are eased, there is a risk that car use will increase to levels beyond that seen in pre-Covid times, in part to avoid public transport use to reduce potential exposure to viral infection. To help avoid this, we need to ensure that recent increases in cycling are sustained and built on – with cycle hire being part of this continued growth – and that access to cycling is promoted in an inclusive manner through projects like Bikes for All.

1. Background and evaluation approach

1.1 About Bikes for All

Bikes for All (BfA) is a Glasgow-based project which aims to increase the accessibility of cycling by breaking down barriers such as ability, confidence or income through the provision of shared bikes and one-to-one support. The project is delivered by Bike for Good and has been managed and evaluated by a partnership of CoMoUK, Bike for Good, the Glasgow Centre for Population Health, Cycling Scotland and nextbike from April 2018 to the end of March 2020. BfA offers annual membership of the city-wide bike hire scheme, nextbike Glasgow, for £3. Participants can pay by cash and no bank account is required. The aim is to reduce inequalities in access to cycling by providing low-cost bike hire and by reducing barriers to first-time cyclists and people who wish to return to cycling. Additional support to take up cycling is provided through bike rides for different population groups, route-finding advice and confidence-boosting road-skill sessions.

Participants have been recruited by Bike for Good staff through their existing relationships with Glasgow-based community groups. Targeted recruitment has focused on people who face financial barriers, those not currently cycling or without access to a bike, and population groups that are less likely to cycle (e.g. ethnic minority groups and women). Between 2018 and 2020, 516 people signed up for Bikes for All, with 224 signing up in year one (April 2019 to end-March 2019) and 292 signing up in year two (April 2019 to end-March 2020). Participants made 14,673 bike rentals over the two-year period.

1.2 Evaluation of Bikes for All

The evaluation of the programme's reach and impact has been led by the Glasgow Centre for Population Health. A comprehensive year one evaluation was published in November 2019¹. This was based on data retrieved through the baseline and follow-up surveys reported on here, as well as commissioned qualitative research through focus groups and one-to-one interviews. The year one report presented substantive background information that provides additional context to the findings presented here.

For year two, data continued to be collected for the baseline survey (issued at sign-up), and follow-up survey (issued at least three months after initial participation). Responses to the follow-up were provided by those willing to take part in further research. It was therefore on a voluntary basis rather than with an expectation of signing up.

The results presented here cover a two-year period (April 2018 to end-March 2020), and also draw comparisons between the year one (April 2018 to end-March 2019) and year two findings (April 2019 to end-March 2020). The purpose of presenting the findings in this way is to provide an overall picture of the project's reach and impact over the period and to show how this changed across both years.

1.3 Survey components

Both the baseline and the follow-up surveys captured information on the socio-demographic characteristics of participants (i.e. gender, age, ethnicity, work status, living situation, resident status and home postcode), as well as information on each participant's general health, their current levels of physical activity and the perceived barriers to cycling. The follow-up survey included additional questions to assess the impact of participation. Data were captured over a 24-month period from April 2018 to the end of March 2020. In total, 432 participants completed the baseline survey (84% of all participants) and 130 completed the follow-up survey (25% of all participants and 30% of baseline survey respondents). Differences in the results presented here between year one and year two through follow-up responses should be treated with some caution due to the relatively low response rate in year two (see Appendix 1).

2. Profile of respondents

This section sets out the demographic profile of baseline and follow-up survey participants. This is important for understanding who took part and how results from baseline to follow-up should be compared and interpreted.

2.1 Profile of baseline survey respondents

The demographic profile of baseline survey participants is provided in Table 1^a. These are presented for year one, year two and both years combined to give a demographic profile of participation throughout the programme. This shows that the gender split of participants was consistent across both years with slightly more men than women signing up, and that more young people (aged 16-24) participated in year 2. There was also a doubling in the percentage of unemployed people taking part (28% to 57%) and an increase in homeless participants (9% to 26%) and asylum seekers (26% to 46%) in the second year. Eleven percent of participants selected 'other' as their work status, with most of these participants defining this in terms of being an asylum seeker or refugee, a small number citing illness or recovery from illness, and others having a disability or having caring responsibilities. For those answering 'other' in relation to living situation (31%), most (n=60) were waiting to be housed or living in temporary accommodation, some were staying with friends or relatives (n=13) and a small proportion were in supported accommodation (n=6), sheltered accommodation (n=5), housing association accommodation (n=3) or a hostel (n=3). Finally, as perhaps is expected given the increased number of homeless participants in year two, fewer had access to a bike at home. Bike for Good staff were commended in year one for reaching population groups that were less likely to cycle due to personal or financial barriers. In year two, those signing up were even more likely to face social exclusion or barriers to participation in various ways, including people living in precarious circumstances. This is perhaps testament to the good working relationships that Bike for Good developed with the city's integration, housing and homeless organisations over the course of the project.

^a Some columns may not add up to 100% due to rounding. For work status, columns may add up to over 100% as participants were able select more than one response option.

Table 1. Demographic profile of baseline survey respondents.

Baseline survey	Year one (n=189)	Year two (n=243)	Total: (n=432)
Time of data capture	Mar 2018 - Apr 2019	Apr 2019 - Apr 2020	Mar 2018 - Apr 2020
Gender			
Male	55%	57%	56%
Female	42%	43%	43%
Prefer not to say / other	3%	0%	1%
Age			
16-24	17%	26%	22%
25-44	58%	54%	55%
45-64	24%	18%	21%
65+	1%	1%	1%
Ethnicity			
BME	49%	50%	50%
Work status			
Full time	22%	4%	12%
Part time / temporary	14%	9%	12%
Unemployed	28%	57%	44%
Retired	4%	3%	4%
Student	24%	20%	22%
Other	13%	9%	11%
Living situation			
Own / mortgaged	24%	11%	17%
Rent (private / social)	35%	23%	28%
Homeless	9%	36%	24%
Other	32%	30%	31%
Residency			
UK resident	61%	39%	48%
Seeking asylum	26%	46%	38%
Refugee status in UK	10%	14%	12%
Prefer not to say / other	3%	1%	2%
Access to transport at home			
Bike	21%	12%	16%
Car	n/a (not asked)	15%	15%

2.2 Profile of follow-up respondents

The follow-up survey was completed by baseline survey respondents who were willing to take part in further research at least three months after participation. In total, 130 participants (30% of baseline respondents) completed the follow-up survey over the two-year period; 81 participants in year one and 49 in year two. When comparing differences in results from the baseline survey to the follow-up, it is important to be aware of the demographic differences between these two sets of respondents. Data collected on follow-up respondents shows that there was a slightly more even gender split than there was for the baseline survey; there was an older age profile, there were fewer BME respondents (37% versus 50%); fewer were unemployed (27% versus 44%); more owned their own property (29% versus 17%) and fewer were seeking asylum (17% versus 38%). These differences are perhaps inevitable due to language barriers, the transient nature of this population and the precarity of some participants' living situations. Differences observed in the results between the baseline survey and the follow-up should therefore be considered on the basis that the follow-up sample is a less socially excluded population.

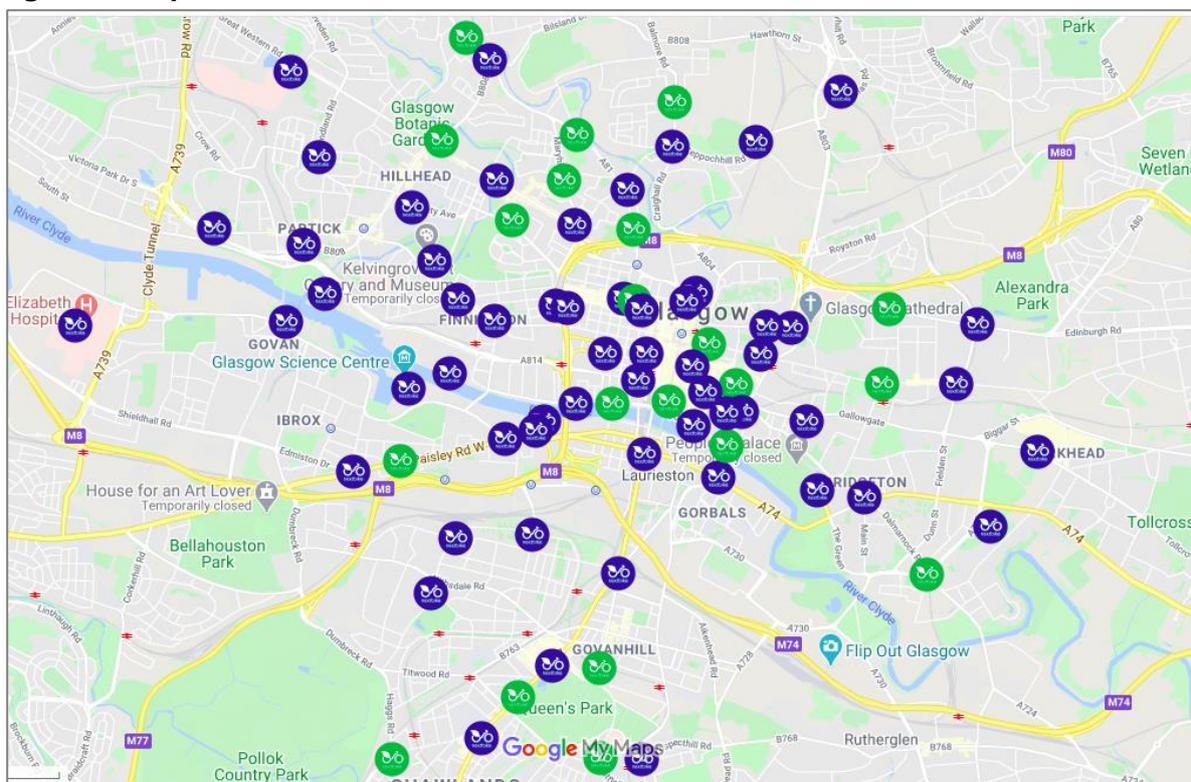
Table 2. Demographic profile of follow-up survey respondents.

Follow-up survey	Year one (n=81)	Year two (n=49)	Total: (n=130)
Time of data capture	March 2018 - April 2019	April 2019 - April 2020	April 2018 - April 2020
Gender			
Male	52%	55%	52%
Female	47%	45%	47%
Prefer not to say/ other	1%	0%	1%
Age			
16-24	12%	9%	12%
25-44	54%	50%	53%
45-64	29%	36%	31%
65+	5%	5%	5%
Ethnicity			
BME	40%	43%	41%
Work status			
Full time	19%	12%	16%
Part time/temporary	16%	18%	18%
Unemployed	23%	36%	27%
Retired	7%	6%	7%
Student	32%	16%	27%
Other	9%	6%	11%
Living situation			
Own/mortgaged	32%	24%	29%
Rent (private/ social)	36%	42%	38%
Homeless	21%	18%	20%
Other	11%	16%	13%
Residency			
UK resident	63%	60%	63%
Seeking asylum	16%	20%	17%
Refugee status in UK	15%	18%	16%
Prefer not to say/other	6%	2%	4%

2.3 Distribution of participants

Figure 1 shows the location of nextbike stations across Glasgow. Stations marked by a green symbol indicate where it is also possible to hire an e-bike. The map shows that many of the stations are clustered in city-centre areas and the west of the city. However, recent expansion has seen growth in the number of stations to the south, east and north. Figures 2 and 3, meanwhile, show the distribution of Bikes for All participants across Greater Glasgow and Scotland. These maps show that people took part from across Greater Glasgow and beyond, with many not having a nextbike station next to their residential address. Figure 3 shows clustering of participants around Govan, Cessnock, Govanhill and Royston.

Figure 1: Map of nextbike station locations.



Source: nextbike

Figure 2: Postcodes of Bikes for All participants (all areas of residence).

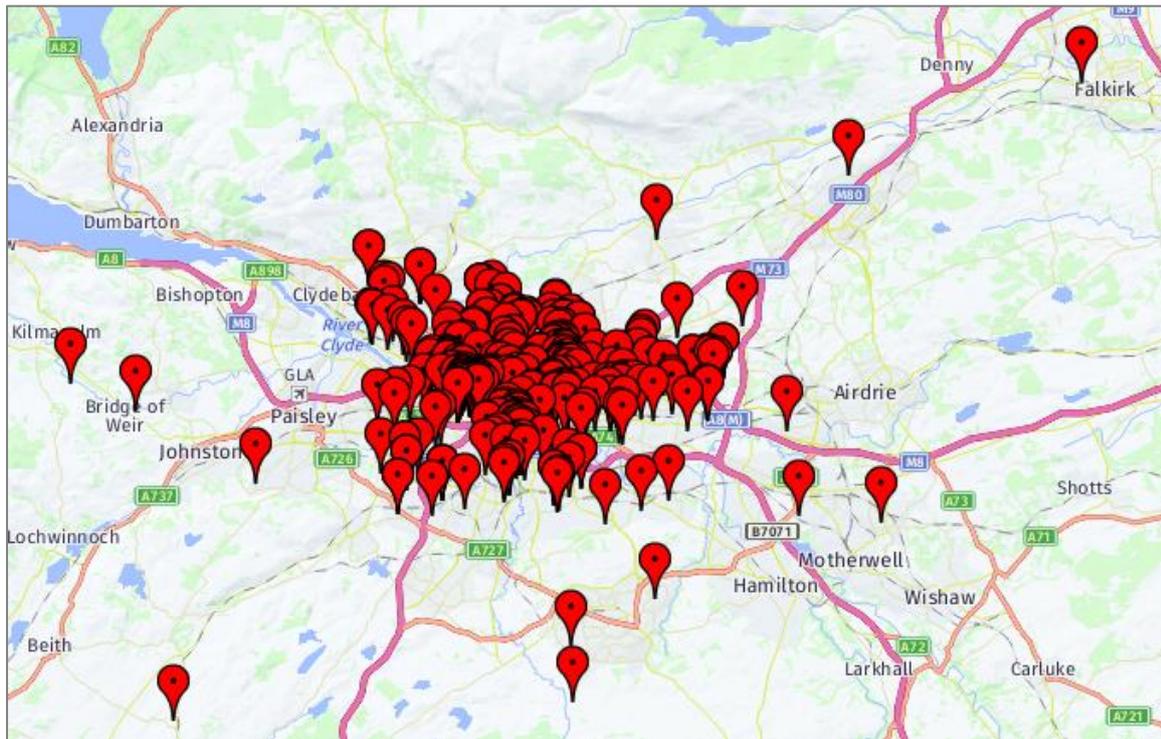
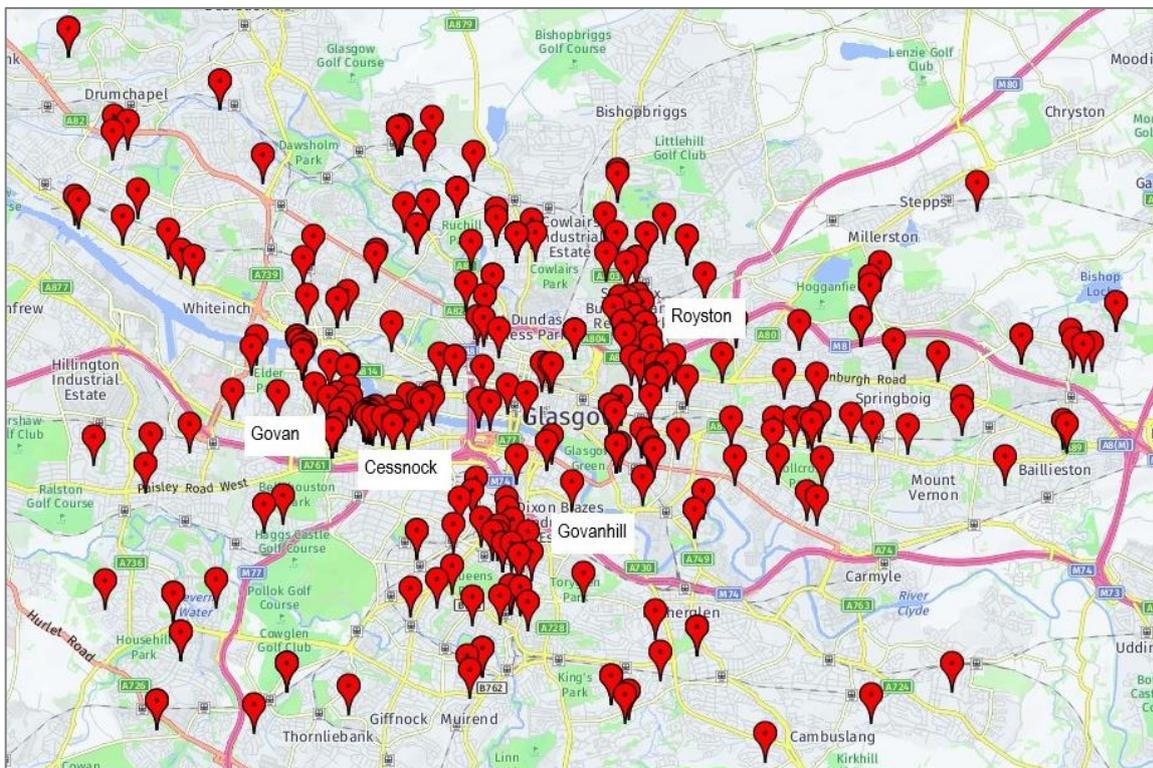


Figure 3: Postcodes of Bikes for All participants (Greater Glasgow residents).



3. Findings

Findings included here are primarily presented for the full two years of the project, although comparisons are made between year one and two where notable differences were found. Appendices 1 and 2 present the responses to all survey questions in a tabulated form.

3.1 Cycling participation

The main barriers to cycling before and after participation are presented in Figure 4. This shows that respondents were more likely to consider most factors to be a barrier after participation. In particular, safety, lack of awareness about where to cycle, lack of confidence and a lack of storage space at home or at work were all more likely to be barriers after participation. As perhaps would be expected with participation in this project, no access to a bike was less likely to be a barrier afterwards and more people felt that there were no barriers at this point. Figure 5 shows how participants travelled (at least once a week) before and after taking part in the Bikes for All project. This shows a considerable increase in cycling from 21% to 59%, but little change in other forms of travel other than driving, which increased from 22% to 42%. It is worth noting that follow-up respondents are a less socially excluded population (i.e. more likely to own or have access to a car). Appendix 1 includes information on participants who never used different modes of transport. This shows that 63% never cycled before signing up, compared with 18% afterwards. The percentage who never cycled before participation was higher in year two than year one (71% versus 52%).

Figure 4: Barriers to cycling.

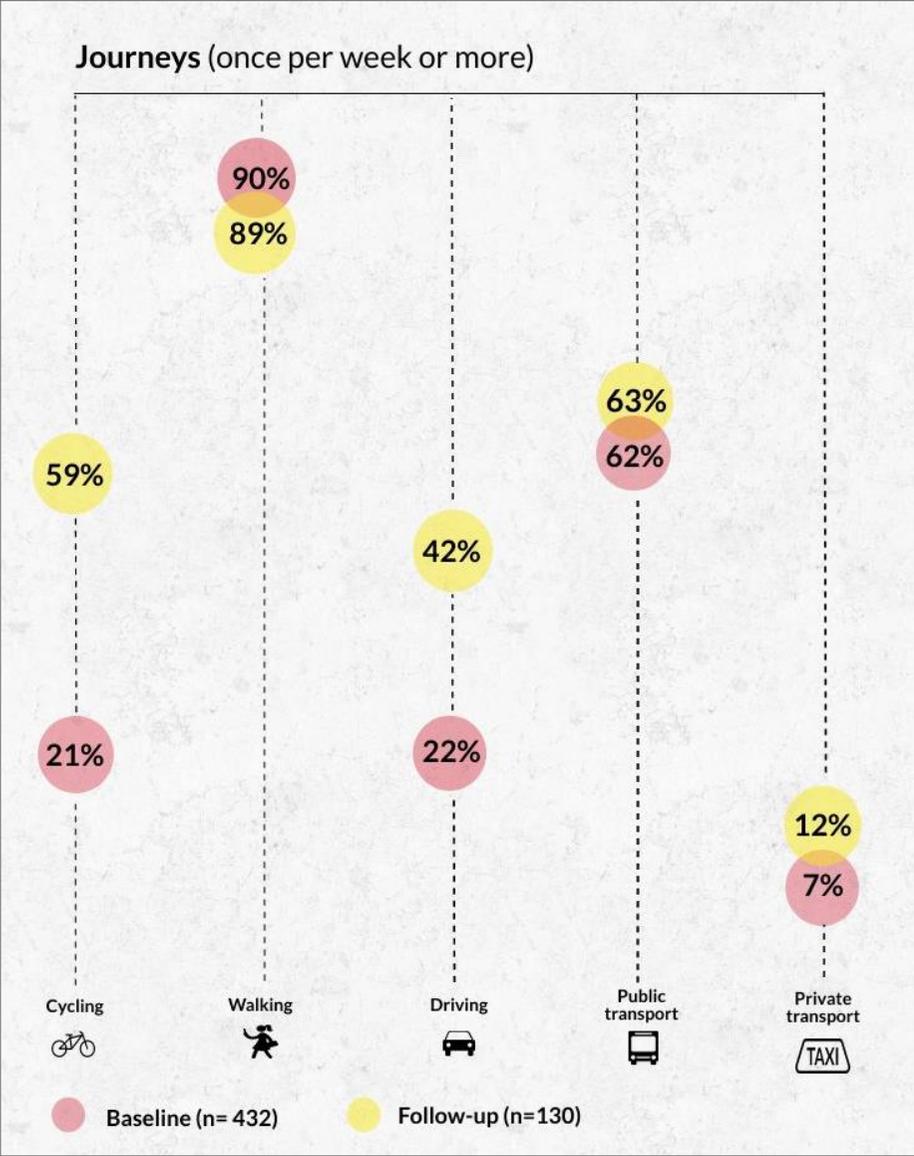
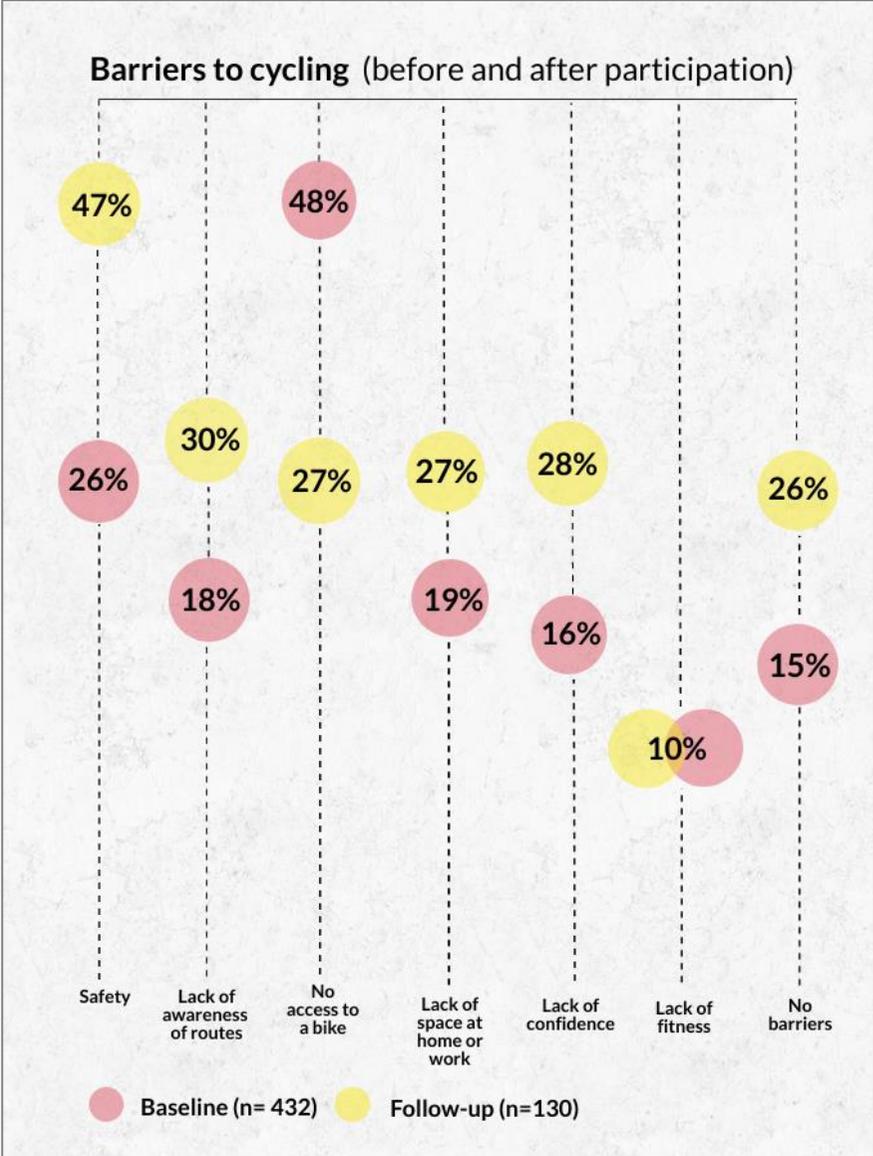


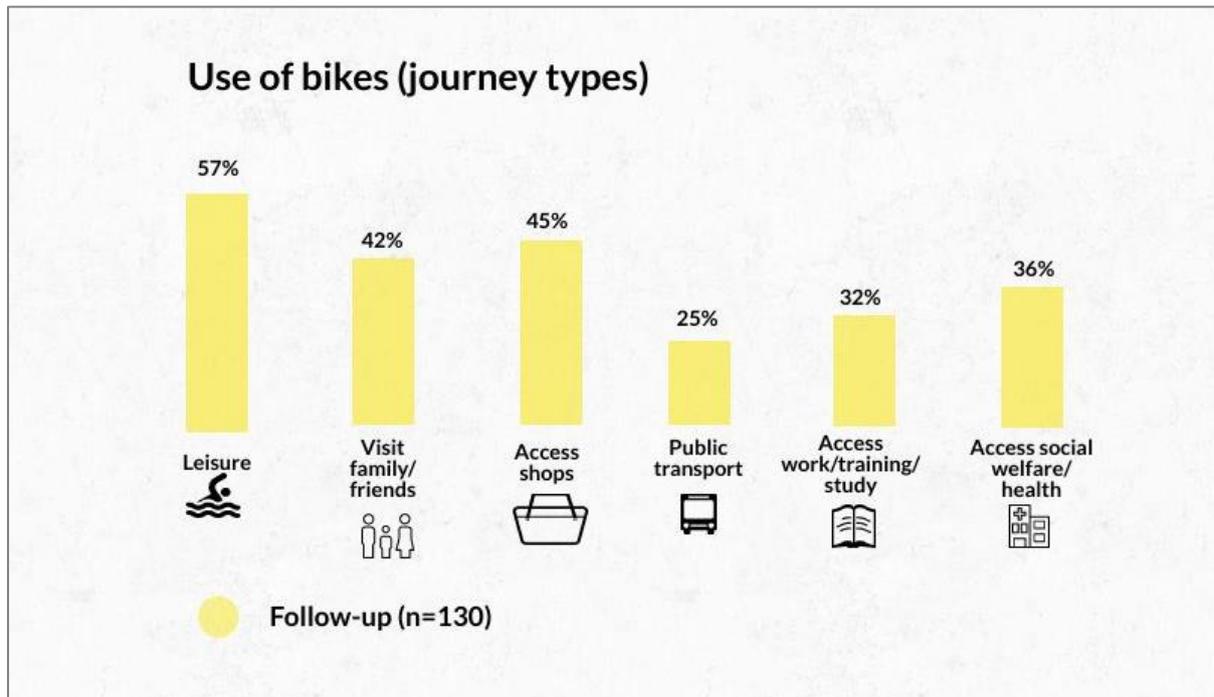
Figure 5: Journeys (once per week or more).



3.2. Journey types

Figure 6 shows the percentage of participants using bikes for different journey types after participating in the Bikes for All project. The most common type of journey was for leisure purposes, followed by accessing the shops and visiting friends and family. A quarter of participants used bikes to access other forms of transport. The main difference between year one and year two was a reduction in participants visiting friends or family (see Appendix 2).

Figure 6: Journey types.



3.3 Feedback on support and participation

Figure 7 shows how useful participants felt various aspects of the project were (follow-up responses). These results cover the two-year period (in grey) but are also presented for year one (in blue) and year two (in green) to show differences over these time periods. Results were more positive in year one than year two, but these differences were generally small. The two exceptions to this were women-only rides, which were more likely to be useful in year two, and cash payments to hire a bike, which around a third found useful in year two compared with two thirds in year one. Figure 8 shows the impact of participation on a range of factors over the two-year project. Overall, the impact on programme participants has been very positive for their health and wellbeing, cycling confidence and in relation to their social lives. While the impact on financial circumstances is lower, over the two years nearly two-thirds of participants noted a positive impact on their financial circumstances. While these differences are worthy of note, the low response rates in year two means that they should be treated with some caution.

Figure 7: Usefulness of support.

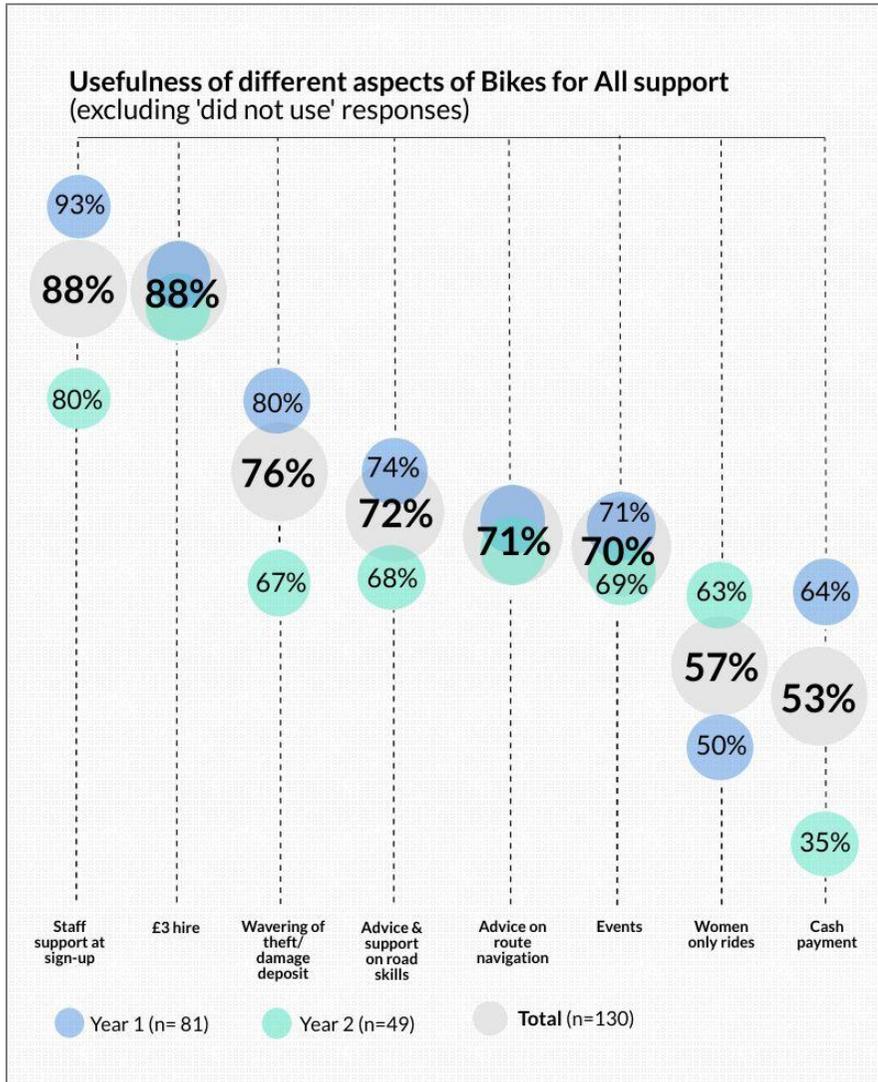
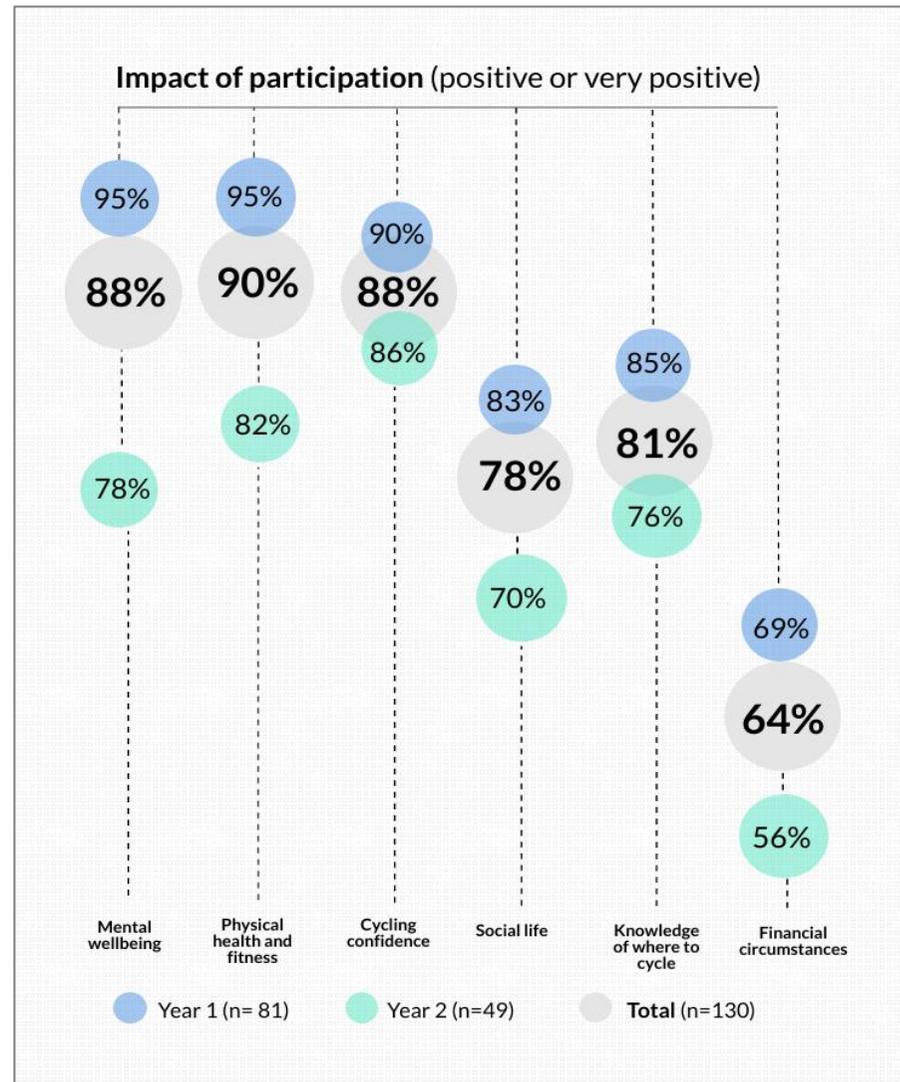


Figure 8: Impact of participation.



Participants were also asked to comment on the financial impacts of taking part. Responses to this question largely mirrored those reported for year one (i.e. reduced public transport costs, reaching employment more easily, that financial benefits were only possible when the weather permitted travel by bike, and for some, that no financial benefits were experienced). In year two, some comments indicated that considerable savings were made.

“I have saved £150 for three months.”

“Saved us a lot of money, we don’t use buses or trains much at all now.”

“Especially for the short trips, nextbike saved a lot of money.”

As well as providing large savings, some comments indicated that transport poverty had been alleviated (that a lack of money was no longer preventing people from travelling).

“When I have had no money for bus fare, I have used a ‘bikes for all’ bike to get to appointments or things like that that I need to get to.”

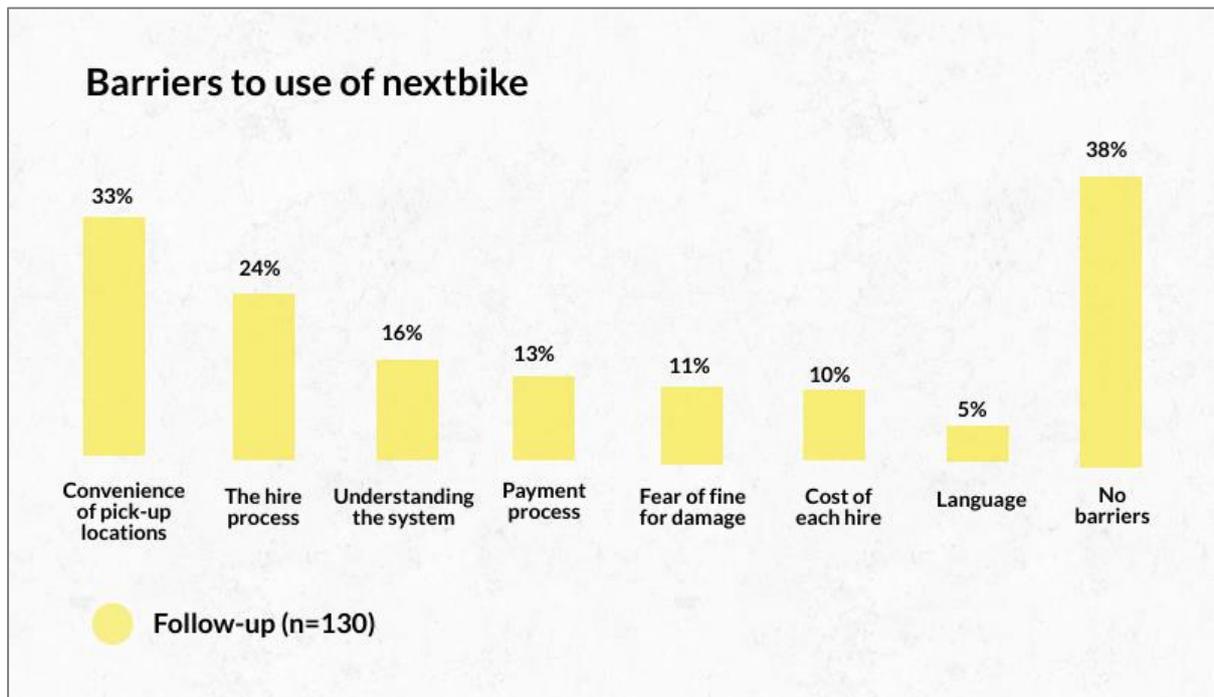
“Knowing there is a mode of affordable transport available to me if I get in a fix is hugely reassuring.”

Questions were also included in both the baseline and follow-up surveys asking how participants perceived their own general wellbeing and health and the amount of exercise they were undertaking. These questions revealed only small increases in positive results from baseline to follow-up, albeit from an already high starting point (see Appendix 2).

3.4 Barriers to nextbike use

Figure 9 presents the barriers to nextbike use for participants over the two-year project period. Differences between year one and year two are presented in Appendix 2. This shows that although major differences were not found for most of the barriers listed, fewer participants in year two felt that the convenience of pick-up locations were a barrier (26% versus 38%), a higher percentage felt that cost was a barrier (14% versus 7%) and more felt that there were no barriers (44% versus 35%). Improvements relating to the convenience of pick-up locations from year one to year two perhaps reflect the expansion of nextbike over this period, with better reach in the north, east and south of the city. The hire process remains prohibitive or confusing to around a quarter of participants, although a step-by-step guide on how to hire a bike developed during the project should support more people to overcome this barrier if it was made widely available.

Figure 9: Barriers to nextbike use.



3.5. Improving the Bikes for All experience

In year one, open-ended comments on how the experience of Bikes for All could be improved were offered in relation to:

- increasing the number of nextbike stations
- expectations being met/improvements not being needed
- better bike maintenance
- issues relating to the return or pick-up of bikes
- the design or comfort of bikes.

(Listed in order from most commonly to least commonly mentioned.)

In year two, further comments were made on the benefits of the project and on increasing the number of stations. Comments relating to desired expansion were mainly attributed to the north and the east of the city, as well as beyond the current western station limits. It was suggested that new stations should be within residential areas to allow easier access.

“It would be good if the pick-up point for bikes for all were closer to where people reside. I think the bikes would be used more often then.”

Other suggested improvements included bike repair or road safety sessions, offering more time for free, extending the project to include e-bikes and offering WiFi at stations.

4. Discussion and recommendations

4.1 Discussion of findings

Findings for the two-year period largely mirror those presented for year one; in summary that a diverse pool of people from across Greater Glasgow took part and the impacts of participation were positive for most. In year two, Bike for Good staff were able to engage an even more socially excluded population, with many more participants being unemployed and/or seeking asylum. This is a positive development that will accelerate the diversification of cyclists across Glasgow.

The project successfully engaged participants from ethnic minorities. Over 200 Bike for All participants were from a Black or minority ethnic background, representing 50% of all participants. This is important because we know that people from ethnic minority groups currently cycle less than White people, but more people from ethnic minority groups want to start cycling than any other group – 55% of people from ethnic minority groups who currently do not cycle would like to start².

Year two participants were less likely to cycle before signing up, meaning that the project contributed to a greater proportion of new cyclists in the city over this period. However, it is notable that only modest numbers of older people have engaged with the project over the two years. This may be due to the types of organisations that Bikes for All staff have worked with, but it might also reflect a lack of confidence to cycle in this population group.

In keeping with findings presented for year one, perceived barriers to cycling tend to increase after participation. In particular safety is a concern for many, and it is clear that overcoming some barriers will require investment or support beyond that which is possible through this project. The issue of safety was highlighted in a recent report on cycling intentions post-‘lockdown’, where new cyclists expressed a strong wish to see more dedicated cycle lanes as a means of encouraging them to continue cycling after once Covid-19-related restrictions on movement were lifted³.

As expected, people were much more likely to use a bike to complete journeys after signing up, but it is notable that cycling did not appear to displace other modes of transport. This suggests that participation in Bikes for All and access to a nextbike generally extended the transport options available to people and allowed them to access other forms of transport to connect journeys. Comments on the financial impacts of participation showed that for some,

all other forms of travel were unaffordable. This meant that cycling was the only viable way of getting around the city for longer journeys.

As already stated, the impacts of participation across a range of factors, including health, cycling confidence, social life and financial circumstances, were positive for most. However, these impacts were more likely to be positive in year one than two. Similarly, many aspects of provision were deemed to be more useful by participants in year one, which suggests that some attention should be paid to how the project is delivered in future years. These factors should be considered alongside feedback on how the experience could be improved, which, while also mirroring some of the feedback from year one – such as increasing the number of stations, maintaining bikes better and resolving issues relating to the pick-up or return of bikes – included offering more time for free, offering e-bikes and providing WiFi at stations. These suggestions would be worth considering if funding became available to deliver them. Additional considerations will be needed in light of the Covid-19 pandemic, such as measures to reduce the likelihood of viral transmission through surface contact and a reduction in activities that bring participants together.

4.2 Covid-19 and climate change

These findings reflect project impacts prior to the arrival of Covid-19 and the subsequent 'lockdown' from March 23rd 2020. Restrictions on movement and the need to practise social distancing present both opportunities and challenges for shared use forms of travel. Although nextbike suggests that shared-use bikes present a low risk for virus transmission⁴, this risk is greater than it is for bike owners or those undertaking non-contact forms of travel. However, to minimise the risk of transmission, nextbike have taken several measures, including ensuring that their own staff disinfect bikes when arriving and leaving a workshop and advising users to wash their hands before and after use and wearing gloves if possible³.

With cycling being promoted⁵ and replacing other forms of physical activity during the lockdown phase, there is an opportunity to capitalise on this temporary change in the longer term. Indeed, a survey of cyclists during lockdown showed that 14% intended to cycle more once lockdown restrictions on movement were lifted³. Opportunities to expand cycling infrastructure are already being considered across many cities, with the creation of temporary cycle lanes facilitating the increased demand while also enabling safe social distancing⁶. The requirement for social distancing may change in months to come, but the increased demand for cycling should continue to be considered in relation to how space is allocated in urban areas. As public transport continues to operate at reduced capacity, there is a strong case to expand bike hire schemes – and associated projects which support their

use – and to invest further in cycling infrastructure. The decision to offer free hire for the first 30 minutes of nextbike use in Glasgow over an eight-week period⁷ (beginning at the end of June 2020) is a welcome short-term measure, but many bike schemes and associated projects rely heavily on short-term funding. More substantial and longer-term investment would allow bike hire providers and partners to plan for the future and encourage longer term travel behaviour change. This may be particularly important for facilitating city journeys that are too far for people to walk, and with car journeys showing the greatest rebound after lockdown⁸, those without access to a car should have a safe alternative to public transport.

Despite being overshadowed by the pandemic in recent months, tackling climate change remains an important public health challenge. Since the beginning of lockdown, restrictions on travel have reduced carbon emissions and improved air quality, with data collected across major UK cities showing that although changes in air quality have varied considerably across cities, all have experienced improvements due to a reduction in vehicular travel⁹. For Glasgow, the reduction in vehicular traffic has significantly advanced efforts towards reaching its target of becoming carbon neutral by 2030, and a return to pre-Covid pollution levels would be a missed opportunity and a backwards step. The lockdown period has provided an insight into what cities could look like in the future, while also highlighting the powers that governments have at their disposal to influence travel behaviour, should intervention be deemed necessary in the interests of public health.

4.3 Recommendations

Recommendations offered after year one remain relevant and should be considered alongside those offered here. These were for the providers of bikes (nextbike and Glasgow City Council), Bikes for All partners, others looking to implement similar projects elsewhere and for organisations that have the resources to improve conditions for cyclists. Taking these different interests into consideration and acknowledging the new context that we are now living in, our recommendations at the end of year two are as follows:

1. Bike for Good staff should continue to encourage participation from socially excluded people and those furthest from participating in cycling activity. Further consideration should be given to how older people could be encouraged to take part, perhaps through the inclusion of e-bikes if affordable.
2. Bike for Good should consider opportunities to improve aspects of project provision where participant satisfaction levels have reduced from year one to year two. This should include consideration of measures that may be necessary due to social distancing and infection control.

3. Bike for Good should continue to collect information on who is participating and the impact of their participation.
4. Consideration should be given to other complementary delivery models, including opportunities for participants to be referred to Bikes for All through social prescribing.
5. As an alternative to public transport and a move towards de-carbonisation, investment in bike hire schemes and other individual sustainable forms of travel should be prioritised.
6. Investment should continue for safe permanent cycling infrastructure, with consideration given to how roads and spaces can be reallocated for walking and cycling where appropriate.

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Appendix 1. Questions included in baseline and follow-up (2019-2020 and 2018-2020).

Survey	Baseline (n=243)	Baseline (n=432)	Follow-up (n=49)	Follow-up (n=130)
Time period	2019-2020	2018-2020	2019-2020	2018-2020
Barriers to cycling				
Safety	20%	26%	44%	47%
Lack of awareness about routes	14%	18%	30%	30%
No access to a bike	58%	48%	28%	27%
Lack of space at home or work	14%	19%	26%	27%
Lack of fitness	7%	10%	6%	10%
Lack of confidence	14%	16%	32%	28%
No barriers	15%	15%	32%	26%
Feelings and behaviour				
Rate general health as good or very good	81%	78%	76%	80%
Undertaken more than 60 mins of physical activity in last week	72%	65%	70%	66%
Journeys (once per week or more)				
Cycle	19%	21%	66%	59%
Drive	16%	22%	36%	42%
Walk	92%	90%	90%	89%
Private transport	5%	7%	10%	12%
Public transport	62%	62%	60%	63%
Journeys (never use this mode of transport)				
Cycle	71%	63%	18%	18%
Drive	78%	66%	48%	47%
Walk	5%	6%	4%	5%
Private transport	77%	67%	54%	51%
Public transport	24%	19%	14%	9%

Appendix 2. Follow-up survey results (year one, year two and total).

Follow-up survey	Year one (n=81)	Year two (n=49)	Total (n=130)
Impact of participation (positive or very positive)			
Mental wellbeing	95%	78%	88%
Physical health and fitness	95%	82%	90%
Cycling confidence	90%	86%	88%
Social life	83%	70%	78%
Knowledge of where to cycle	85%	76%	81%
Financial circumstances	69%	56%	64%
Use of nextbike			
Leisure activities	58%	52%	56%
Visit family and friends	47%	32%	42%
Access shops	44%	46%	45%
Access social welfare/health	33%	28%	32%
Access work/ training/ study	33%	38%	36%
Access public transport	25%	25%	25%
For pleasure	-	23%	23%
Perceived barriers to the use of nextbike Glasgow			
Convenience of pick-up/ drop-off locations	38%	26%	33%
Hire process (unlocking/ returning)	26%	22%	24%
Understanding the system	17%	14%	16%
Payment process	14%	12%	13%
Fear of fine for damage/ theft	10%	14%	11%
Cost of each hire	7%	14%	10%
Language	5%	4%	5%
No barriers	35%	44%	38%

Usefulness of different aspects of Bikes for All ('very useful') excluding 'did not use' responses*			
Women-only rides	50%	63%	57%
Cash payment	64%	35%	53%
Events	69%	71%	70%
Advice on route navigation	71%	71%	71%
Advice and support on road skills	74%	68%	72%
Wavering of theft/damage deposit	80%	67%	76%
£3 hire	88%	88%	88%
Support staff at sign-up	93%	80%	88%

*The number (n) of responses to this question is lower than other questions due to the exclusion of 'did not use' responses.