

CYCLE TRAINING UK

Community Safety Wardens Course

Hackney Community Safety Wardens Case Study

- WHAT:** A 4 day course for Hackney Community Safety Wardens. The course includes cycle training (to Bikeability Level 3) and maintenance training, a myth-busting session on cycling issues and a discussion forum on local issues.
- WHY:** To enable the Wardens to patrol effectively on bicycle, to understand issues around cycling and the law, and to positively promote cycling in the borough.
- OUTCOME:** Very positive responses from the Wardens citing that they would use the skills not only during work but commuting to work. The Wardens also have a better understanding of the law, particularly around helmet-wearing and dealing with local cyclist/driver interactions.



Cycle Training UK was commissioned by Hackney's Emergency Planning and Warden Services and Cycle Training Manager to devise a 4 day course for the borough's Community Safety Wardens. With the highest number of cyclists of any London Borough, it is important that Hackney Wardens understand the issues that cyclists face and are well versed in the safety and legal aspects of cycling. The Wardens themselves are given cycle training, completing the National Standards syllabus and basic maintenance training.

The Community Safety Warden Programme includes:

- **A 'myth-busting' session:** Understanding issues around cycling and the law. Uncovering the truth about the risk of cycling, reasons for cycling, why some riders break the law, insurance, road tax, helmets and cycle lanes and other issues.
- **Forum:** Discussing local issues with regards to cycling. Communicating with cyclists where riding on pavement occurs. Communicating with drivers in places where there is potential conflict with cyclists. Promoting the Hackney cycle training scheme.
- **National Standard to Level 3:** Ensuring that the Wardens reach the highest level in their cycle training.
- **Maintenance:** As well as theory and practical cycle training sessions, the Wardens take a maintenance course where they can learn to make basic adjustments to ensure that it is roadworthy and fits the rider.

At the end of the training the Wardens were much more confident in their cycling ability and had a clear understanding of the law with regards to cycling. Comments from the Wardens include: "The training will help us to move more efficiently across the borough". "Made me more confident on city roads" and "The training has given me new skills, it is informative and practical".

"All Wardens have commented on how useful they found the instruction – particularly the myth busting session! It's great to see how they have grown in confidence - and I'm especially glad that some Wardens were able to try out some advanced skills beyond Level 3. We're looking forward to putting our training into practice by carrying out some cycle patrols at bike hotspots (cycling on pavement, car/bike conflict areas) next week." **Anna Corby, CCTV, Emergency Planning and Warden Services**

"The training for Hackney Community Safety Wardens complements the cycle awareness and FREE CPC training we are rolling out to HGV drivers across the borough. An increase in drivers and employees' awareness of cycling, alongside the free cycle lessons for local people, ensures a holistic approach. Training for both drivers and cyclists leads to a better road experience for everyone." **Lucy Nandris, Cycle Training Manager, London Borough of Hackney**

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For more information about the Community Warden course please contact Jean on 0207 232 4387 jean@cycletraining.co.uk