

Key worker bike scheme FAQ's

How will I be able to get hold of my bike?

You can collect your bike from our location in Smethwick. If you are unable to collect the bike yourself, we can arrange to have it delivered within Sandwell and the surrounding area.

Do I need anything else to cycle to work?

We will provide you with a helmet, a lock and if requested a pannier (a large removeable bag that attaches onto the bicycle that you can use to comfortably carry your belongings). The bikes are fitted with lights. You may want to wear or carry waterproofs in case of bad weather.

My workplace doesn't have shower facilities, do I need to wash after cycling?

For the majority of people, cycling at a relaxed, sensible pace should not make you exert yourself to need to wash afterwards. Carrying equipment in a pannier instead of in a backpack will keep your body cooler.

I am not confident cycling on the road, can I cycle on the pavement?

We are loaning bikes for people to use for transport in order to provide a safe option for getting to work. If you are not confident cycling on the road it is safer for you to travel by an alternative mode of transport.

What types of bikes are available?

The majority of the bikes we are loaning are robust city bikes with a comfortable saddle, upright posture and easy gearing. They have fixed dynamo lights that come on automatically when you pedal and a front and back rack to carry bags. They are suitable for people of all shapes and sizes. Our co-ordinator will adjust the bike to fit you when you pick it up/it is delivered. We also have a small number of mountain bikes that may be more appropriate if your journey involves an unsurfaced canal towpath.