








Leicester Wheels for All client survey

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1. How many Wheels for All sessions have you attended?				
Answer Choices			Response Percent	Response Total
1	1		6.98%	3
2	2 - 5		27.91%	12
3	6 - 10		16.28%	7
4	more than 10		48.84%	21
			answered	43
			skipped	0

2. Thinking of the last session you attended, how would you describe it?				
Answer Choices			Response Percent	Response Total
1	Very good		81.40%	35
2	Good		16.28%	7
3	OK		2.33%	1
4	Poor		0.00%	0
5	Very poor		0.00%	0
			answered	43
			skipped	0

3. What did you like about the session?				
Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	43
1	28/09/2022 01:06 AM ID: 200255736	It was at Leicester Cycle Track, which is a flat 1 Km and although there were other groups using it, there was enough space for everyone. My Down's daughter Claire has been coming to WFA sessions for a long time, as we have encouraged her to ride a trike from a young age. With these sessions she chooses her favourite trike, gets it adjusted and off she goes, with one of us parents on an adult trike just to see that she's ok. She looks forward to coming and really enjoys the fun and exercise. The staff are always very helpful in bringing out the bikes and adjusting them, even when it's getting a bit cold. So thanks all round.		
2	28/09/2022 02:04 AM ID: 200257756	it was at the new parks track. I could ride around on my own bike of try out other bikes.		

3. What did you like about the session?

3	28/09/2022 05:41 AM ID: 200264900	You talk about how sport is inclusive and your equipment provides the scaffold for this.
4	28/09/2022 07:13 AM ID: 200267277	I support two amazing people that attend these sessions , it is such a great opportunity for them to have the opportunity to cycle using the large trikes independently.this helps with their fitness and their wellbeing.
5	28/09/2022 07:33 AM ID: 200268001	Opportunity to cycle safely and try different bikes. Whole family enjoyed it.
6	28/09/2022 07:38 AM ID: 200268238	<p>The welcome, the range of bikes on offer, the encouragement to me and my grand daughter (she has hemiplegia)</p> <p>As a result of trying our different kinds of bikes at the session I was able to confidently buy a second hand trike to suit her needs and she is learning to ride on it. This has been hugely empowering - thank you.</p>
7	28/09/2022 07:55 AM ID: 200269054	The different types of bikes available for individuals with learning disabilities, and the fabulous team of volunteers.
8	28/09/2022 07:58 AM ID: 200269149	Fun, engaging, accessible and active for learners
9	28/09/2022 08:15 AM ID: 200270099	<p>Opportunities for my son to try different bikes and cycle as independently as possible.</p> <p>Usually sessions are efficient, well run and a fun experience. My son loves them and his fitness has increased significantly.</p>
10	28/09/2022 08:38 AM ID: 200271443	The students get to access the ability to ride a bike which many of our students have either never accessed or struggled to access.
11	28/09/2022 09:10 AM ID: 200273831	<p>Volunteers friendly and welcoming</p> <p>Bikes clean and well maintained</p> <p>Site safe and enclosed</p> <p>Toilets provided</p> <p>Variety of bikes which means us as a family can enjoy one activity. Son severely autistic and we are very limited to activities we can do as a family</p> <p>We travel 30 miles to participate as there's nothing more local</p> <p>Lifeline as fun times</p>
12	28/09/2022 09:19 AM ID: 200274625	<p>Absolutely brilliant our Residents loved it.</p> <p>Good exercise and good fun.</p>
13	28/09/2022 10:12 AM ID: 200279541	Lots of different bikes to try, really helpful staff/volunteers. Wonderfully safe environment for an anxious child to explore different bikes.
14	28/09/2022 10:16 AM ID: 200280018	I represent the members of Freedom Active and we find the sessions very enjoyable. As we have a wide range of service users, it is sometimes difficult to find a suitable activity that includes all abilities. This is where Wheels For All sessions excel in their inclusion of everyone and enable us, as a service and organisation, to feel confident in taking the members of the service to the Wheels For All sessions.
15	28/09/2022 10:22 AM ID: 200280562	The session was so inclusive, it had a wide range of bikes suitable for all different abilities. The staff were also very welcoming.
16	28/09/2022 10:35 AM ID: 200281793	<p>Friend and helpful staff onsite</p> <p>Inclusive of everyone</p> <p>Staff very willing to interact with service users ensuring they have a great time.</p> <p>Bike and equipment well maintained</p>

3. What did you like about the session?

17	28/09/2022 11:10 AM ID: 200285574	I took along groups of elderly people living with a visual impairment and dementia. As it was on Abbey Park this brought back lots of memories' of days gone by, taking them back to their younger days and especially being able to ride a bike. The volunteers made sure everyone was able to get onto a bike and one even ran along side one of my gentleman that wanted to go off and ride on his own. This took him back to his childhood. He had freedom and the smile on his face was unforgettable. Was the topic of conversation for some time.
18	28/09/2022 11:24 AM ID: 200287146	Friendly helpful volunteers. Can have exercise on side by side bike with a friend with dementia and can chat at the same time! We were both cyclists in the past but now medical conditions prevent both of us from cycling.
19	28/09/2022 11:36 AM ID: 200288381	Friendly and welcoming and the Staff showed real knowledge of what Bikes would best meet my mobility needs. It is a beneficial service that helps me to meet people feel free and get exercise and fresh air. You provide good venues.
20	28/09/2022 11:54 AM ID: 200290420	In a big park in the middle of leicester, variety of bikes and lots of space for the clients to move around, vollunteers were very friendly.
21	28/09/2022 12:58 PM ID: 200297532	It was at an accessible venue with a suitable track and lots of people to give advice
22	28/09/2022 13:45 PM ID: 200302711	Very welcoming and accommodating
23	28/09/2022 16:25 PM ID: 200322716	The craic and attention to participants
24	28/09/2022 16:53 PM ID: 200326009	People very friendly, helpful and the bike was available.
25	28/09/2022 18:03 PM ID: 200332636	Staff are helpful and easy to approach. Track works well and range of bikes available is great.
26	28/09/2022 21:57 PM ID: 200348576	It was a safe environment for our students to try different types of bikes and the volunteers were very helpful
27	29/09/2022 07:08 AM ID: 200359356	lovely caring volunteers. fantastic bikes, great range of different ly adapted bikes to suit all. amazing venues to ride. lots of opportunities to meet and talk to other providers who enjoy LWFA. lots of opportunity to socialise.
28	29/09/2022 08:41 AM ID: 200363073	The last session attended was at Robinson leisure centre at the end of April it was great to have the whole gymnasium available to ride around in. There was at least three groups in attendance (including one from Vista) which is my sight related charity plus lots of individuals who created a great atmosphere with the usual encouragement from those watching. Wheels for all creates that environment where it is just as enjoyable waiting for your turn as it is when you are on one of the many cycles available. You are always made very welcome. And the volunteers remember your name and always have time to talk when they can
29	29/09/2022 09:57 AM ID: 200370236	Lovely team who run Wheels for all- very organised and professional! Always let us know about new dates for the event. It provides so many benefits for our clients at Freedom, from being physical and exercising to going out in the community and meeting new people. They all love it when they go to your sessions and can not wait to return! We are always over the moon when sessions are offered to us in our community.

3. What did you like about the session?

		Thank you for everything you do!
30	29/09/2022 16:46 PM ID: 200413330	The staff were very friendly and helpful. They supported my group of young adults with learning disabilities to use their bikes, some of them for the first time. We all had so much fun.
31	29/09/2022 17:23 PM ID: 200416536	Friendly staff, relaxed. friendly accepting attitude of everyone attending and volunteers.
32	30/09/2022 19:25 PM ID: 200500402	It was in Abbey park on a weekend so we could all join in, in nice surroundings.
33	04/10/2022 09:12 AM ID: 200659583	i loved how friendly the staff were and how helpful they are. They let me try various different vehicles/bikes. i had such an awesome day
34	04/10/2022 09:17 AM ID: 200660134	Very friendly and helpful staff. Good quality and variety of bikes.
35	04/10/2022 09:18 AM ID: 200660161	It's been difficult for Timmy to get to morning sessions so he was pleased to have a cycle although space was a bit restrictive at Green Dragon
36	04/10/2022 12:24 PM ID: 200681507	Friendly people running the session, range of bikes available and the opportunity it provided.
37	04/10/2022 13:25 PM ID: 200687955	Good variety of bikes, friendly and very helpful staff. Good choice of location (Saffron Lane)
38	04/10/2022 14:30 PM ID: 200695133	Staff are very friendly Really enjoyable
39	05/10/2022 00:55 AM ID: 200738894	Very flexible. Good selection of bikes available for all ages and abilities
40	05/10/2022 08:44 AM ID: 200753363	Everything,i always have lots of fun & get plenty of exercise...I like to see my friends as well & we have chats & laughs!
41	05/10/2022 10:38 AM ID: 200764011	We found a suitable bike when we didn't think we would. Very impressed. Will be back.
42	05/10/2022 11:40 AM ID: 200771273	The session was fun and all the students enjoyed attempting to ride the bikes. The track is a great surface to ride on as the students with mobility issues find it an easier surface to access.
43	07/10/2022 11:36 AM ID: 200936698	Staff was very helpful, as I attended with our 3 years and a half twin boys, and my husband was called at work. We enjoyed the kindness of staff and the length of the session.
		answered 43
		skipped 0

4. What could have been improved?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	39
1	28/09/2022 01:06 AM ID: 200255736	I can't think of anything.		
2	28/09/2022 02:04 AM ID: 200257756	All good.		
3	28/09/2022 05:41 AM ID: 200264900	Brilliant events!!		
4	28/09/2022 07:13 AM ID: 200267277	I feel that in the winter months it does become harder not having the space in the leisure centres, would like to see a bigger area undercover ?		
5	28/09/2022 07:33 AM ID: 200268001	Nothing		
6	28/09/2022 07:55 AM ID: 200269054	Nothing, we always attend the sessions at Saffron lane athletics track. Which is safe, secure and adds to the fun going at speed around the track.		
7	28/09/2022 07:58 AM ID: 200269149	Perhaps some games/objectives that add further variety and additional meaning to riding the cycles		
8	28/09/2022 08:15 AM ID: 200270099	This particular session had been open to the general public but had also been booked by a group. This meant that it was much busier than normal and the staff struggled to cope.		
9	28/09/2022 08:38 AM ID: 200271443	None :)		
10	28/09/2022 09:10 AM ID: 200273831	More groups across the county at weekends as yp in school during week.		
11	28/09/2022 09:19 AM ID: 200274625	Nothing in our opinion.		
12	28/09/2022 10:12 AM ID: 200279541	Booking process could be made clearer, the first time you book it's not obvious what details you need and how to book places.		
13	28/09/2022 10:16 AM ID: 200280018	As we are based in Rothley, it can be difficult for us to access the sessions at Saffron Lane due to transport and journey times. The sessions at Abbey Park were the most suitable for the service to attend, but we understand these sessions are difficult to organise when using a public park and the costs involved. Wheels For All have always communicated very well and we access the sessions at every opportunity,		
14	28/09/2022 10:22 AM ID: 200280562	Nothing		
15	28/09/2022 10:35 AM ID: 200281793	Nothing always great sessions		

4. What could have been improved?

16	28/09/2022 11:10 AM ID: 200285574	Nothing.
17	28/09/2022 11:24 AM ID: 200287146	I particularly liked going round the Oval in Abbey Park - more interesting than Saffron Lane sports track so more sessions in parks. A very minor point and I still like going to Saffron Lane.
18	28/09/2022 11:36 AM ID: 200288381	Nothing a great experience.
19	28/09/2022 12:58 PM ID: 200297532	We had booked a certain bike but someone else was using it and was reluctant to swap bikes
20	28/09/2022 13:45 PM ID: 200302711	These sessions are incredibly popular now and they get very busy which means that some people may not get as long as they want on the bikes
21	28/09/2022 16:25 PM ID: 200322716	Now we have been through two years of pandemic a tech system for card payment of LWFA fees would be good.
22	28/09/2022 16:53 PM ID: 200326009	? More indoor sessions, especially when weather is poor.
23	28/09/2022 21:57 PM ID: 200348576	Nothing really as we always enjoyed ourselves.
24	29/09/2022 07:08 AM ID: 200359356	as LWFA are becoming more and more popular it would be great to have more bikes, sometimes there is alot of waiting around. id be happy to help with fundraising.
25	29/09/2022 08:41 AM ID: 200363073	Nothing really it was a very busy session and people had to wait but nobody complains there is only so much room for cycles and if the numbers are large that shows the event is successful
26	29/09/2022 09:57 AM ID: 200370236	N/A
27	29/09/2022 16:46 PM ID: 200413330	I can't think of anything that could be improved, it's a fantastic opportunity for all users.
28	29/09/2022 17:23 PM ID: 200416536	More sessions. Easier booking system. Payment option on line or membership?
29	04/10/2022 09:12 AM ID: 200659583	the only reason i went just the once is due to my hip surgeon saying the tear in my hip and cycling is no good. i am gutted as if this was not the case i would attend another biking session. obviously this has nothing to do with the biking team/ etc. thanks for making cycling inclusive for all. you are a fab charity/company
30	04/10/2022 09:17 AM ID: 200660134	Nothing it's an excellent service, maybe just the signage to get there - wrong entrance.
31	04/10/2022 09:18 AM ID: 200660161	Nothing

4. What could have been improved?

32	04/10/2022 12:24 PM ID: 200681507	Nothing I can think of!	
33	04/10/2022 13:25 PM ID: 200687955	Perhaps a tandem with a sidecar would be useful to have.	
34	04/10/2022 14:30 PM ID: 200695133	Its a long walk from the car park, i get tired easily	
35	05/10/2022 00:55 AM ID: 200738894	More up-to-date bikes if possible	
36	05/10/2022 08:44 AM ID: 200753363	Absolutely nothing	
37	05/10/2022 10:38 AM ID: 200764011	If bike was motorised or Electric but think you might have them now as it's ages since we attended straps and harness again might have.	
38	05/10/2022 11:40 AM ID: 200771273	A few more rickshaw style bikes as our students like the side by side experience, with either a peer or staff member sitting next to them.	
39	07/10/2022 11:36 AM ID: 200936698	My only recommandation in general is, when you book a time slot, to be able to use the whole time of it, as there are always people turning without a booking, which is fine, but then the need of a particular bike increases for the same time slot.	
		answered	39
		skipped	4