Cycloan Education & Restorative Approaches Ltd

IMPACT REPORT

The Queen's Award for Voluntary Service
The MBE for volunteer groups

CERA CYCLOAN
CREATE | ENGAGE | REPAIR | ACHIEVE

inspired by London 2012

SUPPORTER COMMITTED TO GOOD EMPLOYMENT IN GREATER MANCHESTER

ACT ASSOCIATION OF CYCLE TRADERS

About Us

Founded in 2014, CERA Cycloan is a social enterprise education provider and cycle shop. We use donated cycles to teach cycle mechanics to young people. Working together, staff, volunteers and students restore donated bicycles which are then sold or re-donated to support cycling and prevent precious resources going to waste.

CERA Cycloan uses the principles of restorative practice to create a productive working environment and engage with young people. The aim is to restore their confidence, for them to achieve as cycle mechanics and to prepare them for the world of work. We work closely with local authorities, schools, youth justice, and Greater Manchester police.

Our cycle mechanic training programme has been developed using the extensive knowledge and experience of the CERA Cycloan qualified staff and volunteers. The curriculum is designed to engage learners and provide training in cycle mechanics, repairs, bike restoration, and business acumen. The content is equivalent to or at a higher standard than a Level 2 qualification such as the City and Guilds Level 2 Cycle Mechanic award. Since CERA Cycloan began in 2014, a total of 251 students have been engaged in our curriculum helping to prepare students for working life.

CERA Cycloan has developed a bespoke learning management system to record the progress of learners through the cycle mechanic and business acumen curriculum. Since July 2021 the system has provided accessible, secure communication via a dedicated server with the schools, case workers, and other services linked to each learner, and facilitated an accurate understanding of the impact of our provisions.

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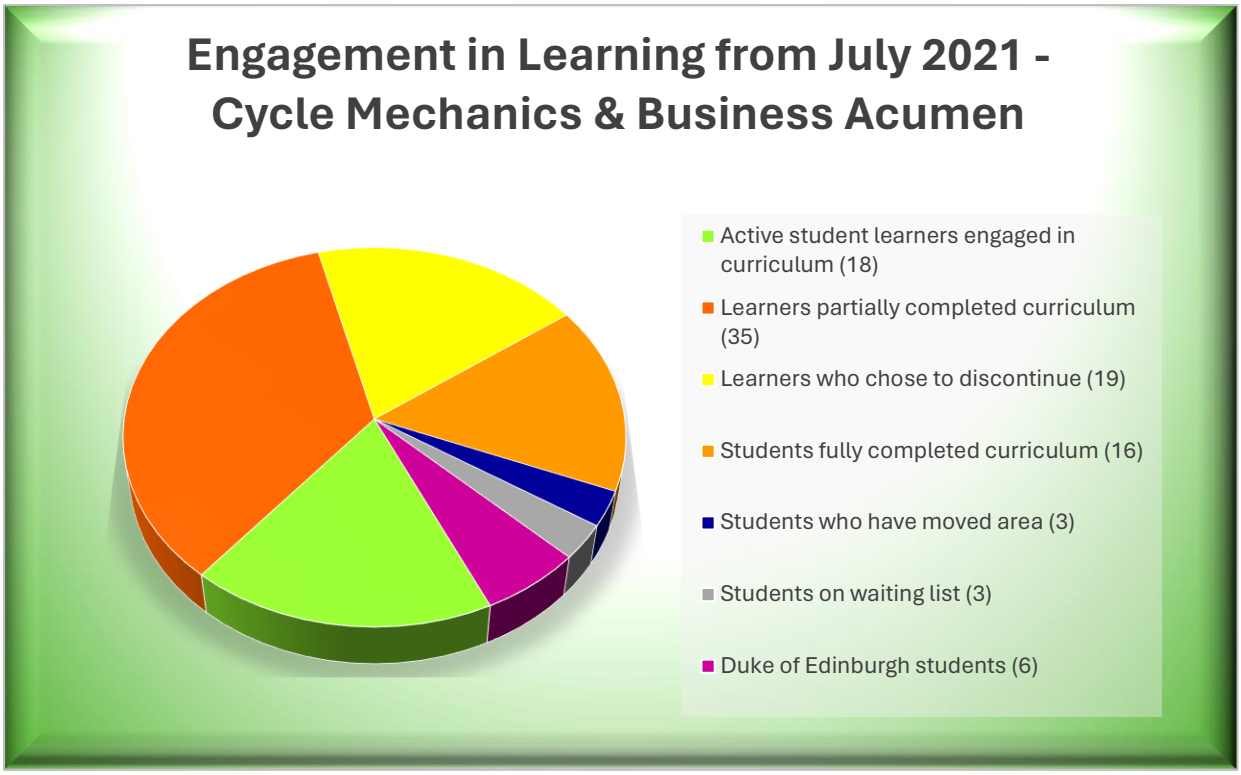
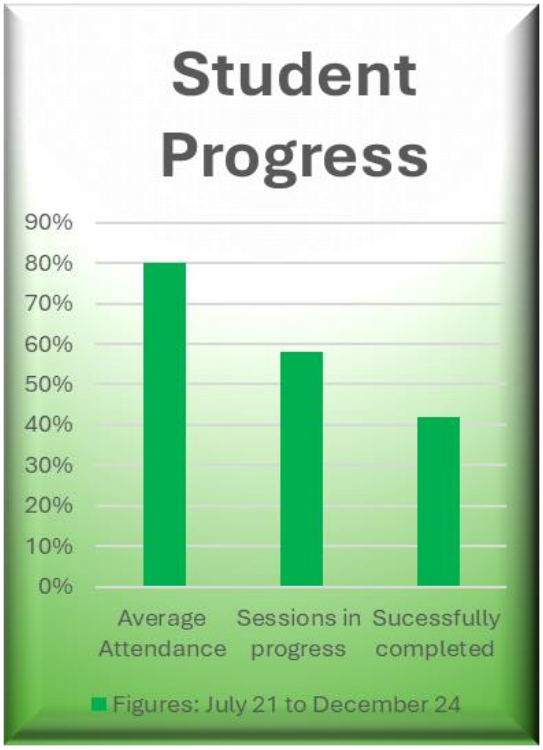
Student Engagement

Since July 2021, a total of 94 students have been referred to CERA Cycloan, with the outcomes for those who engaged with the mechanic training shown in the chart below (figures correct to January 2024).





Engagement with the wider community

Engagement with the wider community is an important part of CERA Cycloan's work as a social enterprise. We reach out widely to promote cycling as a healthy and enjoyable, climate-friendly mode of transport. Part of this outreach is through Bike Doctor events in Greater Manchester at which owners can bring their bicycles for safety checking, be shown how to make simple adjustments, and be provided with expert recommendations when more complex repairs are needed.

CERA Cycloan, in partnership with Transport for Greater Manchester, also provides training courses for members of the public at basic, intermediate, and advanced levels. Led by our qualified, highly experienced mechanic tutors, these courses make cyclists more self-sufficient in the skills necessary to keep their bicycles safe and reliable.

As a fully functioning cycle shop, CERA Cycloan also offers sales of refurbished bicycles, repairs, servicing, upcycled and new spare components, and friendly advice. We use our online shop to sell refurbished bicycles, as well as vintage and excellent quality used components. A percentage of our online sales is donated to St Ann's Hospice in Stockport, and we support other charities when possible; as of January 2024, these donations have amounted to £1500, as our online sales grow our support grows.

Duke of Edinburgh Award

We have supported six school students to achieve Bronze, Silver, or Gold awards. Two of these students have fully completed Bronze, Silver, and Gold; one student has completed Bronze and Silver and three students are currently completing Bronze awards. One of these students learns with us during the week and has completed his 16 module cycle mechanics course and has now started the business acumen course. He has also started to support via peer mentoring the other two students completing DofE. DofE is proven to support and help build confidence, knowledge, skills.

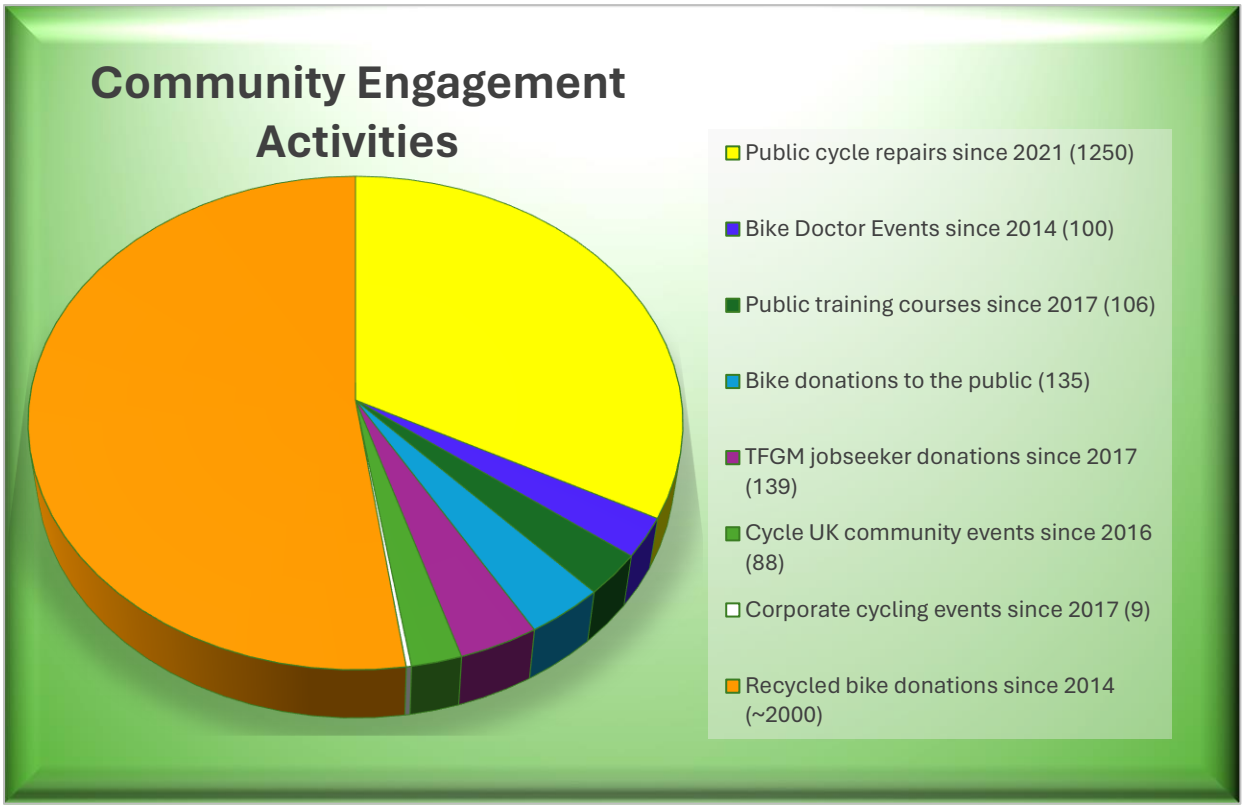
New Cycle and Stride programme starting April 2024

Cycle and Stride for Active Lives is an exciting initiative which we will be rolling out in April 2024 commissioned by TfGM that supports community groups and people in Greater Manchester to become more active through walking and cycling.

The aim is to reach communities who experience barriers when it comes to walking and cycling.

This initiative was made possible by a £1 million grant from the London Marathon Foundation to reach people across communities that are least likely to be active or to walk or cycle their journeys.

We will work with communities via Stockport Homes, Stockport Council and Stockport College to improve access to cycling and walking. We will do this through grants, training, and cycling activity, all with the support of incredible local champions and volunteers from Stockport Community Cycling Club. (below figures correct to January 2024).



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What we do differently

What makes CERA Cycloan different is a flexible attitude to accommodating learner's needs, finding ways make good things happen, and bringing restorative practice and restorative learning to our educational provisions.

An independent case-study prepared by Stockport Safeguarding Board describes CERA Cycloan in the following way.

"CERA Cycloan's Alternative Educational Provisions are aimed at re-engaging learners in a very practical way, supporting and empowering them to set their own goals whilst working within a fully supportive structured curriculum. Our provisions are designed to improve a learner's confidence and self-esteem and help them develop the life skills they need to consider a new pathway.

We provide alternative opportunities to a range of young people and adults who are not engaging in education/work for a range of differing reasons I.e. struggling with life, friends, work; educational/behavioural struggles-non-attendance/risk of exclusion, homelessness etc.

Most people are referred through school and can attend 1, 2, 3 days a week as long as they are in school the rest of the time. We start off working 1:1 and then reduce this as they become comfortable.

Many of our adult helpers/volunteers have been through difficulties/struggles themselves and the programme has helped them move on and they have stayed on as volunteers or helpers.

We also undertake several community projects recycling bikes and donating some of them back to the community as well as supporting charities through cycling events & support.

How we work

As a restorative practice organisation, we like to create a complete welcoming, harmonious learning environment to ensure our pupils are able to reflect on their own practice, behaviours and learning. We are proud to boast we implemented restorative practice as a workplace ethos which is reflected in our company core values.

Our mission is to provide all participants with the same opportunity to productively engage in forging a fairer, safer, and more inclusive society. We do this through our core values, the promotion of the value of education, British values, the 5 ways to wellbeing, a strong restorative solution focused ethos and volunteering opportunities. Our vision is to actively promote restorative approaches backed with the value of education to increase both personal development and individual life chances."

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What's different about CERA Cycloan?

Young people's views

• We are treated like adults, listened to, respected, and feel valued.
• We can have a laugh with helpers
• We are asked questions and request rather than order/demand or blaming statements
• It's open, honest, and allowed to make mistakes, if mistakes are made the reaction to this is don't worry this is how we learn
• I can speak without fear of being judged- it's safe and we are not made to feel stupid
• It's relaxed but there are clear boundaries - We have to start on time, attend, tidy up and work safely
• Too many people in school with different needs. It's a smaller space here and meets my needs- I can find space if get wound up here and go and calm down –
• I build up anger like a fuse and in school not supported to manage it, but here I am.
• I can speak with helpers/staff about things that bother me i.e. anxiety, worries
• I have made friends and built trust and feel safe

Workers and Helpers views

• It's hands on work and everyone's treated with respect
• Past experiences of being treated badly but not here
• Fixing bikes and building computers
• Feel I belong, happy moving and being out of the house
• Feel confident in what I am doing
• Not good at typing but able to use other skills i.e. repairs bikes and other tasks
• Flexible with young people and individual approaches and help them feel safe
• Completed teacher training course
• We are part of a team and people are more committed, it's part of life.

What difference has it made?

• I belong and feel part of a team, my communication and confidence is much better. I am not stuck at home, and I am happy.
• I get a sense of achievement and have learnt many skills
• I have learnt how I can make money from things we have made or fixed
• I am looking to be reintegrated back into school.
• I have developed confidence, will speak with parents and schools
• If I hadn't been here, I would be not in school, just dossing around
• In a boring job so would have left and be unemployed
• Would have been excluded and in trouble all the time
• I have developed a better understanding of young people and more empathetic
• Given me purpose and sense of achievement
• I was in a bad place, not going out, lacked confidence, bullied, isolated, and struggled to speak now come here and learnt how to speak better and much happier. I am part of a team.
• I was interested in bikes, called in and a bought a bike, got talking to Brian and volunteered for a while. then offered a job. Not judged for past mistakes.
• I was really struggling with life and getting into difficulties, got introduced to CERA Cycloan and volunteered. I was sorted out a bike that could be fixed, so I that's enabled me to travel to get to and from CERA Cycloan.
• Interested in bikes but not supporting young people but really enjoy this side and have been trained."

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Our 10-Year Journey

2024: Celebrating 10 years of achievement.

Continuing to maintain and build a quality reputation with everybody we work with; looking to the future to forge and extend working relationships and establish new collaboration opportunities; extending Cera Cycloan outreach and starting a new Cycle and Stride Programme in April 2024, with Stockport Community Cycling Club and TFGM, to target adult isolation, loneliness, physical and mental health, wellbeing, and fitness in partnership with Stockport homes and others.

2023: Final stage ELM / CRM hub system completed, installed a smart phone system, employed 5 full time staff, 1 part time staff, 1 Saturday worker, 1 sessional worker and 5 volunteers

2022: Piloted stage 2 and 3 of ELM / CRM hub system and employed 5 full time staff, 1 part time staff, 1 Saturday worker and 4 volunteers.

2021: Piloted the stage 1 of ELM / CRM hub system and employed 5 full time staff, 1 part time staff, 1 Saturday worker and 4 volunteers

2020: Started design and build of the ELM / CRM hub system connected to a dedicated server and employed 4 full time staff, 1 part time staff, and 3 volunteers

2019: Concept for developing and planning a bespoke ELM / CRM hub system on a dedicated server and employed three full time staff, 1 part time staff and 4 volunteers

2018: Received the Queens Award (MBE for voluntary groups), through our practices we developed a high-quality reputation employing three full time staff, 1 apprentice and 2 volunteers.

2017: moved to a large unit in Swallow Mill employing three full time staff, 1 apprentice and 1 volunteer.

2016: advance in employing 2 full time staff, 1 apprentice and 1 volunteer.

2015: Moved Premises to the high street employed 1 part time staff member.

2014: CERA Cycloan Founded at Stockport College with personal funding, started work with the Youth Justice Service, Schools & Public

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