

FREQUENTLY ASKED QUESTIONS

Active travel social prescribing project – walking and cycling group sessions

What does your group walking or cycling activities involve?

A 90-minute walking or cycling group activities led by qualified leaders. Introductory, moderate and competent routes available.

Where do the group walking or cycling sessions start from?

In Ipswich, the sessions are taking place in Murray Park, Christchurch Park or Bourne Park. In Lowestoft they are taking place in Normanston Park, Sparrows Nest and Kensington Gardens.

Do I need to bring my own bicycle?

You may bring your own bicycle and equipment, however, bikes are required to pass a safety check by our cycle leaders at the beginning of the first cycle session. We can provide standard bikes, electric bikes, walking aids and other associated equipment if requested before each session.

Can I arrange an accessible bicycle for the activity?

Yes, this can be discussed during our first telephone call with you.

Can I attend if I use a mobility scooter?

Yes, please advise if you will be attending using one so an appropriate route check can be completed.

What should I wear for the activity?

We recommend participants wear comfortable and thin-layered clothing that can be worn or removed as appropriate. It is mandatory to wear supportive footwear for safety reasons.

In warm weather we advise you wear loose-fitting clothing, lightweight hat and sunglasses.

In cold weather, we advise you wear a windproof coat/jacket, gloves and a hat.

Do I need to wear a helmet?

There is not currently any legal requirement for cyclists to wear helmets in the UK. Therefore, it is your choice whether to do so. However, this is under the cycle leader's discretion and a safety risk assessment.

Cost

All activities and equipment provided are free to the participant / carer during each session.

A free drink will be offered to the participant / carer at the designated café during the walk or cycle session.

I don't speak English – can you translate the details for me?

Yes, we can arrange translation of our registration forms and surveys. We can also arrange for an interpreter during the activity.

I have a hearing impaired, what support is available to register and during the activities?

Please email your support request and preferences to thewaytogosuffolk@suffolk.gov.uk to arrange suitable measures.

I am visually-impaired, what support is available to register and during the activities?

We can arrange to register you via the telephone or provide large print registration forms. In addition, we can offer you a walking guide to support you throughout the session.

Can my service assistance dog attend the activities with me?

Yes, they must be a registered assistant dog with an appropriate organisation.

Can I bring my child with me?

The sessions are adult-only for over 18s. Nevertheless, 1-2-1 buddy walking and cycling sessions can be arranged as a family on request.

Please look out for specific family walking and cycling events on our website.

Can I bring my pet dog with me?

No. Please look out for special dog-friendly walking and cycling events on our website.

How many people take part in a session?

Walking groups are between 8 and 10 people and cycling groups are between 6 and 8 people.

Who will lead the group?

Experienced and certificated walk and cycle leaders accompanied with a back marker (somebody who walks/cycles at the back of the group).

What happens if I've booked on a session and then can't make it?

Please notify us before the session start time. Safeguarding calls are made to any missing participant from each session. Emergency contacts shall be contacted if necessary.

What if I become unwell during the session?

In an event of any accident, all our walk and cycle leaders are first aid-trained. All walking and cycling routes are risk-assessed beforehand to ensure that control measures are in place to minimise all risks and appropriate equipment is in place.

Will the activity be cancelled on any days and how will we be informed?

Activities will only be cancelled due to extreme weather which include the following temperatures: over 25+ degrees, below -0 degrees and wind speeds over 35mph. In an event of a cancelled session a member of the WayToGoSuffolk team will contact all participants or emergency contacts via phone calls.

How do I travel to the activity?

All activity routes are accessible via local bus services. However, home collection can be arranged prior to the session start time.

If I drive, where do I park?

All session car parking is signposted in our event timetable which can be found at [Social prescribing – The Way To Go Suffolk](#). Any issues, please get in contact at 01473 260060.

Do I need to be able to cycle already before I join the activity?

Our sessions are for new and experienced cyclists. We will clarify all details of each participant regarding experience before sessions take place. The first week of cycling sessions will also consist of a cycling assessment to build confidence and ability to partake in our group cycles.

Can I leave a session at any point?

You may leave a ride at any point but please notify the session leader before leaving.

What do I need to bring to a session?

Water, appropriate loose-fitted clothing (weather dependent), appropriate cycling/walking footwear (no heels, crocs, sliders, or flipflops), helmet and any medication or walking aids that you require.

Do Suffolk County Council provide cycle training?

Yes, cycle courses and Bikeability courses are available. Please contact us for more information.

Can Suffolk County Council fix my bike for me?

Repairs cannot be made at our cycle sessions. Bike doctors often attend our community events to offer free bike check and repairs. Bike maintenance courses are available, please contact us for more information.

How can I get more involved?

We offer a participant planning group. Contact us for more information. We also offer voluntary roles.

For more information: [Walk and Cycle Leaders/Backmarkers/Side markers – Be Collective – Volunteering](#)

Has Suffolk County Council got a privacy policy?

Yes, our privacy policy can be found via this link: <https://thewaytogosuffolk.org.uk/privacy-policy>