

London Borough of Havering Case Study

The requirement

When looking to introduce the Cycle to Work scheme to London Borough of Havering, we had many requirements with most being associated with administration. As we would be managing both the Havering scheme and London Borough of Newham scheme, we wanted to ensure our chosen supplier provided a scheme with near-zero administration required.

One major requirement was that our chosen supplier provided end-to-end management of every element of the scheme to ensure a smooth process for all parties. Another key element we required included regular reports on key CSR and MI to be included in quarterly reports.

A dedicated account manager that we could call upon rather than a general company helpline was also crucial to us as this would allow speedy resolution for any concerns, issues, or requests. Comprehensive marketing and bespoke marketing initiatives were also important to ensure all employees were made aware of the scheme.

The solution

After carrying discussions with providers and neighbours within the public sector who utilised Cycle Solutions, we decided to launch our scheme with Cycle Solutions. The implementation meeting with Ceri Griffin, our dedicated account manager enabled us to include bespoke administrative elements into the process to reduce our workload. Within the meeting and on an ongoing basis, we have continually benefited from marketing including roadshows on-site, webinars and bespoke marketing approaches to our school population.

The results

Our scheme continues to grow with more and more employees joining the scheme. Our administration levels are incredibly low with Ceri and the Cycle Solutions team responding to queries quickly to ensure any requirements are met. We continue to promote the scheme as well as receive regular updates and reports. We meet on a regular basis with Ceri, our account manager who is available to help with any issues. Ceri and the team recently provided fantastic support regarding a very sad, and personal matter for the Borough which ensured a caring solution for all parties.



Client feedback

We are delighted with our experience with Cycle Solutions as our Cycle to Work scheme provider. The ease of administration has been fantastic, making the entire process seamless and efficient. The staff platform is incredibly user-friendly and with a fast turnaround from placing an order to the actual purchase of the bicycles. This efficiency allows our employees to start enjoying the benefits of cycling to work sooner.

Additionally, the account management experience with Cycle Solutions has been exceptionally positive. Their team's responsiveness and support have made our partnership a pleasure. Overall, we highly recommend Cycle Solutions to any organisation looking to implement a Cycle to Work scheme.

Vickie Carroll, HR Consultant, London Borough of Havering