PEDALL
New Forest Inclusive Cycling

PEDALL

Social Impact Report · 2024 - 2025

COMMUNITY FUND

NEW FOREST NATIONAL PARK

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PEDALL
New Forest Inclusive Cycling

Envoy Partnership

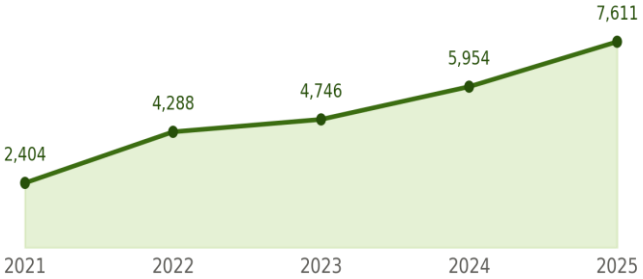
Ten years of rides in the New Forest

OVERVIEW

PEDALL began in 2017 with just a handful of cycles and a single van, offering rides from car parks across the New Forest. PEDALL is hosted by the New Forest National Park Authority and supported by the charity, Friends of PEDALL. Today, thanks to the National Lottery Community Fund and other partners, PEDALL operates from two dedicated bases in Burley and Ashurst, with inclusive, guided rides supported by a strong, compassionate volunteer team. Its expanded fleet of specialist cycles enable people of all ages and abilities to enjoy the freedom of cycling through the beautiful New Forest National Park.

"Pedall is well-established and widely connected to the New Forest community and surrounding areas. We delivered over 7,000 rides in 2025 during 600 guided ride sessions and community events."

Shelley Filby, PEDALL Project Manager



+217% growth in rides since 2021. Total number of rides up from 2,404 to 7,611.

PEDALL annual records, 2021–2025

YEAR-ON-YEAR GROWTH, 2024 TO 2025

+29%
Rider slots
4,432 → 5,706

+24%
Carer slots
1,540 → 1,905

+22%
Unique riders
925 → 1,132
Excluding New Forest Show

WHO PEDALL SERVES

PEDALL welcomes anyone who faces barriers to cycling. This includes people living with long-term health conditions, mobility or balance challenges, physical or intellectual disabilities, dementia, or brain injury. PEDALL creates a safe, supportive space where everyone can experience the joy and freedom of cycling, whatever their needs or abilities. PEDALL gives people with mobility issues the opportunity to try new, sustainable transport.

TWO BASES, ONE PROGRAMME

PEDALL operates from two permanent bases in the New Forest. Burley, the larger hub, runs 4.5 days a week. Ashurst runs 2.5 days a week, extending PEDALL's reach into the eastern National Park.

RIDER SLOTS DELIVERED, 2025

5,933 slots across both bases

A trusted partner in inclusive cycling

WHEELS FOR ALL

"Partners like PEDALL are vital in achieving this vision — providing accessible, high-quality opportunities that connect people with cycling, nature, and their local communities."

Philippa Curphey, Regional Manager London & South

New Forest National Park Authority

The New Forest National Park should be something everyone can enjoy, regardless of age or ability. Pedall plays a vital role in enabling access to the Forest, by combining provision of specialist cycles with a skilled, supportive team. It's a welcoming, inclusive environment where individuals can experience the National Park, build confidence and most importantly enjoy being in nature.

Jim Mitchell, Access and Learning Manager

PEDALL's work sits within a wider national movement for inclusive cycling. The National Lottery Community Fund has backed PEDALL through **three successive rounds of funding**, with the current five-year grant running through to 2028. The project is now at the midpoint of that grant.

"For many of the people we support, Pedall has become an important and much-valued part of their weekly routine, offering opportunities to stay active, connect with others and enjoy the outdoors in a safe and welcoming environment. The positive impact on their wellbeing, confidence and overall quality of life is clear to see."

John Davies, Day Support Services Manager, Minstead Trust

PEDALL's partner network spans **49 organisations** between 2024-2025 across 11 need categories, from special schools and colleges to care homes, NHS services, and community charities.

Partner organisations by primary need

Wellbeing

FINDINGS

PEDALL's prominent impact is on rider wellbeing. Riders consistently report improvements across physical, emotional, and social dimensions, and these self-reported gains are reinforced by observations from volunteers and families who experience the wider effects of participation. Both the cycling itself and the experience of cycling in the New Forest contribute meaningfully to wellbeing.

97% of riders said they feel **happy** after cycling with PEDALL.

2025 rider survey · 78 respondents

97% feel excited cycling in the Forest and being outside in nature

96% said cycling with PEDALL improves their strength and fitness

> *"Coming here is the highlight of my week. The Forest, the people, the bikes. I leave feeling alive."*
>
> PEDALL rider · 2025 survey

Riders in the Forest

WHAT VOLUNTEERS OBSERVE

100% of volunteers reported PEDALL has a **positive effect on participants' lives.**

2026 volunteer survey · 15 respondents

"Riders might turn up to a session anxious or struggling with something, but once they're out in the Forest everyone starts smiling."

Stef, PEDALL ride assistant

Confidence and Belonging

FINDINGS

87% of riders said they have **gained confidence** to try new activities.

2025 rider survey · 78 respondents

Confidence and belonging are two of the outcomes PEDALL was set up to deliver, for people who often find it hard to access outdoor activity, and who are all too rarely included alongside others. For many riders, riding with PEDALL means discovering that an activity they had assumed was no longer possible is in fact within reach. They also find a group that welcomes them as they are.

83%
exercise more since joining PEDALL

92%
feel happy cycling in a group

PEDALL runs mixed-ability group sessions, and riders of different conditions and backgrounds ride together. The 92% figure shows the result: riders feel part of a group, and that sense of being included alongside others is part of what they take away from each session.

"I come for the people as much as the cycling.

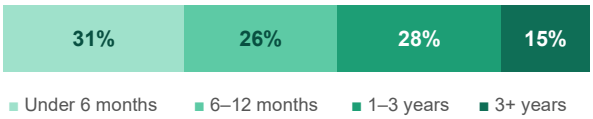
It feels like a place I belong."

PEDALL rider · 2025 survey

RIDERS STAY WITH PEDALL

On average, riders have been riding with PEDALL for 22 months. Over four in ten have been riding with PEDALL for more than a year.

HOW LONG RIDERS HAVE BEEN WITH PEDALL



22 months
average rider participation length

63%
ride with Pedall at least once a month

Riders in the Forest

Improving Relationships

Poppy and her mum

POPPY AND FAMILY

Poppy is 16 and has Down's syndrome. Almost every week she and her mum, Debbie, climb onto a side-by-side bike and head into the Forest together. Her dad Julian sometimes joins them too.

The side-by-side bike is the difference. On most outings, Debbie is the one keeping watch, managing risk, anticipating what Poppy might need. On a PEDALL ride, that load drops away.

"Most of the time I'm her mum and her carer," Debbie says, "but with PEDALL we can be buddies. There are no concerns about safety or risk. I don't feel like I have to manage her at all."

What follows is the kind of time families like Poppy's rarely get. They sing as they ride. They spot ponies and deer. Debbie describes it as stress-free, peaceful, a chance to chill out and detach from the day-to-day.

DEMENTIA FRIENDLY HAMPSHIRE

The Hampshire Forget-me-nots are a cycling group whose members are living with dementia. Led by Jane Ward, Charity Lead at Dementia Friendly Hampshire, the group has been running for a decade and includes people with young-onset dementia under 65. Most weeks they cycle together in the New Forest with PEDALL.

What PEDALL gives them is something other settings rarely do. "Dementia is something that binds us together," Jane says, "it's not the reason we get together. We do that for the love of the outdoors and a love of what we're doing. With PEDALL, it's for a love of cycling." For an hour, members are not patients or cases. They are cyclists.

Carers come too, and Jane is clear about why that matters. "As a carer, you can feel an awful lot of guilt about whether you're doing well. Taking somebody out into the New Forest with PEDALL each week, that's more than enough. It's something special."

The group rides for the obvious health reasons. They also ride for the belly laughs.

Read the Poppy and Dementia Friendly Hampshire full stories at pedall.org.uk/case-studies

Dementia Friendly Hampshire group ride

A Shared Sentiment

FINDINGS

Joy, relief, and a quiet wonder. The sentiment shared with all who ride here.

Respondents arrive at PEDALL with a range of pre-existing concerns, including anxiety about physical activity, social isolation, the demands of caring responsibilities, and the assumption that cycling may no longer accessible to them. Across all respondent groups, these concerns are reported to recede during and after sessions.

happy. *calm.* ***alive.***

stress-free. ***magic.*** *free.*

fantastic. ***belonging.*** *family.*

Key themes drawn from rider survey (n=78), 2025

"I feel happy. It's fantastic. I don't feel nervous."

"Haven't been able to get into the Forest for years. Thank you."

PEDALL riders · 2025 survey

"This is something we thought we'd never be able to do with him as a family."

Parent of a rider · 2025 survey

"We have a lot of giggles, belly laughs actually. It's magic, really."

Jane, Dementia Friendly Hampshire

"Great to feel part of a community which provides such a valuable resource."

Volunteer · 2026 survey

New opportunities, at any stage of life

CASE STUDIES

Two stories about doors that PEDALL helped to open.

PEDALL's effect on individual lives is not bounded by age or stage. Stef and Ollie are PEDALL ride assistants in their 20s and 30s, building their early careers. Tricia and John are in their 70s, and have rediscovered cycling and the Forest after Tricia's mobility condition ended their tandem riding. Both have found new opportunities through their involvement with PEDALL.

Photo: Stef and Ollie

Photo: Tricia and John

STEF AND OLLIE · EARLY CAREER

Stef, in her 30s, and Ollie, in his 20s, are employed by PEDALL as ride assistants. Both are autistic. They help deliver inclusive guided rides, carry out cycle checks, and bring lived-experience insight to the team supporting riders with additional needs.

For both, PEDALL has been the route into paid work. The recruitment process itself was designed with accessibility in mind. Stef noted that from the interview stage onwards, PEDALL "clearly thought about things and explained extra details in a way that was reassuring", removing barriers that for many autistic people make conventional hiring processes difficult.

Their lived experience is treated as a strength of the role. Stef described being able to spot when a rider has been triggered by something during a session and to think of new ways to help people enjoy cycling.

> *"Working with PEDALL has allowed me to step into a role I didn't realise was possible."*
>
> Stef, PEDALL ride assistant

TRICIA AND JOHN · A COUPLE IN THEIR 70s

Tricia and John are both retired and have been riding with PEDALL for more than two years. Tricia lives with a rare inherited progressive condition that affects her mobility. The couple used to ride a tandem together; as Tricia's condition advanced, that became impossible.

PEDALL has given them cycling, and the Forest, back. For Tricia, the change is felt directly: "Being able to get out again, thanks to PEDALL, has meant a lot, a great deal." For John, the value of the programme is partly practical. Riding with PEDALL removes risks that would put off solo cycling at their age, being stranded by a puncture, no support if something goes wrong, and replaces them with a setting where, in John's words, "everybody has just been superb."

> *"Connections to wellbeing and nature mean everything to me."*
>
> Tricia, PEDALL rider

Read the Stef and Ollie, and Tricia and John's full stories at pedall.org.uk/case-studies

Community and outreach

SEN CYCLE SKILLS TRAINING

Each year, PEDALL takes pupils with special educational needs out of the classroom and into the Forest. Two to three schools a year join six-week cycle skills courses, combining bike maintenance with guided rides on the off-road trails. The Forest setting matters: for many of these pupils, cycling in nature is itself the breakthrough.

A PUPIL'S WORDS

"I'm excited before I go. I feel happy and tired at the end and look forward to doing it again."

Pupil · New Forest Based Primary School

WHAT TEACHERS SAY

"It has gone from 'I can't do that' to the boys fully applying themselves — in bike maintenance and back in school. To recognise the feeling of success is a huge thing for these boys."

Teacher · New Forest Based Primary School

Parents notice too. *New Forest Based Primary School reported parents calling to share changes at home - these pupils' confidence and positivity that did not stop when the ride ended.*

A pupil from New Forest Based Primary School

LISA, JENNY AND SCARF

Community partner case study

The Harrisons are a family of cyclists. Jenny, now 22, has autism and learning disabilities and grew up riding through the New Forest as a small child.

As she got older, riding independently became unsafe. The family discovered PEDALL through SCARF, a charity providing activities and short breaks for people with additional needs, and cycling became possible again. Jenny's dad John now volunteers with PEDALL. Her mum Lisa applies for every SCARF session that features PEDALL, without exception

> *"Riding with PEDALL gives Jenny an opportunity to do exercise in a manner that brings her joy. It's almost masking exercise with good fun."*
> Lisa, Jenny's mum

Read the full story at pedall.org.uk/case-studies

Jenny and family ride

Unanimous positive impact

FINDINGS

What volunteers say about PEDALL, and what the role gives back.

100% of volunteers say PEDALL has had a **positive effect** on participants' lives.

2026 volunteer survey · 15 respondents

Volunteers attend PEDALL sessions regularly, riding alongside the people they support. Together they contributed over 11,300 hours in 2024/25. The volunteer survey also shows three areas where volunteers themselves have changed through the role.

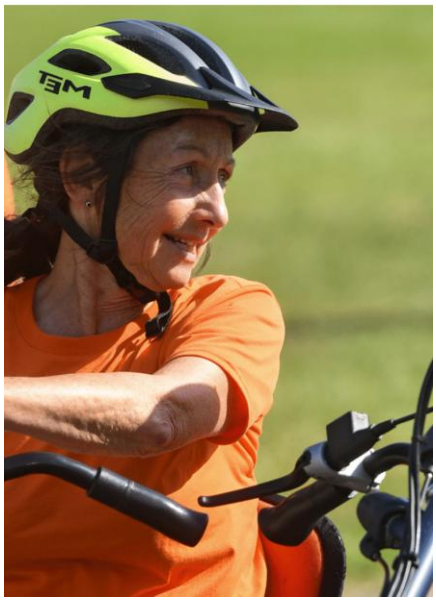


Photo: Caroline

A VOLUNTEER'S VIEW

Caroline calls PEDALL her "tribe".

Six years in, Caroline came to PEDALL as a lifelong cyclist and a former healthcare professional. She knew from her years in the sector what kind of outdoor programme can improve people's wellbeing. She found PEDALL at a volunteer fair and hasn't looked back. She is now also a project trustee.

"PEDALL gives everybody a place to go where they can feel like they're with their tribe - their community."

Caroline, PEDALL volunteer and trustee

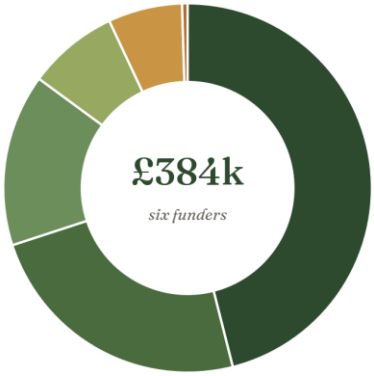
Finances

Between February 2024 and February 2026, PEDALL secured £384,415 across six funders, with the National Lottery Community Fund anchoring a diversified income base. Friends of PEDALL raised a further £43,700 from events and community donations toward future match funding. Capital investment of £115,000 has expanded the cycle fleet, refurbished the Burley base, improving accessibility, and added vehicle capacity to support growth.

£384k	£269k	£115k	£43.7k
Secured income 2024–26	Invested in delivery 2024–25	Capital investment 2024–26	Community-raised for future match

Where the funding came from

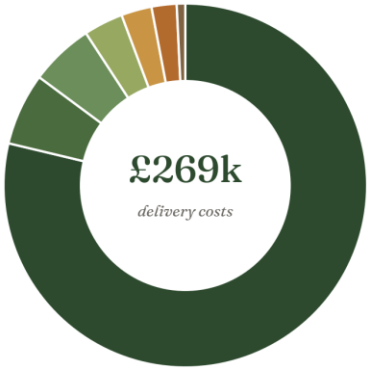
Feb 2024 – Feb 2026 · Total £384,415



National Lottery	£177,042	46.1%
NFNPA Access for All	£92,000	23.9%
South Western Railway	£58,000	15.1%
PEDALL ride income	£30,522	7.9%
New Forest District Council	£25,000	6.5%
Friends of PEDALL	£1,851	0.5%

Where it's been invested

Operating expenditure 2024–25 · Total £269,415



Staff	£212,110	78.7%
Cycle maintenance	£17,289	6.4%
Marketing and systems	£15,216	5.6%
General running	£9,447	3.5%
Vehicle costs	£7,310	2.7%
Evaluation	£6,000	2.2%
Volunteer costs	£2,043	0.8%

Capital investment

Feb 2024 – Feb 2026 · Total £115,000

£75,000	£25,000	£15,000
Cycles and mobility aids	Burley base refurbishment	Vehicles

Milestones and Priorities

PEDALL has grown from car-park rides with borrowed cycles to a year-round programme across the New Forest National Park. Here's our journey through the last ten years, and the next five.

MILESTONES

2006–2018	○	First school group rides enabled by donated cycles across the New Forest.
2017	○	National Lottery funding launches PEDALL. First staff and volunteers join.
2018	○	Burley base opens. Friends of PEDALL fundraising charity established.
2022	○	Ashurst site acquired. New fleet funded by Sport England and British Cycling.
2023	●	Ashurst opens, first groups arrive by train. *Five-year National Lottery grant awarded (current grant).*
2024	●	Specialist cycle fleet expansion. Pass the Pedall Community Fundraising event launches.
2025	●	Team members with lived experience join Pedall on Positive Pathway Programme. 7,611 inclusive cycle rides delivered.

TODAY · LOOKING AHEAD

2026 – 2030

Our strategic priorities

Growing sustainably, serving more people across the New Forest.

Sustainable growth

Grow at a pace aligned with secured income and capacity. Build long-term financial resilience through trusts, grants, corporate partners and community fundraising.

Community impact and engagement

Expand inclusive guided rides across the New Forest and surrounding communities, enabling more people of all ages and abilities to access nature and wellbeing.

Partnerships and collaboration

Strengthen partnerships with healthcare, schools, charities and businesses. Develop referral pathways to reach more people who would benefit.

Inclusion and accessibility

Continue removing barriers to cycling and access to the National Park. Maintain a welcoming, supportive environment for every rider.

Get Involved

HOW TO SUPPORT

Volunteer

Enthusiastic volunteers who are passionate about helping others are always welcome. Whether you're great at motivating people, enjoy cycling, or have skills in bike maintenance, PEDALL would love to hear from you.

Donate or fundraise

Donate to Friends of PEDALL to help keep our wheels turning. Your gift makes a real and direct difference to people's lives. Give online, by bank transfer, by text, or leave PEDALL a gift in your will.

Business Sponsors

Help your local community and make cycling accessible to everyone. Your support enables people of all abilities to enjoy the New Forest. All business sponsors can enjoy a team 'wellbeing' experience.

Visit us online

pedall.org.uk

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Let's be friends

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