



**TravelSAFE**



# Project summary

We decided to develop a travelSAFE project that included engaging young people with additional learning needs (ALN). We evaluated the difficulties a person with ALN might suffer while accessing public transport services in the area and supported our volunteers to collect data from other public transport accessors over five days. We aimed to capture one-hundred surveys over this period and evaluate the data to represent six focus areas:

- Whether the bus was the only form of transport a person might access.
- Whether the bus was an accessible mode of transport for a person to travel where they need to go.
- How easy it is for a person to plan their journey.
- Whether bus drivers understand a person's physical or learning difficulty.
- Whether a person has been bullied on the way to or while waiting at a bus stop.
- Whether a person has been bullied or harassed on a bus.

We also captured how often a person accesses the public busses and how close (in minutes) their nearest bus stop is from their home.

All these focus areas were captured on a short, accessible friendly survey so that our volunteers may distribute them in a peer-led manner, which reflected their motivation to actuate social change while accessing public transport.



# Planning

We engaged a group of young people to decide what we intended to do for our project. They identified a commonality between them: they all access the public busses as their primary transport method. Having discussed hate crime because of Hate Crime week, a second commonality was that they had experienced harassment on busses because of their learning needs and voiced an interest in researching the barriers that those with ALN face bus. We decided to engage passengers on busses with a survey asking them the focus points mentioned above and evaluating their responses to devise three recommendations for the Travel Minister for Wales. We decided to travel three times across the seven days and aim to collect one hundred responses.

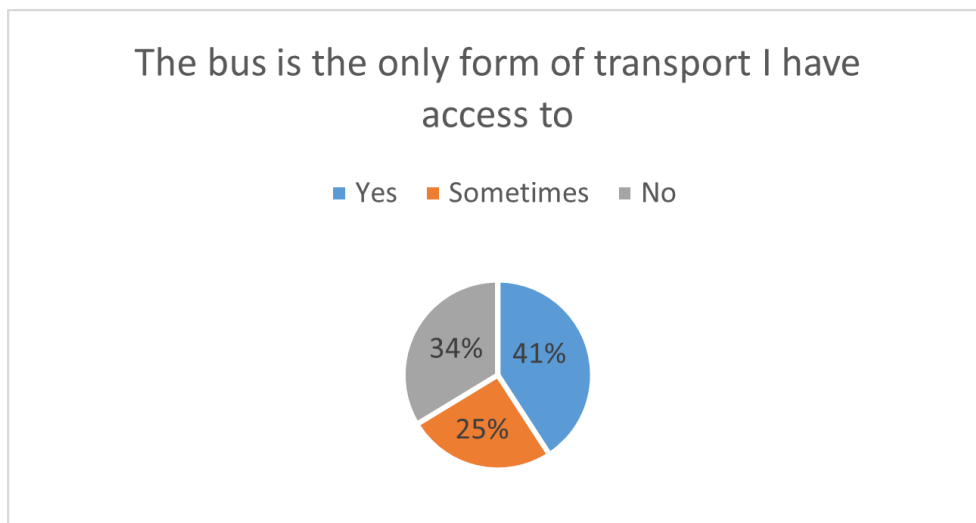
# Problems

While on the busses, our volunteers were supported by staff members to ask questions to passengers. A huge milestone for the volunteers was how friendly, and willing passengers were to engage with us and complete for our survey, of which we collected 97 of our target (results further down in the response). We faced a barrier that while planning a journey, we used the local bus service's website and used the information provided to be at the correct bus stop for the right time. However, information on the bus stop in paper form did not correspond with the website, and the bus did not arrive at the stop when expected.

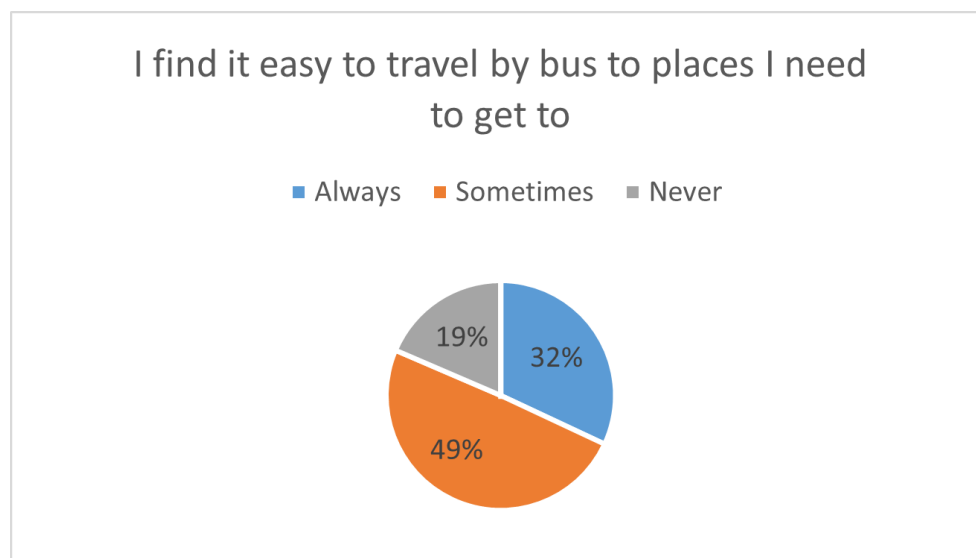


# Findings

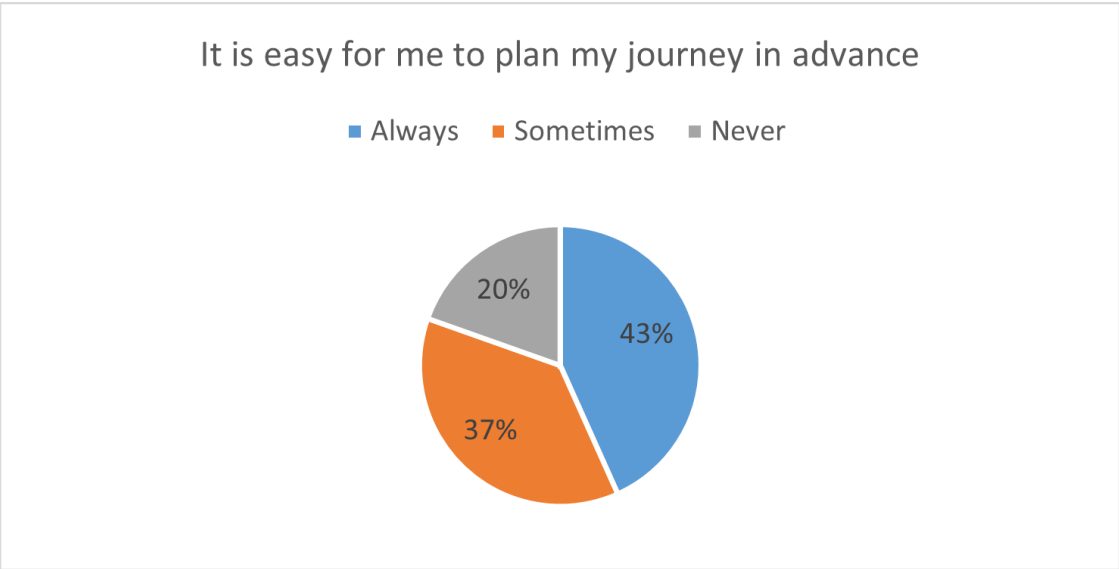
This graph is reflecting the results of the first focus point of our survey. As can be seen, the majority of those surveyed answered “yes.” This indicates that the barriers will greatly affect those surveyed who only access busses as their method of transport.



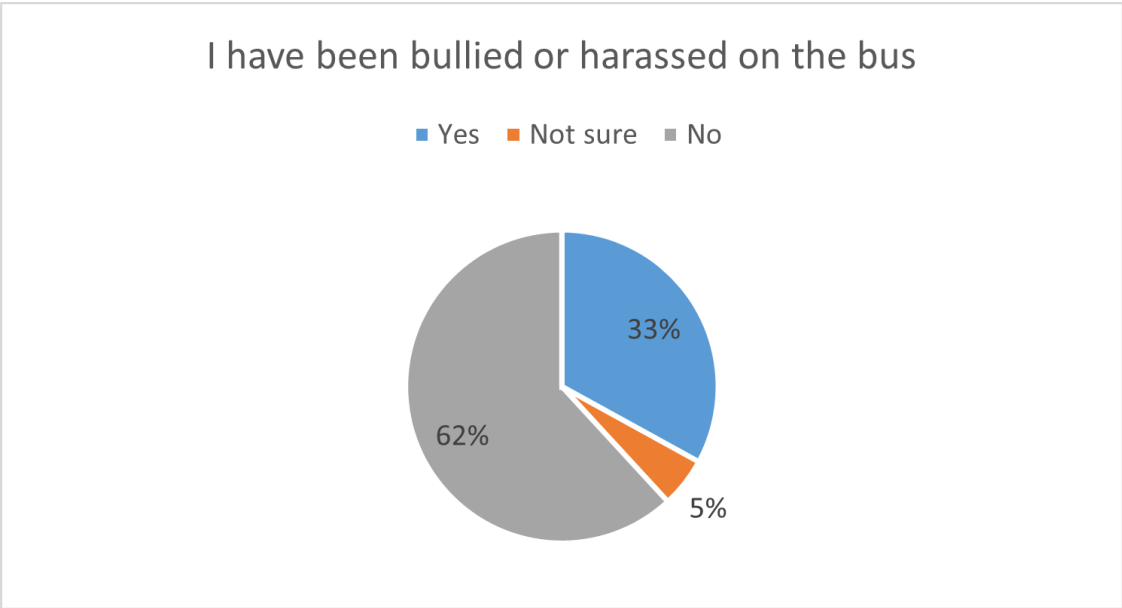
This graph reflects the results of the second focal point of our survey. As can be seen, only 32% answered that they found the bus an accessible mode of transport to get where they need to go. The majority responded that they “sometimes” find it easy, indicating an inefficiency in accessing public transport by those with ALN. When factored in with the directive from the occupational standards for social care to promote independence, it is problematic.



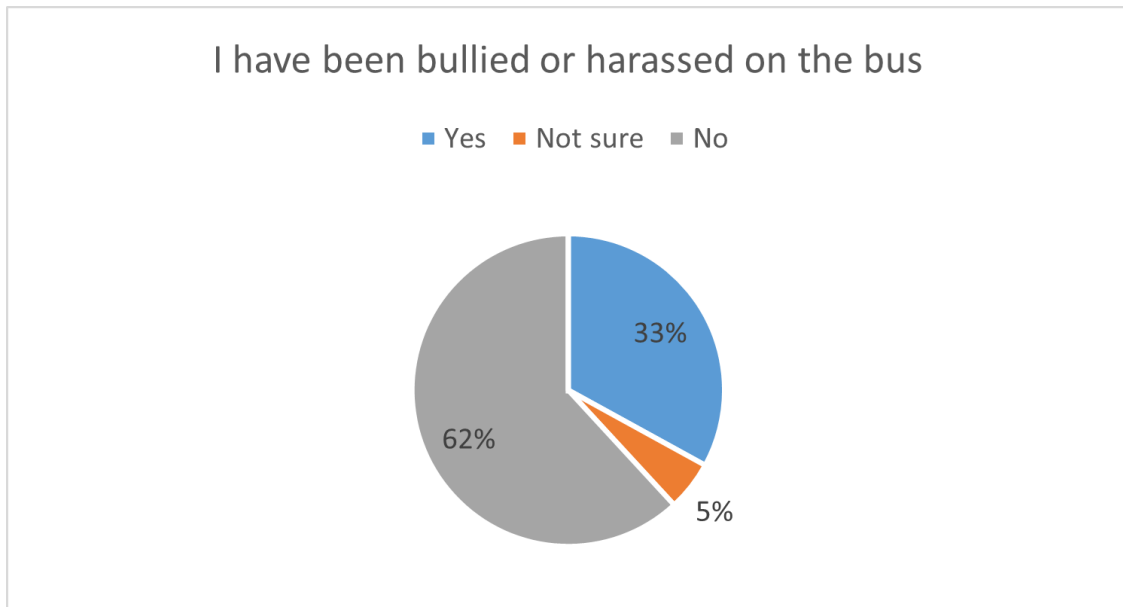
As can be seen, most of those surveyed answered that they always find it easy to plan their journey. The smallest minority of responders responded that they never find it easy to plan their trips, representing one-fifth of those surveyed. We had trouble when planning a journey whereby the bus company's website stated where and when we needed to catch a specific bus; however, this did not correspond.



As can be read from this graph, the majority of people have not been bullied on the way to or while waiting for a bus. However, a large minority of those that were surveyed had experienced bullying.



As can be read from this graph, most people had not been bullied or harassed on the bus. However, like the previous focus point, many had experienced harassment while using public busses; both focus points indicate a need to address bullying and harassment experienced by those accessing public busses.





# Stakeholder feedback

Stakeholders of the project were the bus company that we used to facilitate the bus travel and the West Gwent Local Authorities group who funded the initiative in response to Hate Crime Awareness Week. We reported back to Stagecoach in South Wales regarding the project results and the West Gwent Local Authorities group, whereby both received it well. The findings will also be forwarded to Fiona Cross, the cabinet member overseeing transport.

The volunteers found the project rewarding because they felt they were making a difference for themselves and their peers in the broader community. What went well was:

- We successfully managed to attain 97 surveys and evaluate the data.
- We also captured bus drivers' response to the young people conducting the survey, and largely the response was neutral.

However, we did have one issue whereby a driver responded negatively to our bus tickets; however, this is a positive for us to see and report bus drivers' conduct.

# Conclusions and recommendations

From our findings, we have devised three recommendations to report back to the project stakeholders:

1. Bus drivers should receive awareness training around working with those who have ALN.
2. Information on the internet and actual information need to be factual, responsive, and easy to read.
3. Information on the internet and actual information need to be factual, responsive, and easy to read.