



Co-designing integrated and sustainable bus and train travel workshop for young people with additional needs and their carers. Southeast Communities Rail Partnership with Optalis (assisted living) South-Western Railway and Reading Buses – Funded by CRN's ISTF

To support less confident groups to give the train a try by including carers. Also provide the opportunity to explore integrated transport options by linking regular bus services & short walking routes to connect with train services.

The workshop

- Background engagement to view as an opportunity and development
 - Identify traveller numbers
 - Parent or guardian input (confidence is not just for the passenger).
 - Social care input.
 - Insights on providing the individual support for those attending
 - Understanding of social care issues and complexities of support
 - Understanding current circumstances of individuals
 - Understanding academic levels and abilities – identifying in session support
 - Understanding previous experiences, good or bad
 - Understanding health
 - Understanding confidence
 - Understanding social dynamics
 - Understanding social care support and appropriate engagement with social care providers
 - Understand parental or guardian concerns
 - Opportunities for individual questions and time, away from group settings
 - Roles and responsibilities of support workers, travel trainers and facilitators
- Theory and practical sessions with clear objectives and learning outcomes**
- Specific learning outcomes for theory and practical.
 - Adjusted content and resources based on need e.g. coloured paper re dyslexia, easy read etc
 - Clear outcomes
 - Clear planning
 - Clear expectations on safety and route
 - Introducing the team
 - Differentiation of content and pitch, looking at academic levels, confidence, anxiety, social groupings
 - Clear, easily accessible information on what the day looks like, easy contact for follow up questions
 - Appropriate use of enabling and empowering language.
 - Workshop equipment & materials, video filming, sound & editing
 - Number of sessions



Travel Information and ticket barrier Stills from the Optalis training video



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The Journey

- Staff numbers/ratio's, risk mitigation, clear escalation route, clear emergency protocols per journey
- Group dynamic – additional needs
- Number of journeys
- Costs – Tickets at each stage (complimentary tickets not always beneficial as purchase interaction & barriers use is part of the experience).
Cost of tickets for support workers as determined by numbers above
Payment means on the day

Travel Logistics

- Route planning
- Trial runs to check stations & bus stops.
- Plan day & time of travel (off peak to avoid crowding)
- Check transport capacity for accessible travel with train or bus operators (trains & buses have limited wheelchair capacity).
- Train & bus operators have accessibility managers, with adequate notice may also be able to support the travel.
- Extend relationship with local travel providers, advance notice to operators often encourages full support from local station & on-board staff, also increasing their confidence.
- Travel to the departure station.
Is departure station fully accessible?
- Onward travel from destination station - risk assessments to identify environmental risks with travel outside of station, such as narrow pavements, steep kerbs & locality.
- For the passengers what are the additional needs such as hydration for medication or catering for energy.
- Contingency if service disruption, service alternatives, route diversion or alternative transport.



SWR Train & Reading Bus pictures from SCRP



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Costing

- Support & coaching staff number x hours per trip x £ per hour
- Equipment & materials
- Catering packs or pay for subsistence at destination.
- Destination entry costs or free?
- Costs – Tickets at each stage of the journey (complimentary tickets not always beneficial as purchase interaction & barriers use is part of the experience).
Cost of tickets for support workers as determined by numbers above
- Multiply trip cost by number of trips

Publicity & Feedback

- Optalis Youtube video [Optalis Supported Employment Service - try a train and bus workshops](#)  ([youtube.com](https://www.youtube.com))
- Optalis website news & case study
- SCRP news & case study on website <https://www.southeastcrp.org/case-studies/try-a-train-and-a-bus/>

Other Resources

- Workshop booklet (attached)