



Let's get moving

Case Studies

LOCAL TRANSPORT PLAN
MERSEYSIDE



Public
Transport



Goods



Walking



Cycling



Traffic



Wirral Neighbourhood Travel Team Case Studies

Jamie contacted the Neighbourhood Travel Team in 2008 to ask for a monthly Solo ticket to get him to work as he had successfully found a job with the Reachout Team.

Jamie said that without the support from the NTT, he would never have got this opportunity to do a job he loves.

St Helens Neighbourhood Travel Case Studies



St Helens Neighbourhood Travel Team were asked by St Helens Jobcentre Plus to be part of the Tesco recruitment partnership for their new store in Haydock. This was due to open in November and was going to employ approximately 300 staff. Tesco especially targeted people who had been unemployed for over six months. The Neighbourhood Travel Team attended the recruitment sessions, giving out travel information, offering Solo or Trio tickets for the first four weeks of any new employment. Five hundred people attended the recruitment days and almost all signed to attend the two hour application sessions.

Ms A had been unemployed for twenty years; having brought up two children as a single parent, she needed to find confidence and work. Tesco offered her a position and Let's Get Moving was able to give her a Solo ticket for the first month, so that cost was not a barrier to accessing work.

Let's Get Moving

In March 2008 the Merseyside Local Transport Plan (LTP) Partnership (Merseytravel and the five Merseyside local authorities) and Halton Borough Council were awarded the prestigious Beacon Status for their pioneering work for improving accessibility. In addition the partners were also awarded a special commendation, one of only four given nationally for demonstrating continued excellence in making it easier for people to access employment, training, education, healthcare and other services they may need.

This document has been produced to highlight some of the projects partners have undertaken through the innovative Lets Get Moving project to improve accessibility.

On behalf of the LTP partnership, Merseytravel manages the funding and works with the Councils to deliver a multi-million pound transport project called Let's Get Moving. The project works in geographical areas of social and economic deprivation and this project is here to help improve accessibility. Let's Get Moving works with local people on Merseyside to make sure that transport is not a barrier when they want to find work, training, education and health.

The project offers the following services:-

- (a) Neighbourhood Travel Teams (NTT) are a team of advisors who work on a one-to-one basis with local residents offering travel advice, support, guidance, travel buddying and issue Solo or Trio public transport tickets. The teams also refer residents to other agencies who can help them with their needs.
- (b) Dial-a-Link services are bus services you can ring and book (subject to availability), if you have to travel to work when public transport can not serve your needs.
- (c) WorkWise offers:-
 - A Scooter Commuter Scheme – you can rent a scooter for six months; receive driver safety training and protective clothing.
 - WorkWise Wheels – you can borrow a bicycle so you can reach jobs, education and training.
 - Solo, Trio (or Railpass tickets) are issued if you have been unemployed for a long time, making sure that the first month or weeks travel costs are not a barrier to jobs, education, training or health.

For more information regarding Let's Get Moving, contact 0151 330 1200.

Knowsley Case Studies

Client X is an 18 year old female who has been unemployed since leaving school and was hoping to start training as a care assistant. The only training opportunity available to her was in the Anfield area of the city; but she lived in Kirkby which is 6 miles away. She could not afford to pay the travel costs to get to Anfield so would be unable to start training. She felt that she didn't have the confidence to travel to Anfield. The Neighbourhood Travel Team were able to offer advice, guidance and support by giving her a weekly Solo ticket (bus pass) whilst training.

Sefton Neighbourhood Travel Team Case Studies



First Sefton Scooter Commuter

John contacted Sefton Neighbourhood Travel Team direct after hearing about scooter commuter through Sefton@Work, Connexions and Working Links. He found a job with Sony Entertainment as a games tester at Wavertree Technology Park. Unfortunately he found it difficult to get to and from work, especially as he did not finish work until after midnight and there is no public transport at that time.

The Neighbourhood Travel Team contacted ELECT to meet with John at Sefton@Work and check his eligibility. John was eligible for the scooter but he then had another problem – no provisional driving licence. Connexions Threshold to Work team were able to help with a fast track application – so John now has a provisional licence.

Through this partnership working of Sefton neighbourhood Travel Team with Sefton@Work, Working Links, Connexions and ELECT, John was able to take up an opportunity to work in a job he had very much wanted to do and change his life.

First Sefton Independent Traveller

Lesley attends a day centre in Sefton three days each week. She wanted to travel from home to the day centre and back at the end of the day. She had been able to do this in the past but had a crisis of confidence some time ago and was now using the Sefton escorted bus provision to make these journeys.

A travel trainer met Lesley, her carer and key worker to plan her journey before starting travel training. Lesley gradually gained confidence and independence and made a total of 11 journeys with the travel trainer over five weeks.

Lesley can now travel in an independent and confident manner. Since doing the travel training, Lesley has made many journeys on her own; she has shown an increase in confidence and even went with the travel training team to London to take part in a Department for Transport conference on good practice in travel training.

Liverpool Case Studies

At 19, Liam had been out of education, employment and training since 16. As with many young men of his age, he collected his dole every two weeks and got on with his life. That is until he decided he was better than that and chose a career that many would at first think was beyond him – he decided to become a professional race jockey.

He was unable to find information or support for his ambition through the normal channels, so he turned to his mentor and friend Stan, a local Community Worker. Between them, they got an interview for Liam at the British Racing School, Newmarket. At the interview, he was told he would be informed of the decision within three days, this however proved not to be the case. On the long journey home, Liam received a phone call offering him a place to start two weeks later.

He had little time to make any practical arrangements that were necessary, and travel was not high on the list. On the Tuesday before Liam travelled down he contacted the Neighbourhood Travel Team to find out what level of support was available.

As Liam had literacy difficulties, he found it difficult to find his way around unfamiliar surroundings; so it was decided that the Neighbourhood Travel Team would try to find transport costs not just for Liam, but for Stan too.

As Liverpool City Council and Merseytravel were already working together providing travel solutions to residents of Liverpool through the Neighbourhood Travel Team, it was agreed that Liverpool City Council would pay for one fare and Merseytravel the other.

Liam has since completed his training at Newmarket and, after a period of work experience, he got an apprenticeship with the renowned McCain stables near Southport.

Both Liam and Stan have said that without this extra little help in terms of travel – not just the costs but the journey plan too – Liam would not have been able to achieve his ambition and would have remained just another NEET (Not in Education, Employment and Training).

Victor was referred to the Liverpool Neighbourhood Travel Team by Progress to Work, part of the Social Partnership. He wanted to change direction, following a long period of unemployment due to drug misuse, and was taking a course to make this happen.

His courses of study and training were taking place with a variety of organisations, and so his travel needs were extensive.

He was given a Solo ticket for one month to get to the Liverpool Arena, and as he needed to travel to Manchester for part of his training he was referred to the Scooter Commuter Scheme. This referral was successful and Victor used the scooter to get to his training and education providers.

Victor has since completed his training and is working as a counsellor on a voluntary basis with an organisation providing alternatives to drug and alcohol misusers. He has also found full time permanent employment with a large media company.

Halton Borough Council Case Studies



Sarah's Story

Sarah is 17 years old and lives in Widnes. When she was in Year 11 at school her Classroom Assistant, Jane, referred her to the Travel Training Project. 'Sarah was brought to school every day by car. We felt that travel training would increase her independence, enable her to attend post 16 education at college and boost her self esteem.' Sarah's Mum had her doubts, 'I was a bit wary as I've always taken Sarah wherever she had to be or where she wanted to go. I was worried about whether she would be able to go to the right stop and get off at the right place and that she would end up somewhere she shouldn't be. 'I couldn't visualise her being able to catch a bus on her own.'

Sarah's Mum met with Jacqui, Halton's Independent Travel Trainer and decided to give it a try. Jacqui worked with Sarah during her last term at school and Sarah's Mum says it made a big difference, 'Over a few months Sarah seemed to mature and gain a confidence she had never had before. She was then able to go on to study at Riverside College Halton.' A year later and Sarah is now in her second year of 'A' Levels in Computing, Geology and Performing Arts. Her Mum continues, 'She is very confident now and on Wednesdays she goes to the Cronton and Kingsway campuses and has no problem travelling from one to the other. She also takes her sisters into town most weekends now and I know that I don't have to worry.' Sarah agrees! 'I'm glad I'm not treated like a baby anymore. It's brill being able to go out to places with my mates. I go to Runcorn lots to see friends and go shopping and I'm hoping to go to Liverpool soon.'

Alan's Story

Alan is 15 years old and lives in Widnes with his Mum and older sister. When he was referred to the project he had never travelled by public transport. Alan attends Ashley Special School in Widnes and was very keen to be able to travel to and from home and school independently. Most of his friends were already doing just that and he wanted to be able to 'fit in with his mates'. Jacqui says, 'Alan was a very quick learner and within 3 weeks of returning to school in September he was confidently completing the journeys independently.' His Mum is really pleased, 'it's the best thing that could have happened to him... he loves being able to travel on buses with his mates from school'. Alan agrees! 'I was a bit nervous at first because I didn't know any thing about the buses but now I think it's dead easy.'

David's Story

David works for a Millen Factory in Whitehouse Industrial Estate in Runcorn on shifts. He travels to work by scooter but in April it broke down and he didn't have the money to replace it. He phoned local job agency 'Exchange People' to see if he could find another job as he had no other way to get to work. The agency referred him to Links2Work (a supported employment service, which offers training and support for people who have a disability or are disadvantaged by society) and he booked the service over the phone. This meant David was able to continue in his job while his scooter was fixed. In the meantime it also gave him the chance to save and has now bought a new scooter! He says without the Links2Work service he would have had to find another job and risk becoming unemployed while he searched.

Sam's Story

Sam is 17 years old and lives in Hough Green in Widnes. When Connexions first got in touch with her she had left school, tried college for a short time and left. Sam had been rejected for a number of jobs that she had applied for and had been unemployed for 5 months. Sally Myatt is a Connexions Personal Adviser. She began working with Sam and says these experiences have had a big impact. 'Sam was feeling very demotivated and had lost all her confidence. She had also become very self conscious, especially about her appearance.' Sally helped Sam to look at her options and what was available for her. Sam says, 'Sally made me more independent by getting me involved in activities. She also gave me the confidence to believe in myself.' Sally gave Sam careers guidance and also placed her on some confidence building outdoor activities and classes including first aid, health and safety and drugs awareness. 'If I hadn't joined the AAP I would still have been unemployed.'

The Young Person's Hopper ticket helped Sam attend her activities and her interviews for college. Sally says it also helped her to interact with other people and improve her social skills as she got out and about. Sam is now at Riverside College undertaking a BTEC National Diploma in Performing Arts. She now plans to complete her course, go on to University and hopes to go on to a career in the theatre industry. 'I feel so much more confident. I've made lots of new friends and am more outgoing too.'

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Local Transport Plan Partnership

