

5. Having Transport to Get About



What we know

Norfolk is a big county and it can be difficult to get about with some places not having access to public transport

Some people use taxis to travel a long way for activities when there could be activities and opportunities closer to home.

The Council has a transport policy that was implemented in 2017 that provides guidance on what transport can be provided. There is a free bus pass service that starts at 9. 30, people can use the bus beforehand but will have to pay a reduced fare.

*“Transport means independence
- getting to college, work, the
doctor, a friend's house”*

What people have said

- “Need to have accessible clear signs and timetables, easy-read information”.
- “The bus drivers need to have training on learning disability”.
- “There needs to be more adult accessible changing spaces and toilets, so people can get stay out for longer”.
- “Buses need to have priority seating and ramps, kerb side buses”.
- “‘Treating people like parcel’ with different drivers and unreliable”.
- “I feel like everyone is looking at me when I am on a mini bus that has writing on it”.

What we are doing

Looking at more opportunities for people to receive travel training

Developing a better understanding about how many people have been travel trained at school and may just need support with a new route.

What we will do next

Look at assistive technology options to support people when traveling independently so they feel more confident and know what to do. Including the use of mobile phone apps.

Work with Children's Services and include transport within transition planning as a key part of getting to training, jobs and activities.

Include travel training as part of the skills enablement offer during transition, for those people that haven't had it already or need support for new routes.

We will work with transport in co-production to raise awareness and introduce accessible information.

What difference it could make

- ✓ More people say they can travel independently
- ✓ Less money will be spent on adult social care transport, such as taxis for those people than can travel independently.
- ✓ Fewer people say they feel isolated because they are able to access transport enabling them to get out and about
- ✓ More people will say they have a positive experience on public transport
- ✓ More people will say they are using technology and feel more confident