

Modeshift National Sustainable Travel Awards 2021



Contribution to sustainable travel – Team Winner

Employment and Community Skills Team - Wiltshire Council

Employment and Community Skills Team (ECS) - Wiltshire Council

Sponsored by Cyclepods

What did the project involve?

ECS is an established team that works with people aged 14+ with disabilities on their pathway to paid employment, or as close to that as possible. One of the main parts of the pathway is independent travel training. The journey starts with Get Connected working with children in specialist schools for safety and awareness knowledge; Funded Travel Training supports post 16 travel to further education; Community Connecting supports travel for community access/voluntary work; Wiltshire Supported Internship supports travel to working interviews and finally Wiltshire Employment Support Team support travel to paid employment. All travel support is towards sustained independence. Personal outcomes include confidence, good mental health, increased wellbeing, choice and control, transferable skills, social interaction, and economic wellbeing to name a few.

Who was involved and what was their role?

WEST Team Leader - supporting Wiltshire Employment Support Team/Wiltshire Supported Internship. Community Connecting Team Leader - Supporting Community Connecting/Funded Travel Training/Get Connected. Wiltshire Council - Supporting ECS Service. ECS Team Manager - manage Wiltshire Employment Support Team/Community Connecting Team Leaders. Job Coaches/Community Coordinator's - support travel, employment, and community outcomes. Specialist Colleges/Schools/Adult Care/Children's services - referrals to ECS Service.

What was the cost and how was the project funded?

We have permanent funding from the Local Authority for 15 posts, we then have yearly rolling contacts for 6 posts that are funded by Adult Care, Supporting Families, Short Breaks and Supporting the Autism Strategy. We have creative commissioning in Wiltshire which has a positive effect on sustained outcomes in travel and the wider pathway.

How does this project meet at least two of the Awards criteria?

ECS is a disability team, showing longevity running for 10+yrs. Paid work being the end goal, the pathway enables people to start independent travel early so when they leave school, they are ready to look at getting to further education, access communities, volunteer, and travel to work. We support the transition to adulthood, knowing how to travel and how travel can be adapted to any journey makes it sustainable for a lifetime. Customers we work with can be restricted in life due to their disability, but with support can lead the life they choose. We spend time getting to know people completing necessary paperwork, including discussions around support needs to begin travel. When ready, a travel plan is created which includes routes, times, risks, support, fading strategies, including quality checks, and how the training will be reviewed once independence has been achieved. This also supports sustainability as the training is person-centred and skills are transferable.

What were the results, and what future plans do you have for the project?

From 2015, we have supported over 260 people to travel independently. This support has contributed to immediate and long-term savings in the Council's travel budget. All customers are encouraged to follow the team's pathway to community access and paid employment. We see an increase in referrals year on year which means less reliance on Wiltshire Council for ongoing transition support. The future will include an early intervention service that will support people with heightened anxiety to re-enter their community; the first step will be independent travel (walk) into local communities as travel is the gateway to independence. We will also be working with the local authority looking at bus routes in more rural areas to see if these can be more frequent or even put in place. There is potential to expand and support more sustainable travel training

Endorsements:

Zac S, Student: "I really enjoy getting the bus to Lackham College and I have made some friends on the bus"

D Rowlings, Parent: "Thank you for all the support you have provided R, the travel training, volunteering, gym and now paid work"

Charlie S, Customer: "For the first time I am travelling within my local community on my own and it feels great"

Feedback from the Expert Panel of Judges:

"Great to see projects like this, it would be great to see similar projects for children starting secondary schools too."

"Connecting travel and work through a program that benefitted a large amount of participants with longer term benefits looking promising."

Evidence:

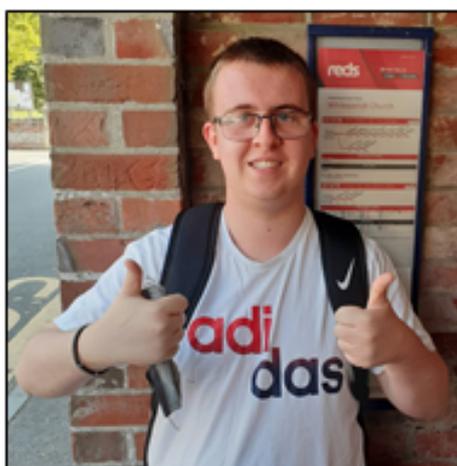
[Travel Training – YouTube](#)

[Community Connecting - YouTube](#)

Wiltshire Council

Community Connecting

Meet Jake . . .



Jake was already working with Community Connecting to help with gaining volunteer work in a local café. He agreed with his community co-ordinator that travel training to college and back home again would be another good step to increasing independence.

Jake had, on occasion travelled on a bus with his brother to town and back but wanted to be able to do this by himself.

To start with Jake applied for a concessionary bus pass to help with the cost of travelling. Once he had received his pass Jake was supported to plan the route and find out the times of the buses from his local village bus stop.

Due to where Jake lives, his mum has to drive him to the bus stop as there are no buses from his home.

To help learn the bus timetable Jake downloaded the local bus company app to his phone which shows him live updates of where his bus is along the route.

This training was completed during the COVID 19 pandemic. As well as learning how to catch the bus, use his bus pass and read the timetable, Jake had to learn the new rules for getting on a bus:

- wearing a face mask when on the bus
- not sitting on blocked off rows of seats
- keeping a distance from other members of the public.



Considering all this Jake adapted very well to all the safety measures and was very calm in his manner, listening to advice from his community co-ordinator and parents.

For the first few sessions Jake had one-to-one support from his community co-ordinator to college and back. He did excellently and gradually over a few sessions, started to do more of the journey by himself until eventually he was doing all the journey.

Up until recently, Jake was traveling to college independently, but this has been put on hold, since the government announced another national lockdown. Once restrictions are lifted Jake will be back using the bus and is already looking at future employment opportunities where his travel training skills may come into practice.

Jake put a lot of effort into travel training and is gradually building up his independent skills for the future.

Supported by Gareth Skuse
Community Connecting
January 2021

Wiltshire Employment Support Team

Meet Sam . . .

Sam began working with WEST during the summer of 2017, prior to beginning the Wiltshire supported internship programme at Fairfield Farm college.

On day two of college, Sam began travel training, to go by train from Dilton Marsh to Trowbridge at the end of the college day. This was supported by his job coach. The route was practiced many times, leading to Sam successfully travelling independently.

As part of the WSI year, Sam completed a working interview in a department store, where he worked for three days each week. He worked in many different departments learning lots of new skills and getting a good understanding of what it is like to work in retail.



Once the internship year was finished, Sam's job coach was approached by an employer that she had worked with for over five years, who actively offered to employ another customer of WEST.

Sam's one-page profile and CV were sent across and an introductory meeting arranged. It was decided that Sam would complete a work trial to start with, to ensure this was a good 'fit' for Sam and Steve Vick International.

Sam started work in April 2019, he worked alongside a colleague assembling tubes and nozzles, components that are used in large volumes by the company. He had 1:1 support from his job coach, which was faded over time.

Frequent reviews were held to make this employment successful for both Sam and the employer. Sam progressed to working on the tubes and nozzles independently. He very quickly became an integral part of the team, valued by all those around him. In time he increased his working hours by 6 hours per week.

During the COVID 19 pandemic outbreak, Sam was forced to 'shield' for 12 weeks, due to health conditions, he was furloughed on 100% pay for the duration. When he was able to return to work in August 2020, a tour of the site was arranged for Sam, his parents and his job coach, to see the measures in place ensuring employee safety.

Sam has now been in this employment for over 18 months. To say that he loves his job is an understatement! The team around him are incredibly supportive and he is part of a great team.

It is quite rare for WEST to be approached to select a customer for work, this is a great testimony to the values in place at Steve Vick.

Supported by Jacqui Garner

Wiltshire Employment Support Team

November 2020



"I absolutely love it here. This job has changed my life."

Sam

Community Connecting

Meet Zac . . .

Zac was referred by the SENCO from Rowdeford school. He was due to start at Lackham college and instead of relying on a taxi, he could learn to catch the bus.



"I really enjoy getting the bus to Lackham and I have made some friends on the bus."

Zac

Zac was known to Community Connecting. He had previously been supported to catch a bus from Royal Wootton Bassett to Lyneham to gain confidence and independence.

The community co-ordinator met with Zac and his mum to look at the areas of support he required.

Lackham college have a dedicated bus that collects students from various stops and drive them to college.

Zac had a bus pass in place and he was able to walk on his own to the bus stop on the high street where he would be collected by the Lackham bus.

Zac was supported to walk the route from his house to the high street only once, making sure it was a safe route and to show Zac the safe places on the high street and how long it would take him to walk there to catch the bus on time in the mornings.



The aim of the safe places project is to establish safe places across Wiltshire that provides a safe environment for people who may require some additional support when out and about in the community. For example, during times of anxiety, fear or distress.

Zac timed how long it took to walk from his home to the bus stop on his mobile phone which he carried with him fully charged along with his ICE card when he went out.

On the first morning of his journey, Zac met his community co-ordinator at the bus stop on the high street with his bus pass and his college pass. Zac knew the bus number and looked out for it.

Once on the bus, he showed his bus pass and sat on a seat on his own. The Lackham bus was a direct bus to the college and Zac only needed to get off once he was there.

Over a period of four weeks the journey was supported to college once a week and the other days Zac felt confident to catch the bus on his own. He is now traveling on his own to college and has made some friends that he travels with.

Supported by Zara Pond

Community Connecting

April 2020