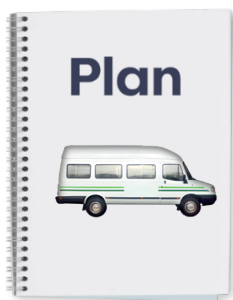


Travel Support Service Improvement Review Easy Read



Overview.

Welcome to our consultation on Travel Support in Sefton. Help us build a travel support service that works for everyone.

Why are we reviewing our Travel Support Service?



Sefton Council is **not** changing the Travel Support Policy or who is able to get Travel Support.

We want to improve our service, give families more choices, and use our resources smartly to help more young people.



We want to improve the service by:

- Offering families more choice in the ways they can get support with travel to and from school or college.
- Providing more support for young people especially those moving into adulthood.
- Improving how people apply for travel support.
- Making travel to school better and faster. Changing how travel routes are planned by using computer technology.
- Improving communications for families, using new technology to help.



Sefton Parent Carer Forum.



We have been working with the Sefton Parent Carer Forum. Parents have attended our face to face and online engagement sessions. They helped to build the plans to improve our Travel Support offer.



There is a [short video that helps explain what we are aiming to achieve with travel support.](#)

Or you can watch on [Sefton Council's website](#) search for SEND travel support.



Over the last few months, some people have met our team. They have shared their thoughts at meetings and in a questionnaire about Travel Support.

If you want to know a bit more about our engagement journey so far, you can have a look at [our information on the council's webpages.](#)



This consultation is the next step on the journey to make sure Travel Support in Sefton works for everyone.

We want your views on the plans we've developed with parents and young people.



Why your views matter.

We want everyone to give their views, so we are asking again.

The questions are online on [Your Sefton Your Say](#).



Your views matter to us because you and your family are the people using this service.

It is our job to build a service that meets the needs of families, and we can only do that if you give us your thoughts.

Please take part in this consultation to help us

Questions

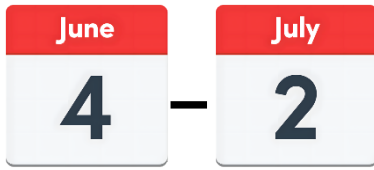
1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

When is the consultation?



The consultation runs from Wednesday 4th June 2025. Responses to the survey should be returned by Wednesday 2nd July 2025.

A report of the results of the consultation will be published on Thursday 10th July 2025.



How can I get involved?

You can complete the questionnaire below and email it or print it then post it back to us:

Email: travelsupportreview@sefton.gov.uk

Post: Sefton Travel Support, Magdalen House, Bootle L20 3AB.

Online: If you prefer you can fill it in online at [Your Sefton Your Say](#) or scanning this QR code.



The [information and the questionnaire](#) are also available on the council's website:

Paper copies of the questionnaire are also available from:

- Sefton Parent Carer Forum.
- Council's libraries.
- Bootle and Southport Town Halls.



There are also some [face-to-face events](#) where you can ask questions about the review and the survey. Visit the website to find the dates.



What will we do with what you tell us?

Your feedback and ideas will help us to make decisions about how to improve the service.

The results of the consultation will be put into an easy read report and published on 10th July 2025.



Included at the end of the questionnaire are some Equalities Monitoring Questions and a Privacy Notice.

The Equalities questions tell us about who completes the questionnaire. Your answers will not tell us who you are.

You can refuse to answer any questions in the questionnaire.



The Privacy Notice tells you:

- what we do with any personal information we collect in the questionnaire
- why we collect it
- what we will do with the information.

If you need any help to complete this form, please email:

travelsupportreview@sefton.gov.uk



The SEND Travel Support Service Improvement Questionnaire.

Section A - Independent Travel Training.



Independent Travel Training helps give young people the skills to travel independently. It includes using public transport, safely and with confidence.

You can learn more about this by watching this short video: [Independent Travel Training: A Step Towards Independence](#)

1. Would you like your child or young person to try independent travel training?



Yes ☐ No ☐

If you have ticked **NO**, please tell us more





2. What skills do you think your child or young person needs to learn when they are being travel trained?

Please tick all that apply.

☐

Personal safety.

☐

Road safety.

☐

Planning a journey.

☐

Using timetables.

☐

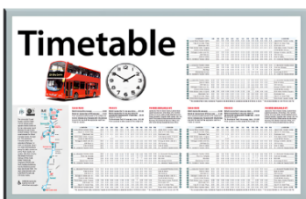
Asking for help.

☐

Using money.

☐

Travel App.



3. Do you have any other thoughts or ideas about Independent Travel Training and what should be included in it?





Section B - Personal Travel Budgets (PTB)

A Personal Travel Budget is money from the council for you to make your own arrangements for travel to and from school. We are planning to increase the Personal Travel Budget amount. Personal Travel Budgets will give more families choice and flexibility.

A Personal Travel Budget could be used:

- to contribute to the cost of running the family car.
- for arranging for family and friends to assist with travel.
- for childcare payments for brothers or sisters so you can take your child to school yourself.



You can learn more about Personal Travel Budgets by watching this short video: [Personal Travel Budgets](#)

4. Would you be interested in finding out how the new Personal Travel Budget could benefit your family?



Yes

☐

No

☐



If you have ticked **NO** please tell us why in the box below.



5. Is there anything about the current Personal Travel Budget offer you don't like?

Please let us know in the box below.



6. Do you have any other thoughts or ideas about Personal Travel Budgets?

A large, empty rounded rectangle with a black border, intended for a user to write their thoughts or ideas.

Section C – Partnerships between schools and transport providers.



To make school travel easier to manage we are suggesting that some schools could have a partnership with one transport provider instead of multiple different companies.

Having one provider will give more consistency in transport for students. It will reduce the number of vehicles at the school gate each morning and afternoon.



It would also allow route planning to be done better reducing journey times as well as being better for the environment.

7. What do you think the benefits of this would be for you and your child or young person?



8. If you use council provided transport, how could your transport provider improve their service?



Section D – Improving the application form and process

The Travel Support Service want to make the application form and process clearer and work better for families and the council.

This would include using new technology to automatically find information you have already provided. This could be an Education Health and Care Plan, so you do not have to provide the same information more than once.

9. How do you think we can make the application form and process better for you?

A large, empty rounded rectangular box with a thin black border, intended for the user to write their response to the question above.



Section E – Route Planning.

The Travel Support Service wants to reduce the journey times for children and young people. Smarter route planning can help us do this and also provide parents, carers and students with greater certainty about transport.

10. Do you support this idea?

Yes

☐

No

☐

If you have answered **No** please tell us why:

Section F – Improving Communication



Sefton Council wants to improve the way transport providers and the council communicate with families, students and schools. We plan to use technology to help improve this.

The improvements could include providing updates about any delays or disruption in travel arrangements as early as possible.

It might also include the option for families to use their smart phones to easily ask the council and transport providers for information and record comments about the service.

11. How can we communicate with you better?



Communicate

A large, empty rounded rectangle with a black border, intended for a user to provide feedback or input.



Section G General Comments and Feedback

12. What is most important about travel support for you and your child or young person?

13. Do you have any other ideas or comments?



Thank you for taking the time to complete this questionnaire, your ideas are important to us to help improve the service.

Some Questions About You.



You don't have to answer these questions if you don't want to. All your answers are kept secret. We put all the answers together. Your answers cannot tell us who you are.

We want to make sure we include everyone. So, your answers are very helpful to us.



1. Are you okay with giving your details as explained in the privacy notice?

Yes. ☐ No. ☐

2. How old are you?



Under 18. ☐ 18-29. ☐ 30 – 39. ☐
40 – 49. ☐ 50 -59. ☐ 60 – 69. ☐
79 – 79. ☐ 80 -84. ☐ 85+. ☐
Prefer not to say. ☐

3. Sex.

☐

Male.

☐

Female.

☐

Prefer not to say.



4. Is the gender you identify with the same as your sex registered at birth?

☐

Yes.

☐

No.

☐

Prefer not to say.



5. Do you currently live as your birth sex?

☐

Yes.

☐

No.

☐

Prefer not to say.



If no, please tell us your gender identity?

6. Relationships - How would you describe your sexual orientation?

☐

Heterosexual or straight.

☐

Gay/Lesbian.

☐

Bisexual.

☐

I identify differently.

☐

Prefer not to say.



Please tell us how you identify.



Children and young people become cared for (sometimes known as looked after) when they cannot stay with the family they lived with, so the Council takes on the responsibility of looking after them as a parent would.



7. Are you cared for by Sefton Council?

☐

Yes.

☐

No.

☐

Prefer not to say.



8. Have you ever been cared for as a child by Sefton Council or any other council?

☐

Yes.

☐

No.

☐

Prefer not to say.



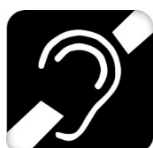
9. Disability - Do you have any of the following?



Physical Impairment.

☐

Visual Impairment.

☐

Hearing impairment or Deaf.

☐



Learning difficulty.

☐

Learning disabilities.

☐

Autism Spectrum Conditions.

☐

Long-term illness that affects you daily life.

☐

Dementia.

☐

Mental Health Condition.

☐

Prefer not to say.

☐

If you have Cancer, diabetes, or HIV this is seen as a disability under the Equalities Law. Or you have selected any of the boxes in question 9.

10. Do you think of yourself as disabled?

☐

Yes.

☐

No.

☐

Prefer not to say.



11. What is your religion or belief?



No religion or belief.

☐

Christian.

☐

Hindu.

☐

Muslim.

☐

Jewish.

☐

Sikh.

☐

Buddhist

☐

Prefer not to say.

☐

Other.

☐

Please tell us:

12. Race and ethnicity - do you identify as:



Prefer not to say.

☐

White.

☐

English.
Welsh.
Scottish.
Northern Irish.
British.

☐

Irish.

☐

Gypsy, Irish Traveller, or Roma.

☐

Polish .

☐

Portuguese.

☐

Latvian.

☐

Lithuanian.

Mixed and Multiple Ethnic groups.

☐

White and Black Caribbean.

☐

White and Black African.

☐

White and Asian.

Asian or Asian British.



- ☐ Indian.
- ☐ Bangladeshi.
- ☐ Pakistani.
- ☐ Chinese.

Black or Black British.



- ☐ African.
- ☐ Caribbean.

Other Ethnic Group.



- ☐ Arab.
 - ☐ Other Ethnic background. Please tell us.
-



Thank you for filling in this form.

This information will **not** be able to tell us who you are but it will help us to understand if we are missing people out.

Travel Support Service Improvement Review



Privacy Notice

Sefton Council would like to tell you about our Privacy Notice for the consultation about the Travel Support Service Improvement review.

This Easy Read privacy notice will explain **the personal information we collect**.



In this questionnaire we will collect information about:

- IP addresses (this is a computer code to show what computer the information comes from).
- Equality questions.

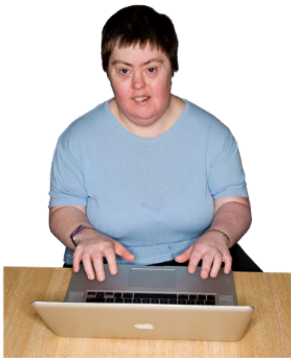


What personal information we collect.

In this consultation we collect:

- IP address.
- Age.
- Sexuality.
- Gender.
- Care experience.
- Disability.
- Religion.
- Race or ethnicity.





Why we collect and use this information.

Sefton Council are asking people to have their say to help us build a travel support service that works for everyone.

We want to make our service better, by offering more choice to families to help as many young people as possible.

IP addresses that identify computers.



- The IP addresses are collected to make sure only one response per resident is received.
- Once this is checked the IP address information is deleted.



Equalities Questions.

These are collected to show what groups of people are responding to the questionnaire.

This also lets us know if we need to use different ways to contact groups of people who are not responding.



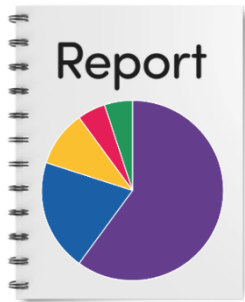
How long we keep your information.

The IP address will be deleted immediately after the checks are done.

The equalities and postcode information will be kept until the information has been looked at and a report written.



How we use the information and who we share the information with.



The information collected in this questionnaire will only be used as numbers in the report and to look at themes. No information is collected that tells us who you are.

Storing the information.



All information is kept safe.

Sefton Council follows the laws around data protection.

The laws.

We need to make sure we:

- Only ask the questions we need to in the questionnaire.
- Ask the equalities questions.

The law says we must ask and act on this information.

It helps us to know what groups of people are responding to the questionnaire.

It also helps us to know that we are not missing groups of people.





Confidential.



Your answers will not tell us who you are.

The answers will be collected to help us know what people think.

Who will we share this information with?



Your information will not say who you are.
The consultation report will not be shared.

Asking to see your personal information.



You can ask to see what personal information we keep about you.

Be aware there are some rules about why some information cannot be shared.



You can refuse to answer any questions in the questionnaire.





If you want to ask to see your personal information you can. Use the Council [website to complete a request form.](#)

Or you can call Sefton Council on 0345 140 0845

Contacts.



Sefton's Data Protection Officer.

info.information@sefton.gov.uk

0345 140 0845



Contact for this consultation is

travelsupportreview@sefton.gov.uk