

Impact Monitoring

We have produced a 10 question online (and paper) survey for parents carers to complete to give baseline data for monitoring the impact of the project. We have also sent this link out via our newsletter and on our social media platforms across Hampshire to ensure that we have a solid bank of baseline data.

Link to survey <https://www.surveymonkey.co.uk/r/92MC2J9>

Survey question topics:

- Frequency of travel
- Type of impairment
- Perception of safety when travelling
- Ease of getting help
- Staff helpfulness
- Booking assistance
- Behaviour/attitude of other passengers
- Visiting unknown destinations
- Ease of travelling by train
- Perceived barriers to travelling by train

We have also produced an easy read questionnaire for young people to complete using emojis to enable us to measure any changes in their levels of enjoyment, confidence, self-esteem and independence when travelling to destinations by train.

December 2020 Baseline Questionnaire results to date

The results to date, in summary, are:

- Parents/carers rarely travel by train with the child/young person they care for.
- They generally feel safe when travelling by rail though 19% felt quite unsafe.
- 67% parent/carers needed to ask rail staff for help or information. 20% couldn't find anyone to ask.
- 33% parent/carers found staff were not helpful "It's very variable depending on the train company and the station. For example Southampton central are generally lovely. Waterloo staff are awful."
- Only 40% parent/carers booked assistance but have not always had a positive experience. One person did not know the service was available. "Assistance can be inconsistent so it feels like playing roulette as to if it's easy to get on and off"
- Most parent/carers found that the behaviour of other passengers worried them or made them feel uncomfortable to some extent (67%).
- Very few parent/carers had the confidence to travel to a destination they had not visited before due to a lack of information.
- Half of the parent/carers who responded found travelling by rail difficult.

- Parent/carers perceived barriers to rail travel are predominantly around lack of assistance (87%), they also see accessibility and facilities at stations and on the train as a barrier (80%). A lack of information and timetable disruptions were also significant barriers (80%).

We will also ensure this survey is completed by families who are testing the rail routes and resources.

Impact Monitoring Questions

The questions all relate to travelling with the child/young person that you care for

- 1. How often do you travel by train with the child/young person that you care for?**
 - Daily
 - Weekly
 - Monthly
 - A few times a year
 - Never
- 2. If you or the child/young person you care for are affected by any physical or mental health conditions or illnesses, please tick all that apply**
 - None
 - Visual Impairment (e.g. blindness or partial sight)
 - Hearing Impairment (e.g. deafness or partial hearing)
 - Limited Mobility (e.g. only able to walk short distances or difficulty climbing stairs)
 - Wheelchair user
 - Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)
 - Learning or understanding or concentrating
 - Mental health
 - Stamina or fatigue
 - Socially or behaviourally (for example associated with autism, attention deficit disorder)
 - Other: Please specify

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- 3. Do you feel safe travelling by train?**

Very safe	Quite safe	Don't know/neutral	Quite unsafe	Very unsafe

Any comments?

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- 4. While travelling by train have you asked staff for help or information?**

- Yes - asked for help
- Yes - asked for information
- No - Couldn't find anyone to ask
- No - didn't need help/information

Any comments?

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5. **Are you confident that you know how to find help?**

Very confident	Quite confident	Don't know/neutral	Not confident	Not at all confident
Any comments?				

6. **How would you rate the attitudes and helpfulness of the staff?**

Excellent	Fair	Poor	Very Poor	Prefer not to say
Any comments?				

7. **Did you book assistance before travelling?**

Yes

No

If yes, did you find this an easy process?

Very easy	Quite easy	Don't know/neutral	Quite difficult	Very difficult
Any comments?				

8. **Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?**

Yes

No

If yes, please explain

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9. **Have you ever travelled by train to a destination you have not visited before?**

Never	Rarely	Sometimes	Often	Don't know
Any comments?				

10. **Do you find it difficult to travel by rail?**

Very easy	Quite easy	Don't know/neutral	Quite difficult	Very difficult
Any comments?				

11. **How much do these problems or barriers stop you/your family from using the train?**

	Never	Rarely	Sometimes	Often	Always	Don't know
Lack of confidence in planning a journey						
Lack of information						
Timetable disruptions						
Getting to the station						
Station Parking (Blue Badge spaces)						
Accessibility and station facilities						
Getting on the train						
Accessibility and facilities on the train						
Where to go/what to do once you have reached your destination						

Accessibility and facilities at the destination						
Encountering hostile discriminatory or anti-social behaviour from other passengers						
Lack of assistance/understanding by rail staff						
Cost of travel						
Any comments?						

12. **Would you use the train more often if some of these barriers were addressed?**

Yes







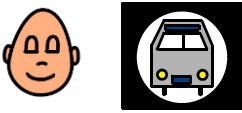











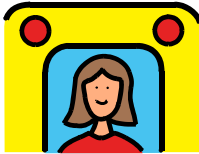











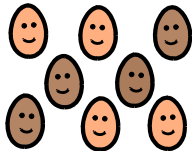





No


























Any comments?

13. **Is there anything else you would like to tell us about?**

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Please can you help us to find out what you think about train journeys?

		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I like going on the train					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I feel safe at the station					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I feel safe on the train					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	The staff are friendly and helpful					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I know how to ask for help					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	Other passengers are nice					

		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I like visiting new places on the train					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I know where to go when I get off the train					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I feel confident					
		Yes, a lot	Yes	Don't know or don't mind	No	Not at all
	I feel proud of myself					
		I loved it	I liked it	It was ok	I didn't like it	I hated it
	How was my trip?	