

**"Free to Go"**  
**Travel Skill Development and Travel Support**



make your own travel choices

## **Support to Travel**

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# 1 Overview

'Free to Go' supports people with disabilities with their travel needs.

Employing a Coordinator and a Team of Travel Support Staff, we are a professionally trained team who view each individual as unique and are proud of our ability to tailor the support we provide to your personal circumstances, strengths, needs and requirements.

We have a strong commitment to reducing inequalities created by difficulties in getting around from place to place and enable access to wider opportunities & all that life has to offer.

Including: Social activities, College / Education; work.

Choice, control  
& Self-directed  
support

Person-Centred  
bespoke  
approach

Help and intervention  
to overcome personal  
or practical barriers  
to Travel



Friendly, committed  
and highly motivated  
Team of Support  
Staff

## 2 Glossary of Terms

- **Candidate** – Refers to the Individual in receipt of support from **“Free to Go”**
- **Travel Coordinator** – an employee of **“Free to Go”** who manages the Team of Travel Buddies, makes assessments of individuals needs, plans out routes, and coordinates the support an individual receives.
- **Travel Buddy** – is the name we give to our Workers who support Candidates with their travel.  
They are professionally trained employees.
- **Initial Contact Assessment** – is a form filled out by the Coordinator using information provided by the Candidate and their Carers/Supporters.  
It provides the additional information we need to ensure the support we provide is based upon the individual and their specific requirements, needs and circumstances.
- **Practical Skills Assessment** – the Coordinator fills this out after observing the Candidate on a supported journey/walk.  
The assessment looks at the Candidate’s practical strengths and needs in relation to skills such as road safety, mobility, & communication.  
This provides a starting point for a skill development plan.
- **Journey Plan** – this is a document produced by the Coordinator, which is presented in pictorial/photographic format to be more readily accessible to the Candidate.  
It sets out the journey from start to finishing point, mapping out all aspects including safe walking routes, local landmarks, and Public transport journeys.



- **Risk Assessment** – is a process undertaken by the Coordinator to identify and document any issues presented by the environment or matters personally specific to the candidate. Risk management is the process by which any identified risks are minimised or eliminated.

### 3 The 'Free to Go' Process

#### • Initial Assessment

This involves:

- The Coordinator making first contact (usually by telephone) to arrange a face-to-face meeting with the Candidate and including relevant people within their circle of support, such as Parents, Carer, Referrer, Social Worker.
- Face-to-face Meeting, as described above, at a mutually agreed time/venue.

The purpose of this is to:

- \* Gather all required information.
  - \* Clarify details of the referral
  - \* Find out about the Candidates experience of travelling, including any previous travel training.
  - \* **Explain how the "Free to Go" support process works.**
  - \* Determining exiting support network.
  - \* **Make arrangements to undertake a "Practical Skills Assessment"**
  - \* Complete Initial Contact Assessment form documenting information gathered above, as well as personal issues and challenges such as physical/mobility/mental health requirements that may need to be considered.
- Starting to think about a suitable match between Candidate & Travel Buddy.

## • **Practical Skills Assessment**

- This takes the form of practical activities (for example, matching picture cards) and a short accompanied journey/walk, with the Candidate, Coordinator and the identified Travel Supporter (Travel Buddy)

The purpose of this is to:

- \* Consider the Candidates strengths and needs in relation to pre-requisite Travel Skills such as:  
Number identification; road safety; social & interpersonal skills; personal safety etc
- \* Introduce Candidate & identified Travel Buddy and confirm suitability of the pairing.
- \* To provide a baseline for formulating a skill development plan.
- \* Enable appropriate risk management planning, based upon individual requirements.

## • **Journey Planning & Risk Assessment**

- Putting together the Journey Plan involves the Coordinator setting out the stages of the entire journey from the starting point (such as the Candidates front door) to the final destination.

If required, this is then done in reverse for the homeward leg of the journey.

All elements of the journey are mapped out, including: walking aspects, road crossing, as well as using Public Transport.

Considerations include:

- \* Safety & minimising risks.
- \* Personal strengths & needs of the Candidate.
- \* Specifics of the referral - such as the purpose of the journey, the time the Candidate needs to arrive at their destination.
- \* Safest walking routes – for example ensuring use of safe crossing places where available.
- \* Times and routes of suitable Buses.
- \* Avoiding any unnecessary complications.  
For example, avoiding travelling on busy school routes.

From the above information, a formal Journey Plan Document is then produced:

Using pictures, symbols, clock faces etc, this is set out in an accessible format for the Candidate.





Where appropriate the Candidate is also provided with pocket-sized flip-card pictures setting out the route by landmarks, buses showing bus number and destination details, photo of the Travel Buddy supporting them; emergency contact/Helpcard etc.

A wide variety of similar accessible pictorial aids can be produced based upon Individual requirements to support the Candidate to gain confidence and reduce dependency.

- Risk Assessment – has been a primary consideration during the journey planning process. Effective risk management having resulted in the minimisation or elimination, as far as practicable, in the prescribed Journey Plan.

Formal risk Assessment documentation is produced to identify remaining risks, consider ways to work with the Candidate to reduce them to an acceptable level, while promoting independence.

## • **Travel Training**

- This is the practical part of the programme where the Candidate is supported to make their journey.

Thorough records are maintained throughout the training period to detail and monitor development.

Progress is reviewed at regular intervals, in consultation with the individual and other significant people involved. The Journey Plan and Risk assessments completed at the start of the process are referenced and adapted if necessary.

Review and re-evaluation of safety is ongoing throughout the period of travel training with the emphasis on creatively reducing dependency. We are mindful of the need to work to reduce or eliminate existing risks and recognise any new issues which may arise.

The intensity of support is gradually reduced at the pace of progress of the Candidate as he/she becomes more confident.

As the Candidate develops to the point where they are undertaking part or all of their journey without direct support, the Travel Coordinator arranges a series of observations.

These are undertaken over a series of journeys and further assess and confirm the safety and independence of the Candidate.

- **Completion & 'Sign-Off'**

This is the conclusion of the process, when the Candidate reaches the end of the practical travel training and when the Coordinator has undertaken a series of observations.

The Coordinator makes arrangements to meet with the candidate and any significant people such as their carer (if applicable).

Progress is discussed and the Coordinator explains any remaining risks and the steps needed to safely manage these.  
If the Candidate is unable to achieve full independence with an aspect of their travel, this will be outlined, along with options to deal with this.

The Candidate receives a copy of their training booklet, and a certificate.

***It is at this point that they are ..... 'Free to Go' .....!!***

## 4 Services provided by 'Free to Go'

'Free to Go' is a one-stop shop for all your travel support needs.

This is not an exhaustive list.

If in any doubt give us a call and ask if we can help!!

Everyone is an individual and will have different requirements, and concerns.

We are able to accommodate to your requirements, which may include:

- General travel skills
- Road safety
- Time management
- Personal safety
- Social & interpersonal skills associated with travelling.
- Risks and Contingency planning
- Using technology to manage safety and confidence.
- Techniques for reducing/managing anxiety
- Safe and supported learning environment to practice & experience  
...'**What if..'** scenarios
- Journey planning and timetables.

Etc etc ..

## 5 Testimonials

What our customers have said about us.....

" **Free to Go** has helped me learn how to get to college by myself....like everyone else."

I really like my Travel Buddy....She is a great support worker.

Working with '**Free to Go**' has helped me regain my confidence to travel alone again.....the world is my oyster.

'**Free to Go**' worked with me at my own pace.

I never felt rushed.

We agreed together when it felt right to move forward to the



**"I used to go everywhere in a taxi.....  
.....it cost a lot of money**

**Working with  
" Free to Go "  
and becoming an Independent Traveler on  
Public Transport has saved me £££££££s"**

**" Free to Go "  
Taught me how to use my  
mobile phone.  
If there is a problem when  
I am out I can easily  
contact someone.**

**" It's great not to  
have to rely on my  
Mum & Dad to  
take me...."**

**"I am proud of how far I have come  
Without the support of "Free to Go " I would be  
stuck in the house.**

**I now have a job.  
"Free to Go "  
has helped me on the road to independence.**

## 6 Contact Us

You can get in touch with us by telephone, email or by talking to any member of the 'Free to Go' Team



**07766 085 889      or      07717 547 774**



**[freetogotravelservice@barnsley.gov.uk](mailto:freetogotravelservice@barnsley.gov.uk)**