



Welcome



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Mersey Link Overview



- Was started in 1984 with certain groups as members.
- Membership allowed travel from where you lived to where you wanted to go.
- People used to pay 50p per journey.

Provided for people with

- Physical disabilities
- Sensory impairments
- Learning disabilities
- or people who could only use public transport with major difficulties.





MerseyLink Overview



The current number of Merseylink members is **2,738**

There are only **738** members who use it regularly (August 2012).

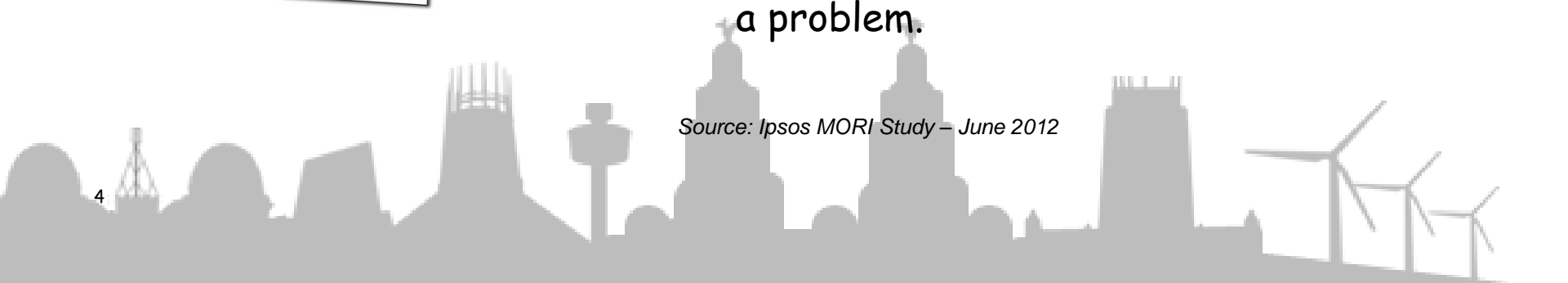


How is Mersey Link doing?



- 80 out of 100 of members are satisfied or very satisfied with the service. This is very good.
- The buses and drivers are not problems for members. The way people have to book a trip is. This is important to get right as it is important to members.
- People are not happy about not being able to book an going and coming back journey at the same time. The need to plan trips so far in advance is also a problem.

Source: Ipsos MORI Study – June 2012





How is Mersey Link doing?



20 out of 100 members said they have to book a journey over a month before going.

How many journeys we can do is limited. We pay another company to help us provide journeys.

Merseylink is not able to change to be the best for its members. It works in one way and one way only.



Service Review

A look at the Mersey Link service found some problems with it such as:



- Membership that is based on what Welfare Benefits people get.
- Eligibility that only looked at people on benefits. No other people considered.
- Poor appeals process
- Low amount of members
- Not good value for money
- No link with services or support groups people use
- Service that doesn't change with needs of members





Service Review



The Integrated Transport Authority are organisations who run transport.

Merseyside's group said that it will allow Merseytravel to change how Mersey Link works.



It wants to make the service better for its current members.



It also wants to have a future working with other organisations and authorities.



How we change the service...by



- Engagement - getting people involved
- Consultation - asking their ideas
- Working with other organisations
- Re-ablement Support (helping people who have recently been in hospital)
- Improvement in Technology
- Transport Support and Delivery Choice
- Working in a different, clever way.
- Continue to develop in the future



Membership



Transport for All an organisation representing disabled and older people were paid by the *Government*.

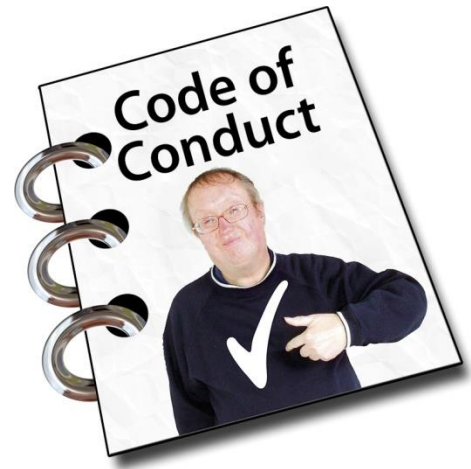
They are consultants on disability barriers and general accessibility issues for the Olympic and Paralympic games



They highlighted these important demands and issues from the Disabled Community.

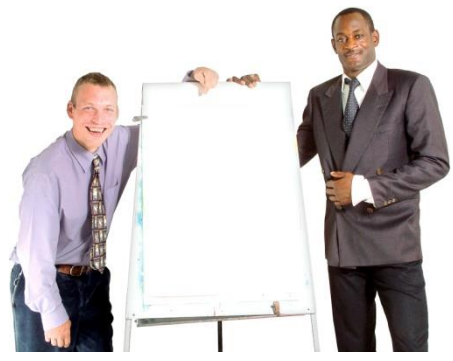


Membership



Transport for all said that there should be

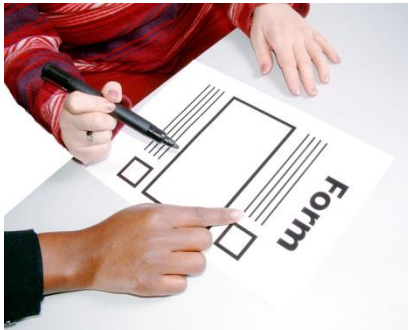
- Fair eligibility rules or criteria that is used for all
- Fair assessment and the right to appeal if refused
- Disability equality training for all staff
- Regular consultation with all staff
- Reasonable time waiting and journey times
- A customer care charter - promise of how customers are cared for.



Key Demands Reference

The areas that Transport for All said that needed to be included have helped up make our service policies.

The documents we have are



- Service Policy Statement - how the service works
- Member Eligibility Criteria - who can use it
- Member Assessments - how we decide if a person can use the service
- Membership Referrals - how we are told about people
- Appeals Process - how people can say they are not happy with a decision

Community Card Development



- Uses a computer system to develop personalised transport.
- Uses a multifunctional 'smart' card which is up to transport department standard.
- Council in-house buses are expensive and inflexible. Some client journey times are up to one hour for a short distance.
- The test run with St.Helens Council is working with clients with Learning Disabilities.



Community Card Development



- People using the community card are asked if they want to be involved and it is checked if it will be safe for them.
- Users are given a personal transport budget on the Community Card for use in pre-booked scheduled taxis.
- The early benefits of the Pilot seen an average journey cost almost 70% cheaper and an average journey time of 10 minutes.
- User survey returned excellent feedback.
- Offers lots of development opportunities





"The Best form of Knowledge is Experience!"



"We need your Experience, Support and Expertise to re-design a service built around the needs of the customer into a meaningful service that supports the Community"

