



Linking Community
Leaders and Sefton Youth

HAVE YOUR SAY SEFTON TRANSPORT REPORT 2024/25




Sefton CVS
Supporting Local Communities

Sefton Council 

**sefton
young
advisors™**

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WHO ARE YOUNG ADVISORS

Sefton Young Advisors are a group of professionals aged 15 to 22, trained and employed by Sefton CVS to amplify youth voice within the community.

The Young Advisors bridge the gap between young people and professionals by offering services such as youth proofing, facilitating focus groups, and providing training to organisations.

By consulting with councils, schools, charities and other agencies Sefton Young Advisors work to ensure that young perspectives are valued and reflected in local decision-making, helping to create a more inclusive Sefton.

Some example of organisations Young Advisors have worked with are: Merseyside VRP, Liverpool City Region Combined Authority, NHS and Sefton MBC.

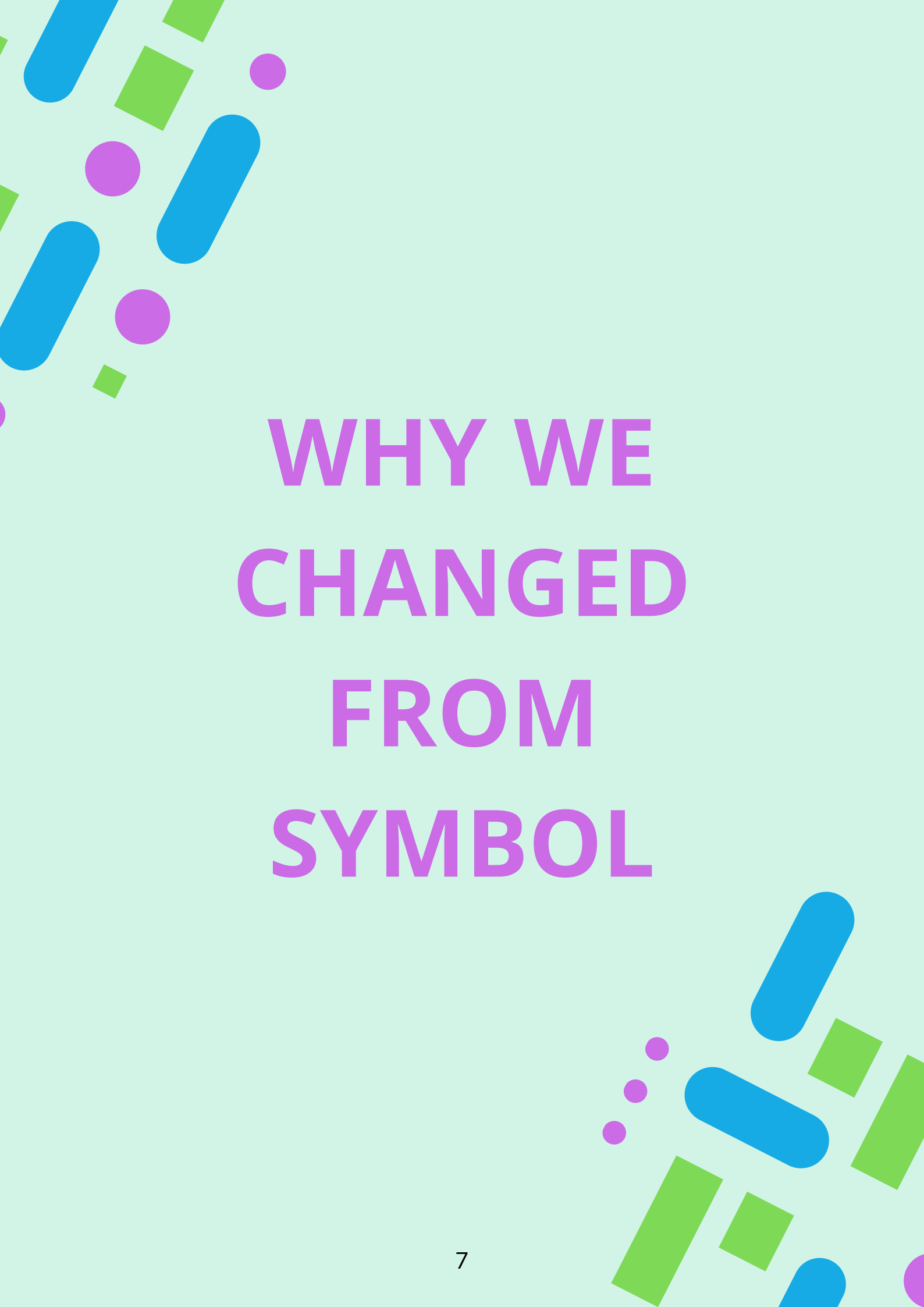


WHAT IS HAVE YOUR SAY SEFTON

Our youth voice initiative, previously known as SYMBOL, has been refreshed and rebranded as Have Your Say Sefton! At its core, Have Your Say Sefton aims to be a platform for young people in the area to be heard on issues that are important to them. This new approach aims to engage young people more directly in spaces where they feel comfortable and at ease, such as youth groups, schools, and familiar community settings.

Through Have Your Say Sefton, we consult with young people using a wide range of methods, including focus groups, surveys, and interviews to gather honest and valuable feedback. This input will be shared with community leaders and decision-makers, helping shape the services and support that impact young people in Sefton.

Our work is guided by a "You Said, We Did" approach, ensuring a cycle of feedback where young people's voices are not only heard but lead to meaningful action. We will provide updates from community leaders, so young people see the results of their input and the positive changes inspired by their voices.



WHY WE CHANGED FROM SYMBOL

To address the impact of COVID-19 on engagement, Sefton Young Advisors recognised the need to refresh the previous SYMBOL initiative. Through consultations with young people, we learned that a more flexible, accessible approach was needed to improve participation. Based on their feedback, we shifted to a model that brings discussions directly to young people in settings that are familiar to them.

Instead of holding three meetings per year, we decided to move to a satellite approach looking at two topics per year.

This includes mini sessions in settings such as schools and youth groups along with the option to participate online with surveys and virtual meetings.



TRANSPORT



To decide on a focus for our consultation, we looked at issues young people care about, using resources like the Make Your Mark Survey and OFSTED letters. Transport stood out as a key concern. We also noted that transport has come up in other discussions with young people over time, showing that it's still an ongoing issue.

Planning for this consultation began in July 2024 to address the specific transport challenges young people face in Sefton.

We facilitated two focus groups, where we were able to get detailed responses from 17 young people.

We designed and shared a survey across Sefton which was completed by 69 young people.

The information gathered was then collated and sorted into the following key themes: Safety, Cost, Accessibility, Active Travel and General Feedback.



CONSULTATION FEEDBACK



SAFETY

On buses and trains, young people found that other people made them feel unsafe, especially crowds, people sitting right next to them and people who were drunk. At the bus stop gangs of people made them feel unsafe but they felt safer once on the bus. Young people mentioned having small barriers between people on the bus so people can't sit really close to you. They also mentioned that losing their ticket can also make their journeys feel unsafe.

They thought people got away with breaking the law which made them not feel safe, they wanted vaping to be banned on buses and trains or to be more enforced. However, it was noted that the newer trains generally felt safer. Some young people like that there are no doors separating carriages now and that there is CCTV. Some young people felt that the trains had too few carriages.

Young people didn't like when the bus stop is smashed and they felt less safe travelling in the winter, mentioning that the street lights near the stops were too dull. Southport train station was mentioned as feeling safe, as well as feeling safer at bus stops closer to their house. Crosby and Bootle train station were mentioned as feeling unsafe and some young people said they wouldn't travel on the train alone.

ACCESSIBILITY

Young people mentioned needing better support for buying tickets, like help choosing the right travel pass and getting information. Lots of people were relying on bus passes and they told us it would be more convenient if tickets were available on phones, as paper tickets can be easily lost. They also highlighted how important travel discounts are, as they wouldn't be able to travel as they do without them.

They identified places like Ormskirk, Maghull, Preston and Bootle as difficult to reach and expressed a desire for more stops and stations in areas such as Scarisbrick, Crosby, and Maghull. There was also a general wish for more frequent services with more carriages with one young person mentioning that the bus only goes from Lord Street to Duke Street in Southport once an hour. They also said there should be more shelters at bus stops, more seating, better lighting, more bins and clocks. Young people also mentioned wanting chargers at train stations.

Many complained about poor Wi-Fi both on the train and around bus stops, which affects the use of apps, accessing times and online ticketing. Young people would also appreciate having a more accurate live tracking services of public transport to see where they are. Some shared their frustration about when the bus is late, or early so they miss it and also about buses driving past even when they should stop.

COST

Cost was another theme that was discussed by young people. There was a mixed response between young people who thought the prices of tickets were reasonable and those that thought the tickets were expensive. A number of young people told us how travel passes were really useful but expressed difficulty or delays when trying to acquire them. The most common weekly spend on public transport was between £0 and £10 and £10 to £20.

ACTIVE TRAVEL

Young people discussed using active travel, expressing concerns that sometimes crossing roads is unsafe. They said there needs to be more crossings on busier roads for pedestrians. Bikes were also mentioned as being unsafe.

Suggestions to make active travel safer were to have better, flatter pavements to stop trips and falls.



SURVEY VIDEO



SURVEY VIDEO

[CLICK HERE TO WATCH THE VIDEO](#)



Sefton Young Advisors created the survey using Survey Monkey which contained questions covering a range of subtopics and giving young people the opportunity to share their experience of transport in Sefton. Young Advisors then displayed the findings of this survey as a short video which you can watch on Youtube by pressing the link at the top. This video contains graphics e.g. graphs to display the findings.



RECOMMENDATIONS



Based on the feedback gathered from the survey and focus groups, Sefton Young Advisors have made some recommendations:

- **Steps to be taken to improve the enforcement of railway byelaws - including smoking/vaping (3) and intoxication (4.1).**
- **More areas/safe spaces to be made available for passengers to sit and stand whilst waiting for a train on all platforms.**
- **Travel companies to be aware when bus stops have been vandalised so that they can be repaired quickly.**
- **Making travel passes more accessible to the people who need it.**
- **An increase in bus/train services to places identified such as Maghull, Crosby and Bootle.**
- **Better maintenance of pavements and introduction of more cycle paths to allow more people to use them for active travel methods.**
- **Bicycle grants to be made available for young people to allow more people to use active travel methods.**



MEETING WITH SENIOR LEADERS

Young Advisors held a meeting to share feedback of what the young people in Sefton had said on the topic of Transport.

The meeting took place over Zoom on Thursday 10th October 2024 and was attended by Senior Leaders and Elected Members across Sefton. The event was entirely planned and facilitated by Sefton Young Advisors.

Young Advisors shared the feedback detailed in this report and the survey video and conversations took place around what actions could be taken to make a change for transport in Sefton.

Following the meeting an action tracker was created and shared with attendees at the meeting.



ACTIONS



ACTIONS

To improve the likelihood of meaningful improvements being made, attendees at the Have Your Say Sefton meeting were asked for actions that they could take away from the meeting.

Some actions are ongoing and Young Advisors can track the actions with an action tracker that was created.

Since the meeting in October 2024:

Young Advisors had a meeting with Sefton's Transport Team on the Local Cycling and Walking Infrastructure Plan (LCWIP)

The presentation from the October 2024 meeting has been shared with colleagues from the Liverpool City Region Combined Authority

Discussions are ongoing about speedier travel pass applications

Conversations are ongoing about Young People being consulted about SEND home to school transport.