

# Wight Bus Review

## Why was it done?



The Council wanted to review the Wight Bus service that takes people to day centres. This means that we wanted to know more about the service.



We wanted to know what the people who use the service thought. What is good about Wight Bus. Also, what is not so good and could be made better.



We asked some university students to do the review.

## How was it done?



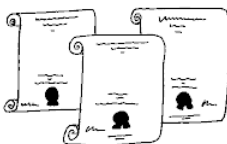
Volunteers from People First helped to train the students.



Laura Timms helped the students to think about the questions they were going to ask. The questions the students asked are attached.



The students went out and spoke to the people who use the service. They did this at 6 day centres.



They could not speak to everyone who uses the Wight Bus. They could only speak to people who would be able to understand the questions. This is because there are rules about how reviews are done.



The students were only allowed to speak to people who wanted to be interviewed.



The Council does not know who was interviewed. This is to make sure that the answers stay confidential. This means that we do not know who said what.

## What did the review find?



The students spoke to 50 people who use the Wight Bus.



About half the people spoken to are pleased with the service they get.



About three quarters of them said it was the best way for them to get to their day centre.



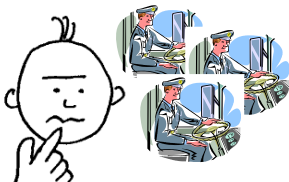
A quarter said that if they did not use Wight Bus, they would have to get someone to drive them to their day centre.



Almost half of the people spoken to like the fact that they can meet their friends on the bus.



Nearly three quarters were pleased with the drivers.



Some people were worried that there were often different bus drivers. This meant the buses were late or did not pick people up.



There were some things people did not like about Wight Bus.



About a quarter of people said there was shouting on the bus. They did not like this.



Some people worried about people not wearing seatbelts. They also said that they had problems putting their seatbelt on.



Some people said that there was bullying on the buses. This was worse on some of the routes.

## What next?



After speaking to people, the students came up with some ideas for things that need to be done.



They said that escorts should be put on the buses. This will help to stop the shouting and bullying. Escorts will also be able to help with putting people's seatbelts on.



They said that bus drivers should learn the routes before they collect people.



The students also said that the Council should speak to the people who use the Wight Bus that they had not been able speak to.