

When it comes to tackling loneliness and isolation, transport difficulties can present a big barrier. This document shares our learning about how project workers and volunteers can try to overcome these barriers in the short term. To read our learning and recommendations for longer-term Age Friendly transport solutions in Bristol, [click here](#).



Public transport: A Safe Journey Card can help to increase confidence on public transport. These cards can be shown to the bus driver when boarding a bus to discretely let them know that you need extra time or assistance. These cards can also be used in other environments, for example supermarkets. Find out more [here](#).



Community transport: It is important to manage people's expectations around community transport. For example when an individual phones to arrange the community transport, they should understand that they are making a request, not a booking. The community transport provider will try to accommodate their request and will let them know nearer to the time whether they will be able to do this (once they have received all of the requests for that day). The reason an individual cannot make a booking is because community transport providers are operating at full capacity and need to use their vehicles effectively in order to meet as many requests as possible. Requests are more likely to be accommodated if a group of people are travelling together, either from the same place or to the same destination. As a project worker/volunteer, it could be useful to encourage these group arrangements.



Walking: Many journeys can involve anxiety about whether a public toilet will be available on route. Toilet maps are available for [Bedminster](#) and [Brislington](#). In other areas, it may help for you to talk through the intended route together (for example to the bus stop or local shops) and identify toilets which could be used along the way if needed.



Cycling: When cycling it is common for someone to take the same route they would take if they were driving, yet there are often alternative routes that are safer and more appropriate. Cycle routes can be found [here](#). Confidence can be built using cycle buddy schemes such as this [one](#).

To check the accessibility of a venue (including restaurants, pubs, museums, shops etc.) in advance, [DisabledGo](#) can be a valuable resource.

It can be useful for community groups to partner with local schools, care homes or scout groups in order to share the use of a minibus. These organisations often own a minibus but only use it at certain times, meaning community groups may be able to use it at other times of the day. The community group would need to train a pool of volunteer drivers.