

TALKING TRANSPORT

A toolkit for facilitators to engage
the public on transport-related topics





Introducing Talking Transport



At the heart of Transport for Wales lies an exciting vision for public transport, with Wales' Transport Strategy and public engagement informing all that we do. By providing a consistent approach to how we engage with the communities we serve, we can ensure all voices are heard to help shape our plans to deliver a service that Wales can be proud of.

The Talking Transport toolkit is a Listen, Learn and Loop back tool designed to support facilitators to deliver workshops on transport related topics with ease, using a step-by-step process. The toolkit will gather thoughts, impressions, and ideas from participating groups to support us in creating visible change within the transport sector. Whilst we're unable to action all of the suggestions from each workshop, we will ensure feedback is provided using our Loopback Report.

Becoming a Facilitator

A facilitator can be a Transport for Wales colleague or a member of the public e.g., a teacher, community group leader, Local Authority representative, STEM Ambassador and so on.

Being a Facilitator is a great opportunity to highlight issues that affect your community. From accessing work opportunities to addressing anti-social behaviour, facilitating conversations around transport can be the starting point for creating real change and improving the lives of people at a grass roots level.

The resources within provide the tools to facilitate open discussion about transport and can help us to find solutions to community issues. Facilitators will have access to:

- Resources and activity templates
- Training videos
- Bi-annual in-person training and support
- A network of other facilitators throughout Wales and the Borders
- The support of TfW Community Engagement Officer in your region

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[Click here](#) to find out how
we capture your data



Listen, learn, and loop back

Listen

You have completed your session, listened to what your participants had to say, and collated all of the information, including the the good, the bad, and the ugly. However you have collated this information, we would love to see it all.

You can include feedback by completing the online survey, uploading pictures of your session plan, as well as the activity sheets completed by the participants.

Learn

This is where our work starts. You have done the hard bit and now we need to look at all of the wonderful insight you have given us from your participants. We will use the information to inform relevant departments within Transport for Wales about your views, concerns and hopes. This information is invaluable to our organisation and will really make a difference.

Loop Back


We will let you know what has been done with the information you have given us so that you can let your participants know too.


Not knowing what has happened to all of your hard work can lead to frustration and dissatisfaction, particularly amongst those who have directly participated in or supported any involvement activity. Closing the 'feedback loop' is really important to us. We always let people know the outcome of their participation and what difference it has made.



Online Survey

Our online survey **must be completed** by the facilitator (if under 18 years old) or by the participant (if over 18 years old).

 **Click here** to access the facilitator's survey:
<https://www.smartsurvey.co.uk/s/J2M38E/>

 **Click here** to access the participants survey:
<https://www.smartsurvey.co.uk/s/1TSSUQ/>



The Three Steps

Step 1

Select your topic

Step 2

Select your activities

Step 3

Evaluate the session

Step 1: Selecting your topic

It's important to select the most relevant topic for your group: one that you know they have an interest in or one that you would like to find out more information about. You can choose one topic for each session and adapt your planned activities to reflect that topic. Transport for Wales works in many different areas. You can select from one of our seven recommended topics below or come up with your own.

Sustainability

Safety

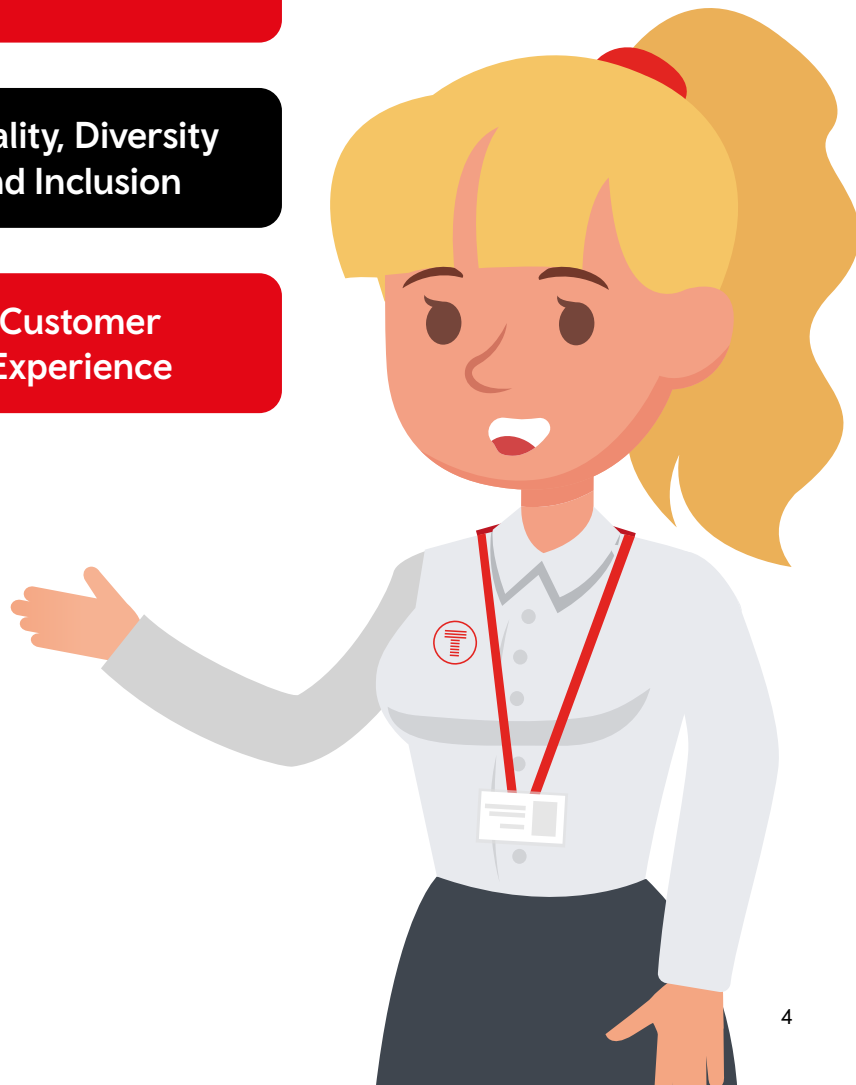
Active Travel

Equality, Diversity
and Inclusion

Careers in the
Transport Sector

Customer
Experience

Marketing and
Communications



More on each of our topics can be found on page 5.



Sustainability

Transport for Wales' aim is to transform the transport network in Wales and Borders so that it becomes truly sustainable and fit for future generations. We want to ensure that sustainable practices become a part of the culture at Transport for Wales and are evidenced in all our activities. The session should explore different sustainable opportunities in the transport sector and allow participants to give their views on key issues and challenges they face in relation to the future of sustainable transport. Feedback from this session will inform our Annual Sustainable Development Plan and let us know what is important to you. It will also shape our engagement strategy.

Safety

Improving the safety of our transport network is a key part of our work. We want to make all of our staff and customers feel safe. Issues including trespass onto the railway, misuse of level crossings, antisocial behaviour at stations, and criminal damage continue to be a problem.

The session could look at what people think are the key issues in terms of safety, why safety issues occur, and what can be done to stop them from happening, with the ultimate aim of making the Transport for Wales network safe for people to use during commutes, for business purposes, and for leisure. Your feedback from this will help us to make sure we continue to keep everyone safe and will give us ideas on how we can let everyone know about safety on the railways.

Equality, Diversity and Inclusion

We are creating partnerships with groups that represent people with identified protected characteristics, to provide opportunities to express themselves in a safe space on issues and suggestions around equality, diversity and inclusion on public transport.

This information will be dispersed to the relevant internal stakeholders. Where possible, suggestions from these groups will initiate progress and change, and this will be fed back to the community members and partnerships.

Based on the information received, we will create informative, productive interactions to build confidence and improve access to travel. It will offer opportunities to help shape our future plans and identify further opportunities.

Customer Experience

Right from the moment people leave their home, to the moment they arrive at their destination – every thing in between is what we describe as the Customer Experience. Identifying opportunities to improve your experience as a customer is incredibly important to us. Whether you would like more information available to you on the platform or a part of your route is uncomfortably busy, we want to know what's important to you.

Careers in the transport sector

Identifying and facilitating opportunities to access mentoring and work experience, increasing participation in STEM (Science, Technology, Engineering, and Math) and the rail sector is important to us. We aim to highlight career opportunities to individuals from all backgrounds within our communities and ensure we not only strive for diversity in our workforce, but enforce our commitment to building the Welsh economy, through its workforce. The session could focus on ways we can widen those opportunities for future generations.

Active Travel

Active Travel means improving services to make them more attractive and more convenient to access on foot or by bike.

The Welsh Government's active travel guidance states that engagement with stakeholders is fundamental to the process of developing an active travel strategy and network plan. The session will explore what kind of journeys people make in their communities, and what motivates them to make them by car, on public transport or walking, scooting, and cycling. We want to identify the barriers to walking and cycling and find out how we can better integrate them into other modes to ensure that to ensure that, without a car, you can have a seamless journey from start to finish.

Marketing/Communications for transport

Tell us how we should communicate our key messages to your group, you as an individual and the community that you live in. Tell us what media channels you use and how we can refine our important messages and engage with you and your peers.

This session could look at what people find important about transport, what they want to know more about (e.g. discounts, optional extras, accessibility barriers) or wider information about continuing their journey (e.g. tourism information for the end destination.)



[Click Here](#) for question ideas for each topic



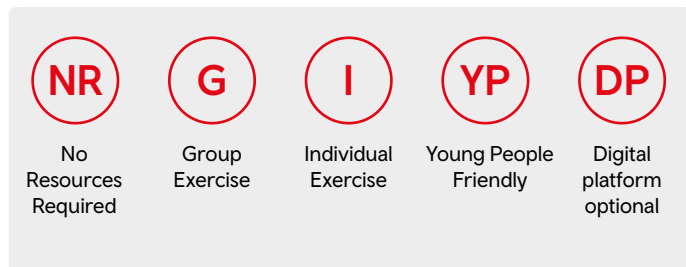
Step 2: Selecting your activities

Now you have chosen your topic, you need to select the most appropriate activities for your session. Choosing the right activities will help shape the feedback that you get from the session, so it's worth spending some time on it.

Things to consider:

- What is your overall aim?
- What do you want to find out from the group?
- How does each activity link together?
- How will this be facilitated with the number of participants involved?
- What barriers might the group face?
Identify the issue or community opportunity.
- Identify what objectives participants would like to see happen to make this issue/opportunity happen.
- Participants give solutions to the issue/opportunities they have identified.

A coding system has been suggested for each activity to help you choose the method of facilitation to suit the group you're working with:



Don't forget to come up with some ground rules for working together. These really help to address group dynamics and how they can work well together in the workshop.

Let the group establish and agree upon boundaries that can be returned if necessary. This can include things such as not interrupting each other and respecting each other's opinions.

When selecting your activities, you may want to consider:

- Age
- Gender
- Background
- Language
- Additional needs
- Setting



[Click Here](#) to start planning your activities using our simple **session plan** template



Select your Icebreaker

Icebreaker games are activities you play at the start of a session to help people get to know each other and to start working collaboratively.

Six Words of You

G

NR

DP

Six Words of You is a great icebreaker game that is guaranteed to start conversations between your participants. To play this game, each member of your team brainstorms six words to describe them, their personality or aspects of their life and then shares their Six Words with the group.

As it limits each participant to six words, this will lead to questions about why these particular words stood out. Encourage questions about the words to discover interesting insights about each other.

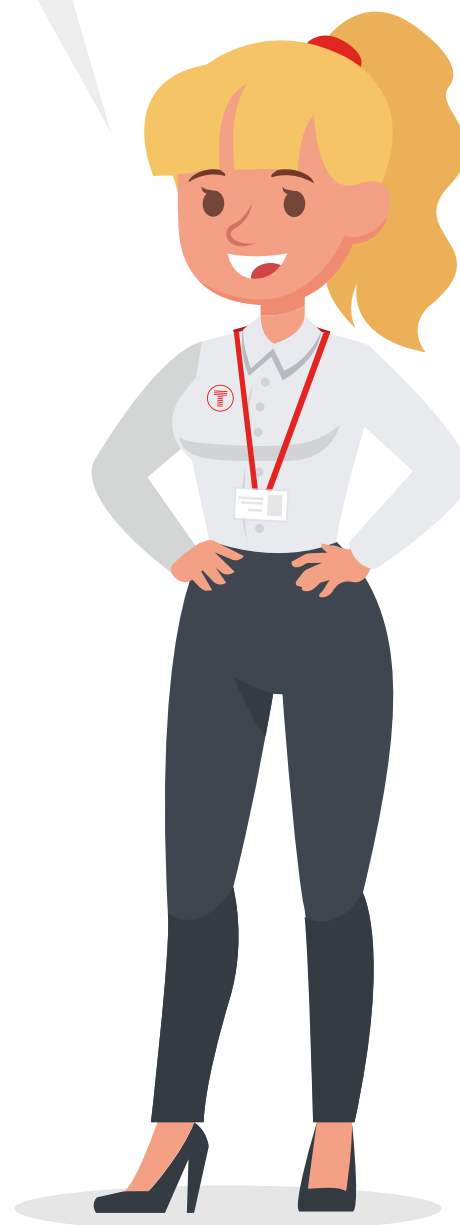
You can find lots of ideas on the internet by searching 'icebreakers', or you can choose one from our suggestions.

Paper Balls

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YP

Give each participant four bits of paper and ask them to write down four questions – they can be funny or general. Give examples such as, "What's your favorite kind of a person, and why?" or "What do you think of giraffes?" Have all the players crumple up their four sheets of paper with questions on them into "snowballs." Let everyone have a snowball fight with the paper snowballs for around 30 seconds. When time's up, have everyone grab four paper balls as fast as they can and un-crumple them. Every player has to answer their four questions.





Select your Main Activities

Select the number of activities needed to fill the session time from the templates and exercise list.

Community Mapping



What is it for?

It is an opportunity to find out what is important in participants' communities and how they can get from one place to another. It gives the facilitator an idea of how transport affects local communities and the activities they participate in.

Great for:

- finding out what the issues/opportunities are in the local community.
- identifying community solutions.
- the Active Travel topic.

 [Download Activity Template](#)

Hot Potato



What is it for?

This is a great activity to find out what participants know about a certain topic that can inform future sessions.

Great for:

- helping participants to focus on any issues/opportunities in the area and state what these are.
- stimulating conversation around what objectives participants would like to see achieved for a specific issue. Keeps participants on topic.
- focusing participants on one topic to find out an array of solutions.
- a first activity.

 [Download Activity Template](#)

Inform The Alien



What is it for?

This is used to help less informed participants of the group feel included on an issue.

Great for:

- encouraging the more vocal members of larger groups to present their reasons to the less vocal members.
- narrowing down what the participants would like to achieve by getting the aliens to question the reasoning.
- encouraging the aliens to question the presenting participants to provide solutions.

 [Download Activity Template](#)

Daily Round



What is it for?

It can reveal a lot about what participants are doing when they travel and how they choose to get around.

Great for:

- finding out participants' travel habits and identifying any issues/opportunities.
- finding out what objectives participants would like to see to encourage them to change their travel habits.
- getting participants to provide solutions to their daily travel habits, e.g more buses in the morning.
- the Active Travel, Safety, Customer Experience and ED&I topics.

 [Download Activity Template](#)



Plant Your Ideas



What is it for?

It is an opportunity to find out what is important in participants' communities. It gives the facilitator an idea of how transport affects local communities and the activities they participate in.

Great for:

- finding out who is affected by a certain community issue.
- encouraging participants to provide solutions to the issues identified from the perspective of the groups affected.

 [Download Activity Template](#)

Problem Tree



What is it for?

This highlights the root causes of local issues within transportation and their effects.

Great for:

- finding out the issues behind a specific problem and the root causes.

 [Download Activity Template](#)

Diamond Ranking



What is it for?

Helpful to prioritise ideas or issues in communities. Useful for understanding conflicting or similar issues and needs.

Great for:

- asking the participants for the objectives that will address the issue/opportunity that they have highlighted and giving them priority.
- prioritising solutions identified for the issue/opportunity raised.

 [Download Activity Template](#)

Draw Me



What is it for?

A quick way to find out groups feelings around a specific topic.

Great for:

- finding out what are the issues in the community regarding the subject that you have chosen. Gives everyone equal opportunity to speak their thoughts.
- gives participants individual opportunity to express their thoughts on objectives to address the issues/opportunities raised.
- gives participants to suggest individual solutions.

 [Download Activity Template](#)

Carbon Footprint



What is it for?

A creative and visual method to think about steps we can take to address sustainability concerns.

Great for:

- generates creative solutions for the issues and objectives raised in the previous activities.
- the sustainability topic.

 [Download Activity Template](#)

Thought Bubbles



What is it for?

A quick way to link 3 different topic or 3 different issues within the same topic. Helping the participant(s) to find similarities and solutions.

Great for:

- finding out how participants feel about a specific issue in their community.

 [Download Activity Template](#)



Select your Closing Activity

Closing a session is just as important as the icebreaker and the main body of the session. A good closure will create a lasting impression and will have participants reflecting on what they have learnt. It will also make the session more meaningful and relevant.

As the facilitator, you will be able to summarise the session and capture key information and leave the participants feeling valued.

It also enables participants to have the opportunity to express any concerns, ask questions, and clarify their own understandings.

Snowstorm



Participants write down what they learnt on a piece of scrap paper and wad it up.

Given a signal, they throw their paper snowballs in the air. Then each learner picks up a nearby response and reads it aloud.

Quiz



Give a short quiz using some of the recommended digital tools below to cement learning.

3-2-1 Feedback



Participants write down three things they learnt in the session, two fun facts, and one question that they have.

One Word




One Word is another quick but effective closing activity that can be used at the end of any lesson. Their one word may relate to their understanding of the lesson, how they felt about the lesson, a question or a celebration.

 [Download closing activity Template](#)

Post-It Evaluation

Give everyone a sticky note and ask them to write 3 things before they leave the session. What was good, bad and to be improved. Ask them to stick the note on the door as they leave.

A closing activity needs to be followed by completion of the evaluation.

 [Click here to access the facilitator's survey.](#)

Scale

Ask participants at the start and end of a workshop to star on a scale how they felt about a certain topic or workshop challenge.



When completing your evaluation, ensure you provide links or downloads of your digital feedback.

Digital Tools

Digital platforms are great ways to engage with your participants. It can allow you to put questions to a live audience and enable them to respond on their own devices, such as a computer or smart phone. Audiences log in to respond, and see group responses visualised in real time.

Below are some recommended platforms that you can use.

Kahoot!

Mentimeter

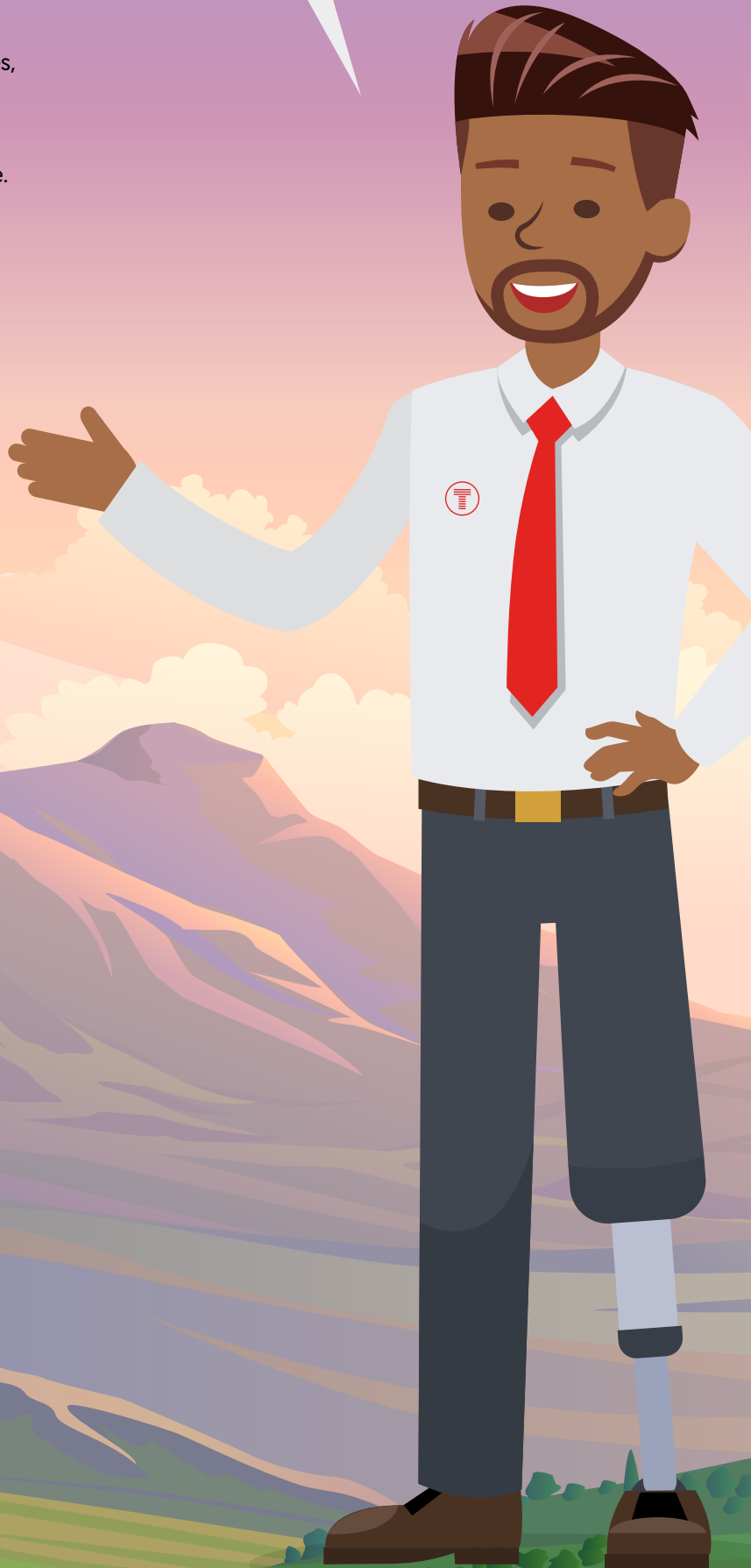
MURAL

bubbl

HELLO my name is TWIDDLA!

coggle

miro





Stay in touch

Our designated Community Engagement Team is on hand to listen to and answer any questions that you might have.

Email us

engagement@tfw.wales

Write to us

Community and Engagement Team,
3 Llys Cadwyn, Pontypridd,
Rhondda Cynon Taf, CF37 4TH

Website

tfw.wales

Instagram

[transport_wales](https://www.instagram.com/transport_wales)

Facebook

[@TfWTrafnidiaethCymru](https://www.facebook.com/TfWTrafnidiaethCymru)

TfW Communities Facebook

www.facebook.com/TfWCommunities

We would love to see pictures of your brilliant ideas! Capture images of your group and work and tweet us using **#TfWTalkingTransport**