



Department for Transport

Transport: Disability and Accessibility Statistics, England 2020

About this release

This statistical release presents information on transport related disability and accessibility statistics in England, drawn from a variety of data sources. The way information on disability is collected can vary by data source and a summary of the definitions used can be found in the Background section of this report.

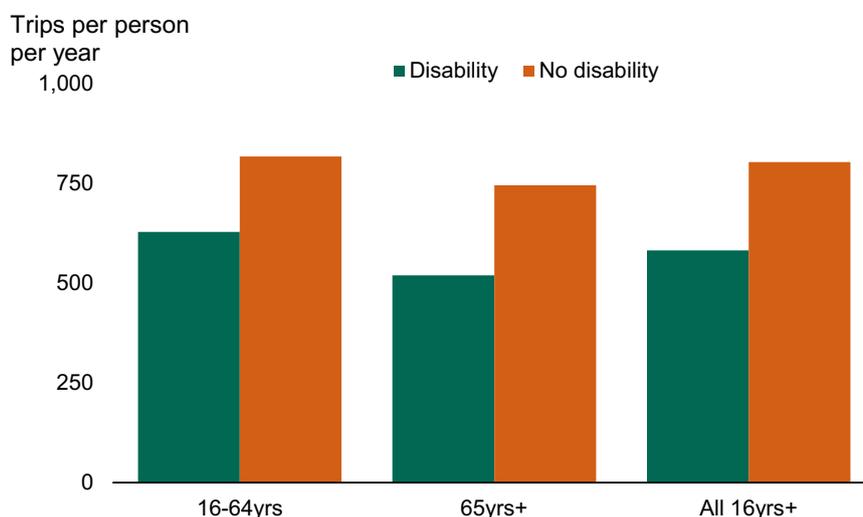
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In 2020, disabled adults in England made 28% fewer trips than non-disabled adults.

Chart 1: Number of trips per person per year by disability status and age: England, 2020 ([DIS0401](#))



In 2020 disabled adults (aged 16 years and over) in England made 581 trips on average per person per year, as compared to 803 for non-disabled adults. The difference was smaller for those aged under 65, 23% less (628 trips compared to 817), than for those aged over 65, 30% less (519 trips compared to 745).



Travel patterns of disabled people

The coronavirus and related restrictions have affected travel behaviour and also impacted on the data collection for the National Travel Survey. Data for 2020 includes responses collected before the first national lockdown as well as after. As changes in behavior the collection changed to telephone interviews as it was not possible to conduct face to face interviews. This resulted in a smaller achieved sample size than seen in previous years, which has led to an increase in suppressed cells in the associated tables. Because of this, caution is needed in interpreting these results as they may be less representative of the whole population than in previous years. As expected, average trip rates for 2020 were lower than previous years, disabled people continued to make less trips on average than non-disabled people.

For the most commonly used modes the share of trips in 2020 is broadly similar to 2019. Both disabled and non-disabled adults rely predominantly on car travel: it accounts for around 3 in 5 trips for both groups. However around a third of the trips made by disabled adults where car was the main mode were as a passenger, whereas for non-disabled adults around a fifth were as a passenger.

Chart 2: Percentage of trips by main mode: Disabled adults in England, 2020 ([DIS0402](#))

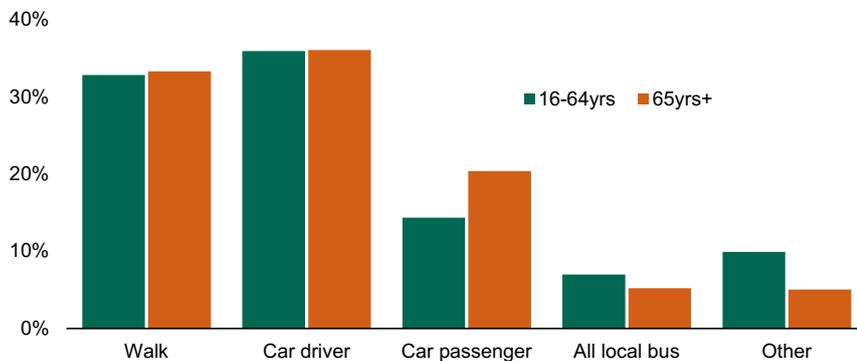
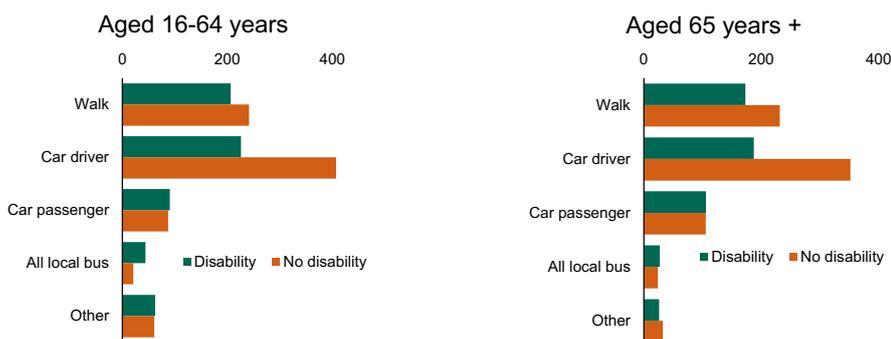


Chart 3: Number of trips per person per year, by main mode and disability status. England, 2020 ([DIS0402](#))



The National Travel Survey (NTS)

The National Travel Survey (NTS) is a continuous household survey which collects detailed information on personal travel within Great Britain. The data is collected via a face to face interview and a 7-day travel diary on a representative sample of private households in England. It is used to look at the travel patterns of different groups as well as long term trends.

In 2020 two fieldwork methods were used due to the coronavirus pandemic, resulting in an achieved response rate of 16% - 17%, and an achieved sample size of around 2,800 households. More details can be found [here](#).

NTS estimates are National Statistics

NTS Disability Definition

From 2018 a person is considered to have a disability if they report any physical or mental health condition or illness that lasts or is expected to last 12 months or more, and which limits their ability to carry out day-to-day activities. This is consistent with the core definition of disability under the Equality Act 2010, and complies with harmonised standards for social surveys published in August 2011. Some people classified as disabled and having rights under the Equality Act 2010 are not captured by this definition, such as people with a long-standing illness or disability which is not currently affecting their day-to-day activities. Note that people living in care homes and other such as community living environments are not captured through the survey and therefore may underestimate disability prevalence and the prevalence of different impairments, particularly in the older age groups.

For both disabled and non-disabled adults, shopping was the most popular trip purpose, accounting for 33% and 21% of trips respectively.

Comparisons for less frequent purposes should be treated with caution as they will be based on fewer trips in the underlying sample, which is smaller than in previous years. As such these estimates would be expected to have greater variability.

Disabled adults of working age made fewer commuting trips on average than non-disabled adults of working age, an average of 78 trips per person per year compared with 149. Although there were on average fewer commuting trips in 2020 than in 2019 the difference between disabled people and non-disabled people is broadly similar with disabled people making 48% fewer commuting trips, compared with 55% fewer in 2019.

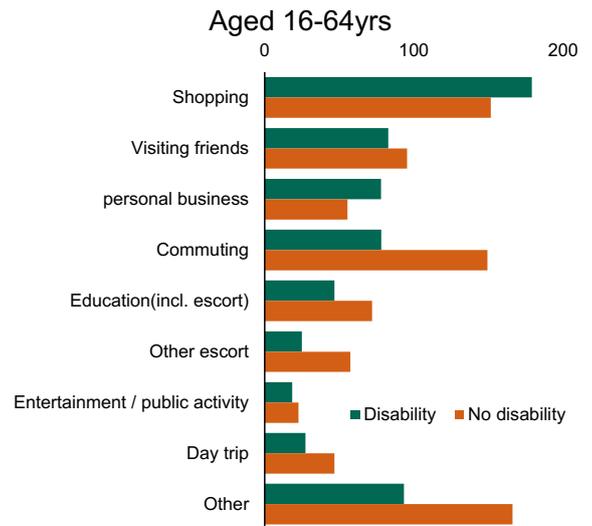
The overall average trip rate for working age adults in full time work was lower for disabled people, 750 trips per person per year compared with 834 for non-disabled people. Average trip rates for those working part time were more similar.

Disabled people are more likely to be in a household without access to a car and in households with access to a car they are less likely to be a driver.

People with access to a car make more trips on average particularly where they are the main driver of the vehicle. This is the case for both disabled and non-disabled people.

The NTS asks those 17 years old and over if they hold a driving licence. Holding a driving licence is common among adults in England but the rate is lower for disabled people. 55% of disabled people aged 17-64 years held a full driving licence compared with 83% of non-disabled people.

Chart 4: Trips per person per year by trip purpose and disability status, 16-64 year olds, England 2020 ([DIS0403](#))

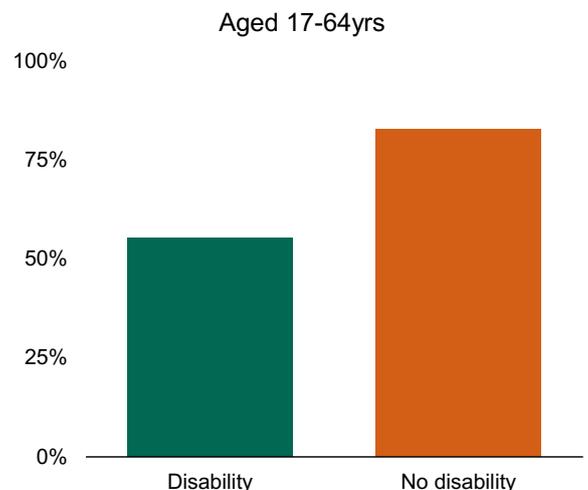


Trips and main mode

The basic unit of travel in the NTS is a trip, which is defined as a one-way course of travel with a single main purpose. Trips consist of one or more stages; a new stage is defined when there is a change in the mode of transport.

The mode of transport used for the trip: where a trip consists of multiple stages, the main mode is the transport mode for the stage with the longest distance travelled.

Chart 5: Driving licence holding by disability status, 17-64 year olds, England 2020 ([DIS0407](#))

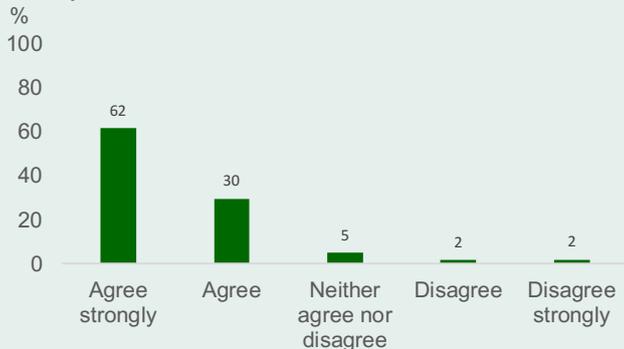


Attitudes towards disabled people on transport

Chart 6: Offering a seat on public transport

NTAS ([NTAS0701](#))

91% support the statement “I would give up my seat for someone I think has an illness, impairment or condition that makes it more difficult to use public transport”.



This figure drops slightly to 89% when asked if respondents would also give their seat up for someone that wears an assistance card or badge, indicating they have a non-visible impairment, showing that most respondents are also willing to support citizens with non-visible disabilities.

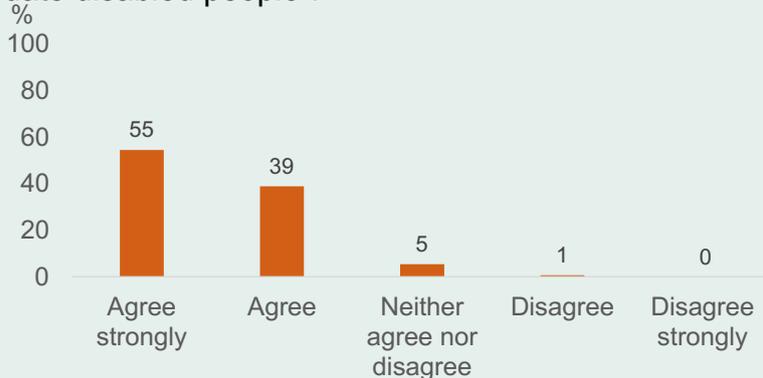
National Travel Attitudes Study (NTAS)

The NTAS is an online survey which covers responses from individuals aged 16 and over in England, drawn from people who have previously responded to the NTS. Wave 3, conducted during January and February 2020, had a sample size of 2,694 individuals. More information can be found [here](#).

Chart 7: Provision for disabled people on public transport

NTAS ([NTAS0701](#))

94% support the statement “there should be special provision made on public transport to accommodate disabled people”.



Provision of transport and ease of use

There was little difference between disabled and non-disabled respondents regarding satisfaction with provision of public transport in their local area. The majority rated services as very or fairly good (70% disabled and 74% non-disabled). 17% of disabled respondents and 14% of non-disabled respondents rated services as very or fairly poor.

When asked about how easy it is to use public transport in their area, 54% of non-disabled respondents said it is very easy, compared with 37% of disabled respondents. A higher proportion of disabled respondents said it is difficult. The reasons they gave included the distance to the bus stop being too far for them to manage and greater complexity for journeys with more than one part.

Transport Focus



In April 2021, Transport Focus asked disabled and non-disabled members of their Transport User Panel to complete an online survey asking about public transport use before and during the Covid-19 pandemic. More information can be found [here](#).

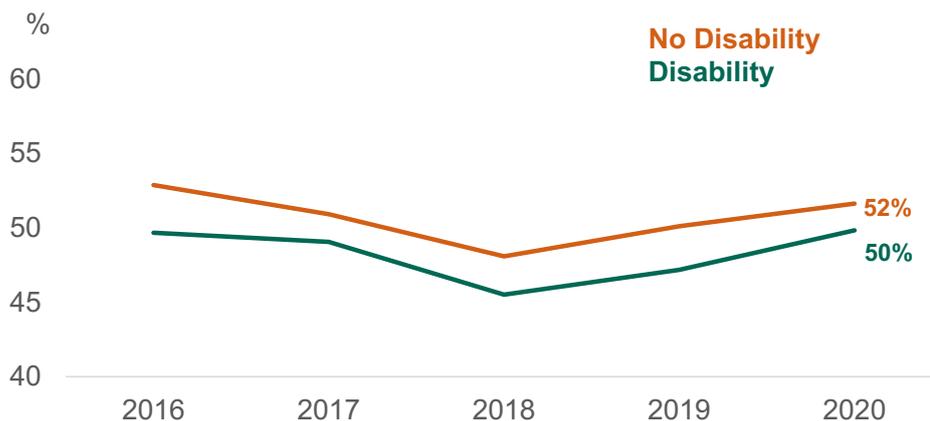
Public satisfaction with local transport

The National Highways and Transport Public Satisfaction Survey collects public perspectives on, and satisfaction with, highway and transportation services to inform performance management and local transport plans.

On average in 2020, in the areas surveyed in England outside of London, the overall satisfaction rates with transport and highways services were 50% for disabled people and 52% for non-disabled people. An increase from 47% and 50% respectively in 2019.

Similar to last year, disabled people were slightly more satisfied local bus, taxi and cycle routes/lanes services but much less satisfied with pavements compared to non-disabled people.

Chart 8: Local Transport and Highways services satisfaction rate by disability status



In 2020, **61%** of disabled people in England outside of London were satisfied with local bus services, compared to **60%** of non-disabled people.



In 2020, **68%** of disabled people in England outside of London were satisfied with local taxi services, compared to **66%** of non-disabled people.

The National Highways and Transport (NHT) Public Satisfaction Survey

The National Highways and Transport Survey (NHTS) is an annual survey of residents in local authorities across Great Britain. The survey was set up in 2008 to collect public perspectives on, and satisfaction with, highways and transport services. The number of areas which choose to participate varies from year to year, but for those which do participate a representative sample of private households is selected and sent a paper questionnaire in the Summer (June-August).

The 2020 survey was conducted in 111 local authorities, with a response rate of 24% and an achieved sample size of 99,000 households. More details can be found [here](#).

NHT Disability

The disabled population in this survey are classified as those who have selected at least one of the following statements:

- I have a long-term illness, disability, or infirmity which limits my daily activities
- I am a Blue Badge Holder

People living in care homes and other such as community living environments are not captured through the survey, which may impact on the satisfaction rates of the disabled.

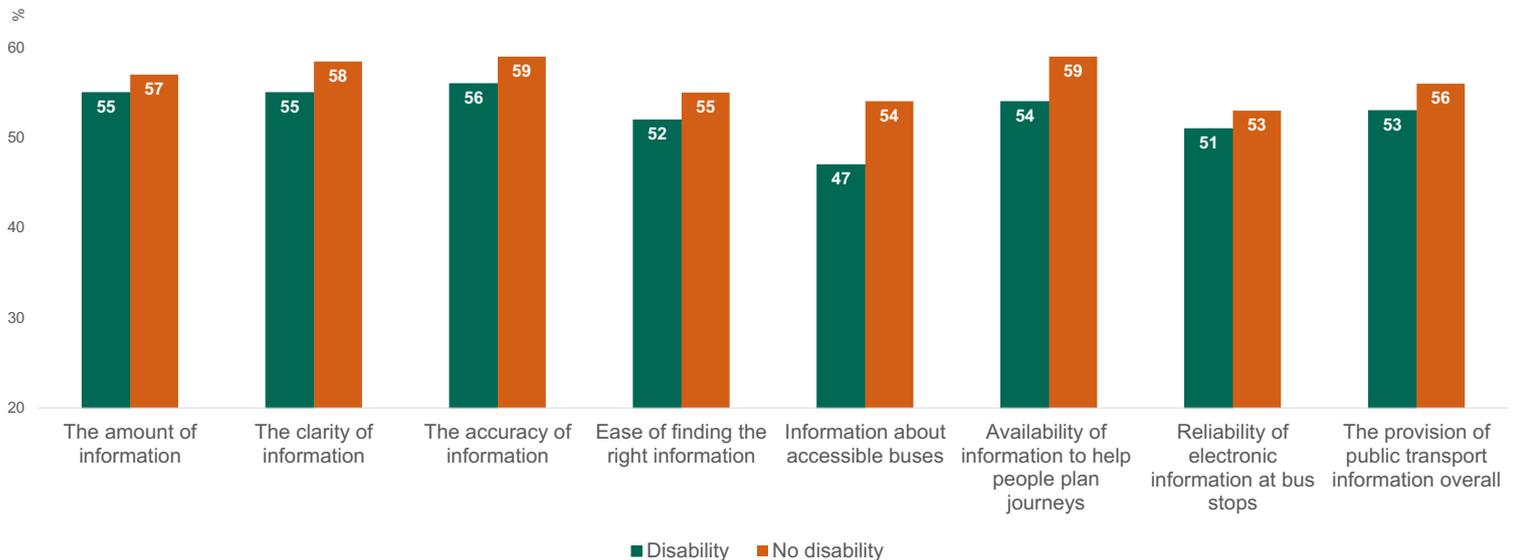


In 2020, **51%** of disabled people in England outside of London were satisfied with cycle routes/lanes, compared to **48%** of non-disabled people.



In 2020, **47%** of disabled people in England outside of London were satisfied with pavements compared to **56%** of non-disabled people.

Chart 9: Satisfaction rates with local public transport information by disability status, England outside of London 2020



In the survey, participants were asked about their satisfaction with different aspects of local transport information. Generally disabled people were less satisfied, overall 53% of disabled people were satisfied with the provision of public transport information compared to 56% of non-disabled people. This was reflected across other aspects of satisfaction with information.

The largest difference in satisfaction rates was on the information about accessible buses, with 47% of disabled people satisfied compared to 54% of non-disabled people.

The impact of coronavirus (COVID-19)

These statistics include the months following the government's announcement of measures to limit the impact and transmission of the coronavirus (COVID-19) pandemic. In early March 2020, the UK government set out four phases in its response to the coronavirus pandemic, with the first national lock down commencing on 23rd March. Coronavirus has had a marked impact on everyday life, including on transport since March 2020. Chart 10 shows rail and bus travel patterns compared to the pre - COVID-19 rates. Some of the datasets used in this publication have been affected by the coronavirus (COVID-19) pandemic in the England, this should be taken into account when comparing them with previous time periods. For other datasets it has not been possible to collect them, therefore the most recent available data sets have been used.

Chart 10: National Rail and Bus (GB excl. London) use during the coronavirus pandemic

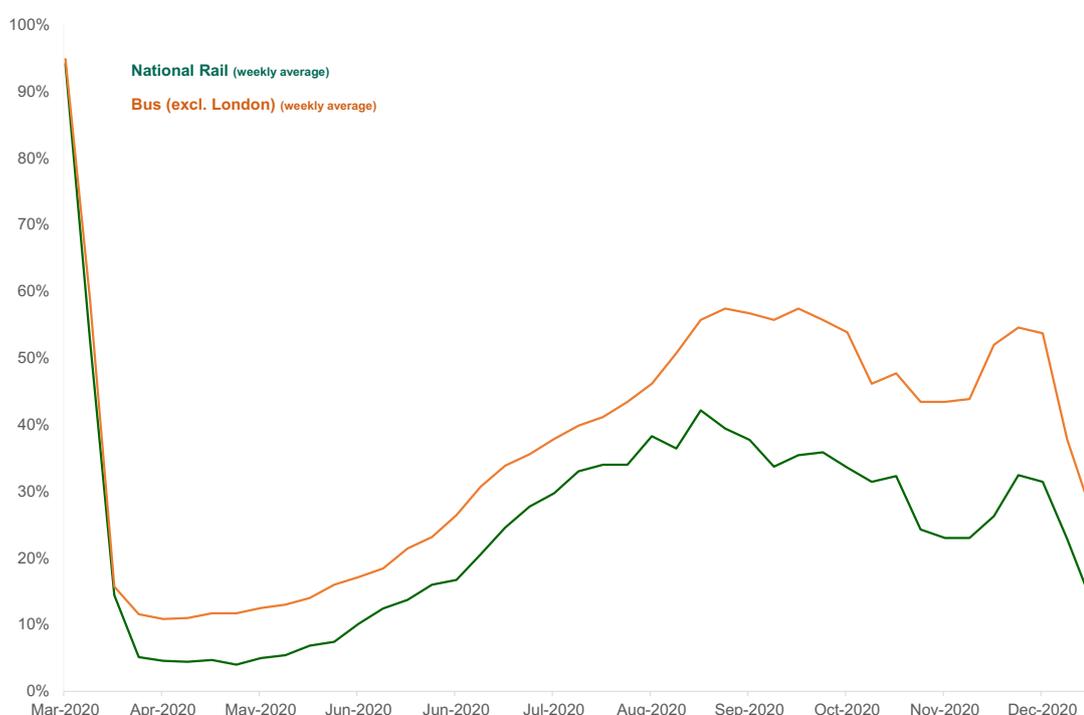


Chart 11 on page 8, shows the impact of the pandemic throughout 2020 on use of public transport for disabled and non disabled passengers. Use of public transport was low overall, with disabled passengers less likely to use public transport than non-disabled passengers. Disabled people are potentially more likely to be avoiding public transport to avoid exposure to COVID-19. There were no major differences in satisfaction levels between disabled and non-disabled people. Satisfaction is slightly lower amongst disabled passengers when it came to social distancing and the behaviour of other passengers and slightly higher for operator and staff efforts to make people feel safe.

Department for Transport

The Department for Transport (DfT) is currently publishing daily movement data by mode. These statistics go back to the 1st of March and provide information on how current travel patterns compare to the pre-Covid rates. More details can be found [here](#)

Transport Focus

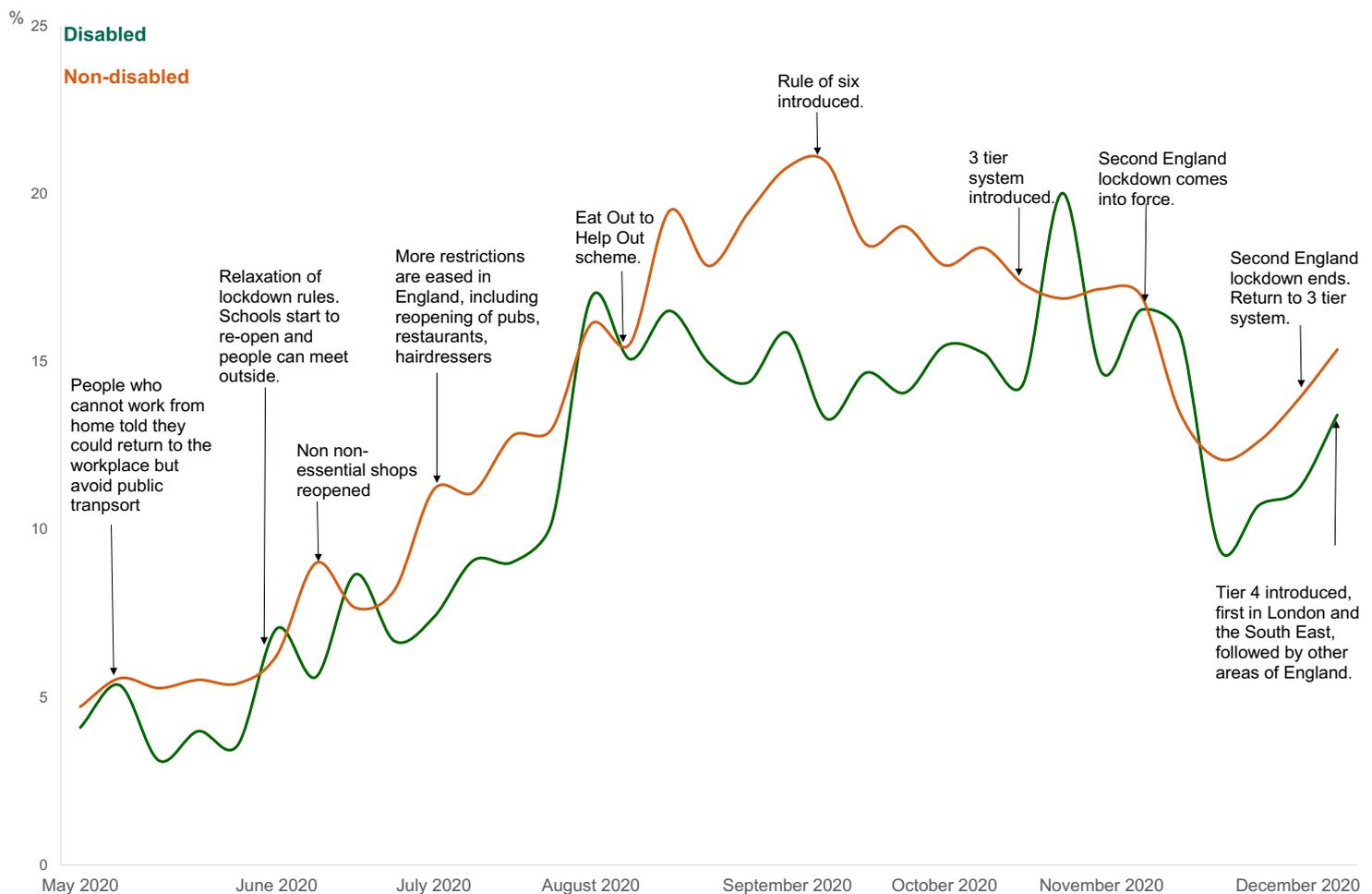
Since the beginning of May 2020 Transport Focus has carried out a weekly Covid-19 tracker survey that captures the behaviours and experiences of people.

This publication provides findings up to 13 December 2020 for England, the first 33 waves.

Unweighted weekly base: Total (~1680)
Disability (~ 400). No Disability (~ 1280)

Chart 11: Use of Public Transport for journeys in the previous 7 days

Transport Focus Covid -19 Omnibus survey (First 33 waves)



When NTAS Wave 4 respondents were asked about their experience of the coronavirus outbreak, 55% of disabled respondents from the first sample (surveyed between May and July 2020), said that they only left their home for essential travel and daily exercise, this is compared to 67% of non-disabled respondents.

A stricter approach was practised by 33% of disabled respondents, who reported to either self-isolate and not planning to leave the house for a week or two, this is compared to 12% of non-disabled respondents.

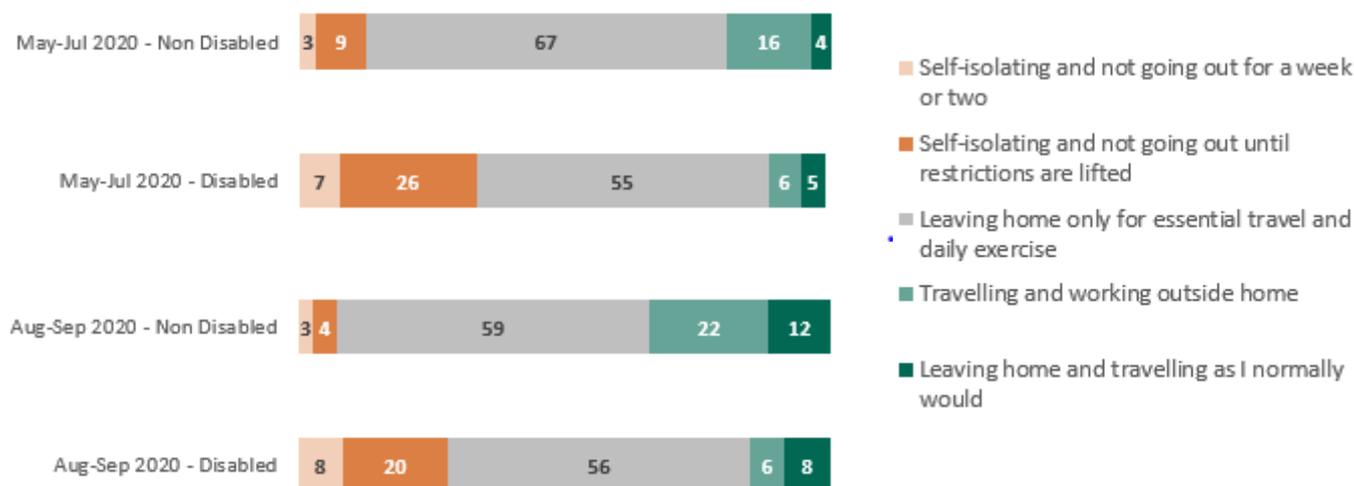
Disabled respondents from the second sample, which were surveyed between August and September 2020, reported similar experiences to the first sample. Non-disabled respondents reported overall to travel more often with 34% saying that they either travelled and worked outside of their home or travelled as usual.

National Travel Attitudes Study (NTAS)

Wave 4, centres around travel attitudes in relation to the coronavirus pandemic and travel restrictions. The survey was conducted in two sampling stages, the first one running from May till July 2020 and the second one running from August till September 2020. In total, 5,299 people completed the survey. More details can be found [here](#)

Chart 12: Travel behaviour during COVID-19 pandemic

“Which of the following best reflects your current experience of the outbreak?”



When existing users of different transport modes were asked about how their use of modes had changed from before the first confirmed case of the coronavirus in the UK, both disabled and non disabled respondents reported travelling less by modes of transport which required sitting or standing with other people. When considering these modes, namely buses, taxi/minicabs, trains and trams, an average of around 75% of existing disabled users reported a fall in use, this is compared to an average of around 80% of existing non disabled users.

Further Information regarding travel behaviour during the coronavirus pandemic

The Department for Transport has also released the publication “All Change? Travel Tracker.

This research into the travel behaviour of people during the COVID-19 pandemic aimed to:

- understand the longer-term social, attitudinal and behavioural effects of COVID-19
- identify how lower-carbon behaviours could be maintained following the peak

It was conducted by Ipsos MORI on behalf of the Department for Transport

Further waves will look at how the travel behaviour of this group of people changes over time during different stages of the pandemic. More information can be found [here](#)

Disabled travel by mode: Car



Travel by car, NTS, England 2020 ([DIS0402](#))



487 trips
4,219 miles



306 trips
2,023 miles

Adults without a disability made over a half more trips by car on average (as either driver or passenger).

Blue badges

Blue badges are parking badges, issued by local authorities to disabled individuals with severe mobility conditions. They can also be issued to organisations who care for and transport people with disabilities. Further statistics can be found [here](#).

2.44 million blue badges held (disabled parking badges) at 31 March 2019, a increase of 6.5% (149 thousand badges) from 2018.

Chart 13: Blue badges issued annually: England since 1998

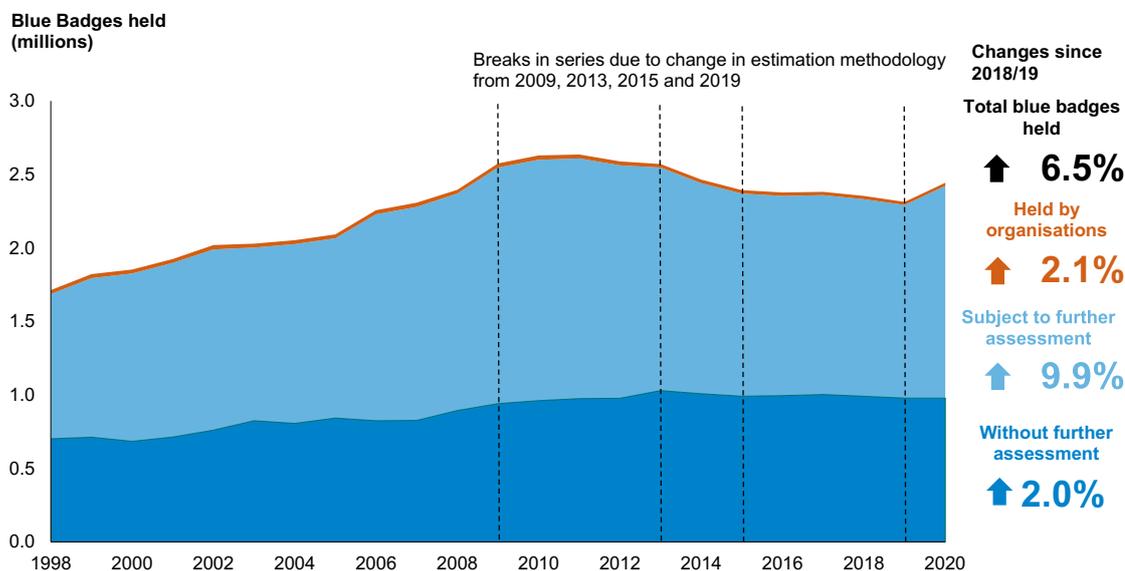
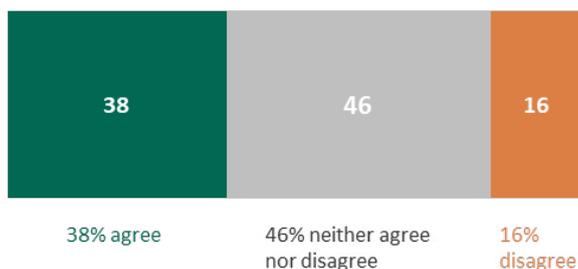


Chart 14: Law on disabled parking

NTAS ([NTAS0701](#))

38% of respondents in the NTAS wave 3 survey (surveyed between January and February 2020), think that the law on parking vehicles in on-street disabled spaces is not properly enforced in their immediate area, 16% feel the law is sufficiently enforced in this regard. The remaining 46% are undecided.

“The law on parking vehicles in on-street disabled spaces is not properly enforced in my immediate area”



National Travel Attitudes Study (NTAS)

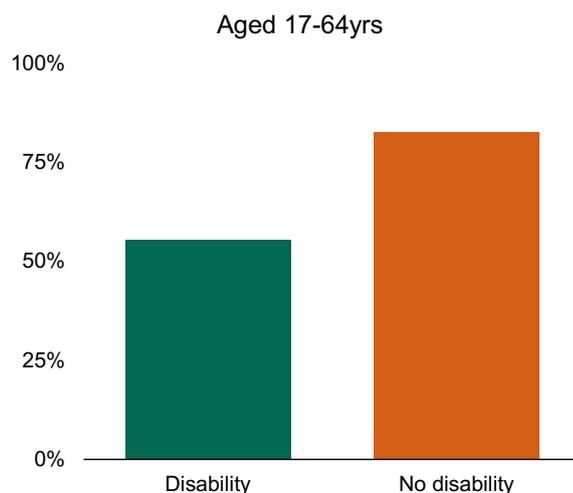
The NTAS is an online survey which covers responses from individuals aged 16 and over in England, drawn from people who have previously responded to the NTS. Wave 3, conducted during January and February 2020, had a sample size of 2,695 individuals. More information can be found [here](#).

Disabled people are more likely to be in a household without access to a car and in households with access to a car they are less likely to be a driver.

People with access to a car make more trips on average particularly where they are the main driver of the vehicle. This is the case for both people with a disability and those without.

The NTS asks those 17 years old and over if they hold a driving licence. Holding a driving licence is common among adults in England but the rate is lower for people with disabilities. 55% of disabled people aged 17-64 years held a full driving licence compared with 83% of non-disabled people.

Chart 15: Driving licence holding by disability status, 17-64 year olds, England 2020 ([DIS0407](#))



Mobility Centres

13 mobility centres across England at the end of March 2021, with **52 satellite hubs**

4,422 driving assessments were provided in 2020/21, 61% less than in 2019/20

413 passenger assessments were provided in 2020/21, 54% less than in 2019/20

372 wheelchair/scooter assessments were provided in 2020/21, 54% less than in 2019/20

Due to the coronavirus (COVID-19) pandemic, the centres had to cease conducting assessments during the three national lockdowns. Some centres also affected by the Tier 4 restrictions and staff needing to isolate.

Mobility Centres

Mobility centres promote greater equality of opportunity for disabled and older people through finding solutions to enable more people to keep driving or retain mobility. More details can be found [here](#).

Driving assessments look at the impact of a medical condition or disability on the driving task and include a practical on-road assessment.

Passenger assessments consider how the user can get in and out of the vehicle more easily and provide advice on vehicle/wheelchair accessible vehicles and/or transfer equipment.

Wheelchair/Scooter assessments offer advice and training on these mobility aids.



614,000 lease arrangements were in place with Mobility Operations Ltd, which operates the Motability scheme, in the year ending September 2017. This represented 36% of all eligible individuals.

Motability

The [Motability](#) scheme enables eligible disabled people to choose to exchange certain mobility allowances paid by DWP and MOD for the lease of a new car, powered wheelchair or scooter.



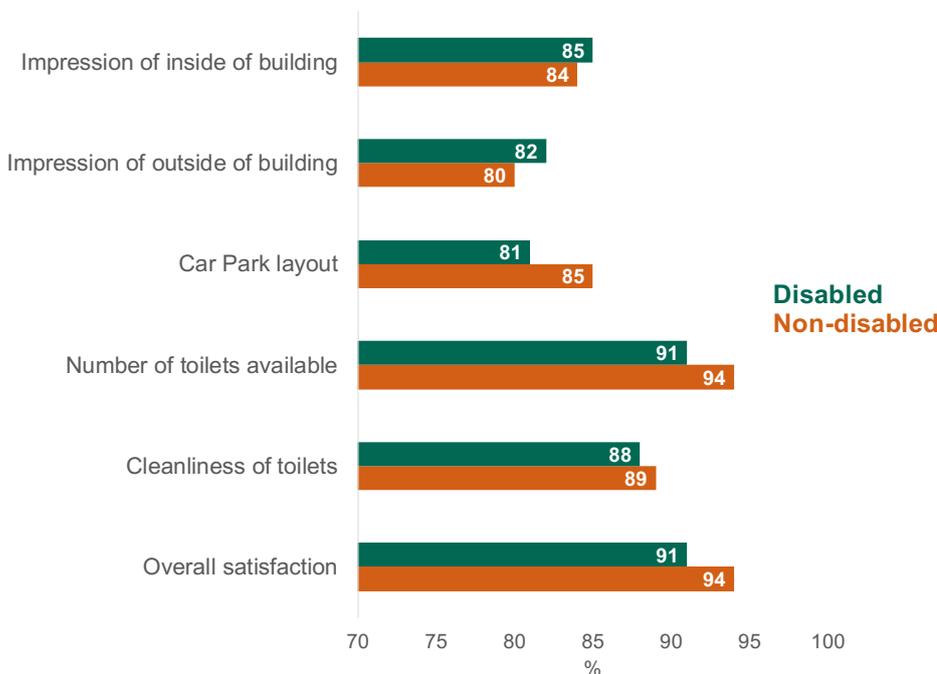
1.2 million vehicles were in the disabled tax class in the UK at the end of 2020 which was 3% of all licensed vehicles and a 0.3% decrease on the 2019 figure.

Tax Class

Drivers in receipt of certain disability related benefits can claim exemption from paying road tax. Further statistics on licensed vehicles can

England's motorways and major 'A' roads are vitally important to disabled people, particularly those who have difficulty using public transport. The overall satisfaction with motorway services of disabled road users (at 91%) was three percentage points lower than non-disabled road users (at 94%). The largest differences in satisfaction levels between the disabled and non-disabled were with the car park layout: 81% of disabled road users were satisfied, compared to 85% of non-disabled road users.

Chart 16: Motorway Services User Satisfaction March



Transport Focus



Data from the [Motorway Services User Survey](#) is managed by the independent transport user watchdog Transport Focus.

Users are classed as being satisfied when they answer a question as being very or fairly satisfied.

The disabled population is classified as those who have responded that they are affected by any physical or mental health conditions or illnesses expected to last 12 months or more.

Data sources: car section

[Blue badge statistics](#)

[National Travel Survey](#)

[Vehicle licensing statistics](#)

[Transport Focus](#)

Disabled travel by mode: Bus



Travel by bus, NTS, England 2020 ([DIS0402](#))



21 trips
109 miles



37 trips
170 miles

Adults without a disability made fewer trips by local bus as those with a disability, on average.

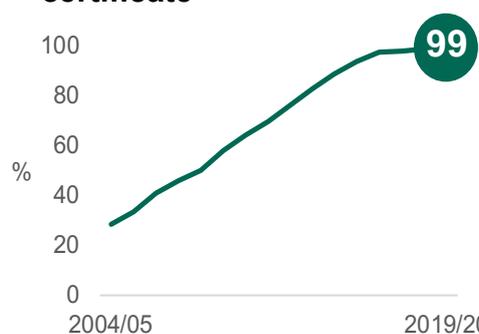
In England, as at 31 March 2020:

99% of buses were accessible ([BUS0603](#))

97% of bus operators required staff to be trained in disability awareness ([BUS0705a](#))

100% of all drivers and on-board staff worked for bus operators mandating disability awareness training ([BUS0705b](#))

Chart 17: Buses with accessibility certificate



In England, as at 31 March 2019:

932,000 concessionary disabled bus passes were held, 0.3% more than March 2018 ([BUS0820](#))

9.1 million concessionary bus passes were held, of which **10%** were disabled passes.

Data sources: bus section

[National Travel Survey](#)

[Bus Statistics](#)

[Transport Focus](#)

Chart 18: Bus Passenger Satisfaction

England outside of London, 2019



Transport Focus



Data from the [Bus Passenger Survey](#) (BPS) is managed by the independent transport user watchdog Transport Focus.

Passengers are classed as being satisfied when they answer a question as being very or fairly satisfied.

The disabled population is classified as those who have responded that they are affected by any physical or mental health conditions or illnesses expected to last 12 months or more.

The overall satisfaction levels of disabled bus users were three percentage points lower than for non-disabled bus users at 87%.

The largest differences in satisfaction levels between the disabled and non-disabled were satisfaction with the bus stop (at 78% and 83%) and ease of getting off the bus (at 87% and 91%).

Disabled travel by mode: Taxi and PHV



Travel by taxi/PHV, NTS, England 2020 (DIS0402)



5 trips
30 miles

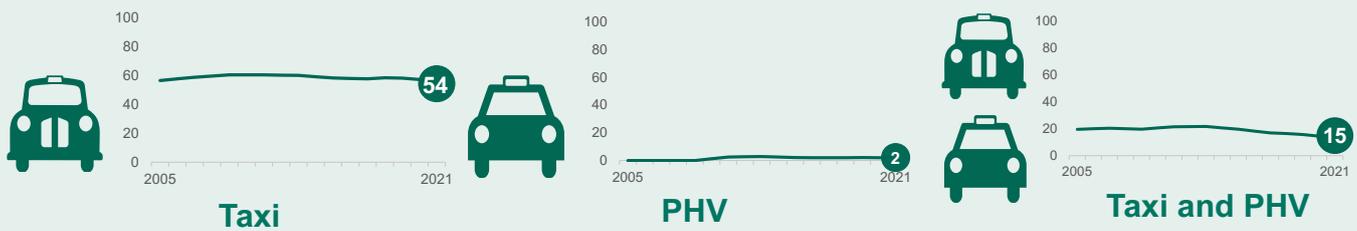


11 trips
31 miles

Adults with a disability made twice as many trips by taxi/PHV than those without a disability but travelled a similar distance, on average.

Chart 19: Accessible licensed vehicles (TAXI0103)

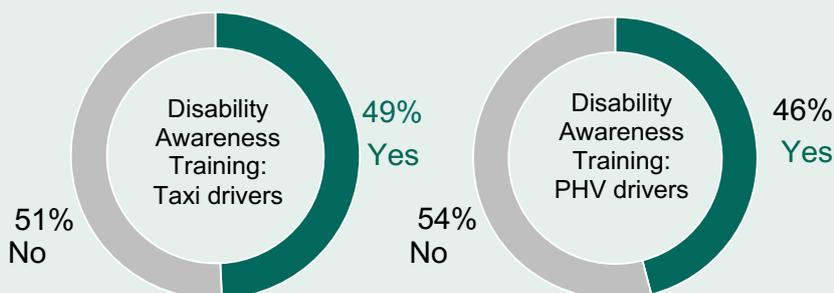
Percentage of vehicles compliant with accessibility regulations, England 2021



All 13,400 of London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy at March 2021. In England outside London 14% of all licensed vehicles were wheelchair accessible. However this varies by area and vehicle type: 81% of taxis in metropolitan areas were wheelchair accessible areas. When looking at PHVs, only 1% of licensed vehicles in London were wheelchair accessible, but this increased to 9% in rural areas.

Chart 20: Training requirements (Taxi0110)

The number of authorities requiring disability awareness training for taxi drivers has increased from 44% in 2019 to 49% in 2021, while the number of authorities requiring disability awareness training for PHV drivers has increased from 41% to 46%.



Taxis

Taxis, also known as hackney carriages, are available for immediate hire, can be hailed in the street ('ply for hire') or accept pre-bookings. Taxis have two types of licences: a vehicle licence (issued to the owner of the taxi) and a driving licence.

Private Hire Vehicles (PHVs)

Private hire vehicles, also known as minicabs, must be pre-booked and cannot use taxi ranks. It is illegal for PHVs to ply for hire. PHVs have three types of licences: a vehicle licence, a driving licence and an operator licence.

Wheelchair policies ([Taxi0110](#))

66% of authorities require all or part of the taxi fleet to be wheelchair accessible, a small increase from 65% in 2019. However, only 5% of authorities require all or part of the PHV fleet to be wheelchair accessible. 79% of authorities maintain a list of wheelchair accessible taxis in line with section 167 of the Equality Act 2010 (an increase from 72% in 2019), while 70% maintain a list of wheelchair accessible PHVs (an increase from 63% in 2019).

Equality Act 2010 Prosecutions in England and Wales ([Prosecutions](#))

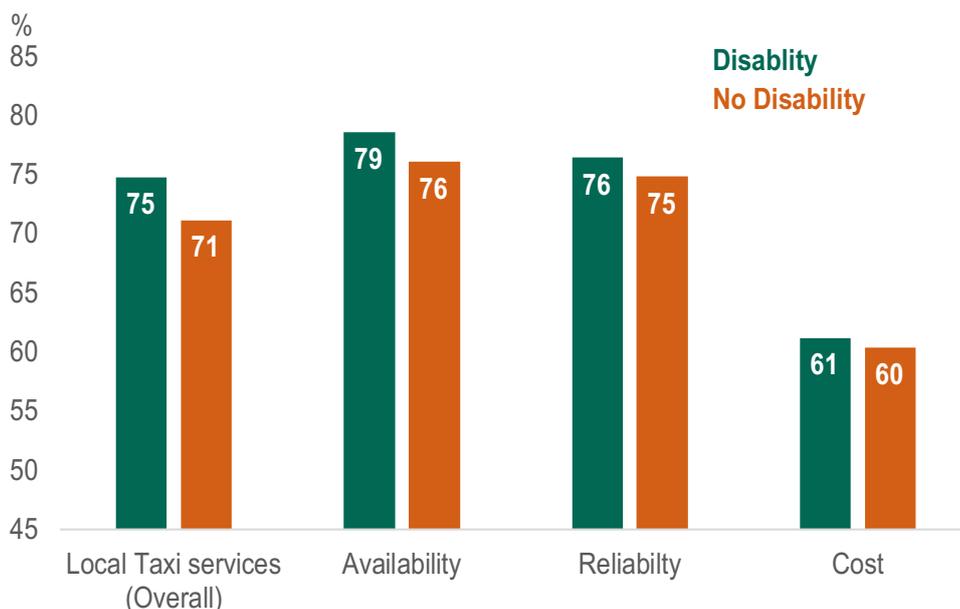
In the year ending 31 December 2021 there were 14 prosecutions for offences committed by taxi and private hire vehicle drivers and operators in relation to sections 168 and 170 (assistance dog refusals by taxi and PHV drivers), and section 165 (wheelchair user discrimination by taxi and PHV drivers) in England and Wales, a decrease on the number in 2019. However this decrease reflects the restricted operation of courts as a result of the pandemic.

Over this time period the majority of prosecutions were for failing to accept bookings to carry assistance dogs (70%). In 2019, 81% of prosecutions led to a conviction. This conviction rate has been fairly stable since 2013, and most convictions result in a fine.

Overall satisfaction with taxi/PHV services was 4 percentage points higher for disabled people who use taxi/PHVs at least once a month (75%) compared to non-disabled users (71%).

The cost element scored the lowest satisfaction rate for both disabled users and non-disabled users (at 61% and 60%).

Chart 21: Satisfaction with taxi/PHVs elements for disabled users and non-disabled users, NHT, England outside of London 2020



Data sources:
taxi and PHV
section

[National Travel Survey](#)

[National Highways and Transport Public Satisfaction Survey](#)

[Prosecution Statistics](#)

[Taxi and Private Hire Vehicle Statistics](#)

Disabled travel by mode: Surface Rail



Travel by surface rail, NTS, England 2020 ([DIS0402](#))



12 trips
272 miles



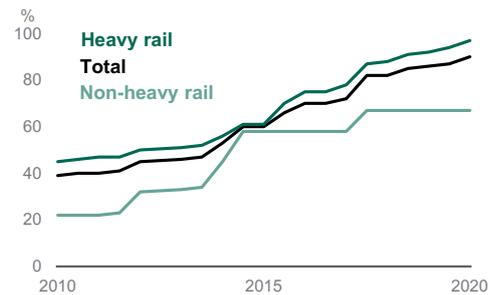
13 trips
367 miles

Adults without a disability made a similar number of trips by surface rail than those with a disability, on average.

In England, as at 31 December 2020:

97% of heavy rail vehicles (trains) in public transport service were accessible.

Chart 22: Accessible rail vehicles
England 2020 ([Rail Vehicle Accessibility](#))

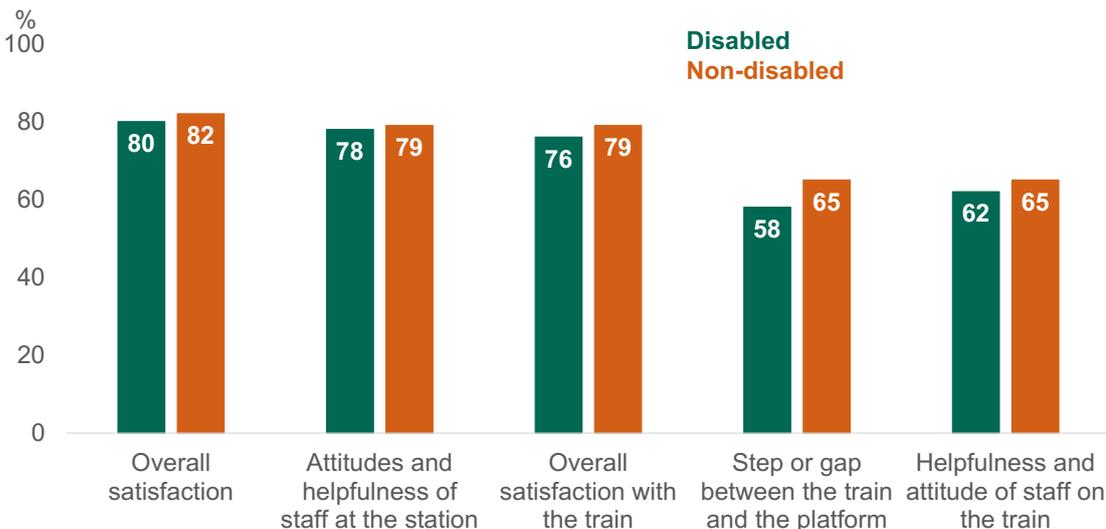


Overall satisfaction levels for all journeys made by disabled passengers (at 80% of journeys) were two percentage points lower than for non-disabled passengers (at 82%).

The largest difference in the proportion of journeys made by disabled and non-disabled passengers rated as satisfactory was with the gap between the train and the platform: 58% of rail journeys made by disabled passengers were rated as satisfactory compared to 65% for non-disabled passengers.

Chart 23: Rail Passenger Satisfaction

English Operators, Spring 2020



Transport Focus

Data from the [National Rail Passenger Survey](#) (NRPS) is managed by the independent transport user watchdog Transport Focus. The NRPS covers GB, but in this section we have excluded Transport for Wales and ScotRail. However, some of the operators included will run services outside of England.

Passengers are classed as being satisfied when they answer a question as being very or fairly satisfied.

The disabled population is classified as those who have responded that they are affected by any physical or mental health conditions or illnesses expected to last 12 months or more.

Chart 24: Disabled Persons Railcard

There were 148,608 Disabled Persons Railcards in circulation in Great Britain at the end of 2020-21. This represents a decrease of 40% compared with 2019-20. This was due to reduced travel as the result of measures to limit the impact and transmission of coronavirus (COVID-19).



Chart 25: Rail Passenger Assistance

During 2020-21 there have been substantial reductions in the number of passenger assists requested and passenger bookings for assistance compared to the same rail periods last year. There were 144,825 passenger assists requested during 2020-21 rail. This represents a decrease of 88% compared with 2019-20. Overall, rail passenger journeys in Great Britain for 2020-21 were down 78% compared with 2019-20.

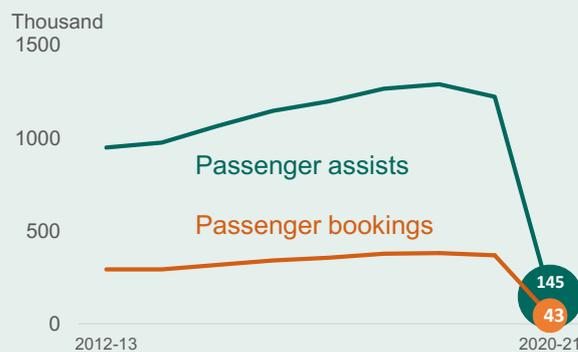


Chart 26: Number of Disability Related Hate Crime Incidents on the Rail Network

Reported to the [British Transport Police](#), England

Between 2014 and 2016, the numbers of disability related hate crime incidents in England reported to the British Transport Police decreased by 37% (from 100 to 63 reported incidents). Between 2016 and 2019 there has been a slow but steady increase of the number of incidents, increasing by 24% (from 63 to 78 reported incidents between 2016 and 2019).

There was a significant decrease in the number of incidents in 2020 (from 78 to 27 reported incidents between 2016 and 2020). As this period coincided with the majority of people spending long periods at home and not travelling by train during lockdown, this decrease is not unexpected.



Data sources: surface rail section

[Accessible Rail](#)

[British Transport Police](#)

[National Highways and Transport Public Satisfaction Survey](#)

[National Travel Survey](#)

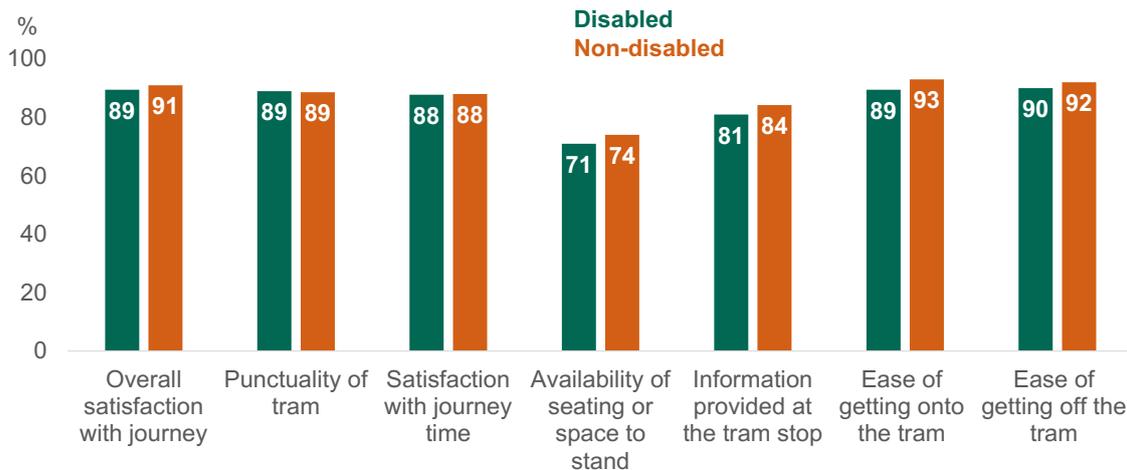
[Office for Rail and Road Regulation](#)

[Transport Focus](#)

Disabled travel by mode: Light rail and tram

Chart 27: Tram Passenger Satisfaction

English Operators, 2018



Transport Focus

Tram Passenger Survey: The 2018 [Tram Passenger Satisfaction](#) Survey covered tram services in Manchester, Birmingham, Blackpool, and Sheffield. It was completed between September and December, with an achieved sample size of around 5000.

Overall satisfaction levels for all journeys made by disabled passengers (at 89% of journeys) were three percentage points lower than for non-disabled passengers (at 91%).

The largest differences in satisfaction levels between the disabled and non-disabled were satisfaction with availability of seating or space to stand (at 71% and 74%) and ease of getting onto the tram (at 89% and 93%).

Transport for London

In April 2021

- 84 Tube stations (out of 270), 60 London Overground stations (out of 112) and most of the 27 stations served by TfL Rail have step-free access.
- All bus routes are served by low-floor vehicles, with a dedicated space for one wheelchair user and an access ramp.
- All DLR stations and tram stops are step-free.
- Many boats have boarding ramps to give step-free access.
- All 13,400 London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy.
- When looking at PHVs, only 1% of licensed vehicles in London were wheelchair accessible.

Disabled travel by mode: Walking



Travel by walking, NTS, England 2020 ([DIS0402](#))



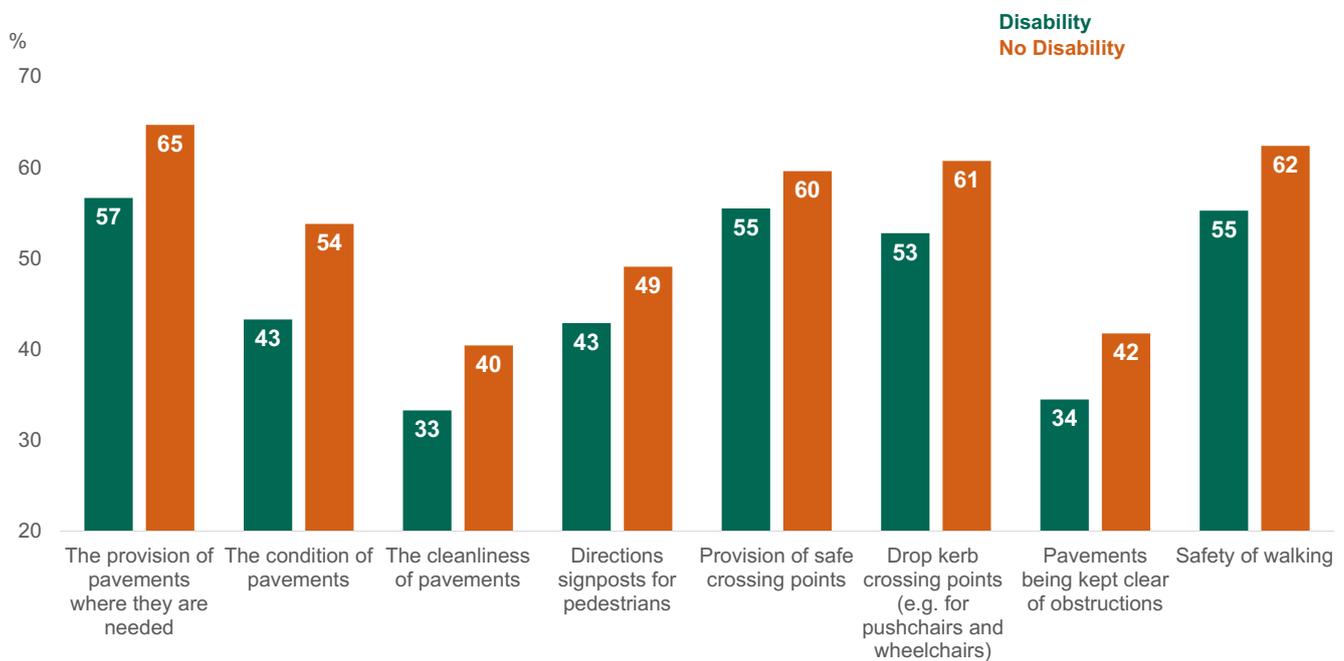
239 trips
245 miles



192 trips
132 miles

Adults without a disability made more trips and travelled further by walking than those with a disability, on average.

Chart 28: Satisfaction with pavements and footpaths for disabled people and non-disabled people, NHT, England outside of London 2020



Disabled people were less satisfied with the built environment and road aspects (i.e. pavements) compared to non-disabled people. 47% of disabled people are satisfied with pavements and footpaths compared to 56% of non-disabled people.

The largest differences in satisfaction levels were the condition of the pavements (43% of disabled were satisfied compared to 54% of non-disabled people), drop kerb crossing points used for pushchairs or wheelchairs (at 53% and 61% respectively).

Pavements being kept clear of obstruction element scored the lowest satisfaction rate by both disabled people (34%) and non-disabled people (42%).

Data sources: walking section

[National Travel Survey](#)

[National Highways and Transport Public Satisfaction Survey](#)

Disabled travel by mode: Cycling



Travel by cycling, NTS, England 2020 ([DIS0402](#))



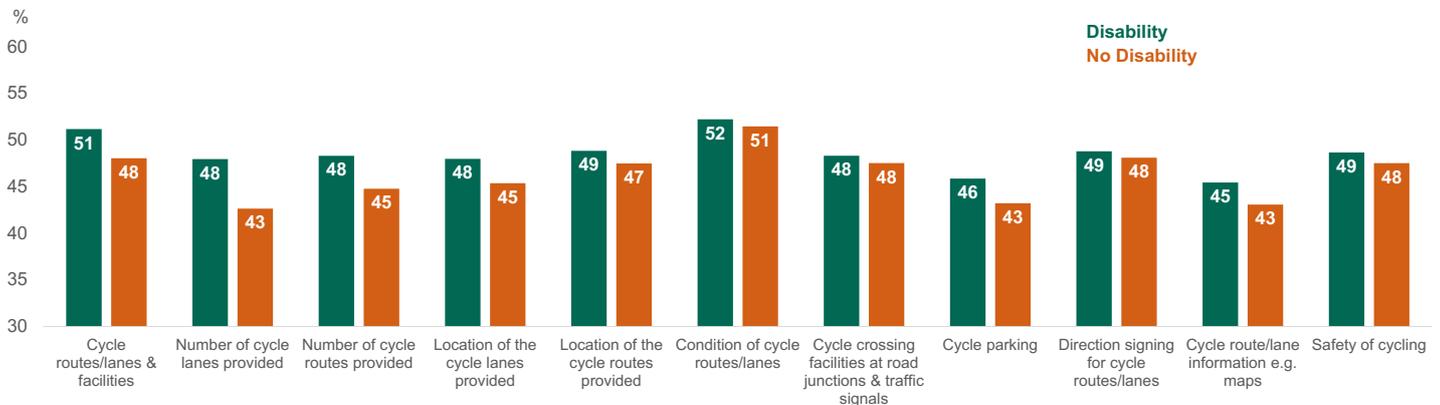
24 trips
115 miles



8 trips
21 miles

Adults without a disability cycled more than twice as many trips and over five times further those with a disability, on average.

Chart 29: Satisfaction rates with cycle elements by disability status, NHT, England outside of London 2020



Overall satisfaction levels with cycle routes and facilities were similar at 51% for disabled people and 48% for non-disabled people.

On average, disabled people were more satisfied with most cycle aspects than non-disabled people. The largest differences in satisfaction levels were the number of cycle lanes provided (48% of disabled were satisfied compared to 43% of non-disabled people).

Satisfaction levels with the condition of cycle routes/lanes, the direction signing for cycle routes/lanes and cycle crossing facilities at road junctions/traffic signals were very similar for disabled people and non-disabled people.

Data sources: cycling section

[National Travel Survey](#)

[National Highways and Transport Public Satisfaction Survey](#)

Disabled travel by mode: Maritime



Of those surveyed in 2019:

55% of disabled passengers who travelled on a cruise and/or ferry were satisfied.

As in 2018, disabled passengers on a cruise expressed higher levels of satisfaction. **71%** of disabled passengers on cruises were satisfied, compared to **46%** of disabled passengers on ferries.

Passengers with a visible disability were **60%** satisfied, compared to **42%** of passengers with a non-visible disability.

The Maritime & Coastguard Agency (MCA) disabled satisfaction survey

The Maritime Coastguard Agency undertakes an annual survey of disabled passengers who made at least one voyage using a ferry or a cruise ship. In 2019 the overall sample size was 173. More details can be found [here](#).

Disabled travel by mode: Aviation



Of the passengers surveyed at UK airports in 2019:

71% of passengers with restricted mobility rated the airport as good or excellent, compared to 84% of passengers without restricted mobility.

59% of passengers with restricted mobility requested assistance. Of those, **88%** were happy with the assistance provided.

Civil Aviation Authority (CAA) Departing Passenger survey

The Civil Aviation Authority undertakes an annual passenger satisfaction survey. In 2019 the sample size was 1,420. More details can be found [here](#).

English Airports in the analysis are as follows: Birmingham, Bristol, East Midlands, London City, Gatwick, Heathrow, Luton, Manchester, Southend and Stansted. The figures are unweighted.

Contextual Information: The Disabled Population

21% (11.5 million) or around 1 in 5 people in England reported a disability in 2019/20



The Family Resources Survey (FRS)

The Family Resources Survey (FRS) is a continuous household survey which collects detailed information on income from all sources as well as detailed personal and household characteristics. The data is collected via a face to face interview on a representative sample of private households in the United Kingdom. The FRS is considered to be one of the main data sources for information on disability prevalence.

The 2019/20 survey had a response rate of 49%, and an achieved sample size of around 19,000 households in England. More information can be found [here](#).

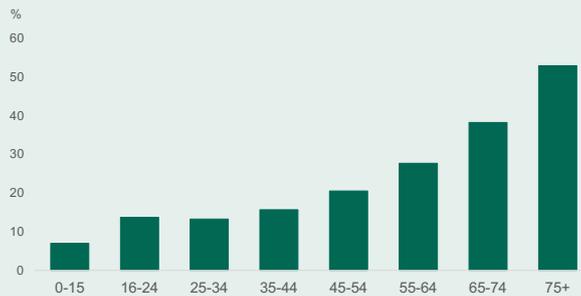
FRS estimates are National Statistics.

FRS Disability

A person is considered to have a disability if they report a long-standing illness, disability or impairment which causes substantial difficulty with day-to-day activities. This is consistent with the core definition of disability under the Equality Act 2010. Some people classified as disabled and having rights under the Equality Act 2010 are not captured by this definition, such as people with a long-standing illness or disability which is not currently affecting their day-to-day activities. People living in care homes and other such community living environments are not captured through the survey and therefore may under estimate disability prevalence and the prevalence of different impairments, particularly in the older age groups.

Chart 30: Disability prevalence by age group

Percentage of age group, England, 2019/20

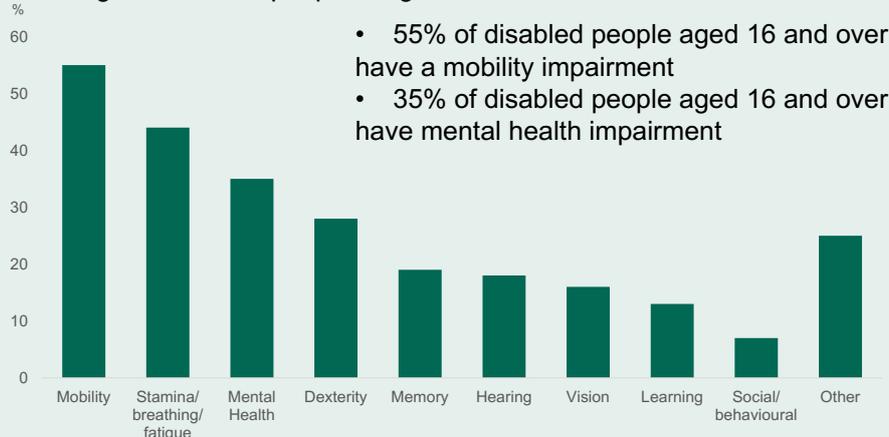


Disability prevalence increases with age:

In England, in 2019/20, 45% of people aged 65+ have a disability, compared to 18% of people aged 16-64 and 7% of people aged 0-15.

Chart 31: Impairments reported by disabled people

Percentage of disabled people, England, 2019/20



- 55% of disabled people aged 16 and over have a mobility impairment
- 35% of disabled people aged 16 and over have mental health impairment



1% of adults aged 16+ in England reported use of a wheelchair (NTS, 2019)



54% of disabled adults aged 16+ in England reported a mobility impairment (FRS, 2019/20)

(FRS, 2019/20)

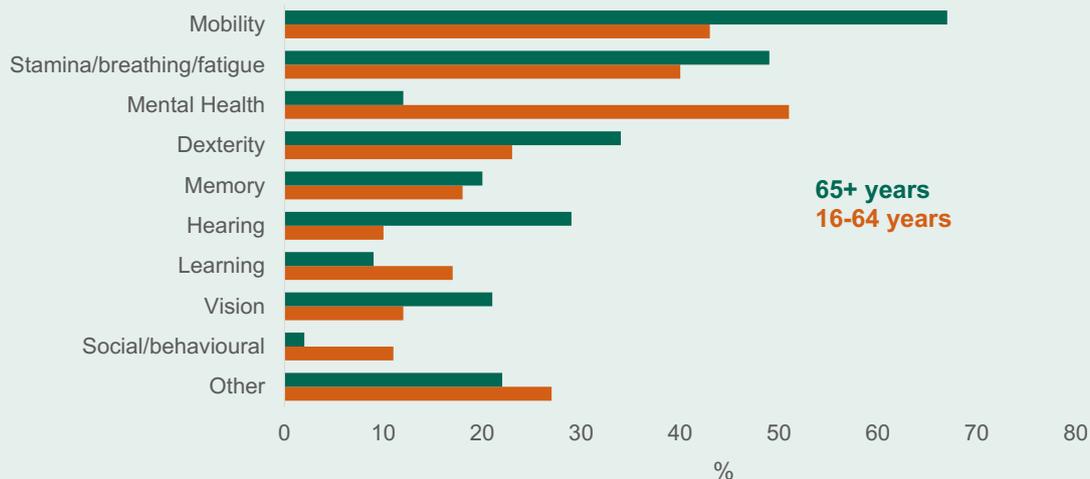


29% of disabled adults aged 16+ in England have non-visible impairments (i.e. do not report a mobility or visual impairment) (FRS, 2019/20)

(FRS, 2019/20)

Chart 32: Impairment prevalence by age group for disabled adults

Percentage of age group, England, 2019/20

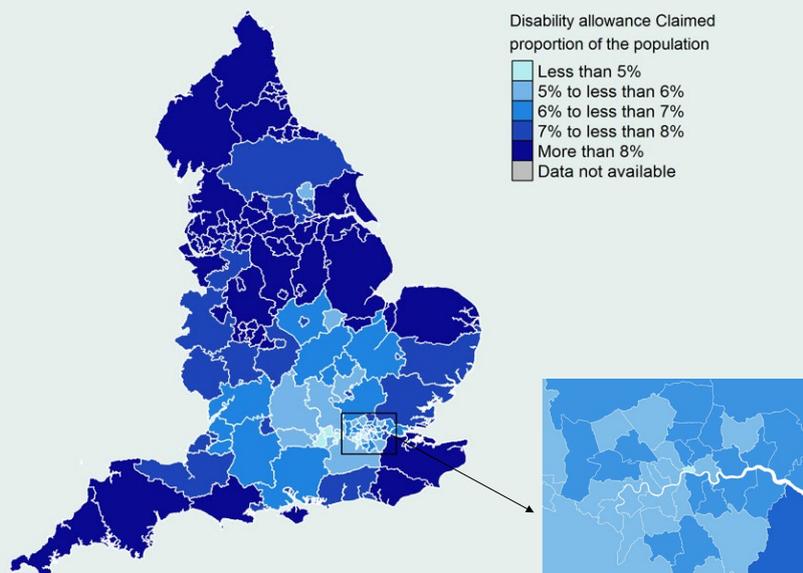


- 67% of disabled adults aged 65 and over reported a mobility impairment compared to 43% of disabled people aged 16-64.
- Adults aged 16-64 were most likely to report mental health impairments, with 51% of disabled adults aged 16-64 reporting this type of impairment, compared to 12% of those aged 65 and over.
- Disabled adults aged 16-64 (11%) were much more likely to report social/behavioural impairments than disabled adults aged 65+ (2%).

Map 1: Disability benefits claimed as proportion of the population

Local Authorities, England, March 2020

In general Local Authorities in the North and South West of England have the highest proportion of their population claiming disability benefits.



Local Authority	%	Local Authority	%
Knowsley	14.5	Kingston upon Thames	4.5
Blackpool	14.1	Wokingham	4.2
Hartlepool	13.1	Richmond upon Thames	4.2
Sunderland	13.0	Isles of Scilly	4.0
Liverpool	12.7	City of London	2.6

Disability Benefits

There are three main types of benefits you might be able to receive if you have a disability and live in England, The Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Attendance Allowance. Map 1 shows the number of people claiming a disability benefit as a proportion of the population in each local authority in England.

Data

Local authority level figures used for this map are the number of people claiming the following benefits - disability living allowance, personal independence payment and attendance allowance, available [here](#), and from the ONS 2020 mid-year population estimates.

Background information

These statistics on transport related disability and accessibility statistics in England were drawn from a variety of data sources. The way information on disability is collected can vary by data source and a summary of the definitions are listed below:

National Travel Survey

Disability definition: From 2018 a person is considered to have a disability if they report any physical or mental health condition or illness that lasts or is expected to last 12 months or more, and which limits their ability to carry out day-to-day activities This is consistent with the core definition of disability under the Equality Act 2010, and complies with harmonised standards for social surveys published in August 2011. Some people classified as disabled and having rights under the Equality Act 2010 are not captured by this definition, such as people with a long-standing illness or disability which is not currently affecting their day-to-day activities.

Note that people living in care homes and other such as community living environments are not captured through the survey and it therefore may under estimate disability prevalence and the prevalence of different impairments, particularly in the older age groups.

National Highways & Transport Network Public Satisfaction Survey

Disability definition: The disabled population in this survey are classified as those who have selected at least one of the following statements:

- I have a long-term illness, disability, or infirmity which limits my daily activities
- I am a Blue Badge Holder

People living in care homes and other such as community living environments are not captured through the survey, which may impact on the satisfaction rates for the disabled.

Transport Focus

Disability definition: The disabled population is classified as those who have responded that they are affected by any physical or mental health conditions or illnesses expected to last 12 months or more.

Family Resources Survey:

Disability definition: A person is considered to have a disability if they report any physical or mental health condition or illness that lasts or is expected to last 12 months or more, and which limits their ability to carry out day-to-day activities This is consistent with the core definition of disability under the Equality Act 2010, and complies with harmonised standards for social surveys published in August 2011. Some people classified as disabled and having rights under the Equality Act 2010 are not captured by this definition, such as people with a long-standing illness or disability which

is not currently affecting their day-to-day activities. People living in care homes and other such community living environments are not captured through the survey and therefore may underestimate disability prevalence and the prevalence of different impairments, particularly in the older age groups.

Data Sources

More information on the data sources used can be found in the [Background Quality Report](#)

Further information

This statistical release presents information on transport related disability and accessibility statistics in England, drawn from a variety of data sources. Some of the datasets used in this publication are not official statistics. Official statistics are produced to the high professional standards set by the Code of Practice for Statistics, those that have been assessed by the Office for Statistics Regulation as fully compliant with the Code of Practice for Statistics are designated as National Statistics.

Details of Ministers and officials who receive pre-release access to these statistics up to 24 hours before release can be found here: <https://www.gov.uk/government/publications/buses-statistics-pre-release-access-list>

Users and uses of these statistics

Within the Department for Transport, these statistics are used to understand the impact of policy changes on the disabled population, for ministerial briefing, and to answer public enquiries. For example, the data within this publication will be used as part of a wider project to monitor and evaluate the Department's [Inclusive Transport Strategy](#), published in July 2018.

Feedback

We welcome any feedback on these statistics, to ensure future releases best meet user needs. Feedback can be provided by email to bus.statistics@dft.gov.uk.

Next update

The next release is due to be published in summer 2022.



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