



Department for Transport

Transport: Disability and Accessibility Statistics, England 2019/20

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.

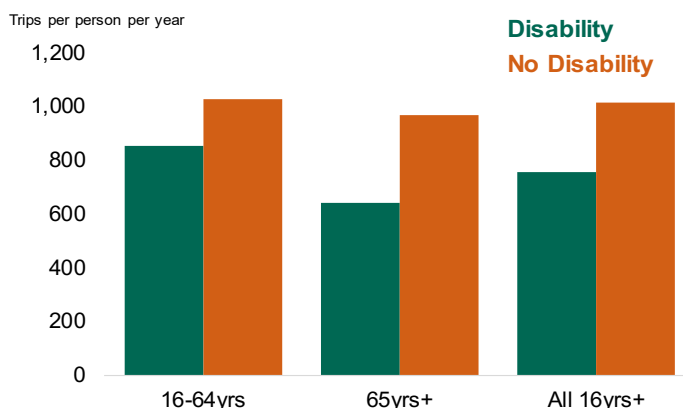
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In 2019, disabled adults in England made 26% fewer trips than those without a disability.

Chart 1: Number of trips per person per year by disability status and age: England, 2019 ([DIS0401](#))



In 2019 disabled adults (aged 16 years and over) in England made 757 trips on average per person per year, as compared to 1,016 for adults without a disability. The difference was smaller for those aged under 65, 17% less (854 trips compared to 1,026) than for those aged over 65, 34% less (642 trips compared to 970).

Comment on coronavirus (COVID-19) impact

Some of the data sources used in this release covers 2019/20 and includes the first few weeks of nationwide movement restrictions in March 2020. Some of the evidence presented may therefore be impacted.

Travel patterns of disabled people

In 2019, disabled adults aged 16+ in England made on average 26% fewer trips and travelled 41% fewer miles than non-disabled adults. 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, 2019 ([DIS0402](#))

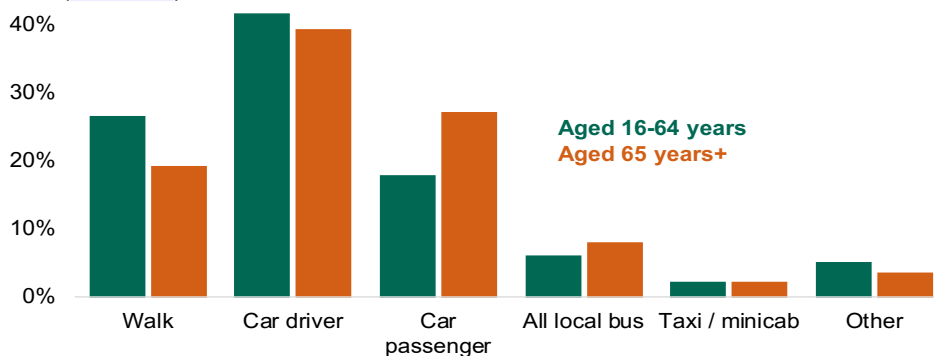
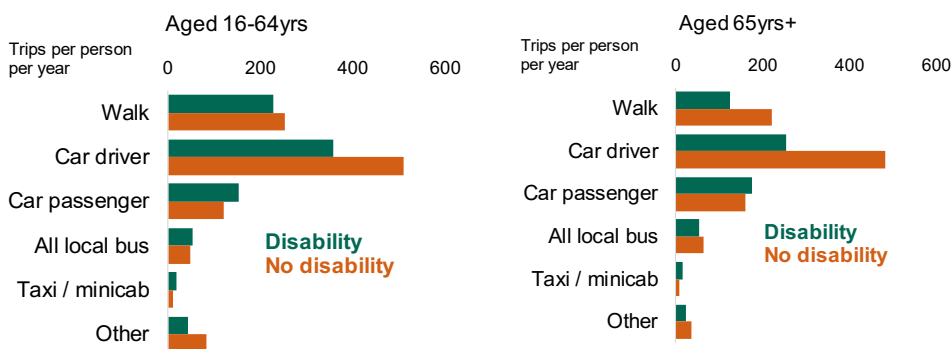


Chart 3: Number of trips per person per year, by main mode and disability status, England, 2019 ([DIS0402](#))



Disabled adults appear to rely more on the bus and on taxis than non-disabled adults. Adults with disabilities made a greater proportion of their travel by bus, 7% compared with 5% for adults without disabilities. The trip rates were more similar, 52 trips per person per year compared with 51, reflecting the lower overall trip rate for adults with disabilities. This difference was smaller for adults aged 16-64.

The proportion of trips with taxi/minicab as the main mode was small but noticeably higher for disabled adults, 2.2% compared with 1.1%. Disabled adults made, on average, 55% more trips by taxi/minicab (17 trips compared to 11) and these trips tended to be shorter on average than for adults without a disability, 3.6 miles per trip compared with 5.5.

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.

The 2019 survey had a response rate of 54%, and an achieved sample size of around 6,000 households. More details can be found [here](#).

NTS estimates are National Statistics

NTS Disability

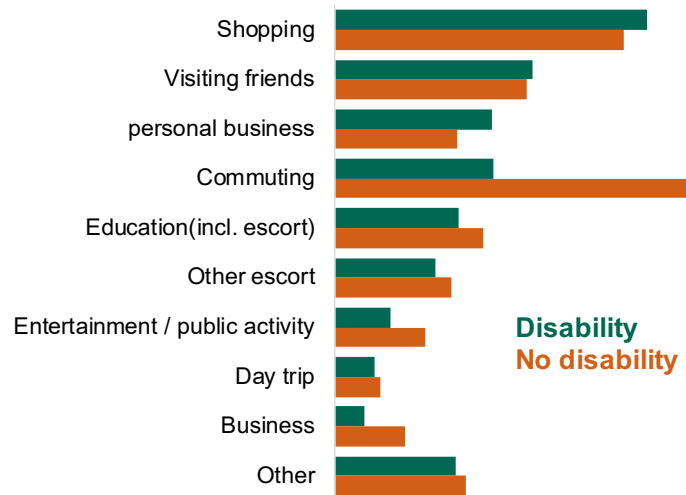
From 2018 a person is considered to have a disability if they report any physical or mental health condition or illness that lasts or is expected to last 12 months or more, and which limits their ability to carry out day-to-day activities. This is consistent with the core definition of disability under 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 under estimate 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 29% and 21% respectively.

Working age adults with a disability made fewer commuting trips on average than those without a disability, an average of 105 trips per person per year compared with 232. The lower rates of commuting trips reflect the smaller proportion of people with disabilities in full or part time employment, around 54% compared with 81% for adults without disabilities (Annual Population Survey, 2018/19).

Looking just at working age adults in full time employment the overall trip rates for those with and without a disability are similar: 986 trips per person per year for those with a disability compared to 992 for those without.

Chart 4: Trips per person per year by trip purpose and disability status, 16-64 year olds, England 2019 ([DIS0403](#))



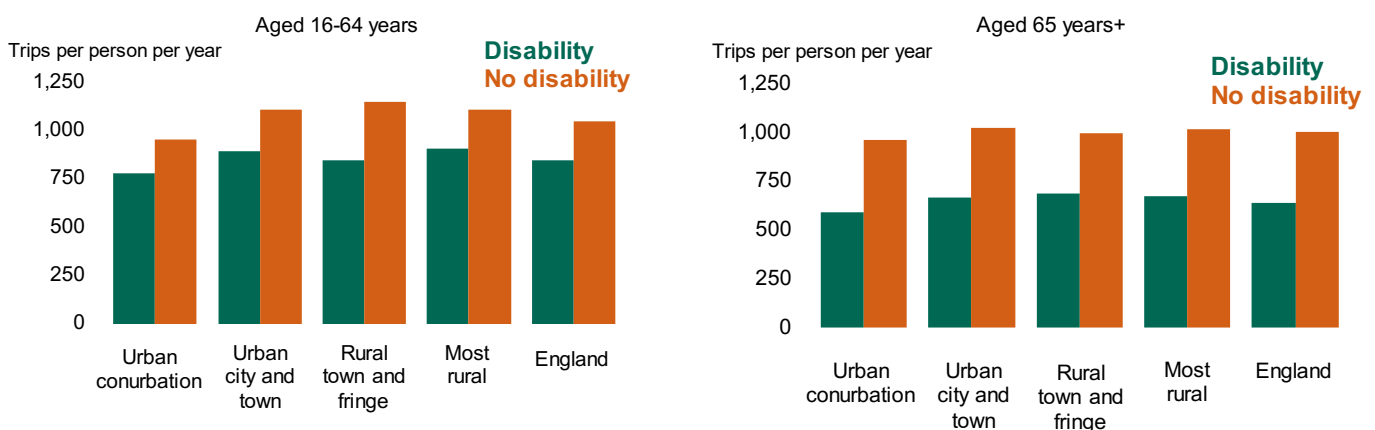
Trips and main mode

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: Number of trips by rural-urban classification of residence and disability status

England 2018 and 2019, 2 survey years combined ([DIS0404](#))



The differences in travel by disability status are largest in rural towns and fringes: disabled adults of working age in these areas made 26% fewer trips than non-disabled adults (844 trips compared to 1,148). The differences in other areas of the country are similar, with disabled working age adults making around 20% fewer trips. A similar pattern is seen in older people (65yrs+).

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. 60% of those aged 17-64 years with a disability held a full driving licence compared with 78% of people without a disability.

Attitudes towards disabled people on transport

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 2, conducted during August and September 2019, had a sample size of 2,654 individuals. More information can be found [here](#).

Chart 6: Offering a seat on public transport

NTAS ([NTAS0701](#))

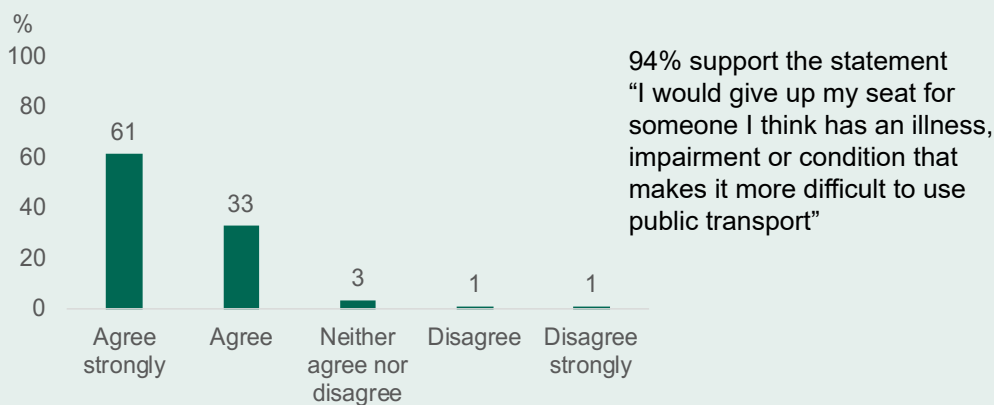
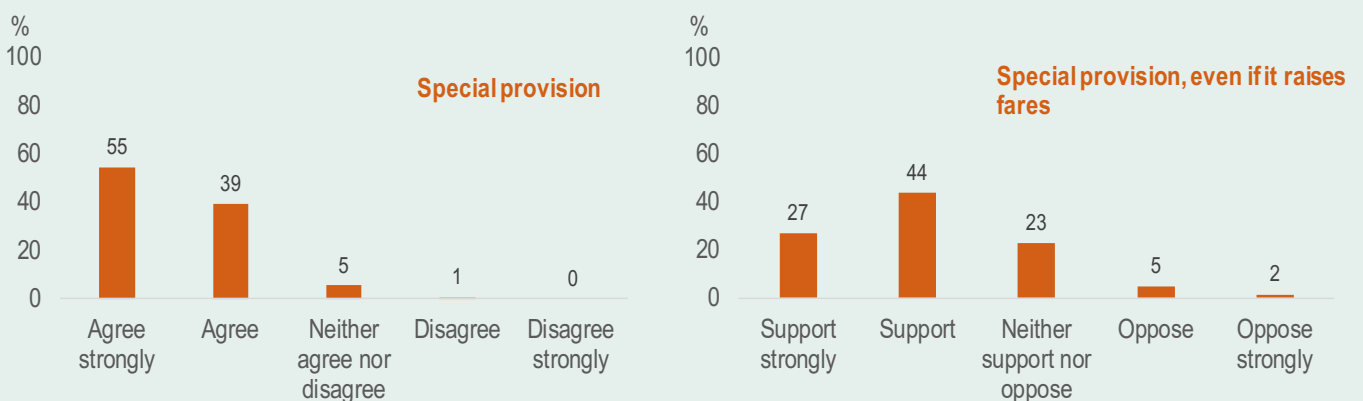


Chart 7: Provision for disabled people on public transport

NTAS ([NTAS0701](#))

93% support the statement "there should be special provision made on public transport to accommodate disabled people". However, only 71% support the statement "there should be more accessible public transport for those with illnesses or conditions that find public transport more difficult, even if that raises fares"



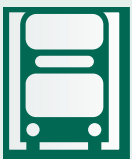
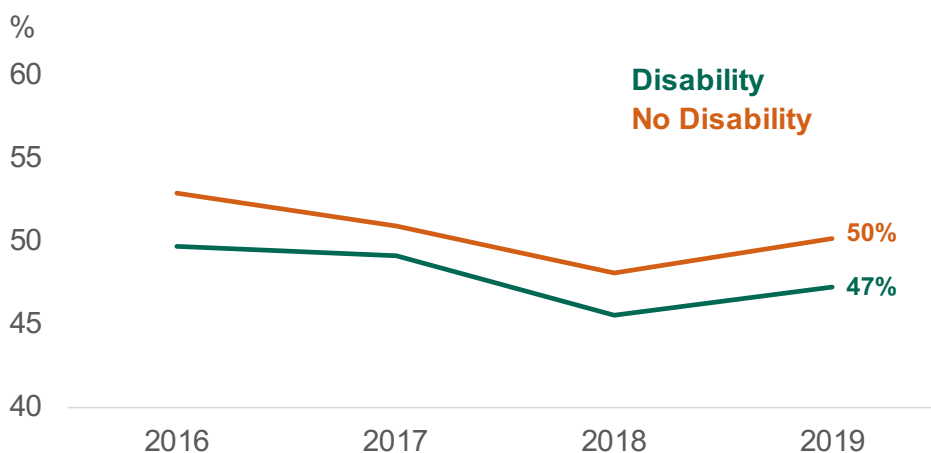
Public satisfaction with local transport

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.

In 2019, 47% of disabled people in England outside of London were satisfied with overall transport and highways services.

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

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



In 2019, **60%** of disabled people in England outside of London were satisfied with local bus services, compared to **59%** of non-disabled people.



In 2019, **67%** of disabled people in England outside of London were satisfied with local taxi services, compared to **65%** 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 2019 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](#).

These figures are not National Statistics

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.

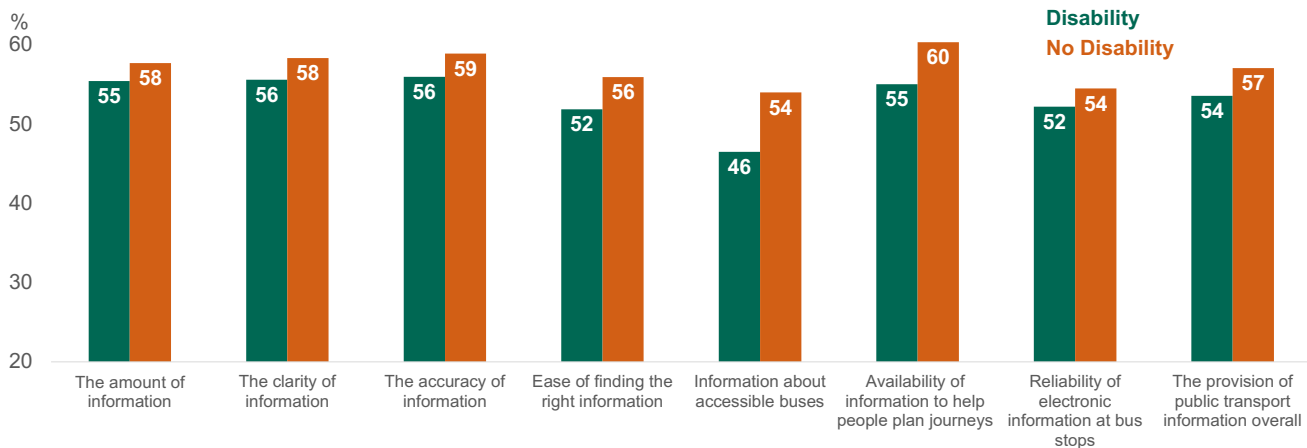


In 2019, **52%** of disabled people in England outside of London were satisfied with cycle routes/lanes and facilities, compared to **51%** of non-disabled people.



In 2019 **46%** of disabled people in England outside of London were satisfied with pavements and footpaths compared to **56%** of non-disabled people.

Chart 9: Satisfaction rates with local public transport information by disability status, England outside of London 2019



In the survey, participants were asked about their satisfaction with different aspects of local transport information. Generally disabled people were less satisfied, overall 54% of disabled people were satisfied with the provision of public transport information compared to 57% non-disabled people. This was reflected across other aspects of satisfaction.

The largest difference in satisfaction rates was on the information about accessible buses, with 46% of disabled people satisfied compared to 54% of non-disabled people.

Disabled travel by mode: Car



Travel by car, NTS, England 2019 ([DIS0402](#))



631 trips
5,782 miles



473 trips
3,535 miles

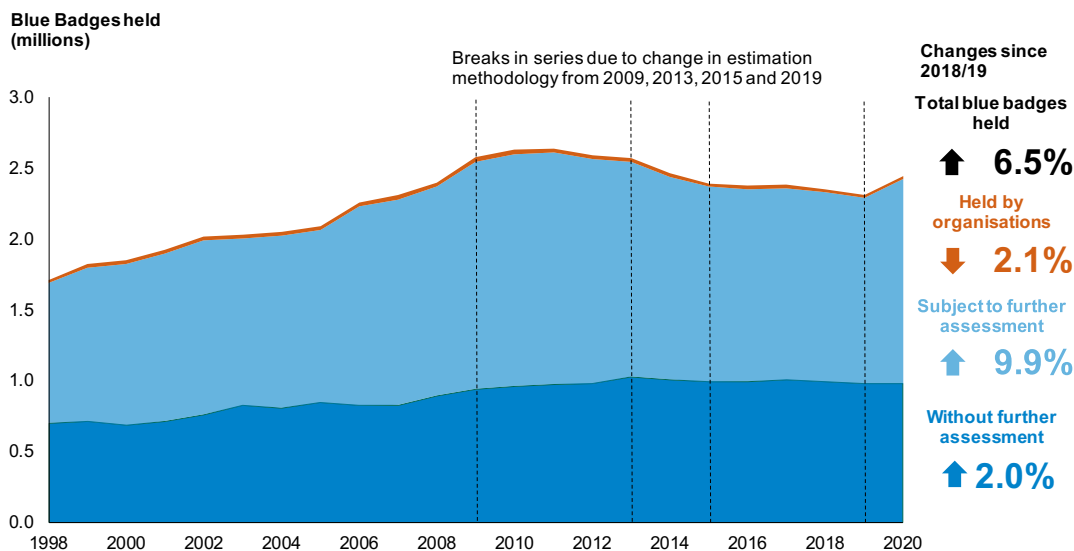
Adults without a disability made around a third more trips by car on average (as either driver or passenger).

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, an increase of 6.5% (149 thousand badges) from 2018.

Chart 10: Blue badges issued annually: England since 2008/09



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 2019 which was 3% of all licensed vehicles and a 0.4% decrease on the 2018 figure.

Tax Class

Drivers in receipt of certain disability related benefits can claim exemption from paying road tax. Further statistics on licensed vehicles can be found [here](#).



13 mobility centres across England at the end of March 2020, with **52** satellite hubs

11,248 driving assessments were provided in 2019/20, 1% more than in 2018/19

902 passenger assessments were provided in 2019/20, 14% more than in 2018/19

802 wheelchair/scooter assessments were provided in 2019/20, 17% more than in 2018/19



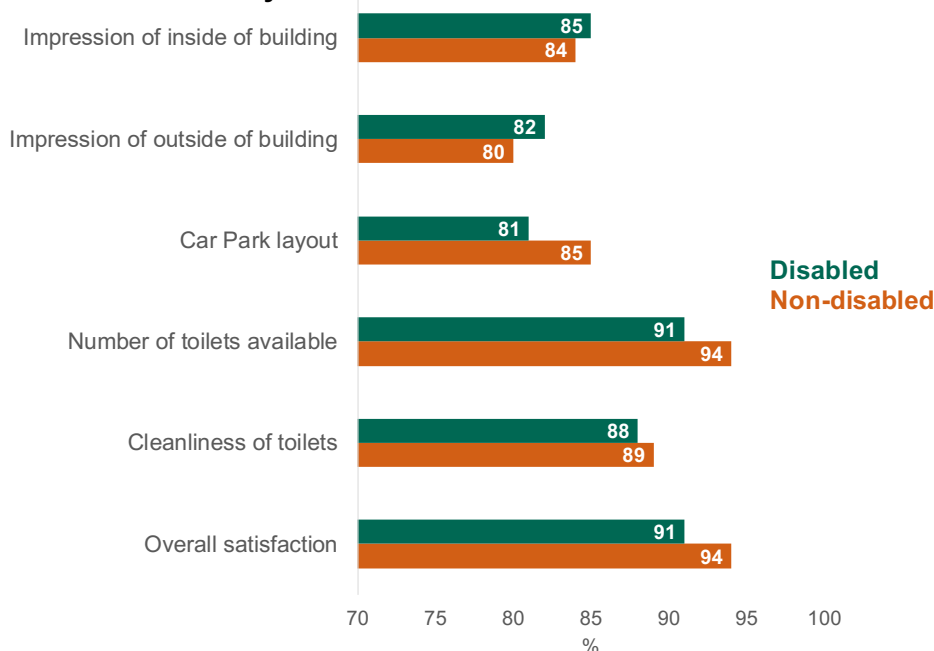
Mobility Centres

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 considers 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.

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 11: Motorway Services Users Satisfaction 2020



Transport Focus



Data from the [Motorway Services Users 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 2019 ([DIS0402](#))



51 trips
250 miles



52 trips
211 miles

Adults without a disability made a similar number of trips as those with a disability, on average.

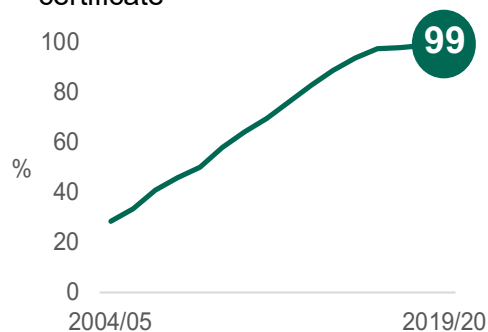
In England, as at 31 March 2020:

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 12: 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

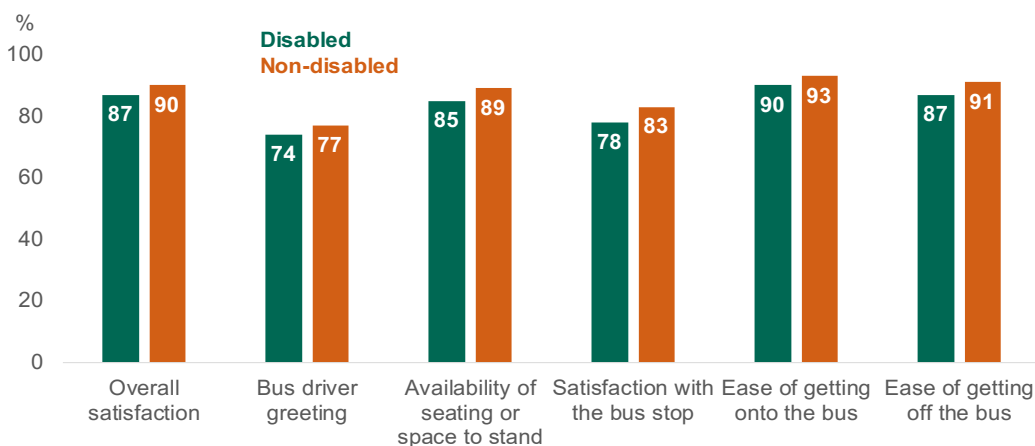
[National Travel Survey](#)

[Bus Statistics](#)

[Transport Focus](#)

Chart 13: 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 2019 (DIS0402)



11 trips
65 miles

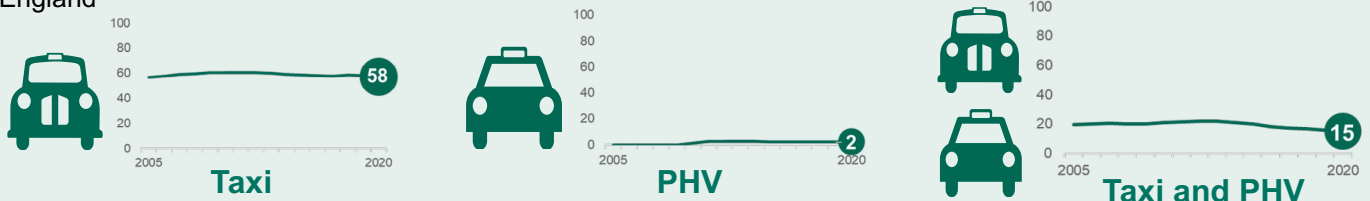


17 trips
64 miles

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

Chart 14: Accessible licensed vehicles (TAXI0103)

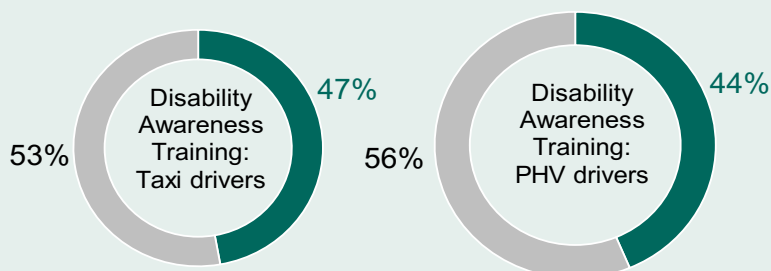
Percentage of vehicles compliant with accessibility regulations, England



All 19,000 of London taxis were wheelchair accessible as required by Transport for London's 'Conditions for Fitness' taxi licensing policy at March 2020. Similar to last year, in metropolitan areas of England outside London 82% of taxis were wheelchair accessible". However, when looking at all licensed vehicles 17% of licensed vehicles in London were wheelchair accessible, compared to 10% of licensed vehicles in rural areas.

Chart 15: Training requirements (Taxi0106)

The number of authorities requiring disability awareness training for taxi drivers has increased from 44% in 2019 to 47% in 2020, while the number of authorities requiring disability awareness training for PHV drivers has increased from 41% to 44%.



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 ([Taxi0106](#))

67% of authorities require all or part of the taxi fleet to be wheelchair accessible, a small increase from 65% in 2019. However, only 4% of authorities require all or part of the PHV fleet to be wheelchair accessible. 78% of authorities maintain a list of wheelchair accessible taxis in line with section 167 of the Equality Act 2010, while 69% maintain a list of wheelchair accessible PHVs (an increase from 63% in 2019).

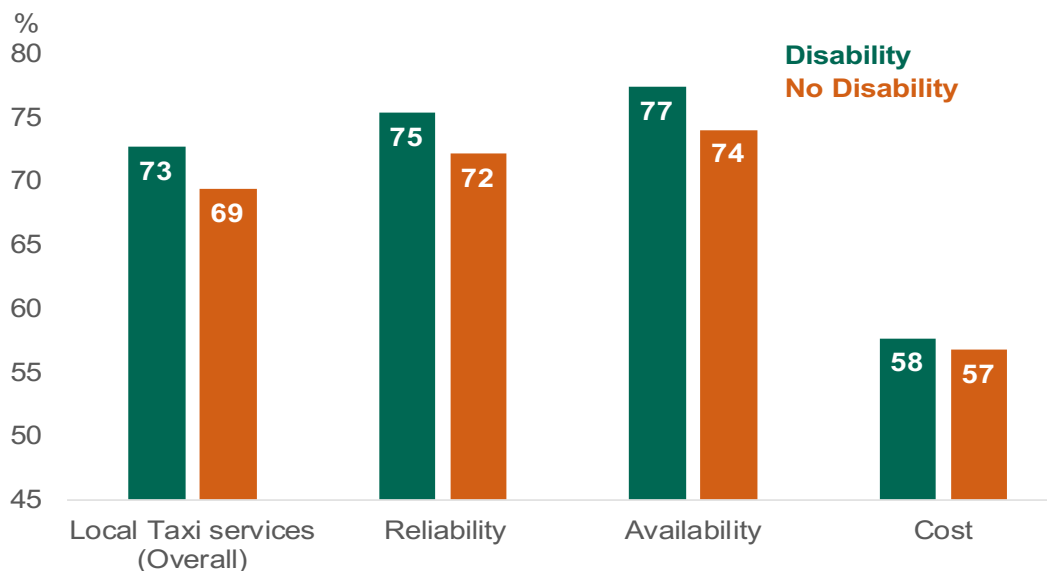
Equality Act 2010 Prosecutions in England and Wales ([Prosecutions](#))

In the year ending 31 March 2019 there were 32 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. The number of prosecutions have in general been increasing.

Overall satisfaction of taxi/PHV services was 4 percentage points higher for disabled people who use taxi/PHVs at least once a month (73%) compared to non-disabled users (69%).

The cost element scored the lowest satisfaction rate for both disabled users and non-disabled users (at 58% and 57%).

Chart 16: Satisfaction with taxi/PHVs elements for disabled users and non-users, NHT, England outside of London 2019



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 2019 ([DIS0402](#))



28 trips
814 miles



10 trips
353 miles

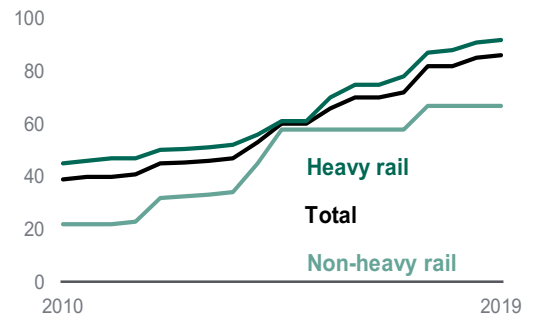
Adults without a disability made almost 3 times as many trips by surface rail than those with a disability, on average.

In Great Britain, as at 31 December 2019:

92% of heavy rail vehicles (trains) in public transport service were accessible.

Chart 17: Accessible rail vehicles

Great Britain, 2019 ([Rail Vehicle Accessibility](#))

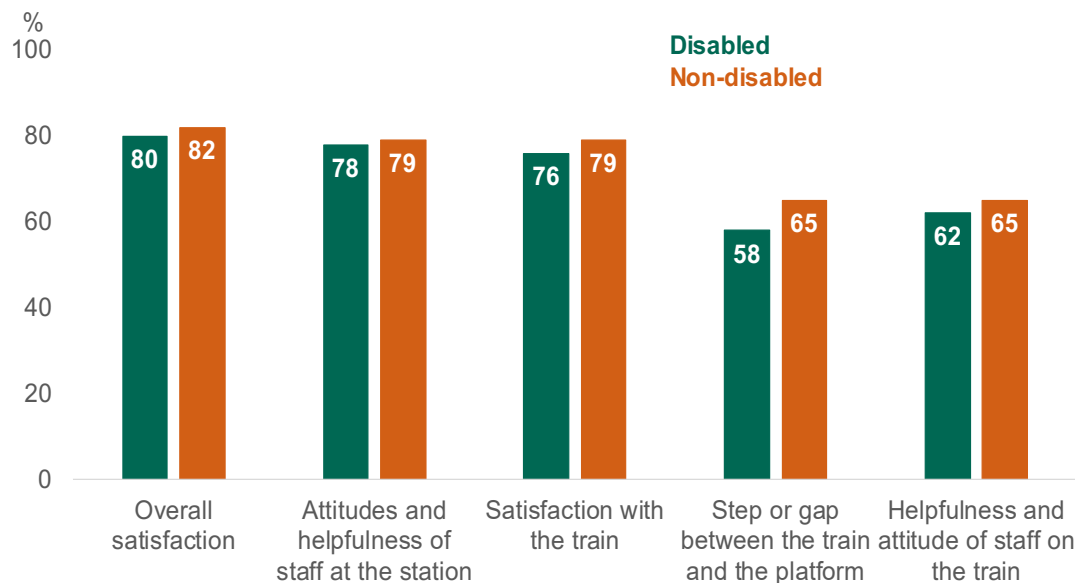


Overall satisfaction levels for rail journeys made by disabled passengers (80%) were two percentage points lower than for journeys made by non-disabled passengers (82%).

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 18: 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 Great Britain, but in this section we have excluded Transport for Wales and ScotRail. However, some of the operators included will run services outside of England.

A rail journey is classed as being satisfactory when respondents answer that they are very or fairly satisfied to a question on their overall satisfaction with their journey.

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 19: Disabled Persons Railcard

There were 246,336 Disabled Persons Railcards in circulation in Great Britain at the end of 2019-20. This represents an increase of 3.1% compared with 2018-19.

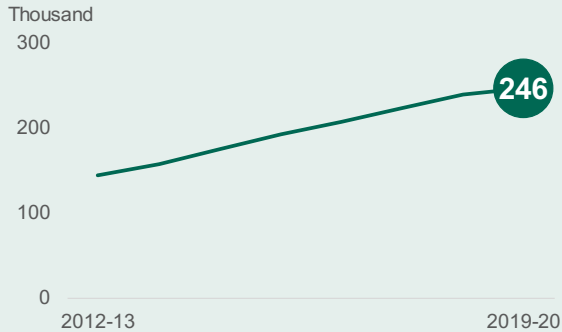


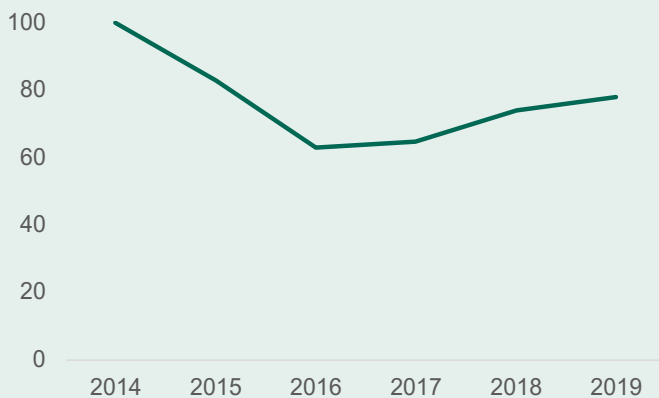
Chart 20: Rail Passenger Assistance

There were 368,679 rail passenger assistance bookings in Great Britain in 2019-20, 26% higher than in 2012-13. In 2019-20 there were 1.2m rail passenger journeys where operators provided assistance to passengers with mobility or other challenges, 29% higher than in 2012-13.



Chart 21: 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).

However, since 2016 the number of incidents has seen a slow but steady increase, increasing by 24% (from 63 to 78 reported incidents between 2016 and 2019).

Data sources: surface rail section

[Accessible Rail](#)

[British Transport Police](#)

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

[Transport Focus](#)

[National Travel Survey](#)

[Office for Rail and Road Regulation](#)

Disabled travel by mode: Walking



Travel by walking, NTS, England 2019 ([DIS0402](#))



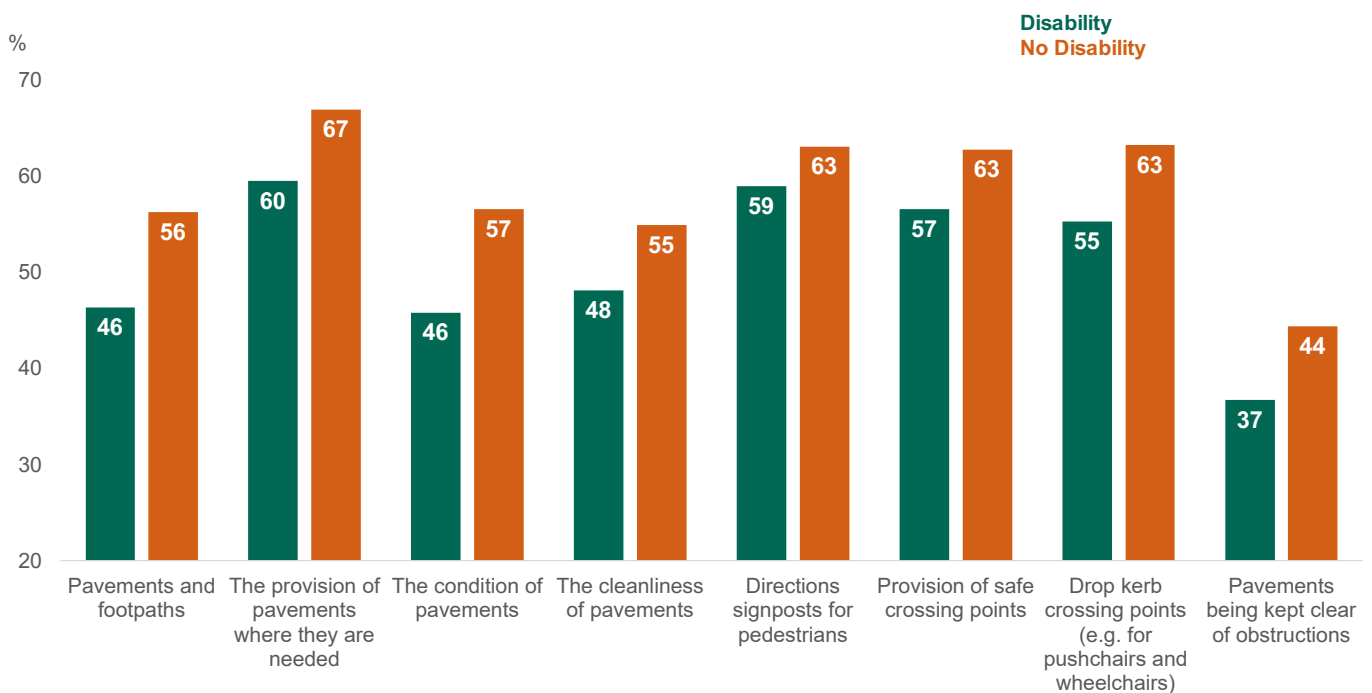
248 trips
221 miles



180 trips
133 miles

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

Chart 22: Satisfaction with pavements and footpaths for disabled people and non-disabled people, NHT, England outside of London 2019



Disabled people were less satisfied with the built environment and road aspects (i.e. pavement and crossing) compared to non-disabled people. 46% 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 (46% of disabled were satisfied compared to 57% of non-disabled people), drop kerb crossing points used for pushchairs or wheelchairs (at 55% and 63%).

Pavements being kept clear of obstruction element scored the lowest satisfaction rate by both disabled people (37%) and non-disabled people (44%).

Data sources: walking section

[National Travel Survey](#)

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

Disabled travel by mode: Cycling



Travel by cycling, NTS, England 2019 ([DIS0402](#))



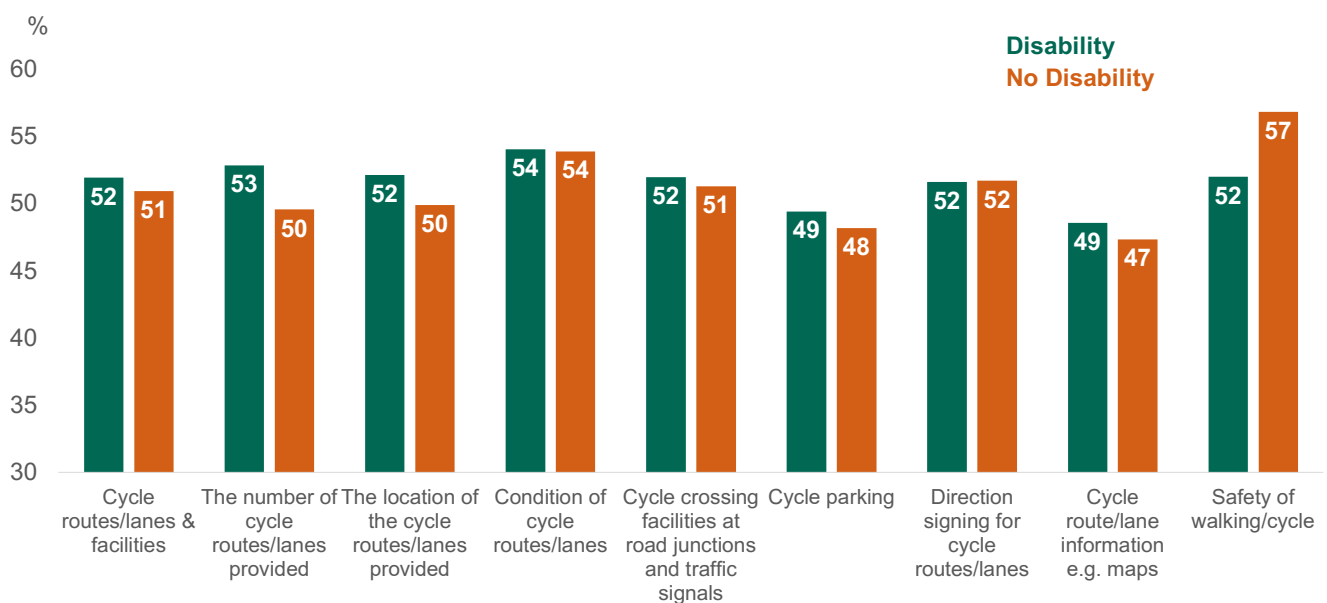
19 trips
71 miles



7 trips
19 miles

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

Chart 23: Satisfaction rates with cycle elements by disability status, NHT, England outside of London 2019



Overall satisfaction levels with cycle routes and facilities were similar at 52% for disabled people and 51% for non-disabled people.

On average, disabled people were more satisfied with most cycle aspects than non-disabled people although satisfaction levels with the condition of cycle routes/lanes and the direction signing for cycle routes/lanes were the same for disabled people and non-disabled people (at 54% and 52% respectively).

The result is reversed when looking at safety of walking and cycling. Non-disabled people were more satisfied (57%) compared to disabled people (52%).

Data sources:
cycling section

[National Travel Survey](#)

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

Disabled travel by mode: Maritime



In England 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



In England 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% (11.6 million) or around 1 in 5 people in England reported a disability in 2018/19



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 2018/19 survey had a response rate of 50%, 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 24: Disability prevalence by age group

Percentage of age group, England, 2018/19

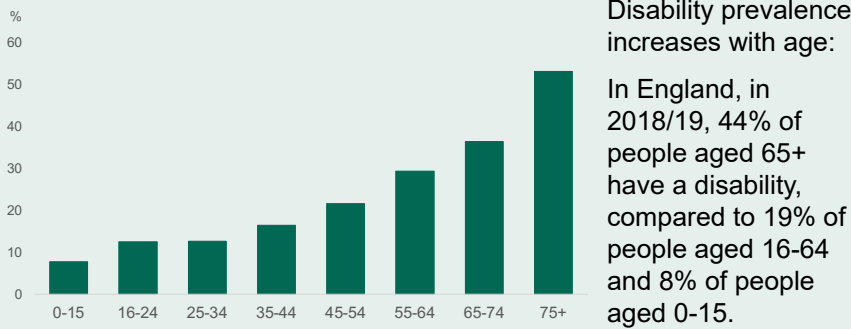
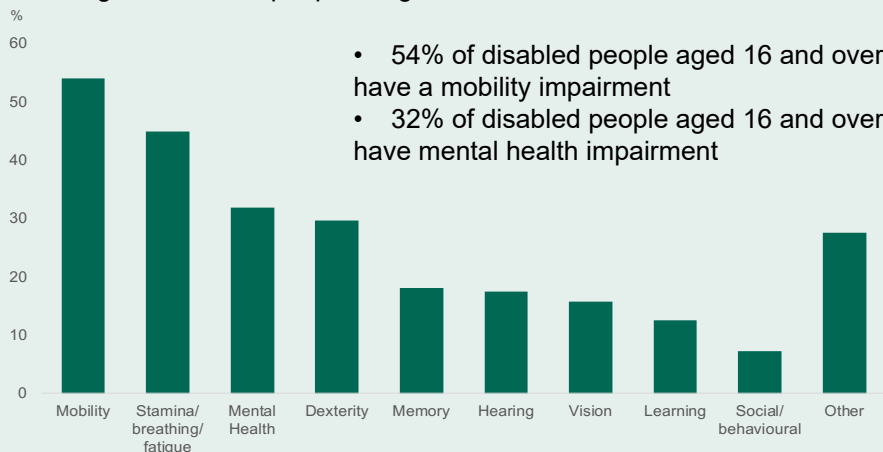


Chart 25: Impairments reported by disabled people

Percentage of disabled people, England, 2018/19



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, 2018/19)

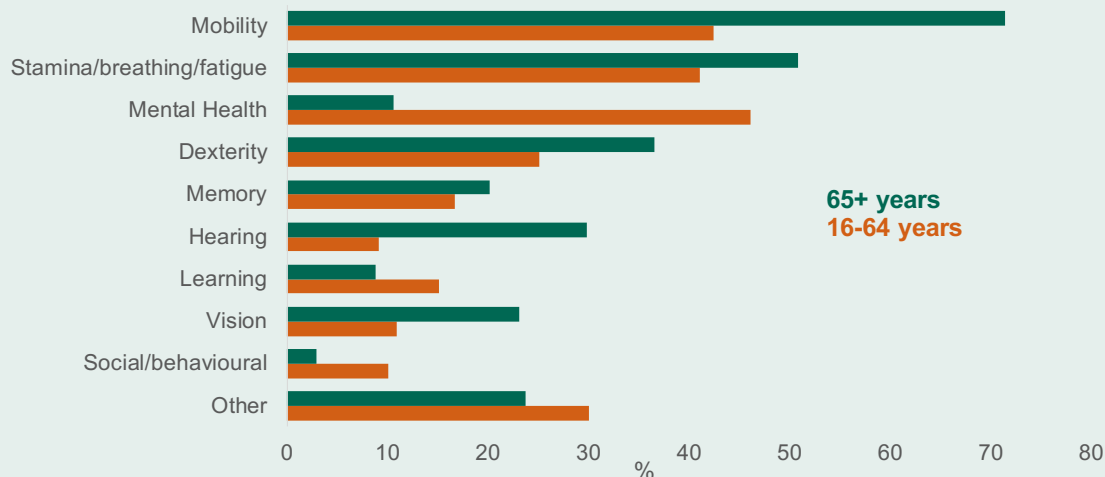
(FRS, 2018/19)



30% of disabled adults aged 16+ in England have non-visible impairments (i.e. do not report a mobility or visual impairment) (FRS, 2018/19)

Chart 26: Impairment prevalence by age group for disabled adults

Percentage of age group, England, 2018/19

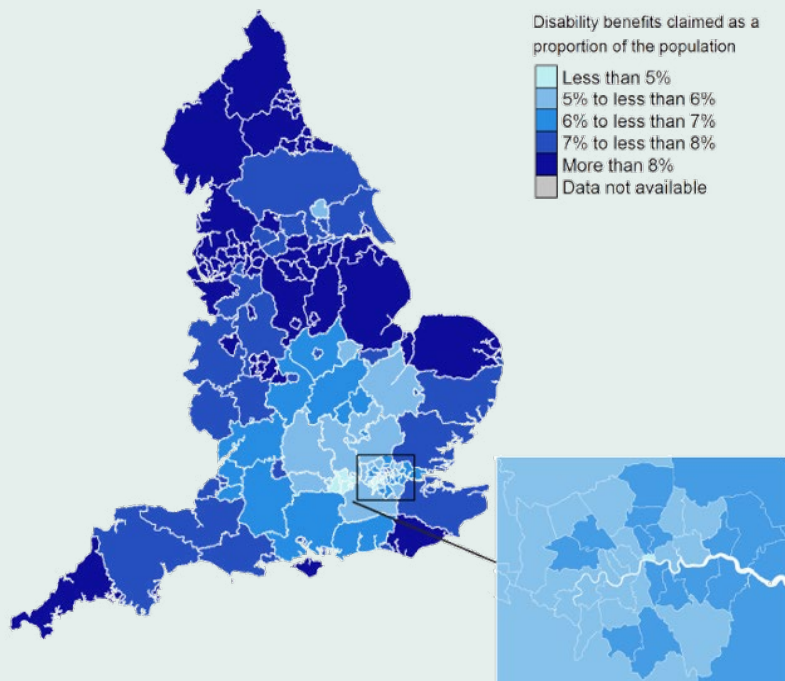


- 71% of disabled adults aged 65 and over reported a mobility impairment compared to 42% of disabled people aged 16-64.
- Adults aged 16-64 were most likely to report mental health impairments, with 41% of disabled adults aged 16-64 reporting this type of impairment, compared to 11% of those of aged 65 and over.
- Disabled adults aged 16-64 (10%) were much more likely to report social/behavioural impairments than disabled adults aged 65+ (3%).

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	14.3	Windsor and Maidenhead	4.5
Blackpool	13.6	Wokingham	4.1
Hartlepool	12.8	Richmond upon Thames	4.1
Sunderland	12.6	Isles of Scilly	3.6
Liverpool	12.4	City of London	3.0

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

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 2019 mid-year population estimates.

Data sources used

The primary data sources used in this publication are:

National Travel Survey: 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.

The 2019 survey had a response rate of 54%, and an achieved sample size of around 6,000 households. More details can be found: <https://www.gov.uk/government/collections/national-travel-survey-statistics>

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.

Walking definition: The NTS definition of walking includes the use of non-powered wheelchairs but excludes powered wheelchairs and mobility scooters.

Estimates from the NTS are National Statistics.

National Highways & Transport Network 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 2019 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: https://nhtnetwork.org/nht_product/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.

Estimates from the NHT are not National Statistics.

Transport Focus: Transport Focus is the independent watchdog for transport users and as part of its work it carries out a series of event-based passenger satisfaction surveys, which measure passengers views of individual journeys that have taken place on the day they were given a questionnaire (or invitation to participate online). The areas and/or operators choosing to participate can vary from year to year. More information can be found: <https://www.transportfocus.org.uk/>

- **Bus Passenger Survey:** The Autumn 2019 survey was completed in 50 sampling areas (31 local transport authority areas and 19 bus operators' operating divisions) in England outside London between September and December, with an achieved sample size of around 44,000.
- **Rail Passenger Survey:** The National Rail Passenger Satisfaction Survey is completed twice a year (Spring and Autumn). The Spring 2020 wave was completed between January and March, with an achieved sample size of around 19,850.
- **Motorway Service User Survey:** The 2019 Motorway Services User Satisfaction Survey was completed for 111 of the 112 motorway service areas in England between February and April, with an achieved sample size of around 12,000.

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.

Estimates from the Transport Focus passenger satisfaction surveys are not National Statistics.

Family Resources Survey: 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 2018/19 survey had a response rate of 50%, and an achieved sample size of around 19,000 households. More information can be found: <https://www.gov.uk/government/collections/family-resources-survey--2>

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 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.

Estimates from the FRS are National Statistics.

Other data sources used include:

Bus statistics: <https://www.gov.uk/government/collections/bus-statistics>

National Travel Attitudes Survey (NTAS): <https://www.gov.uk/government/statistics/national-travel-attitudes-study-wave-2>

Office of Rail and Road:

<https://dataportal.orr.gov.uk/statistics/passenger-experience/disabled-persons-railcards/>

<https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-assistance/>

MCA disabled passenger satisfaction survey: <https://www.gov.uk/transport/maritime-passenger-rights>

Taxi and PHV statistics: <https://www.gov.uk/government/collections/taxi-statistics>

Labour Force Survey: <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/labourmarketstatusofdisabledpeoplea08>

Further information

These figures are Official Statistics. Official Statistics are produced to the high professional standards set by the Code of Practice for Statistics. However, these statistics have not yet been assessed by the Office for Statistics Regulation.

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 2021.



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