



Department
for Transport



Transport that everyone can use

What do you think of our plan?

Information Booklet



Please send us your answers before
Wednesday 15th November 2017.



EasyRead version of:
Department for Transport Accessibility
Action Plan Consultation
August 2017.

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About this booklet



Department
for Transport

The Department for Transport wrote
this booklet.

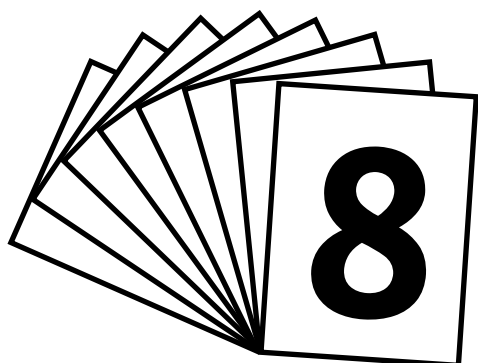


It is about our plan to make sure disabled
people can use all types of transport.

I think
that...



It is your chance to say what you think
about the plan.



There are 8 parts to the booklet.



Each part tells you what we are doing for part of our plan.



There is also an Answers Booklet for you to tell us what you think.



The Answers Booklet also tells you how to send your ideas to us.

NOVEMBER 2017						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

You need to do this before **Wednesday 15th November 2017.**



A few words from The Minister – Paul Maynard



Our government wants to make it easier for disabled people to use transport.



We believe everyone has the right to choose where to live, shop or go out. Good transport can help people meet friends, get work and be more independent.



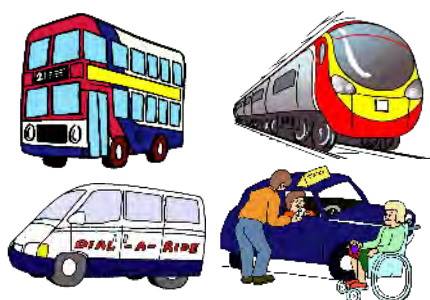
We are thinking about things like trains and buses and also the people who drive them or work in the services. Community transport services are also important.



Some things are better but we need disabled people to tell us how to make sure we get things right for everyone.



A few words from The Chair of the Disabled Persons Transport Advisory Committee – Keith Richards



The UK has lots of different types of transport but many things stop disabled people using them.



We want disabled people to be able to go where other people go and do what they do.



This plan is part of the work the government is doing to make it easier for disabled people to use transport.



We have worked on this plan with the government and will keep checking if services are changing or not.



This is your chance to get involved in the plan. Please say what you think about transport you find difficult to use and transport you think might be too difficult to even try.



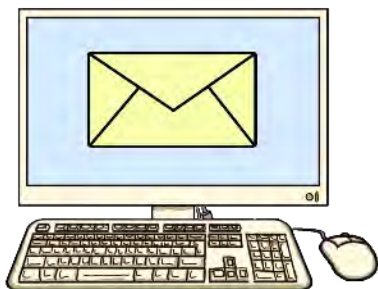
What will happen with your answers



We will look at all the answers and put the main things people told us on our website. We will also say what we will do next.



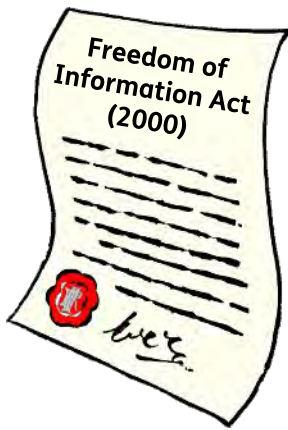
The government has rules about **consultations** or asking what people think.



If you want to say anything about how we are doing this, please email:
consultation@dft.gsi.gov.uk



Or write to:
**Consultation Co-ordinator
Department for Transport
Zone 1/29
Great Minster House
33 Horseferry Road
London, SW1P 4DR**



The Freedom of Information Act (2000) is a law that says people can ask to look at public information.



Please tell us if you do not want other people to see your answers and we will try to keep them private.



We will not usually tell other people personal information like your name.



About the plan

Our plan is for transport in England.



The governments in Scotland, Wales and Northern Ireland plan their own transport but also have to stick to laws about treating everyone fairly.



People use public transport to get to work, learn, use services and meet other people.



But some disabled people cannot do these things because transport is a big problem for them.



1 in every 5 people in the UK has a disability.



This includes older people and people with disabilities like autism that you cannot see.



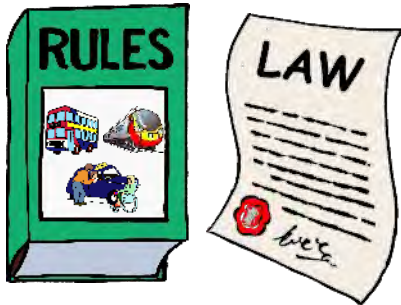
Other people also find transport difficult to use. This includes parents with pushchairs or small children or people carrying heavy bags.



Our Accessibility Action Plan will help us make it easier for everyone to use public transport.



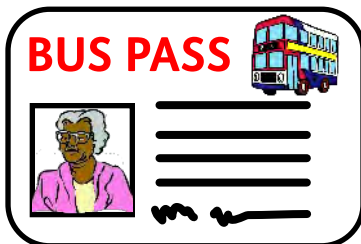
What we have done so far



New rules and laws make it easier for disabled people to use buses, trains and taxis:



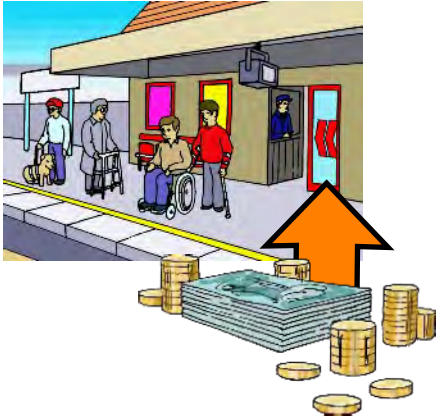
- 9 out of every 10 buses include features like lower floors. By 2020 coaches will also have to meet rules about public transport.



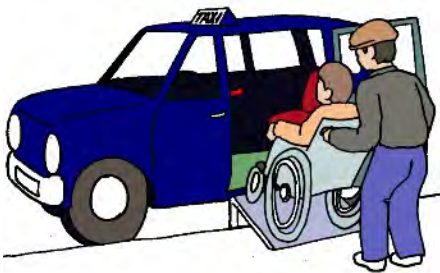
- Around 10 million older and disabled people in England have bus passes.



- More than 7 out of every 10 trains include features like better on board information and wheelchair spaces. They all have to meet the rules by 2020.



- We are spending more money to make stations easier to use by providing more lifts, ramps and signs that help disabled people.



- People in wheelchairs can use nearly 6 out of every 10 taxis (including all London taxis).



- Taxis and private hire vehicles cannot refuse to take people in wheelchairs or people with guide dogs. They cannot ask them to pay more than other people.



We have 13 Mobility Centres in England. They help disabled and older people stay independent. For example, they know how cars can be changed to help people drive them safely.



1. Knowing what to expect



When things are not the same in different services or different parts of the country it can be really confusing.

It is much easier to find your way around if things are planned the same way. This includes things like:



- signs



- times when you can use travel passes



- streets and dropped kerbs

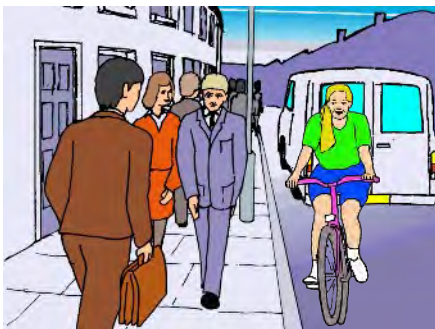


- paving that helps you feel when you are near a crossing, the edge of a railway platform or other possible danger.



Some things we plan to do:

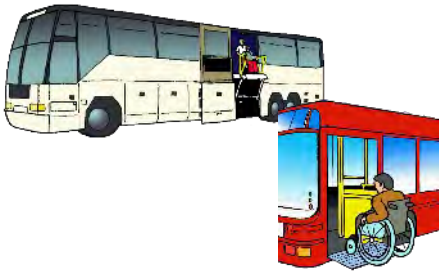
- Suggest how councils should include older and disabled people when they plan new areas.



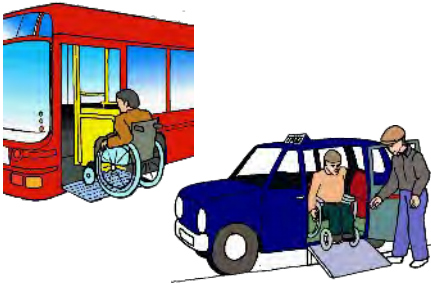
- Update our guide for cycle routes to make cycling and walking easy and safe for everyone.



- Work with bus companies and the governments in Scotland and Wales on better information on board buses.



- Make sure disabled people can use all buses and coaches.



- Ensure people in wheelchairs can travel in confidence using buses, taxis and private hire vehicles.



- Look at the rules about blue badge parking so they include disabled people who do not have physical disabilities.



- Look at ways to make old railway stations easier for everyone to use.



- Have better information for disabled passengers about using planes and boats.

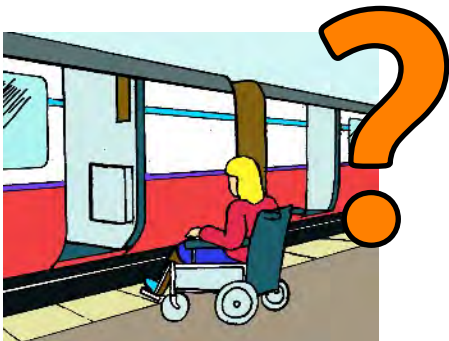


2. Making sure our laws make things better

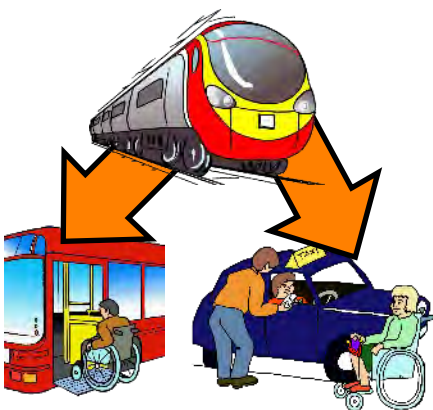
Some things we plan to do:



- Make sure things that make it easier for disabled passengers on trains like audio information and toilets work properly.



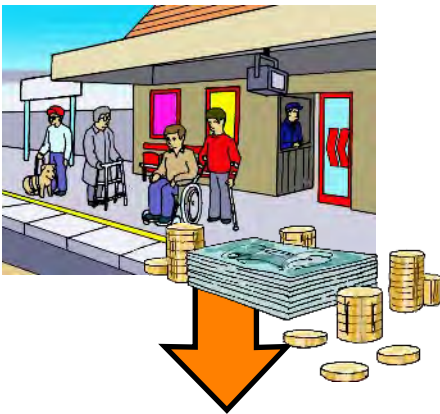
- Find out what help disabled rail passengers need in 2017 and use this to plan what to do next.



- Look at how train services can offer disabled passengers another journey if something goes wrong (for example if the disabled toilet is broken on their train).



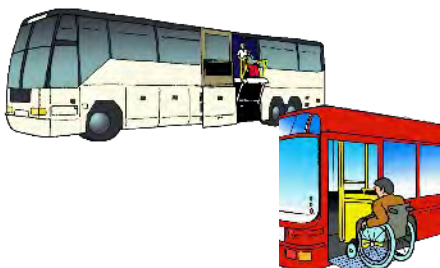
- Look at ways for rail services to put up to date information on their websites about accessible stations and trains.



- Have a competition in September to find cheaper ways to make it easier for disabled people to use railway stations. This will include help for people with disabilities you cannot see.



- Find out whether rules to make trains easier to use have helped to make things better for disabled passengers. We will tell the rail services what we find out.



- Aim to make buses and coaches easier to use for disabled people.



- Ask councils to make sure people do not park in a Blue Badge space when they should not.



3. Training and education



As well as having good transport we need people who understand how to support disabled people to travel.



This includes people who design and plan transport services and people who work in them.

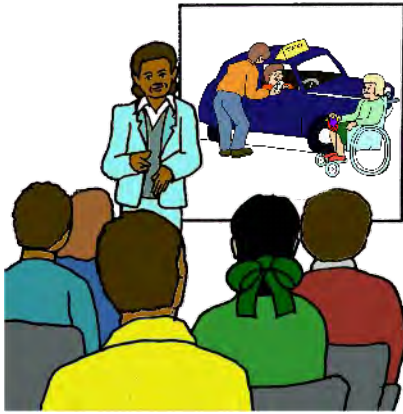


Some things we plan to do:

- Help bus companies train their staff to understand different types of disability.



- Ask rail companies to train staff to understand different types of disability.



- Ask local government to make sure taxi or private hire vehicle drivers have training to understand different types of disability as part of the rules to get a licence.



- Check whether this training makes things better for disabled people.



4. Travelling when you want to



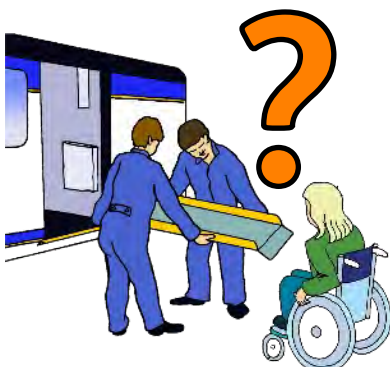
If you have a disability it can be really difficult to travel without lots of planning.



You need to book ahead and travel when the travel companies can give you the help you need.



We want to make it easier for disabled people to travel at short notice – especially for local journeys.



Some things we plan to do:

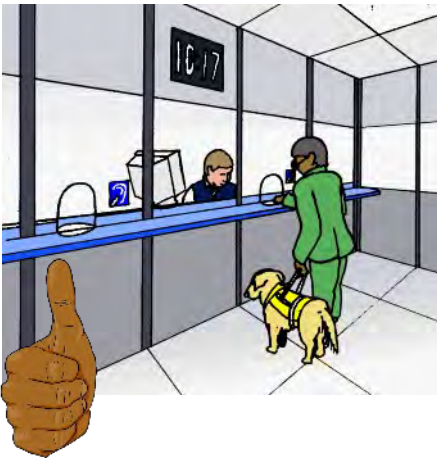
- Find out what Passenger Assist is like for disabled passengers who book help to travel on a train



- Set up a Freephone number (0800 022 3720) to make Passenger Assist easier to use



- Find out what stops disabled people travelling at short notice



- Make it easier for disabled people to buy and use tickets



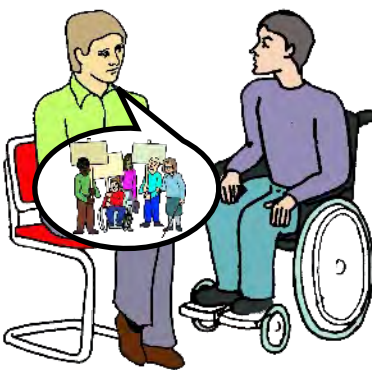
5. Helping people feel safe to travel



Some people do not feel safe using public transport. It can be difficult for autistic people or people with mental illness or a learning disability.



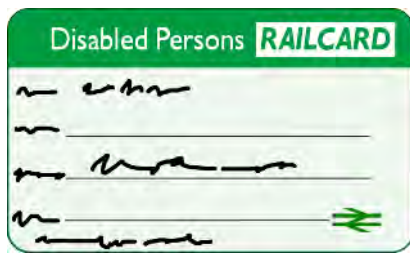
Travel staff should understand how to support people, especially if they have a disability you cannot see.



Some things we plan to do:

- Work with transport services to tell disabled passengers about their rights.
- Work with transport services to give people information to help them plan their travel.





- Make sure more people know about how they can save money on trains by getting a Disabled Person's Rail Card.



- Look at ways to give disabled people more support and training so they want to use transport.



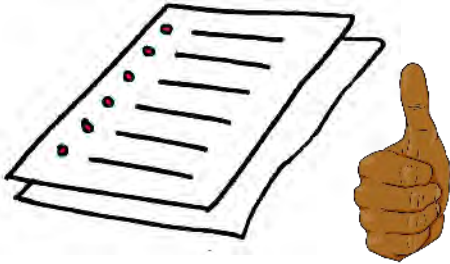
- Support Mobility Centres to help more people travel independently. This includes giving people training to drive cars and mobility scooters.



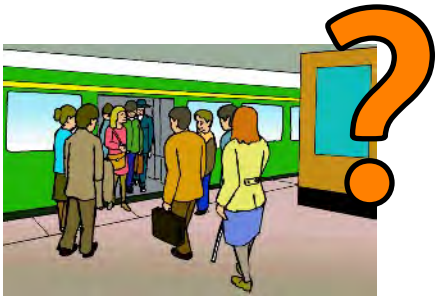
- Look at other ways to make it easier for people to get around. This includes things like stopping people parking on pavements.



6. Better information to help us plan



We need good information to help us plan better transport for disabled people.



We collect information about how and why people travel. But we need **research** to help us find out how to make some things better.

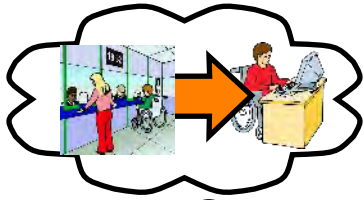


Research is a planned and organised way to find things out.



Some things we plan to do:

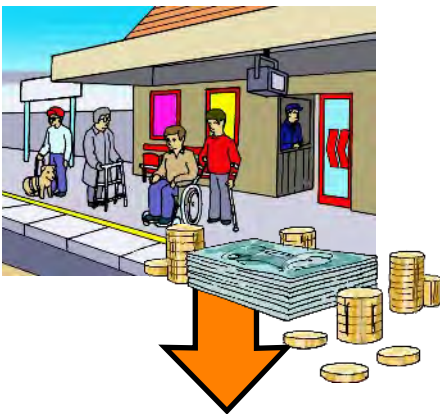
- Research what stops autistic people, people with mental illness or learning disabilities using transport.



- Research so we understand how better transport for disabled people can help them and other people in society. For example if it means they can work and earn money.



- Find out how our plans for better transport helps disabled people.



- Use the competition in September to find cheaper ways to make rail travel easier for people with disabilities you cannot see.



7. Making sure our plans include everyone



It is important to think of disabled people as soon as we start planning – not when it is difficult to change things.

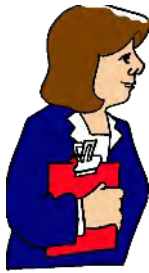


This means everyone has to understand a law called the Equality Act (2010). This law says public services must treat people fairly and make sure everyone has the same chance to use their services.



Some things we plan to do:

- Make sure people who work in the UK governments and local councils know what this law means for transport services.



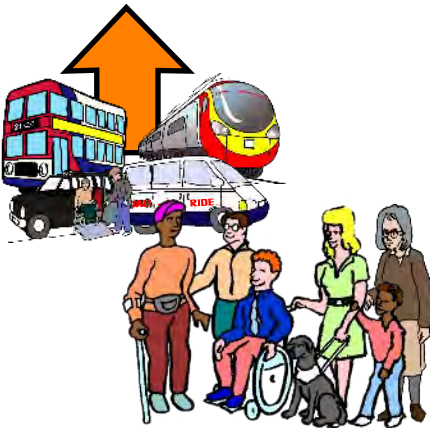
8. Checking how we are doing



We need to know whether all these changes make it easier for people with different disabilities to travel around.



This will help us see if the things in our plan are happening when they should.



Some things we plan to do:

- We will find out if older people and disabled people are travelling more.

