# Progress Update: Department for Transport Accessibility Action Plan and Equality Action Plan

In December 2012, the Department for Transport published two actions plans: "Transport for Everyone: an Action Plan to improve Accessibility for All" and "Transport for Everyone: an Action Plan to promote Equality".

The commitments in the Action Plans reflect the Government's aim, as expressed in the Department for Transport's equality objective, to deliver better access to jobs and key services through an accessible and socially inclusive transport system, by removing the barriers to travel and ensuring that social impacts are addressed in policy development and service delivery.

The publication of these Action Plans also met commitments made in the Department's business plan for 2012-2015 to "develop and publish a Disability Action Plan for improving the customer experience of the disabled passenger, as part of the Government's wider Disability Strategy"; and to "develop and publish an Equalities Action Plan to support the published DfT equality objectives, to ensure that social impacts, well being and fairness are embedded in DfT policy."

We have already made a lot of progress in providing a more accessible and fair transport system but we know there is more to do. These Action Plans build on that progress, setting out what we and our partners will do to meet our goals between 2012 and 2015.

When the Action Plans were published, the Department made it clear that these would be living documents that would be reviewed and amended as appropriate. We are therefore publishing this update a year after the original publication to set out progress and demonstrate that we remain committed to delivery. The update provides transparency for the many stakeholders who work with us or have an interest in promoting an accessible transport system for all.

The Action Plans were designed to sit alongside each other, while reflecting the different challenges that exist to meeting the transport needs of everyone. Therefore we are publishing this single update to report on both Action Plans.

The actions we set out in December 2012 are diverse in scale and scope, and cover issues across the transport system. They aim to address attitudes amongst transport providers and travellers, as well as issues of vehicle design and operation, infrastructure, regulation and the provision of information. This breadth of approach brings together many stakeholders with a range of

responsibilities across many disciplines and modes. The Department is grateful to those organisations that helped develop the plans, and are now helping to deliver them.

There are actions in the plans which the Department had wanted to see completed by 2013, but where work has yet to start, or has started but not been completed. Given the ambition and diversity of the plans, it is unsurprising that not all objectives have been deliverable in the original estimated timescale. We are therefore revising the timescales of some of the actions to take account of the need for a longer timescale for delivery. The updated plans will be published to sit alongside this progress report on GOV.UK.

In addition to providing an up to date picture of progress, this progress report provides evidence of how the Department has worked to comply with the equality duty during 2013 (its Equality Information) and a reconfirmation of the Department's commitment to its equality and accessibility objectives. We will publish a further update in December 2014/January 2015.

# Accessibility Action Plan Progress Report

The following update details the progress made since the publication of the Department's Accessibility Action plan in December 2012.

# 1. Improving physical accessibility

## Rail

**1.1** Over the last year, the number of rail carriages that are fully accessible has increased by over 200. This comprises new and refurbished vehicles. As of November 2013, over 7,274 vehicles (approx. 43% of the total fleet) have been built to one of the two accessibility standards (Rail Vehicle Accessibility Regulations and the Technical Specifications for Interoperability for Persons with Reduced Mobility). When combined with fully refurbished older vehicles, this brings the total figure of accessible vehicles up to over 7,800 (46%), including more than half of all trains.

**1.2** Officials work closely with rolling stock operating companies to ensure rectification work is planned and delivered by the legal deadline of 1 January 2020.

## Access for All programme

**1.3** The rail industry was invited to nominate stations by 15 November 2013 for the additional £100m funding that was made available. 277 stations have been nominated from which the Department will be able to select around 35-40. We have begun analysing the business cases and hope to announce the successful stations in April 2014.

**1.4** Delivery of the current Access for All programme is progressing well and more than 150 stations will have an accessible route for passengers by 2015. 105 of these are already complete and another 35 are under development. In addition, more than 1,100 stations have received smaller scale access improvements.

## Buses & Coaches

**1.5** According to the Department's Annual Bus Statistics (published in September 2013), 92% of buses in England had low floor designs, with 78% of the total fleet having a PSVAR1 accessibility certificate. These

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[1] The Public Service Vehicles Accessibility Regulations 2000 (PSVAR) require facilities such as low floor boarding devices, visual contrast on step edges, handholds and handrails, priority seats and provision for passengers in wheelchairs.

figures have risen steadily in recent years and the Department has recently provided the Vehicle and Operator Services Agency (VOSA) with specific funding to monitor PSVAR compliance amongst bus operators. Officials from both organisations have met to discuss how this can best be achieved.  As the PSVAR compliance deadlines approach, we will work with VOSA to ensure effective enforcement arrangements are in place.

1.6    At a recent meeting with Transport Minister Baroness Kramer to discuss accessibility issues, bus industry representatives indicated they were confident that operators would meet the deadlines for bus and coach accessibility.

## The EU Regulation on bus and coach passenger rights 181/2011

1.7    Following a formal public consultation exercise in 2012 on how to apply EU Regulation 181/2011 in Great Britain, "The Rights of Passengers in Bus and Coach Transport (Exemptions and Enforcement) Regulations 2013" were drafted to outline the use of available exemptions, enforcement arrangements (including penalties for breaches of the EU Regulation) and designated terminals where guaranteed assistance is provided to disabled passengers.  The Regulations came into force in August 2013.

## Taxis

1.8    At the end of March 2013, there were an estimated 78,000 taxis and 153,000 licensed private hire vehicles (PHVs) in England and Wales, a total of 231,000 vehicles. An estimated 58% of licensed taxis were wheelchair accessible (100% in London).

1.9    The Law Commission have recently announced that their review of taxi and private hire vehicle legislation will take longer than initially planned. They will now present the Department with a report and a draft Bill at the end of April 2014.

## Blue Badge

1.10   On 8 October 2013, the Department for Transport brought the Disabled Persons' Parking Badges Act 2013 into force, giving local authorities new powers to tackle Blue Badge abuse and fraud.

1.11   In respect of eligibility criteria, from June 2013 any person scoring 8 points or more in the "Moving around" activity of the new Personal Independence Payment (PIP) will be automatically eligible for a Blue Badge (this refers to people who cannot walk further than 50 metres).

### 'Inclusive Mobility' and 'Guidance on the Use of Tactile Paving Surfaces'

**1.12** The Department remains committed to review and update 'Inclusive Mobility – a Guide to Best Practice on Access to Pedestrian and Transport Infrastructure" and the 'Guidance on the Use of Tactile Paving Surfaces' by 2014, as set out in the Accessibility Action Plan.

### Community Transport

**1.13** The Department for Transport recognises that community transport operators provide a crucial facility with over 15 million passenger trips provided by at least 2000 community transport organisations in England last year.

**1.14** In light of this, the Community Transport Association (CTA) recently attended a Ministerial meeting at the Department for Transport to discuss what more can be done to increase the number of community transport services, particularly in rural areas. DfT officials also participated in the 2013 CTA Annual policy conference and will continue to hold regular discussions with the CTA on how to encourage flexible services of this kind.

**1.15** Over the last two years, DfT has distributed £20m funding to 76 rural local authorities in England to kick-start and support community transport through the 'Supporting Community Transport Fund'.

### Taxi flexible services

**1.16** Taxi owners have been able to use their taxis to run local bus services since 1986. Private hire vehicle (PHV) owners have been able to do so since 2009 under a power in the Local Transport Act 2008. DfT is gathering information to understand why taxi and PHV owners have not used the powers available to them to run local bus services in greater numbers.

# 2. Providing better information for the disabled traveller

## Transport Direct

**2.1**  Transport Direct now has a national Great Britain-wide accessible journey planning capability that enables users to plan a step free journey, a journey with staff assistance required (which may be of use to those with visual or hearing impairments), and a step free with staff assistance journey.

**2.2**  We have expanded the scope of our accessible journey planning data since the Spectator Journey Planner, and this now includes a larger number of step free rail stations, all accessible tram services, many national coach and local bus services and some accessible ferries, and we continue to add in details of additional accessible stations and services when these are identified.  These datasets can be used to prime other systems with accessibility information, and in the future, we would plan to work more with other transport operators and local authority data managers to enable them to create and manage accessibility data at source.

**2.3**  Transport Direct has published its existing accessibility data as open data on 17 December 2013 and can be found at http://data.gov.uk/dataset/transport-accessibility-data . The data has been gathered by Transport Direct from a range of publicly available information sources, as well as directly from operators and local authorities where available. The data is not yet fully comprehensive, but does provide coverage across much of Great Britain.

## Audio-Visual (AV) Technical Options for Buses

**2.4**  In the Accessibility Action plan we made a commitment to look at costings on Audio Visual technical options for buses in 2013.

**2.5**  Our findings show there are currently two main competing technologies for bus-based audio-visual systems.  One system is linked to beacon-based real-time information (RTI) while the other is driven by GPS signals.  Having discussed costings with manufacturers of both these technologies, they estimate that it could cost between £2,300 (GPS) and £3,475 (RTI) to install audio visual technology on a new bus.  Based on industry projections that between 2500 and 2800 new buses could be registered each year through to 2015, this means that installing audio-visual technology on all new buses could cost an estimated £5.75m to £9.7m per year.

**2.6** The Department recognises that many people find audio and visual announcements useful for travelling and we understand the social benefits of having such systems on buses for all bus users. We therefore support those operators who have installed these systems and have written to bus industry representatives to encourage them to work in partnership with their local authorities, to identify where uptake of these systems can be increased on a voluntary basis.

**2.7** The Department is unwilling to impose financial burdens on the industry in the current financial climate and we therefore have no plans to make these systems mandatory at this time.

**2.8** We will continue to work with bus industry stakeholders to identify the best solutions to improve access to the public transport system for all passengers.

## Scooters and Powered Wheelchairs

**2.9** In May 2013, RICA published a comprehensive database of suitable models of mobility vehicles that can be carried on public transport, as part of a research project commissioned by DfT.

**2.10** From this year, the police have a requirement to record whether a mobility vehicle has been involved in an accident on the public highway. Individual police forces are able to choose when to implement the changes, to allow them to modify their procedures and data systems in the most cost effective way. Not all police forces have the software in place yet to record the information; however the Department is working to obtain data on this issue from all forces by 2015

**2.11** An eye sight test for users of mobility vehicles began in autumn 2013 and is being piloted by Camden Shopmobility and Scootability. The Department is also taking steps to increase the maximum unladen weight of Class 2 mobility vehicles.

## Assistance provision on the rail system

**2.12** We have expressed an aspiration in the Accessibility Action Plan to explore options for developing a 'One Stop Shop' for assistance bookings on the rail network, where passengers can also purchase rail tickets and a Disabled Persons Railcard.

**2.13** Before we begin developing options, we are reviewing the effectiveness of the current Passenger Assist scheme in partnership with Passenger Focus and Network Rail.

**2.14** The review is looking at the effectiveness of the changes made in July 2011 to meet the demands of the Olympic and Paralympic Games in 2012. The findings will be available in April 2014.

## Mobility Centres Review

**2.15** The Department has commissioned a review of the services currently offered by the Mobility Centres to evaluate whether they represent value for money

**2.16** The review is also investigating if alternative delivery models that take account of demographic, political and social changes could meet the needs of customers. The project will inform decision on the Department's future engagement with the Forum of Mobility Centres beyond 2014/15.

## Disseminating examples of good practice

**2.17** DfT has now joined the Disability Action Alliance which brings together disabled people's organisations with representatives from the public, voluntary and private sectors. The Department has made a commitment to engage with the Alliance on a regular basis on its transport related projects. Our interest in working with the Alliance is to promote good practice amongst transport operators, publicise improvements and encourage the setting up and running of more local access groups.

## Training and support for disabled passengers

**2.18** The Department recognises the importance of Travel Training, such as the provision of buddying schemes, to enable people to become more confident in using public transport and we are keen to see more schemes provided across the country.

**2.19** We are currently in discussions on the feasibility of establishing a National Association for Travel Training, under the auspices of the Community Transport Association as a facilitating body, which would offer a consistent approach to professionals involved in Travel Training who wished to benefit from its activities.

# 3. Improving attitudes and behaviour towards disabled passengers

**Reducing conflict in the shared space area on public transport**

**3.1**   The Department has funded a pilot scheme focusing on raising awareness amongst passengers of the priority wheelchair area on buses, promoting considerate behaviour and encouraging positive attitudes towards disabled people. The Shared Space project is being piloted on the Greater Manchester bus network with a view to extending it to Metrolink and rail services in the future.

**Improve the collection and sharing of data on harassment**

**3.2**   DfT has held several discussions with transport operators and other stakeholders to identify the specific gaps in terms of reporting and recording disability related harassment cases across different modes of transport.

**3.3**   With regards to bus travel, DfT will be exploring with Bus Users UK (the complaints body for bus users) and the Traffic Commissioners the scope for identifying complaints from disabled passengers in respect of harassment and intimidating behaviour.

**3.4**   Data on disability related harassment cases on the rail network is collected by the Association of Train Operating Companies and the British Transport Police. DfT will be working with the Disability Hate Crime Network to explore options for collating that data in order to gain a better understanding of the issues faces by disabled passengers.

**Disability equality awareness training**

**Training for Taxis and PHVs drivers**

**3.5**   DfT is still considering the case for imposing on drivers of wheelchair accessible taxis and PHVs duties to assist passengers who use wheelchairs. If we do impose the duties we shall need to consider how best to ensure that drivers are fully aware of the nature and extent of these duties.

**Training for bus and coach drivers**

**3.6**   Since September 2008, all professional bus and coach drivers have been required to hold a Certificate of Professional Competence (CPC) and

carry out 35 hours of periodic training every five years as a requirement of the EU Directive 2003/59. Disability Awareness Training is available as part of the periodic Certificate of Professional Competence (CPC) training syllabus for all professional bus and coach drivers. The Confederation of Passenger Transport (CPT) have estimated that across the whole bus and coach industry, approximately 75% of drivers have now completed some form of disability awareness training as part of their CPC training requirement and this figure continues to rise. The Transport Minister wrote to bus/coach industry representatives in July 2013 to encourage the completion of disability awareness training at the earliest opportunity and confirmed that the Department will review the number of drivers undertaking this type of training by March 2014, to ensure progress is being made.

3.7   Disability Awareness Training materials can be obtained free of charge from http://www.people1st.co.uk/business-and-training-support/access-for-all. These training materials have been developed to reflect the content and best practice set out in the Disability Equality and Awareness Training Framework for Transport Staff developed by the Disabled Persons Transport Advisory Committee.

3.8   The Confederation of Passenger Transport (CPT) have estimated that across the whole bus and coach industry, approx 75% of drivers have now completed some form of disability awareness training and this figure continues to rise.

3.9   In July 2013, the Transport Minister wrote to bus and coach industry representatives to encourage the completion of disability awareness training at the earliest opportunity and confirmed that the Department would review the number of drivers undertaking this type of training by March 2014, to ensure real progress is being made.

3.10  The issue of passenger harassment on buses remains a key concern for the bus industry. The Senior Traffic Commissioner has recently written to the CPT to discuss how a voluntary Code of Practice on the treatment of passengers could be developed. Although arrangements have not yet been finalised on how this project should progress, the Department will look to work with both organisations to examine options around this proposal in the coming year.

# 4. Monitoring

**4.1** In order to monitor the specific measures in the action plan, the Department will produce a new chapter on 'Transport and Disability' in its annual 'Transport Statistics Great Britain' publication.

**4.2** 'Transport Statistics Great Britain' is released every December via the GOV.UK website. The first edition of the Transport and Disability chapter has been published on the website on 12th December 2013. The information will be updated each year and include a summary of relevant data, including those mentioned in the action plan, along with an accompanying set of tables. It will include National Travel Survey data on the personal travel patterns of people with mobility difficulties, the number of holders of disabled parking badges, the number of disabled concessionary travel pass holders, and the proportion of buses, taxis and trains that are accessible for disabled people.

**4.3** The Disabled Persons Transport Advisory Committee will also monitor progress against the Accessibility Action Plan as part of its new work programme.

# Equality Action Plan Progress Report

The following update details the progress made since the publication of the Department's Equality Action plan in December 2012.

# 1. Information and Communication

## Bus for Us

**1.1** Young people told us that they wanted easy access to information about bus services and fares across the country to encourage greater use of buses and to improve their travel experience. The Department agreed that a one-stop, web-based tool would be appropriate.

**1.2** We have supported the Confederation of Passenger Transport (CPT) as they have led on the development and promotion of "*BusForUs*" ([www.busforus.co.uk](http://www.busforus.co.uk)), a web portal aimed at young people, that brings together information on bus times, operators and fares. Phase Two of the website was launched in Brighton in September 2013 and it now covers around 92% of the UK bus market.

**1.3** The Department agreed that a one-stop, web-based tool would be appropriate and we have supported the Confederation of Passenger Transport (CPT) as they have led on the development and promotion of "*BusForUs*" ([www.busforus.co.uk](http://www.busforus.co.uk)), a web portal aimed at young people, that brings together information on bus times, operators and fares. Phase Two of the website was launched in Brighton in September 2013 and now covers around 92% of the UK bus market.

## Smart Ticketing

**1.4** The introduction of smart, flexible season tickets gives passengers more choice about when and how they travel.

**1.5** The Department is offering additional funding to bus operators operating local services that install smart ticketing equipment. In March 2013 we published guidance for local authorities wishing to implement or improve a multi-operator ticketing scheme. This guidance is an important step in improving bus services for passengers.

**1.6** We continue to work with train operating companies as part of the South East Flexible Ticketing Programme, a DfT-led initiative to promote seamless and convenient travel across the region. Progress includes

agreement with operator C2C which was announced in August 2013, and with South West Trains, announced in October 2013.

**1.7**      The Department published its Rail Fares & Ticketing Review in October 2013.  This included the announcement that a Code of Practice on ticketing information to ensure passengers can access the information they need to confidently select the most appropriate ticket for their journey will be established.  Also announced was a trial to understand the most appropriate ways to deliver the benefits of flexible ticketing for passengers.

**1.8**      The Department is working with the major English cities and operators to examine how smart ticketing offers to passengers can be accelerated, with the sector collectively addressing long standing technical and commercial barriers which impede delivery of a smart offer for the passenger.  The initiative, known as the Smart Cities Partnership, commenced October 2013 and will operate until March 2015.

## Transport Direct

**1.9**      To enable easier inclusion of community transport services in journey planning, the Department has worked with the Community Transport Association (CTA) to integrate the CT Online and Transport Direct (TD) on-line search facilities.  CT Online (http://www.ctonline.org.uk/) is a web-based community transport search facility, funded by DfT, which allows people to obtain information on local community-run transport in any area of England, including the location of transport providers and the services they provide.  A link to CT online now appears on TD when no regular accessible public transport is available near to a user's journey origin or destination, informing them that there may be suitable community transport alternatives.  The link also appears on Transport Direct's Frequently Asked Questions page.  We are working with the CTA to try to make this service more geographically relevant, for example by taking users to the relevant local authority page of CT Online.

# 2. People and Culture

### Diversity

2.1    As part of the Department's drive to encourage the transport sector to promote employment in the industry to under-represented groups, we are supporting Women in Rail which has been set up to help address the gender imbalance across the industry.  DfT has agreed to participate in its coaching and mentoring scheme.

### Staff Training

2.2    The behaviour and attitude of transport staff is a key factor in ensuring that customers have a positive experience when using public transport. Transport operators recognise this and the Department welcomes the initiatives they are putting in place to provide on-going staff training on customer care.

2.3    **Buses** - Since September 2008, all professional bus and coach drivers have been required to hold a Certificate of Professional Competence (CPC) and carry out 35 hours of periodic training every five years as a requirement of EU Directive 2003/59.

2.4    **Taxis** – DfT welcomes local initiatives to enhance taxi and private hire vehicle driver training. Our Best Practice Guidance highlights the importance of training to local licensing authorities. We are still considering the case for imposing duties on drivers of wheelchair accessible taxis and Private Hire Vehicles to assist passengers who use wheelchairs. If we do impose the duties we will consider how best to ensure that drivers are fully aware of the nature and extent of these duties.

2.5    **Rail** - The Department requires train operators to develop their own training policies as part of their Disabled People's Protection Policy (DPPP). The Office of Rail Regulation assumed responsibility from DfT for monitoring and enforcement of DPPPs in October 2013 and will work to raise awareness of the protections and services that are already available to disabled people and to increase transparency of the results of the train operating companies' self assessments.

2.6    **Aviation** - The Civil Aviation Authority (CAA) is the national enforcement body for EC Regulation 1107/2006, concerning the rights of persons with reduced mobility (PRMs) when travelling by air.  DfT receives regular updates from the CAA on whether airport operators, airlines, tour operators and their travel agents are providing relevant equality awareness training to their staff.

**2.7** The CAA recently carried out a review of the EC regulation, sending questionnaires to airports and airlines to assess the level of compliance. The results suggest that the quality of assistance provided by airports to PRMs is good. However, a small issue was raised by a few airports and airlines about whether refresher training was taking place often enough or if training extended to all customer facing staff. The CAA suggest that the majority of UK airports and airlines carry out equality awareness training on an annual basis.

# 3. Safety and Personal Security

## Working with stakeholders

**3.1** DfT is committed to working with transport operators and the police to ensure that transport services are safe and are perceived by passengers as safe to use. We work with the Passenger Transport Executive's Safety and Security Group on rolling out tools for reporting incidents of crime and anti-social behaviour and improving transport security.

**3.2** We also chair the Public Transport Crime Liaison Group, a forum for transport operators, the police and passenger representatives, meets to share information on activities to reduce crime and anti-social behaviour on the public transport network and to improve passenger perceptions of personal security. The group includes representatives from Transport for London, the British Transport Police, Network Rail, Passenger Focus, Bus Users UK, the Association of Train Operating Companies, Confederation of Passenger Transport UK and the Home Office.

## Reporting

**3.3** DfT has held discussions with transport operators and other stakeholders to identify specific gaps in the reporting and recording of harassment cases across different modes of transport. We will be exploring with Bus Users UK (the complaints body for bus users) and the Traffic Commissioners the scope for identifying complaints coming from disabled passengers in respect of harassment and intimidating behaviour. Data on disability related harassment cases on the Rail network is collected by the Association of Train Operating Companies and the British Transport Police. DfT will be working with the Disability Hate Crime Network to explore options for collating that data in order to gain a better understanding of the issues faces by disabled passengers.

## Door to Door

**3.4** The Department published a Door to Door Strategy in March 2013 which is aimed at improving the door to door journey and improving integration between different modes of sustainable transport. The Strategy includes a commitment to seek improvements to safety on public transport including making transport and interchange hubs safer environments. An Action Plan for the Strategy will enable us to monitor delivery of door to door initiatives and to report on progress.

### Hate Crime review

**3.5** Hate crime is a particularly worrying issue for some passengers and the Department has carried out a review of relevant literature focusing upon the experience of hate crime on public transport amongst at risk groups. The evidence will be used understand where hate crime is happening, so that it can be properly addressed through policy interventions. We will work with our partners to ensure that the findings of the review are disseminated to transport operators.

### Road Safety

**3.6** The Department is continuing to address road safety issues to reduce the number of children and young people who are killed and seriously injured on our roads.

**3.7** The THINK! Resource Centre was launched in May 2013 as a one-stop shop for teachers and others with responsibility for children to access THINK! resources, educating children and teenagers on road safety. The promotion, which was free, took place via social media, blogs and newsletters, through our stakeholders and word of mouth. Activities were particularly focused on getting messages out during September, when the numbers of children and teenagers who are killed and seriously injured peaks. The Department is currently evaluating the effectiveness of the promotion.

### Secure stations

**3.8** DfT has introduced a number of initiatives to improve personal security on the rail network, including the Secure Stations Scheme which accredits train stations that have implemented a comprehensive package of security measures for both passengers and staff. It specifically addresses fear of crime by specifying that stations ask their passengers how safe they feel.

**3.9** Working with the British Transport Police and the Train Operating Companies, the Department is working to ensure that existing accredited Secure Stations seek re-accreditation. We are also developing plans linked to the refranchising process, to encourage new accreditations to be focussed on stations where the most benefit will be gained, for example, those with a larger number of passengers.

# 4. Developing Personal Competence

**4.1**   Many people lack confidence in using transport systems and our research has found that some would welcome more emphasis from operators on explaining how systems work.

## Community Ambassadors Scheme

**4.2**   The Community Ambassador's scheme was developed to help socially excluded and ethnic minority communities access and use local rail services. It has been delivered in partnership with Northern Rail, Transport for Greater Manchester and the East Lancashire Community Rail Partnership, who recruited "ambassadors" from local communities at four different locations and had them engage with other residents to help them better understand, and then overcome, barriers to local rail travel.

**4.3**   The ambassadors have to date taken over 2,500 people on group accessibility trips, delivered over 260 presentations to local groups and actively engaged with over 7,800 people from local communities.

**4.4**   The scheme's success has won it a number of awards: the Small Scale Project category at The Railway Industry Innovation Awards 2012, the Diversity and Equality category at the Civil Service Awards 2012, and the Customer Service & Information Excellence Award at the European Rail Congress awards on 11 November 2013.

## Travel Training

**4.5**   The Department is working with the Community Transport Association and Transport for Greater Manchester to establish a National Association for Travel Training which will provide support at a national level to improve the quality and quantity of travel training schemes, giving people including those who are older and people with learning disabilities, the confidence to travel independently and safely.

## Voucher schemes

**4.6**   The Department supports the wider availability of voucher schemes for people from eligible groups who are unable to benefit from concessionary travel.  Travel Concession Authorities that provide concessionary travel to eligible older and disabled people in England have powers to implement alternative discretionary concessions based on their assessment of local need and financial priorities.  Such schemes include companion passes and voucher schemes that allow travel by alternative means. The options available options will be a matter for individual authorities.

# 5. Working with Civil Society

5.1    We want to improve the voluntary sector's involvement in transport policy development and service delivery as many of the organisations in the sector represent disadvantaged people.

## Compact

5.2    DfT has committed to establishing the Compact (the agreement between Government and the voluntary sector) principles in policy making and service delivery.  We have worked with the Office for Civil Society and Compact Voice to run awareness raising events for staff in the Department and we continue to encourage local authorities to work with voluntary sector organisations when delivering Local Sustainable Transport Fund funded projects.  We are developing a questionnaire to seek feedback from our partners on the effectiveness of our work with the voluntary and community sector.

## Working with Young People

5.3    The Department has committed to actively engage with young people and their representatives to inform transport policy.

5.4    Following the Youth Transport Select Committee report on Transport and Young People in 2012, DfT and Defra has set up the Rural Communities Transport Working Group to enable representatives of the community transport sector, local authorities, transport operators and other groups to work with young people to address gaps in provision affecting rural communities in England.

5.5    Representatives form the British Youth Council and Youth Transport Select Committee have attended the DfT-chaired Bus Partnership Forum meetings during 2013 and have been invited to the January 2014 meeting.

# 6. DfT Policy and Evidence Base

## Equality Information

**6.1** The Department aims to be transparent in its decision making and accountable to service users and interested parties. We publish information annually that demonstrates our commitment to promoting equality and diversity in our policy making, service delivery and in our role as an employer, in compliance with the public sector equality duty.

**6.2** Our equality objectives are available on the Gov.UK website at: https://www.gov.uk/government/publications/equality-objectives and our equality information for 2012 was published in January 2013. This document and our Equality Monitoring report will provide evidence of how we have complied with the equality duty in 2013.

## Training our staff

**6.3** DfT's Sustainable Accessible Travel team provides advice and guidance to colleagues working on policy proposals and to legal staff on how to ensure that the work of the Department promotes accessibility and equality for all, and does not adversely disadvantage particular people. Training is available on how to analyse the impact of proposals on different communities and places, and on how to assess the social and distributional impacts during the transport scheme appraisal process, part of a programme of awareness raising on the features of WebTAG, the Department's Transport Analysis Guidance.

## Building our Evidence Base

**6.4** The Department commissioned GfKNOP to carry out a qualitative research project to provide an in-depth understanding of the role that transport plays in the lives of people who received protection from discrimination in the Equality Act 2010. The findings of the research will raise awareness of the barriers that many people face when considering using public transport, and inform us of what works to overcome those barriers.

**6.5** The Department has also used data from the Climate Change and Transport Choices Segmentation Study, 2011, to identify the issues that older people say prevent them from cycling, even though the evidence shows that 2 in 3 adults aged over 50 are physically able to cycle. Following the Prime Minster's announcement in August 2013 on the Government's ambition to start a cycling revolution, the Department is developing a delivery plan to be published in 2014. The plan will consider

how best to normalise cycling so that it is accessible and safe for all and the evidence we have gathered will inform it.

6.6 On 4 December 2013 the Department published a Social Impacts Toolkit which draws on existing published evidence and transport appraisal guidance to increase awareness of transport's social impacts and effect on well being.  The toolkit is designed to be a resource to stimulate thinking and debate on some of the ways transport can be developed to maximise positive social benefits and is aimed at anyone who develops transport policy, both locally and nationally. It is also relevant for those who consider the wider impacts of transport systems and services as part of their work or study.

## Rural Proofing

6.7 DfT aims to support rural communities by ensuring that their needs and interests are reflected in our policies and programmes.  We are looking, for instance, at the impacts on isolated communities of reforms to the Bus Service Operator Grant, recognising the importance of collecting the evidence on how these reforms are impacting on rural areas.  We are working with colleagues in Defra to establish a method of monitoring the changes.

6.8 Rural proofing assessments help us identify some of the social impacts of our policy proposals and we are working with Defra to update the Rural Proofing guidance for government departments.

## Consultation

6.9 Review DfT consultation and involvement guidance, ensuring that people and organisations representing all the current protected groups contribute to the development of transport policy

6.10 The Department's Consultation Guide has been reviewed to reflect the Civil Service Consultation Principles and focuses on proportionate, cost-effective and targeted public consultation.  As policy makers we aim to engage effectively with all the groups who could be affected by a proposal, presenting information in accessible formats and plain language. The type of consultation we use depends on the issues under consideration.  We use less formal consultation methods where appropriate, for example, email or web-based forums, public meetings, working groups, focus groups, and surveys.