



Department
for Transport



Our plans to make sure disabled people can get about like everyone else



An EasyRead guide to the
Inclusive Transport Strategy:
Achieving Equal Access for Disabled People
by the Department for Transport



About this guide



This is an EasyRead guide to the Government plans to make sure disabled people can get about like everyone else.



There is a lot more detail in the main guide, the Inclusive Transport Strategy.



This guide also has a list of people's rights to transport.

What is in this guide?



Changes to roads, buildings
and flying

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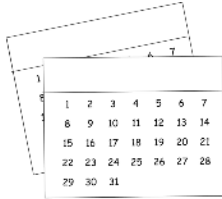


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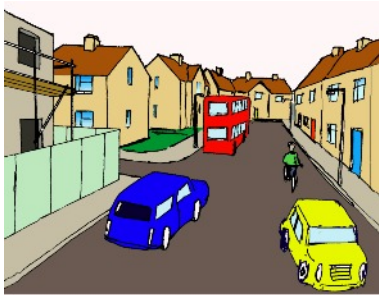
9.

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1. Getting about like everyone else



My name is Nusrat Ghani, I am the Minister in charge of these plans.



We all need to get about to go to the shops, work, the doctors and everywhere else.



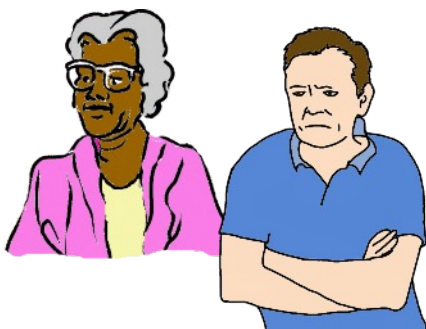
We want disabled people to be able to get about as easily as everyone else.



Last year we asked disabled people what they thought about our draft plans.



We thought about the things people said and made these final plans.



These plans will help everyone to get about. Disabled people, older people, people with learning disabilities and other people who do not have a disability you can easily see.



Some changes will take time, some can be done quickly, like training staff.

2030						
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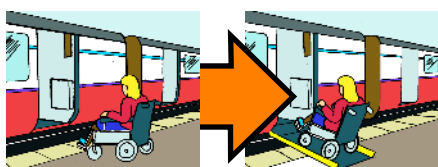
But we want to do all of these changes by 2030.



A new group that includes disabled peoples organisations will help us check to see how well we are doing. This will be called the Pan-disability Transport Advisory Group (**PTAG**).



They will work with the Disabled Persons Transport Advisory Committee (**DPTAC**). People usually call this diptac for short.



We have made lots of changes to transport already, but we need to work together to do the rest.



Thank you for helping us.

Nusrat Ghani
Parliamentary Under Secretary of State
for Transport



2. Our plans to make sure disabled people can get about like everyone else



The plan has 5 main areas

1. Making sure people know about their rights.

This includes:



- making sure services know about people's rights



- making sure people know how to make complaints or talk about problems



- making sure people know how to help make services change if they need to.



2. Making sure staff are trained.

This includes training about:

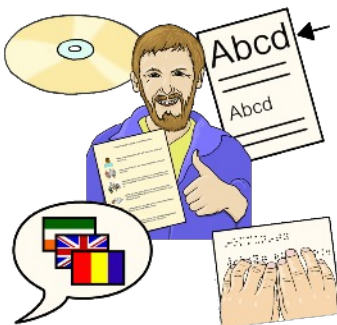
- the needs different people have
- what to do to help different people.



3. Better information.

This includes:

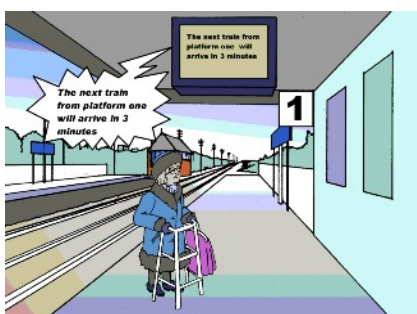
- information in different ways that people can easily get hold of and understand.



4. Better buildings and vehicles.

This includes:

- making sure everything to do with getting about like buildings, stations, bus stops, trains, buses and so on are all planned and made so they are easy to use for all.



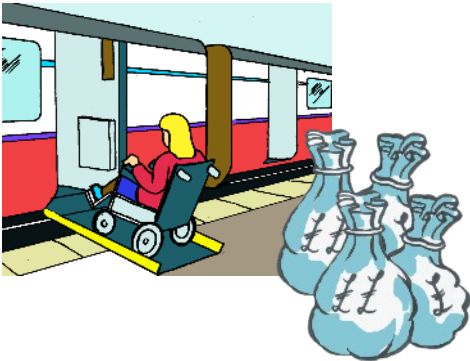


5. The future.

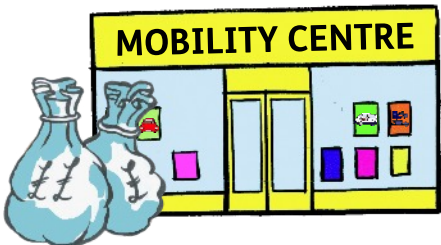
Making sure we use new ways to do things and that disabled people are included from the beginning.



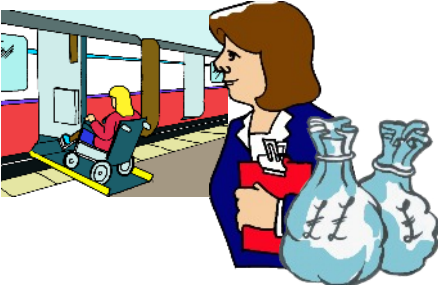
3. What we have done so far



In the last 10 years we have spent over £500 million on accessible railways.



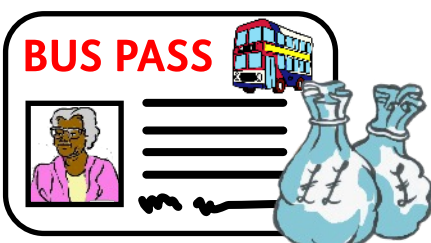
We have carried on paying for Mobility Centres where people can get help and advice on getting about.



We have paid for people to look at things like access and new ways of doing things.



We spent over £2½ billion on Personal Independent Payment (PIP) mobility awards in 2017 / 2018.



We spend about £1 billion each year on bus passes for old and disabled people.



4. Peoples rights to transport

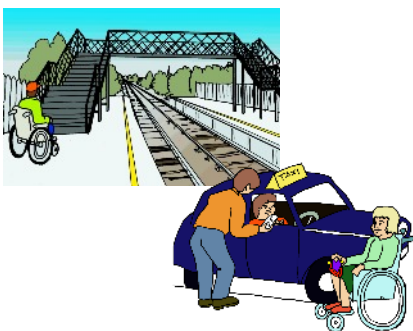


Travelling by rail

The rights of disabled people travelling by rail are in the Disabled People's Protection Policy (DPPP). These are different for each train service.

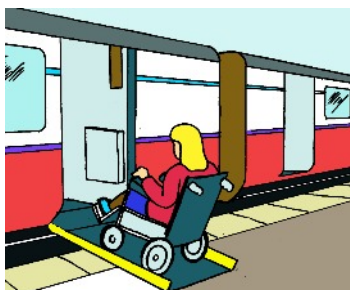
Services must have:

- **Passenger Assist:** Assistance at all stations when trains are running. On some services you need to book a whole day before.
- **Other accessible transport:** If you cannot use a station they must organise accessible transport to the next station you can use, for free.

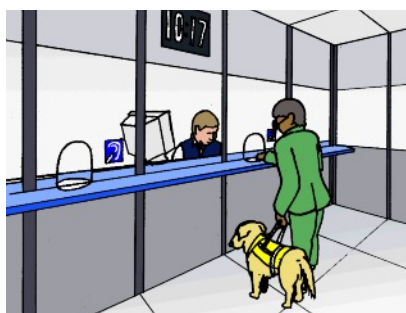




- **Turn Up and Go (TUAG):** Help must still be given if you do not book, if staff are free.



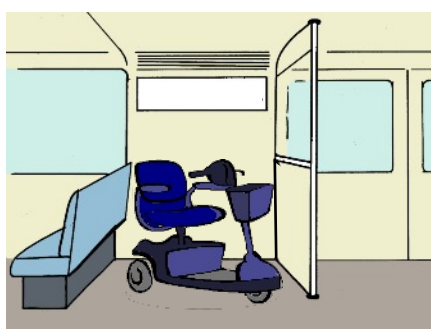
- Ramps at all stations when booked.



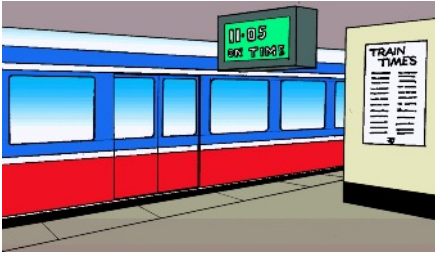
- **Tickets and fares:** If disabled passengers cannot book a ticket before they travel, they must be able to buy it at the station or on the train without being fined.



- **Luggage:** Staff will help with luggage if you have booked.



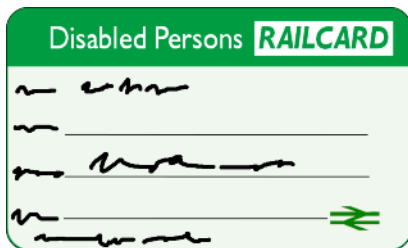
- **Scooter carriage:** Services must be clear about what they can do with carrying scooters.



- **Passenger information:** Services must have up to date information about access and services.



- **Signs:** Services must have clear signs to read and listen to about when trains are leaving.



- **Disabled person's railcard:** You can get up to a third off adult rail tickets with a disabled person's railcard. You must show you have a disability.



How to complain

Tell the service you used.



If you are still not happy tell Transport Focus or London Travel Watch if you used a London service.



A new Rail Ombudsman will be set up soon.



If services are not following the DPPP list above tell the Office of Rail and Road (ORR).



Call:
020 7282 2000



For more information please go to ORR website
www.orr.gov.uk/contact-us

Travelling by car



If you are a disabled driver you must tell the Driver and Vehicle Licensing Agency (**DVLA**) about yourself.



Information on what you need to do is on the DVLA website.



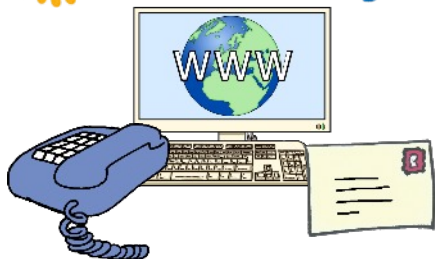
You may be able to get a Blue Badge, so you can park closer to where you want to go. You can ask for one online at **<https://www.gov.uk/apply-blue-badge>** or get in touch with your local council.



The Motability Scheme: If you get certain benefits you can join The Motability Scheme.



This scheme can help you with a car, powered wheelchair or scooter.



WEEKS						
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How to complain

Motability Scheme: You can use a complaints form, telephone, email or by post.

Motability will try to sort complaints within 8 weeks.



Financial
Ombudsman
Service



If you are still unhappy with how your complaint has been handled you can go to the Financial Ombudsman Service, for free.



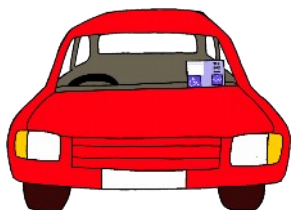
Blue Badge Scheme: If you have been turned down for a Blue Badge, you can ask for the decision to be looked at again.

Local Government
OMBUDSMAN

If you think there was something wrong in the way the decision was made you can contact the Local Government Ombudsman.



For more information on how to apply for a Blue Badge and how to complain go to your local Citizen's Advice or look on their website.



Blue Badge enquiry service:



Email:
bluebadge@northgateps.com



Call (England):
0343 100 1000



Call (Scotland):
0343 100 1001



Call (Wales):
0343 100 1002



Citizens Advice:



Call:
03000 231 900



Website:
<https://tinyurl.com/cahelptravellers>



Motability Scheme:



Call:
0300 456 4566

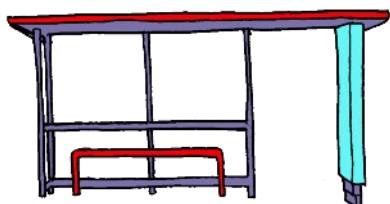


Website:
www.motability.co.uk/contact-and-support/

Travelling by bus



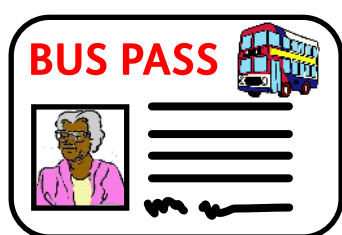
Drivers: Drivers must help disabled passengers with things like ramps, lifts and help to get on and off.



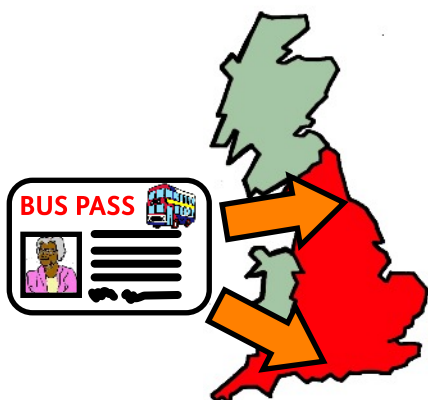
Bus stations and stops: Local Transport Authorities (LTAs) are the people in charge of bus stations and stops.



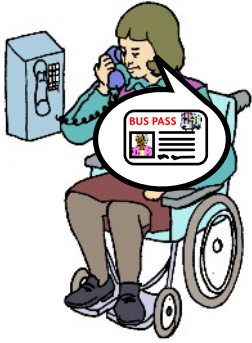
You should get in touch with your Local Transport Authority if they do not meet your access needs.



Bus passes in England: In England the bus pass for older and disabled people gives free off peak local bus travel.



Bus passes can be used anywhere in England, except in rush hours.



Contact your local authority to ask for one.



Disabled spaces on buses: Bus drivers must now do more than just ask passengers to move to allow a wheelchair user to use that space.



We will do some more work on this.



How to complain

Drivers: If you think you have not got the help you need, complain to the bus service first.



If you are still unhappy contact Bus Users UK, or London TravelWatch if in London.





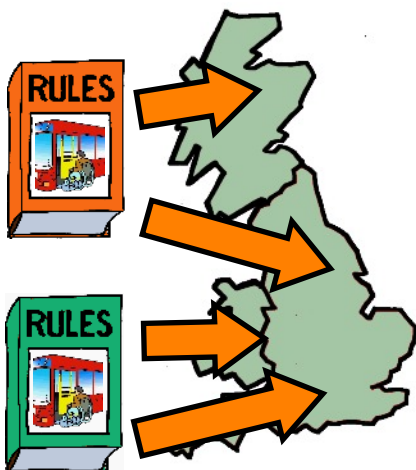
Bus stations and stops: If you have a complaint your Local Transport Authority has not sorted out, you can ask the Local Government Ombudsman to look at it again.



Bus pass: If you think you have been unfairly turned down for a bus pass complain to your local authority.

Local Government
OMBUDSMAN

If you are still unhappy ask the Local Government Ombudsman to look at it again.



There are different rules in different parts of the UK.

For further information please see:



DVSA website:

www.gov.uk/government/organisations/driver-and-vehicle-standards-agency



OTC website:

www.gov.uk/government/organisations/traffic-commissioners



Bus Users UK:

Call:
0300 111 0001



Email:
enquiries@bususers.org



Website:
www.bususers.org/complaints



London TravelWatch:

Call:
020 3176 2999

Website:
www.londontravelwatch.org.uk/complaints

Travelling by taxi and minicab

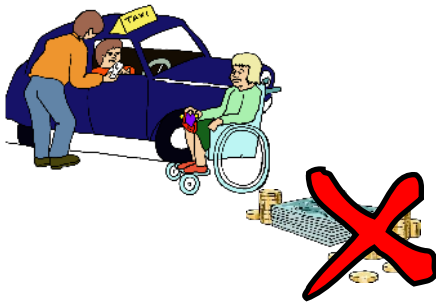
If you use a taxi you have several rights, these include:



- taxi and mini cabs must make reasonable changes so you can use them



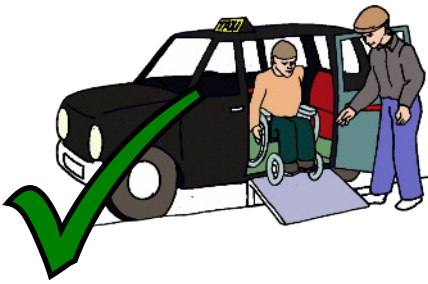
- drivers of cars which can carry wheelchairs should pick up and help disabled people to use them



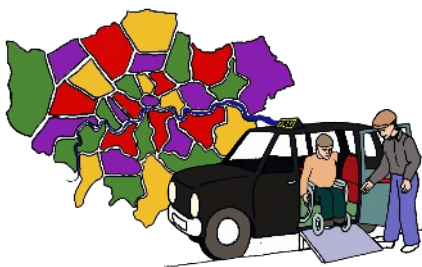
- drivers should not charge disabled people any more than normal



- drivers should also carry assistance dogs and not charge extra for them



- in some areas all licensed taxis must be wheelchair accessible. Get in touch with your local council to find out if there are accessible taxis near you



- in London, all black cabs are wheelchair accessible. Some of the newer black cabs are also fitted with induction loops and intercoms for hearing aid users



- all taxi and minicab drivers must make sure they treat you equally and fairly.

How to complain



If you think you have been treated unfairly or a driver has not made a reasonable change complain to the Local Licensing Authority (LLA). Their details should be in the cab. In London it is Transport for London.



Or you can ask a solicitor if they can help you go to court.



If you want more information about how accessible taxi services are, or on what is being done to make them better contact the LLA.

Local Government
OMBUDSMAN



If you think the LLA is not doing enough complain to them. If you are still unhappy ask the Local Government Ombudsman to look at it again.

For further information please see:

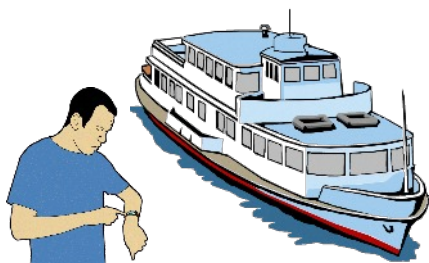
Local Government Ombudsman:



Call:
0300 061 0614



Website:
www.lgo.org.uk/make-a-complaint



Travelling by sea

If you are delayed when travelling by sea you can get some money back.



Disabled passengers should also:

- be allowed on boats unless it is unsafe
- get help to get on and off boats





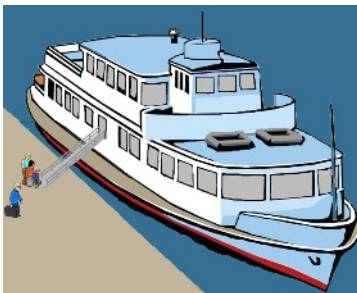
- have staff who have been trained to understand disabled people's needs



- be able to have assistance dogs with them



- be able to have medical and mobility equipment with them



- know new ports and boats must be fully accessible, but the old ones might not be yet.



How to complain

You should first complain to the service.



Then complain to the voluntary complaint handling body.



Maritime and
Coastguard Agency



If you are still unhappy complain to the Maritime Coastguard Agency.



For more information please:

Call the MCA:
0203 817 2000



Email:
infoline@mcga.gov.uk



Website:
www.gov.uk/government/organisations/maritime-and-coastguard-agency

Travelling by air

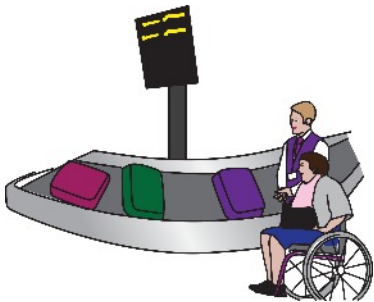


Airports and airlines must help you to get on and off planes for free.



This includes:

- help at check-in and with bags



- help storing and getting back bags



- support to go through customs and security



- help to get to the toilet



- transport for 2 pieces of mobility equipment as well as any medical equipment.



Travelling with support

You must travel with support if you need any help with feeding, breathing, taking medicines or using the toilet.



The airline should do their best to make sure you sit next to each other. Tell them at least 48 hours before you leave.



Assistance dogs

Assistance or guide dogs are allowed in the cabin for free.



Larger dogs will normally sit on the floor whilst lighter dogs can be carried in the owner's lap.



Anyone who has difficulty moving around because of their disability, age or an injury, can get help when they fly.

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You need to book assistance at least 48 hours before you fly.

DAYS						
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29	30	31				



If you do not do this they will still try to help you.



How to complain

Complain to the airline or airport first.



If you are still unhappy you can:

- see if your airline or airport is a member of an ADR and go to them
- if not contact the CAA





- or speak to a solicitor.



For more information please call the CAA:
0330 022 1500



CAA website:
<https://tinyurl.com/caacomplaint>



5. Knowing your rights



We need to tell people what their rights are when getting about.

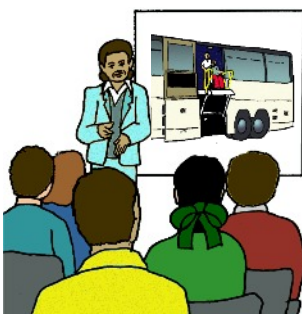
To do this we will:



- have a new information campaign that should help people get more of the support they need and help lower disability hate crime



- set up a new Rail Ombudsman who can look at complaints if customers are still unhappy with how the service has replied



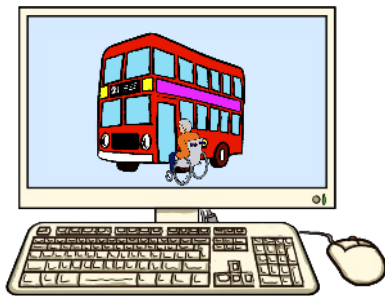
- check bus drivers are being trained properly



- make sure disabled travellers know their rights, what services should be doing and how to complain if they don't



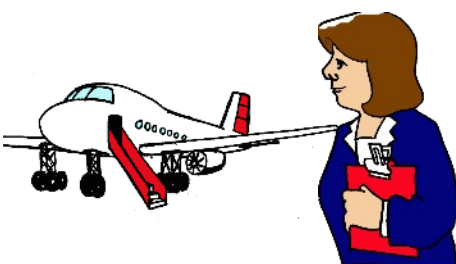
- make sure people get assistance when they book it and get money if they don't



- have a way on the internet for people to report problems with getting about on buses



- ask people about a new guide for what taxis should do for disabled people



- check how airports and airlines are doing and how to make them do things if we need to.

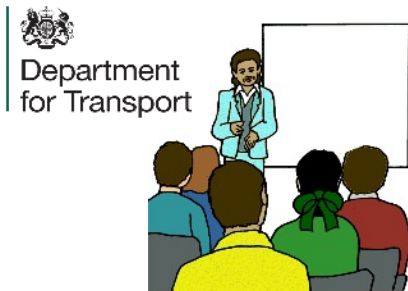


6. Making training better

We will make some new training on disability awareness for transport staff.

We will also:

- make sure all staff are trained and training includes disabled people
- show the way by training staff here at the Department for Transport
- make sure all services know they could be breaking the law and end up in court if they don't make services equal.

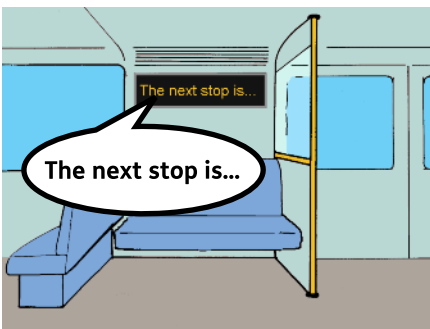




7. Getting the right information

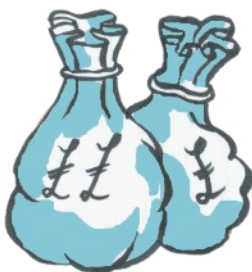


People need the right information to get about. This includes help to plan their journeys and when travelling. It also includes action on disability hate crime.



We will:

- make sure that buses have signs showing people what the route and next stop is. These signs should also be read out as well



- help pay for this



- show how well services are doing



- make sure there is better information about access services like toilets



- help make sure everyone knows about the Passenger Assist Scheme for trains



- look at who can get a Disabled Persons Rail Card



- have new plans this year for better information for people flying.



8. Changes to roads, buildings and flying

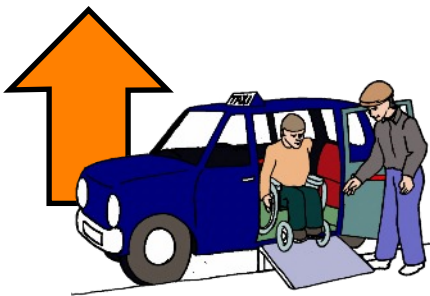


Changes to roads and buildings will make it easier for disabled people to get about.



Things like:

- paying £2 million for Changing Places toilets at motorway services



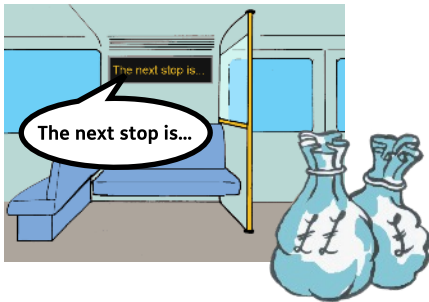
- having more accessible taxis



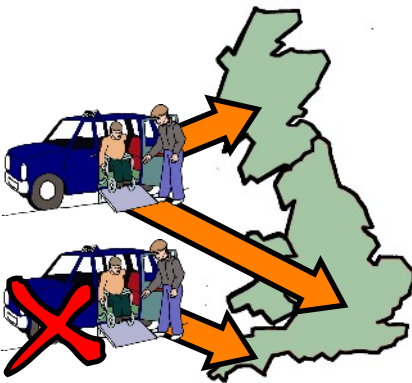
- easier ways to get to hospitals



- paying up to £300 million for railway access works



- paying £2 million for talking buses that can tell people what the route and next stop is



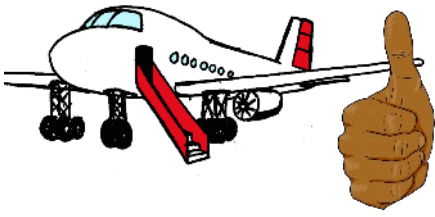
- say which areas do and do not have accessible taxis



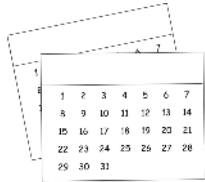
- decide what to do about who gets first use of wheelchair spaces on buses



- look at what to do about parking on pavements



- ask people about how to make flying easier, and then make a plan to help them.



9. The future

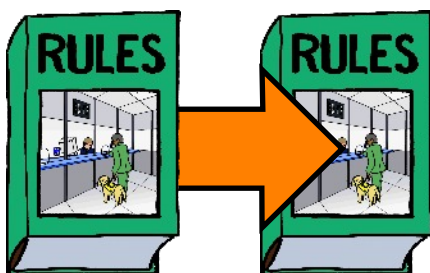


New and better ways of doing things are being found all the time and should include disabled people from the start.



To make sure transport in the future is better for everyone we will:

- make sure people know disabled people must be included



- see if new rules are needed to make sure new things are accessible



- talk to disabled people and organisations about changes



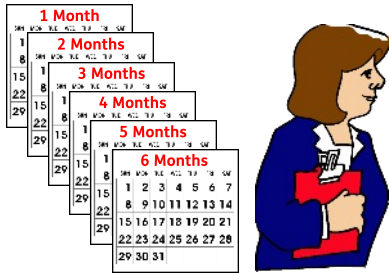
- make sure projects we pay for will include disabled people and accessibility.



10. Checking how well the plans are working



We need to check how well our plans are doing.



To do this we will do things like:

- in 6 months we will check how well we are doing



- next year we will write a report for Parliament to look at



- we will set up a new group called the Pan-disability Transport Advisory Group (PTAG) to help make this plan happen



- we will use a new Government group on Disabled People and Society to make sure this work goes across all the different parts of Government.



Credits

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www.inspiredservices.org.uk



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