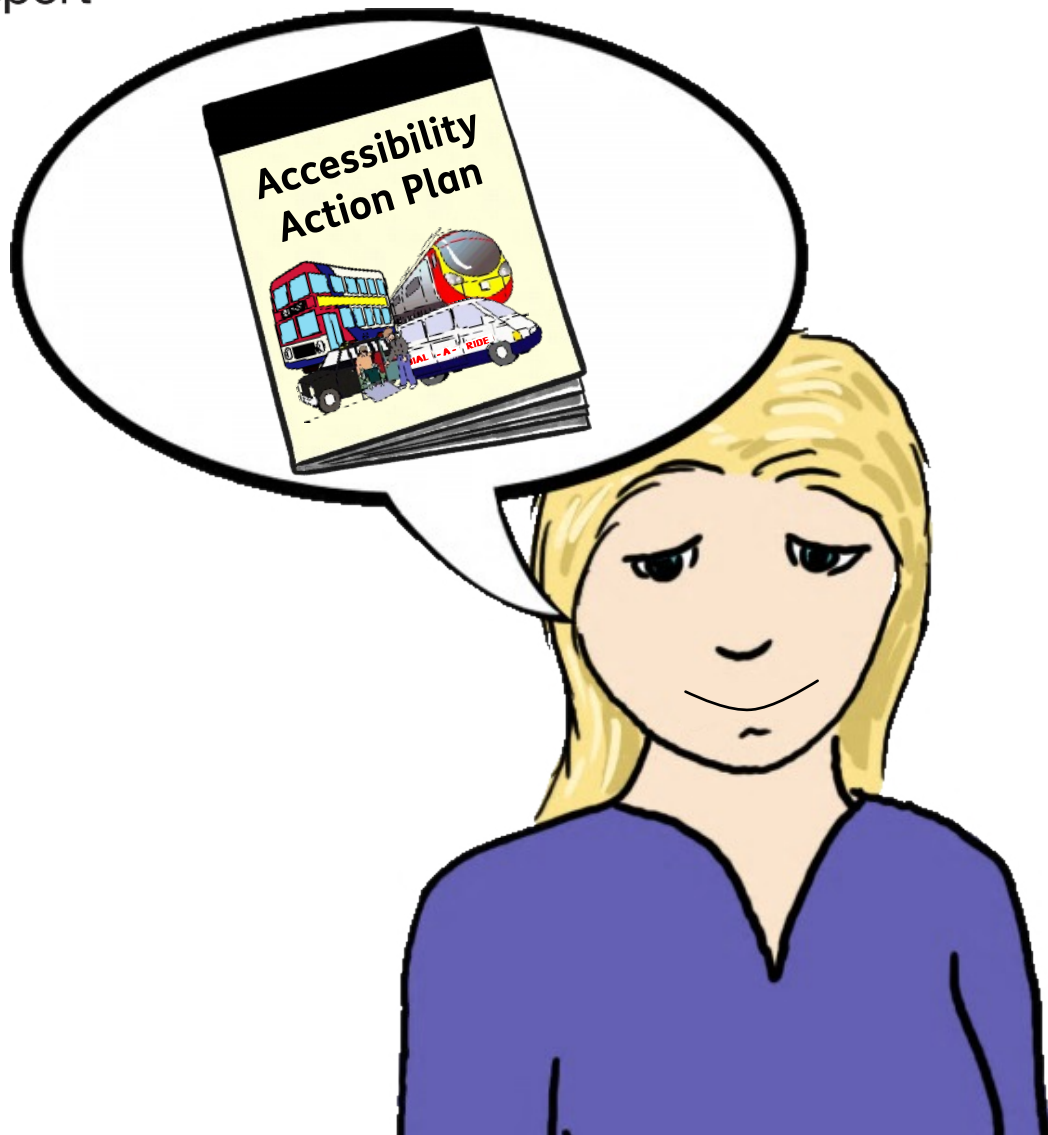




Department  
for Transport



# What you said about our ideas to make sure disabled people can get about like everyone else



An EasyRead version of: Accessibility Action Plan –  
Summary of responses to the consultation  
the draft plan.

# What is in this paper?



Who are we?

1



What you said about our ideas to make getting about easier

2



What you said about our ideas for the future

24



## Who are we?



Department  
for Transport

We are the Department for Transport. A part of our work is to make sure disabled people can get about like everyone else.

2017						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12		
15	16	17	18	19		
22	23	24	25	26		
29	30	31				

I think  
that...



In 2017 we asked people what they thought of our new ideas about how to make getting about easier.



Lots of people took part.

I think  
that...

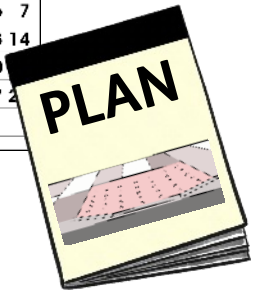


This paper is about what people said and some of the things we are doing to make sure disabled people can get about like everyone else.



# What you said about our ideas to make getting about easier

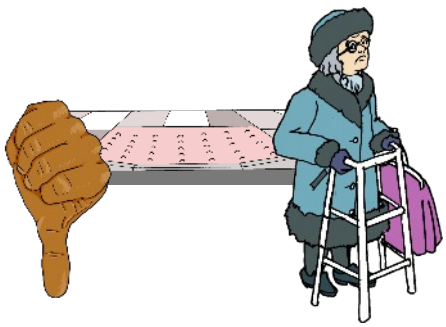
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
29	30	31				



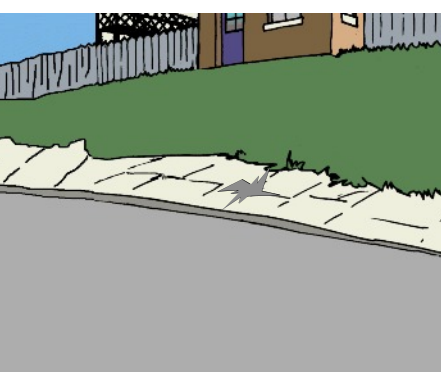
## Pavements and parking on pavements

We said we would look at making sure our plans for pavements were up to date.

Lots of people told us about problems with pavements for disabled people:



- pavements with bumps for blind people are not good for people with physical disabilities



- sometimes pavements are not looked after and are not safe



- parking on pavements made getting about difficult

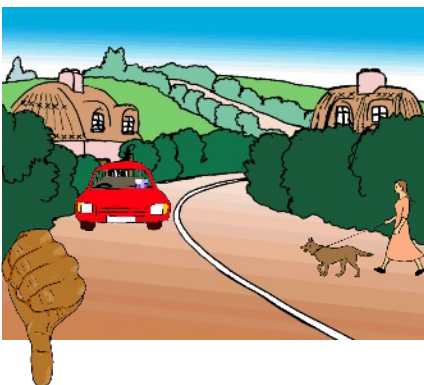


We will ask people to help us think of ideas to stop people parking on the pavements.



## Shared spaces

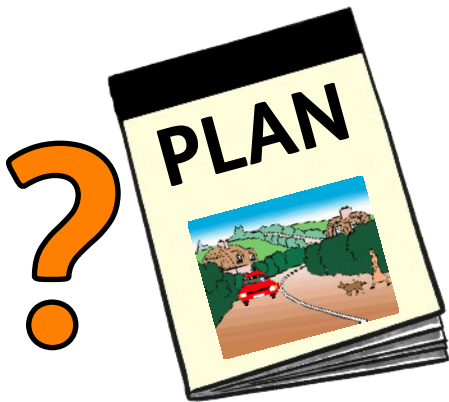
Shared spaces are spaces that both people and cars use with no markings or pavements.



Lots of people said they do not like shared spaces because they think they are dangerous.



People said we should not have shared spaces and any future plans should include disabled people.



Plans are being made about what to do about shared spaces. When we have thought more we will work with disabled people to decide how to make them better.



## Cycling

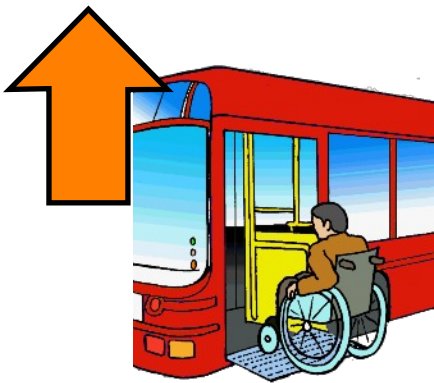
Our guide about bicycles and bike lanes that work for everyone will be out soon.



Lots of people said we need to think more about disabled people who are walkers and cyclists.



Many people told us that they did not feel safe when bicycles and walkers shared the same pavement.



## Going by bus

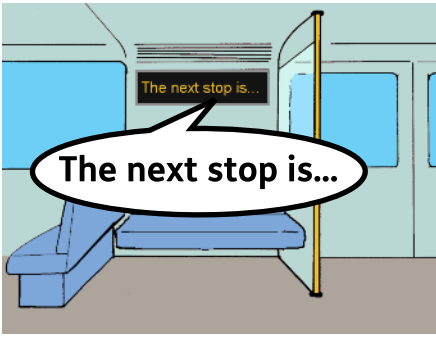
We are working to help more disabled people use buses across the UK.



We are talking to bus companies and disabled people.



Lots of people said this was a good idea.

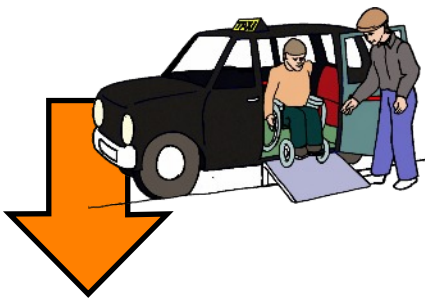


We will tell bus operators to install spoken and written displays on buses.

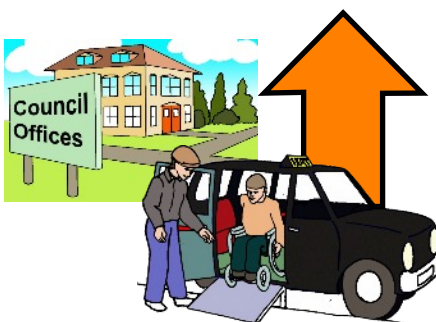
## Accessible taxis and assistance dogs



Lots of people had ideas about how we check and make sure disabled people can use taxis.

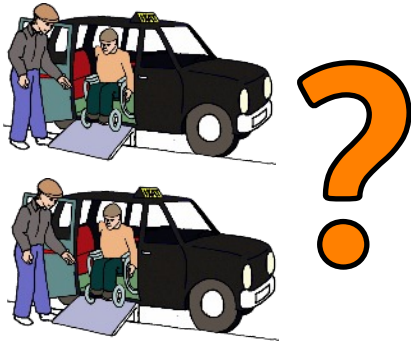


Some people said there were not enough wheelchair accessible taxis, especially for big wheelchairs.

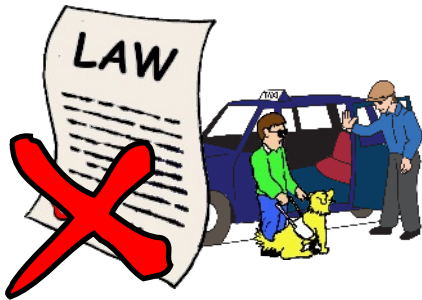


We will tell local authorities that they need more wheelchair accessible taxis.





Local authorities will need to say how many they have.



Taxi drivers need to know that it is against the law to treat someone in a wheelchair or with an assistance dog unfairly.



Some taxi drivers say no to having assistance dogs in their taxi.

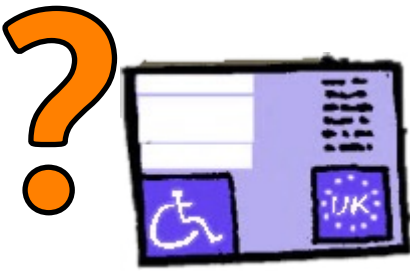


We will look at how we can make sure that they say yes.



We will ask people how local authorities can make sure taxi companies work well for disabled people.

## Blue Badges



We said we would look again at who can have a Blue Badge and if this should be linked to disability benefits.



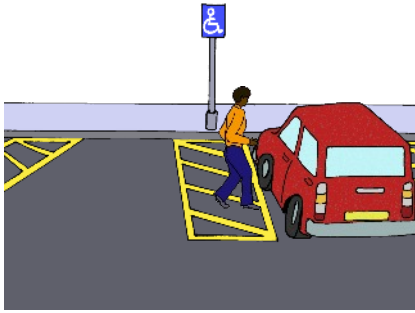
Lots of people said we need to look at who gets a Blue Badge and how people get one.



It should be easier for people to get a Blue Badge if they are allowed one. We want to make sure that it is only people who need one that get one.



Lots of people said we need to think about people with autism being allowed to have a Blue Badge.



We are telling local authorities how people have been caught parking in disabled bays without Blue Badges.

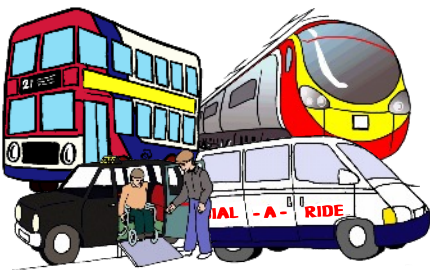


We hope this will help them catch more people.



## Mobility Centres

We want to make better use of Mobility Centres for older people.



We will tell them about other forms of transport or how to drive safely.



Lots of people said this was a good plan and gave us ideas how this could work.



## Mobility scooters

Lots of people said this was a good plan as there were problems with people not using scooters safely.



## Railway stations

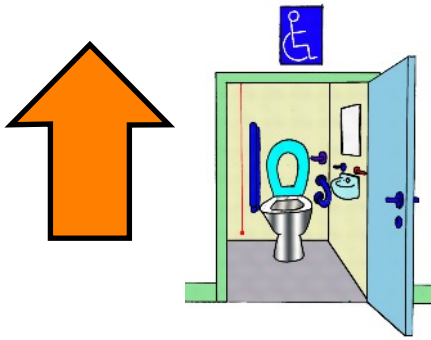
We said we will keep going with our plans for making railway stations more accessible.



Lots of people said this was a good plan but needs to keep going to make sure all railway stations are accessible.



Many people said they would like more staff at railway stations to help disabled people.

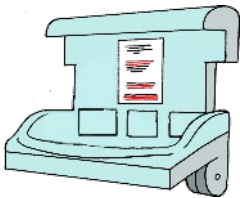


## Disabled toilets at railway stations

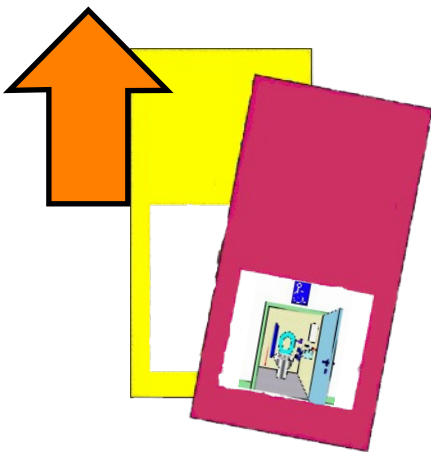
There will be more disabled toilets at railway stations.



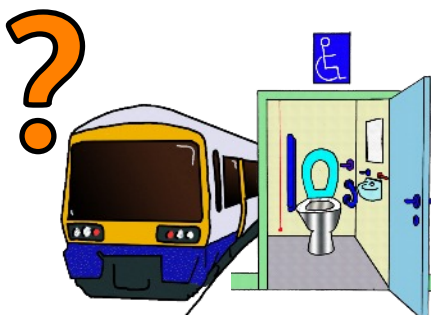
Lots of people said this was a good idea.



Some people said we need Changing Places toilets at railway stations.



Some people said they would like more information about disabled toilets.



## Disabled toilets on trains

Lots of people thought being able to find out if there was a disabled toilet on a train was a good idea.



Some people said a disabled toilet should let 2 people in.



Some people said disabled toilets should be better for people who are blind.

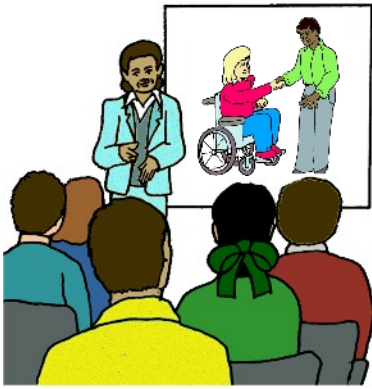


## Going by train

Lots of people said that trains with no conductors and less staff at stations stopped them going by train.



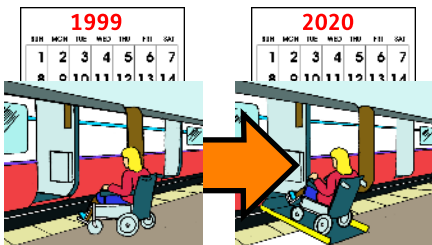
Train companies must tell disabled people that they can get help to go by train. This is called Passenger Assist.



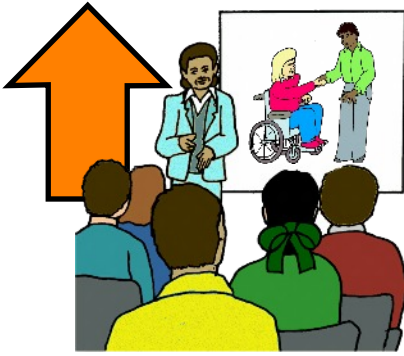
Train company staff now must have more training in treating disabled people equally and fairly.



Train companies must meet accessible standards.

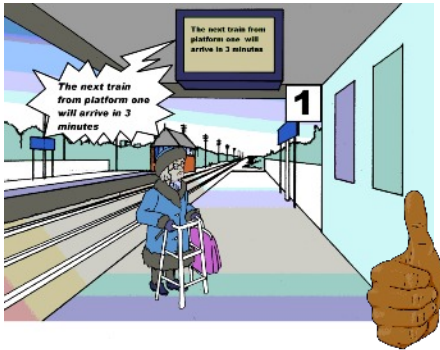


Trains built before 1999 have until 2020 to be made accessible, unless they are too old and it is not possible.

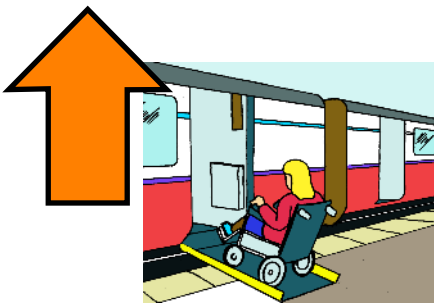


People said they wanted:

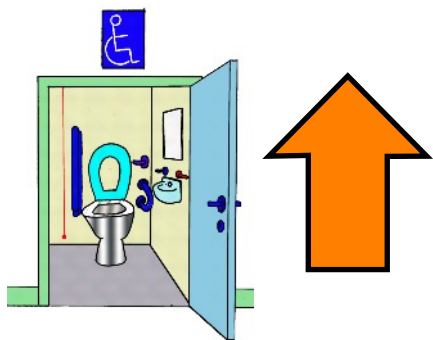
- more staff and staff training



- better information and signs at stations



- more accessibility on trains



- more disabled toilets on trains and at stations



- more help when something happens which was not planned.



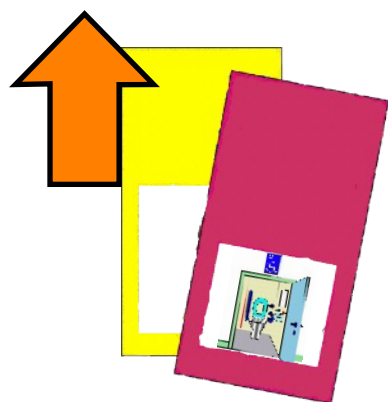
## What if something happens that is not planned?



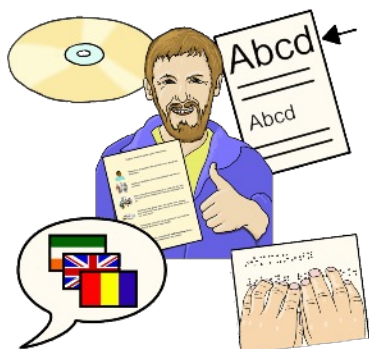
We are looking at ways train companies can help disabled people if something happens that was not planned.



This could be if a train breaks down or the disabled toilet stops working.



Lots of people said they thought there should be more information about what would happen.



This information should be in lots of different ways so everyone would know.



Train companies have to make sure that people can get to where they want to be if a train breaks down.



If the train company puts you on a bus or a coach, that must be accessible as well.

## Information about accessibility on trains



We are looking at new ways of putting information about accessibility of trains on the Stations Made Easy website.

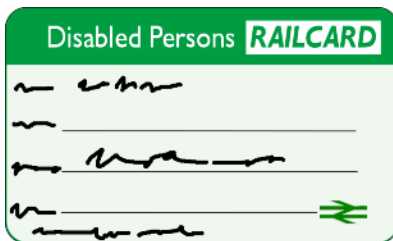


Lots of people said they did not know about the Stations Made Easy website.



The information could not be understood by everyone.

## Disabled persons rail card



We plan to tell more people about the Disabled Persons Rail Card and look at who can get it.



## Travel training

Lots of people said this was a good idea for young disabled people.



Unfortunately, we are unable to provide funding for this but will try to do this in the future.



## Public transport

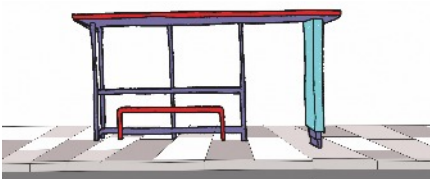
We will help to make sure public transport is accessible.



We will take action if this does not happen.



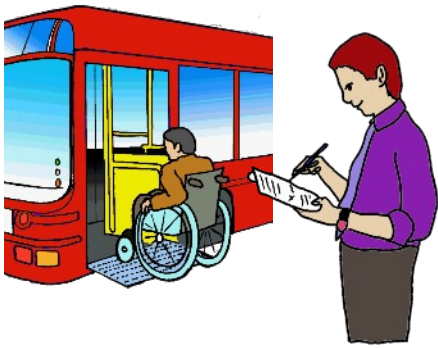
Lots of people said that the space on buses for wheelchairs was too small.



Some people said some bus stops were not accessible.



We will ask local authorities to make bus stops more accessible.

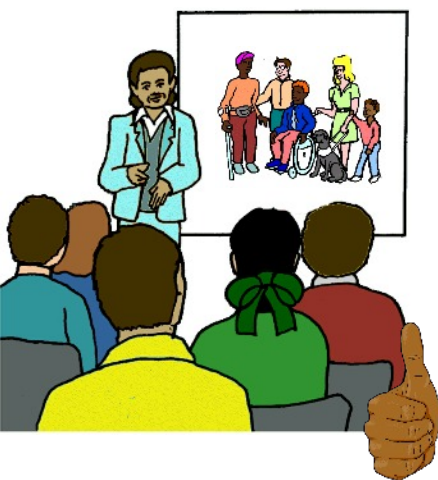


We need to make sure any contract we award for people to do work on public transport meets the needs of disabled people.



## **Prams and scooters on public transport**

People told us that the space for prams and scooters was not big enough for all the people who want to use it.



## **Training for drivers, railway staff and people who plan services**

Lots of people said training staff on treating disabled people equally and fairly was a good idea.

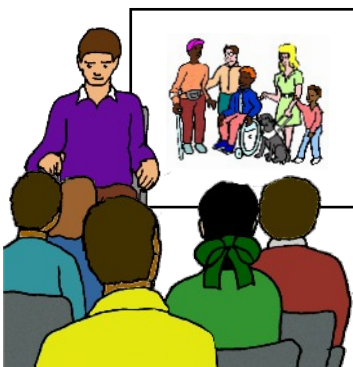
This is called Disability Awareness Training.



It needs to be for drivers, railway staff and people who plan services.



Groups supporting disabled people wanted to make sure that everyone did the same training.



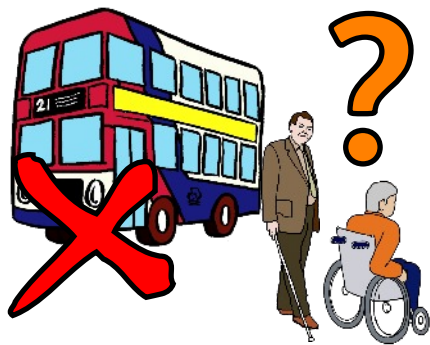
Some people said the training should be run by disabled people.



Some people said we should check that the training really works.



Contracts should only be awarded to companies who have trained staff.



## What stops disabled people going on transport and how can we make things more accessible?

We will find out why some people do not go on transport so we can make things more accessible.



We need to ask the right questions.

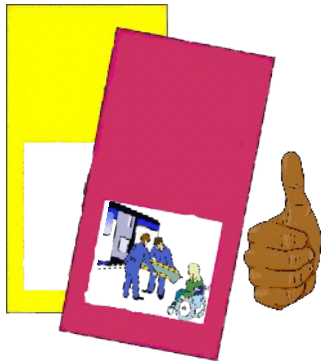


## Your rights and choices

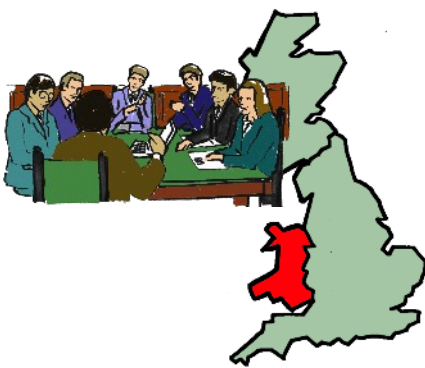
We will tell you about your rights and what to do if something goes wrong.



You can find this in section 4 of our EasyRead guide: **Our plans to make sure disabled people can get about like everyone else.**



We will give you better information about how accessible services are to help plan your journey.



## **Working with the Welsh government and local authorities**

We will work with the Welsh government and tell them our plans about accessibility.



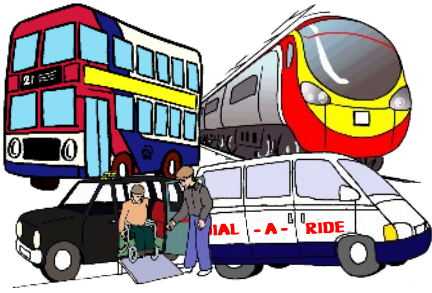
We will help local authorities tell people about their rights on public transport and taxis.



We help local authorities to know about rights for disabled people when they are planning changes to transport.



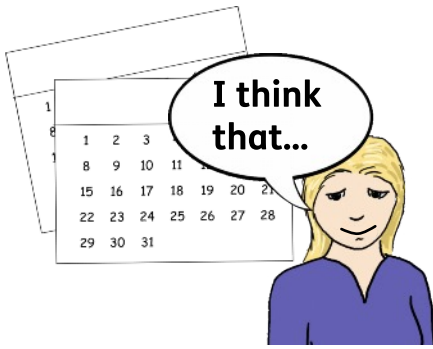
## Looking at how disabled people travel



We will look at how disabled people travel.



This will help us plan things.

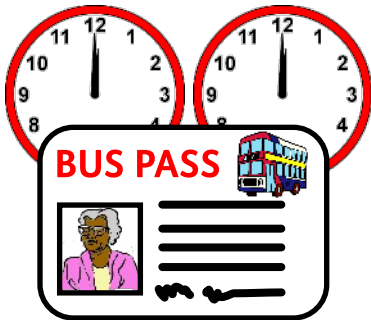


## What you said about our ideas for the future

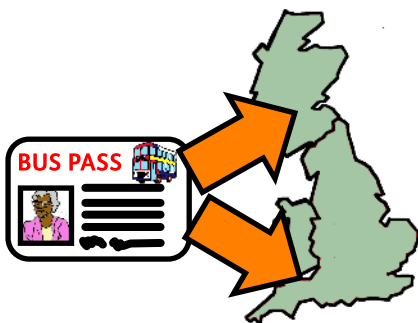


### Free bus passes

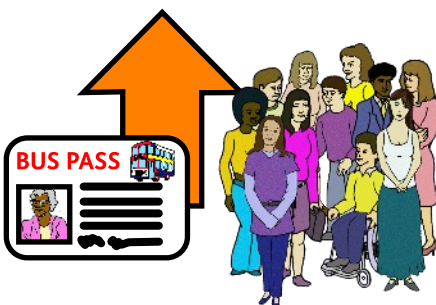
Lots of people said that the free bus pass was a good idea. To make it better:



- you should be able to use it all the time



- it should be the same across the UK



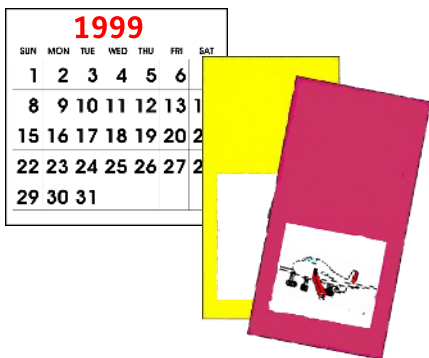
- more people should be able to get one



- carers should be able to travel with someone for free



- it should be easier to get one.

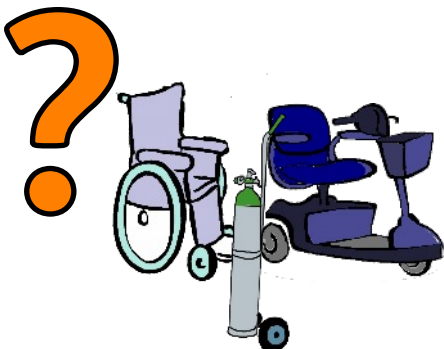


## Information and support when flying

Lots of people said that information when flying was not up to date.



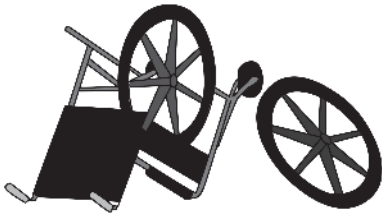
The information was hard to understand.



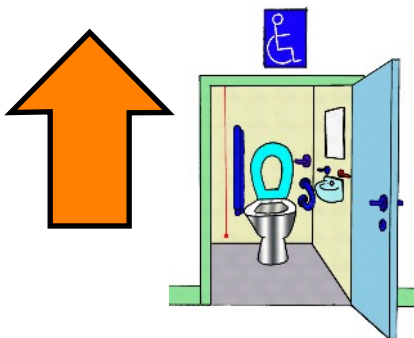
There was no clear information on what aids you can take on a plane.



People who use wheelchairs said that things need to be better for them.



Sometimes their wheelchairs got broken on planes.



Some people said there should be more disabled toilets.



Some people said airlines should work with disability groups so that all airlines support disabled people the same.



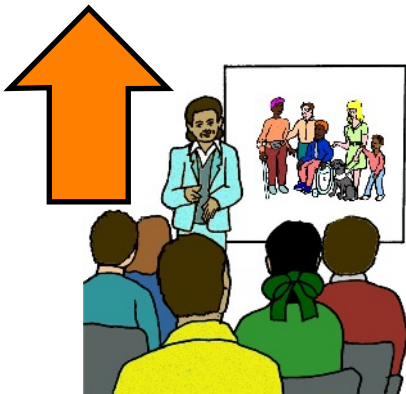
We asked people who work for airlines and airports what they thought.



People wanted us to write plans on how they can best help people in wheelchairs.



Some people said different airlines could tell each other what worked well for them when supporting disabled people.

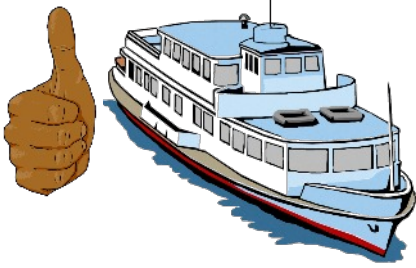


Some people wanted more training so staff can support disabled people better.

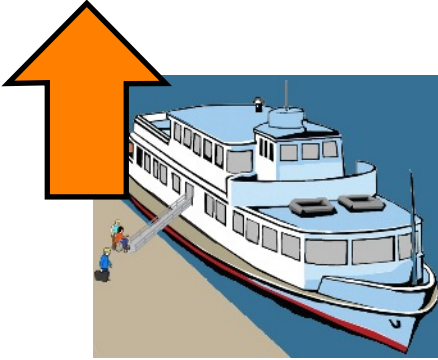


By the end of 2018, we will ask people for ideas on how airlines and airports can support disabled people better.

## Going by sea



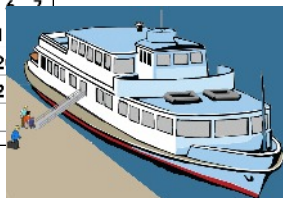
Lots of people said going by sea on a ferry was ok.



Some people said that ports should be more accessible.

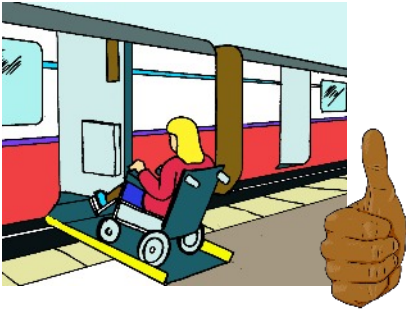


We should use the law to make this happen.



In 2019 we will tell ferry companies about what they can do to make ports easier to use.

## Going by train



Lots of people said we need to make accessibility better for people going by train.



This was about:

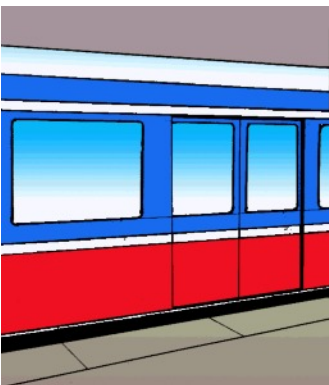
- ramps



- guide dogs



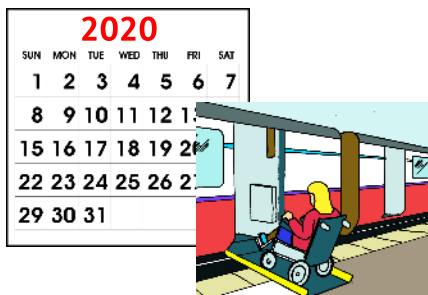
- toilets



- doors



- information and signs.

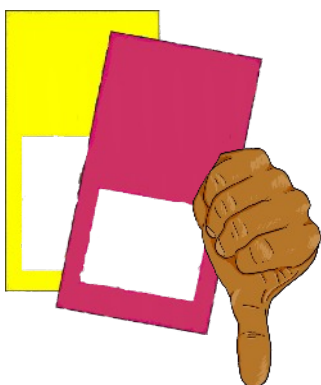


By 2020 all trains must be accessible.

## What it is like to travel if you have a disability



Lots of people told us about the bad things that go on when they travel.



Lots of people said information was not good.



Lots of people said we need to think about the needs of people with disabilities you can't easily see.





Lots of people said all staff need Disability Awareness and Equality training.



We will make sure that Department for Transport staff have this training.

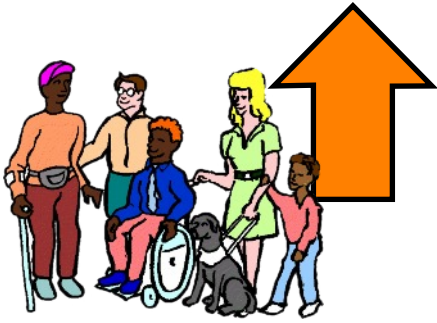


**Going where you want when you want**

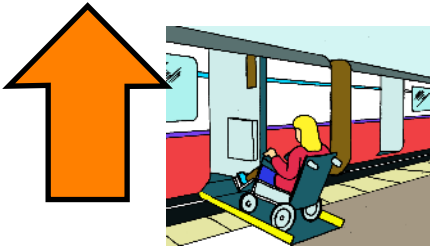
Lots of people said they had to plan carefully when they wanted to travel.



This was because not everything was accessible or there was little help.



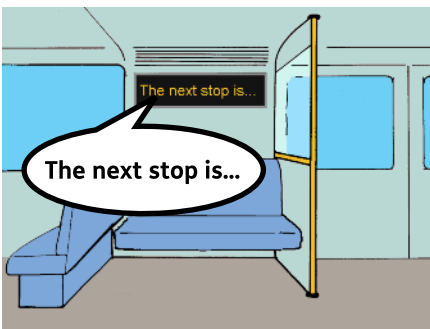
We want more disabled people to be able to go where they want when they want.



We have more accessible new trains.



Wheelchair users have their own space on trains.



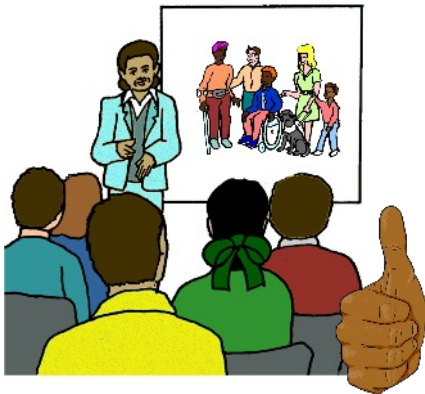
All trains have spoken and written signs.



We asked people who work in transport for their ideas.



Lots of people said it was good that people could go where they want when they want.



They said there should be better training and more accessibility to help people.



Transport companies should work closer together to help people.

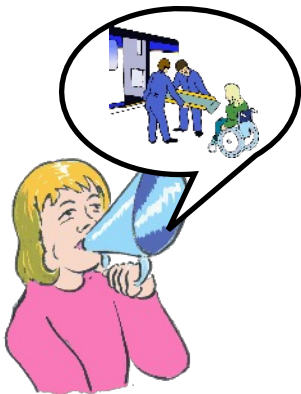


## Passenger Assist

Passenger Assist is help for disabled people at train stations.



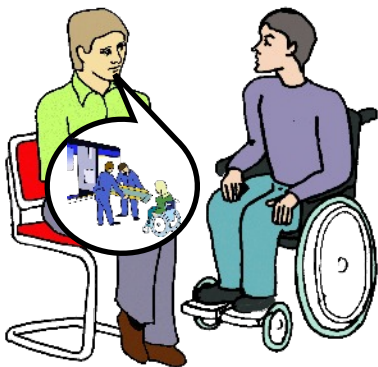
Some people said they did not know about Passenger Assist.



Lots of people said we need to tell more people about it.



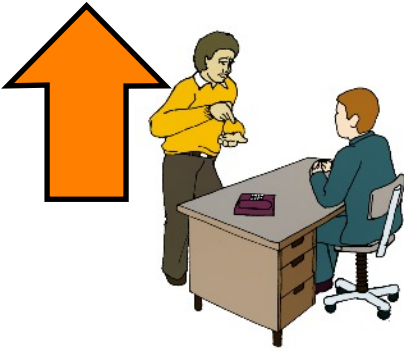
People who did know about Passenger Assist said it could be better.



We will tell more people about Passenger Assist.



We are looking at new ways of working for Passenger Assist.



We will help more people complain if there is a problem.



## Buying tickets from a machine

Lots of people said they found it hard to buy tickets from a machine.



We have started to work on a plan about making it easier to buy tickets from a machine.



## Your rights and how to complain

Lots of people said they did not know their rights and how to complain.



Some people said the way to complain was not accessible to them.



We are working with transport companies to make it easier for people to complain.

## Assistance card for people with disabilities you can't easily see



Lots of people said an assistance card for people with disabilities you can't easily see was a good idea.



The card should let people write on it what they want.



The card should be easy to get.



Lots of people and transport providers said staff would need training about the card and disabilities you can't easily see.



Some people said that card might make people feel vulnerable.

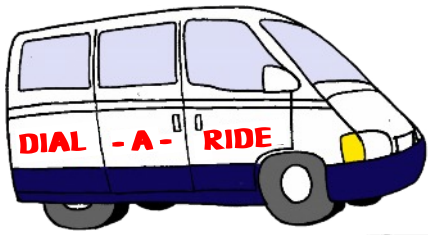


If people did not want a card they should still get a good service from transport companies.

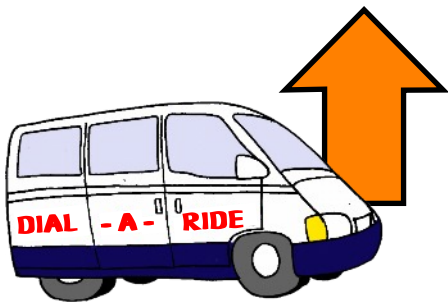


We think the assistance card is a good idea.

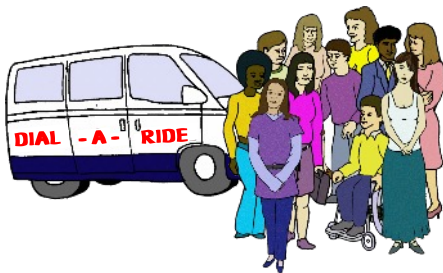
## How can we help community transport?



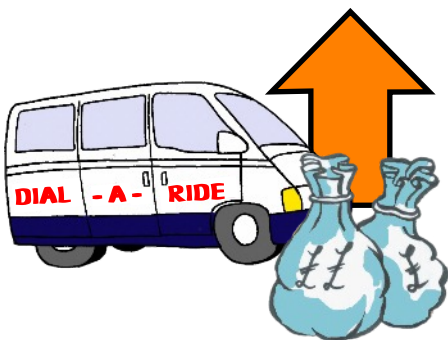
People who find it hard to use public transport sometimes use community transport to take them places. They may be run by a charity.



Lots of people said there needed to be more community transport.



Lots of people said more people should use community transport.



Lots of people said community transport needs more money so companies could buy lots of different types of vehicles.





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