

# Understanding the impact of the Inclusive Transport Strategy

**A framework for monitoring and evaluation**

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# 1. Introduction

- 1.1 In the Inclusive Transport Strategy (ITS), published in July 2018, we set out our ambitions for inclusive transport: *for disabled people to have the same access to transport as everyone else and for them to travel confidently, easily and without extra cost*. By 2030, we envisage equal access for disabled people using the transport system, with assistance if physical infrastructure remains a barrier. We also committed to a series of actions, which show what we intend to do to achieve these ambitions.
- 1.2 One of these actions was to publish our plans for monitoring and evaluation. This monitoring and evaluation framework fulfils that commitment, explaining what we will do to show how inclusive transport is changing and how the ITS actions have had an impact. By monitoring and evaluating, we see what difference our actions are making and how far we have progressed towards our ambitions.
- 1.3 To ensure independence and an unbiased assessment, we will commission the evaluation from an independent contractor. We will ensure that stakeholders are engaged at every stage: we have already consulted the Disabled People's Transport Advisory Committee and others on this framework and we will continue to consult as we progress. We will also meet regularly with key sector regulators to discuss how they and the sectors they regulate are following through on ITS actions.
- 1.4 Starting in 2019, we will publish an **inclusivity scorecard** every two years, which shows key indicators and monitoring data around inclusive transport. We will also publish an initial evaluation report before Spring 2020, followed by a full evaluation report planned for late 2021.<sup>1</sup> These publications will be distinct from, but aligned with, the monitoring reports we will submit to Parliament.
- 1.5 This framework begins by explaining our approach to monitoring and evaluating the ITS. It then outlines how we will monitor the ambitions of the ITS, then how we will evaluate the specific actions we committed to in the ITS.

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<sup>1</sup> After the full evaluation report is published, the inclusivity scorecard will continue to be published every two years. See Appendix A for a description of what each of the evaluation reports will contain.

## 2. Our approach to monitoring and evaluation

### Why we need to monitor and evaluate

- 2.1 There are three main reasons to monitor and evaluate the ITS.
- 2.2 First, we want to learn lessons from our actions to improve inclusive transport, so that we (and others) can understand which actions represent best value for money and use the findings to develop further policy interventions.
- 2.3 Second, we want to understand how the landscape of inclusive transport is changing, to help us to decide where our efforts can best be directed in the future.
- 2.4 Finally, we want to make the results of the ITS actions and ambitions visible to our stakeholders, especially disabled people, Parliament and the wider public.

### Monitoring the Inclusive Transport Strategy

- 2.5 To monitor the ITS, we must decide a set of key measurements (known as "metrics"), which we will measure to show how inclusive transport is changing over time. To decide these metrics, we consider how we can best measure the ITS ambition: for disabled people to have the same access to transport as everyone else and for them to travel confidently, easily and without extra cost.
- 2.6 We can measure the second part of this ambition by asking disabled people **how confident they are about travelling, how easy they find it to make journeys and how affordable they find travel**, for various aspects of their journey. Where we can, we will benchmark these metrics against the corresponding results for non-disabled people.
- 2.7 The first part of the ambition (for disabled people to have the same access to transport as everyone else) is harder to measure, since there is no single way to measure "access to transport" and how this differs between disabled and non-disabled people.
- 2.8 To resolve this, we will measure this part of the ambition using a collection of metrics. We start by measuring how much disabled people actually use transport, compared to everybody else: that is, we will measure **how many trips disabled people are taking, compared to non-disabled people**. We can then look at this metric alongside the metrics on confidence, ease of travel and affordability listed above, which lets us reasonably assess whether disabled people's access to transport is getting better, compared to everyone else.
- 2.9 As we look at these various metrics over time, we expect to see an improvement. We expect them to show that disabled people are increasingly more confident in travelling and find travel more easy and affordable. We also expect that the

difference between the number of trips taken by disabled and non-disabled people will get smaller, although we do not expect that difference to reach zero.

- 2.10 However, we are also realistic: the transport system is complex and many factors affect disabled people's access to it. This means that, although we expect these metrics to change over time, we do not expect to see large changes in the near future.
- 2.11 Hence, we have also set more specific metrics, which we expect to show greater improvement. For example, we will measure how many staff have had disability training and how many accessible public vehicles there are. We detail these metrics in Chapter 4. By monitoring these metrics, we can see how the transport system is changing and whether we are on course to meet our ambitions.
- 2.12 We will also explore innovative ways of understanding how disabled people are travelling, such as asking people to install smartphone applications to understand how they travel or conducting a cohort study of disabled and non-disabled people.
- 2.13 Nevertheless, there are lots of reasons why the transport system might change, ranging from changing public attitudes to economic conditions. This means that, even if our metrics show a change, we cannot be sure that the Inclusive Transport Strategy is responsible for that change. For that, we must move beyond monitoring into evaluation.

## Evaluating the Inclusive Transport Strategy

- 2.14 By evaluating the Inclusive Transport Strategy, we look at what difference the ITS has made and how it has made that difference. We look especially at the individual ITS actions and what difference they have made to disabled people.
- 2.15 We usually cannot measure the precise difference an action has made. For example, our commitment to "develop a disability equality and awareness training package", aims to improve staff awareness and ultimately to make travel easier for disabled people. There is no reasonable way to measure precisely what difference our training package has made in making disabled people's journeys easier.
- 2.16 We can, however, spell out how we expect our actions to have an impact, then examine whether this happens in the way we expect. For example, we expect our training package to work like this:
  - We develop a training package.
  - Transport operators use the package to train their staff.
  - Staff become more aware of disability equality and awareness.
  - Disabled people find that staff understand their needs better.
  - Disabled people are more confident in travelling by that mode of transport.
  - Disabled people travel more by that type of transport.
- 2.17 To evaluate whether that has happened, we can examine each stage of that process to see how our actions are making a difference. It will not always be possible or proportionate to look at every stage, but, in principle, we can do so. For example, we can:
  - Report on whether we have developed the training package.

- Interview transport operators to find out how they are using the package to train their staff.
  - Ask transport staff how the training has improved their knowledge of disability equality and awareness.
  - Ask disabled people to what extent they feel transport staff understand their needs.
  - Ask disabled people how many trips they take by various modes of transport.
- 2.18 That is the approach we intend to take to evaluation in this framework. By doing so, we hope to understand what difference our actions make and whether any problems are arising. This helps us support approaches that seem to be working well and re-examine approaches that do not seem to be working out as we expected.
- 2.19 We will use a range of methods to examine each stage of the process outlined above. So, when we interview transport operators to find how they are using the training package, this is likely to be a detailed, open-ended interview (known as "qualitative" research), which helps us understand exactly how they are using the package. By contrast, when we ask disabled people how many trips they take, this is likely to be a quantitative survey of disabled people.
- 2.20 We can also take a high-level view, looking at all the ITS actions together and spelling out, step-by-step, how we expect them to have an effect in making transport more inclusive. This "logic map" appears in Appendix C.
- 2.21 In the following chapters, we detail how we plan to measure and evaluate the individual ambitions and actions of the ITS. Since the ITS contains nearly a hundred individual actions, we have tried to keep our monitoring and evaluation proportionate, focussing our efforts where we think we can most effectively measure a change and on areas of greatest interest to the Department and to stakeholders.
- 2.22 We acknowledge that, for some modes of transport, action is already being taken to monitor travel for disabled people. In particular, the Maritime and Coastguard Agency recently conducted a survey of disabled travellers, the Civil Aviation Authority regularly publishes reports on accessibility and the Office for Rail and Road conducts Disabled People's Protection Policy monitoring and includes accessibility in its rail consumer report "Measuring Up". Our monitoring and evaluation will not duplicate this ongoing work, but will draw on its findings to give a fuller picture of inclusive transport.
- 2.23 Responsibility for transport varies by mode, with some areas being reserved and therefore overseen by the UK Government, and other areas being the responsibility of devolved and regional administrations. The ITS covers all areas that fall within the responsibility of the Department for Transport – i.e. the whole of Great Britain for reserved transport matters (all transport matters are devolved in Northern Ireland, as is responsibility for accessibility) and England only for devolved issues. This means that different parts of the ITS affect the various parts of Great Britain in different ways. Our evaluation will generally attempt to cover the whole of Great Britain for those areas of the Strategy that are reserved. As detailed in Appendix A, this affects our choices about which methods we use.
- 2.24 We will aim to report findings for disabled people with specific categories of impairment, rather than disabled people as a whole. For example, when reporting results on how disabled people travel by bus, we will attempt to distinguish between people with sensory impairments, people with mobility impairments and people with

other sorts of impairments. We will also attempt to report results on disabled people who do not travel.

- 2.25 Although the Inclusive Transport Strategy focusses on disabled people, we also hope that transport will become more inclusive for other groups, such as older people, people with caring responsibilities and those with medical conditions who are not disabled. We will not include these groups directly in our research but, where we have relevant findings, we will report them: for example, we will not attempt to conduct a survey of older people, but we may report existing findings from the National Travel Survey on older people.
- 2.26 The following chapters set out our current plan to monitor and evaluate the ITS actions and ambitions. We do not expect this plan to change significantly, but, as is to be expected in a complex monitoring and evaluation project, individual elements of it may change: for example, we may find that we cannot carry out an element of monitoring or evaluation that we expected to do or we may find better or alternative ways to measure progress.



## 3. Monitoring progress against the ITS ambitions

- 3.1 We will use a range of metrics to monitor the ITS' ambition for disabled people to have the same access to transport as everyone else and for them to travel confidently, easily and without extra cost.
- 3.2 To monitor whether disabled people can travel confidently and easily, we will commission a survey of disabled people, in which we will ask questions on **how confident disabled people feel about travelling** and **how easy they find it to travel**. We will investigate options for conducting this survey: for example, whether it should be a new survey or would work best as a "follow-up" to an existing survey.
- 3.3 To monitor whether disabled people can travel without extra cost, we will ask **how affordable disabled people find** various aspects of their journey. We will also investigate other options for examining how costly it is for disabled people to travel: for example, gathering data from a cohort of disabled and non-disabled people about how much their travel costs.
- 3.4 To monitor whether disabled people have the same access to transport as everyone else, we will (alongside the above metrics) use the National Travel Survey<sup>2</sup> to measure **the number of trips taken by disabled people, compared, as a ratio, to non-disabled people**.<sup>3</sup> Note that we have chosen to compare the number of trips taken by disabled and non-disabled people, rather than using the number of trips taken by disabled people as a metric. This is because we have observed that, over time, people in general are taking fewer and fewer trips.<sup>4</sup> If this trend continues into the future, we might reasonably expect that, in the coming years, disabled people will also make fewer and fewer trips.<sup>5</sup>
- 3.5 We will also use existing statistics and data sources, including the National Rail Passenger Survey, the Bus Passenger Survey, the Tram Passenger Survey, annual bus statistics, annual taxi statistics and Blue Badge scheme statistics, to inform our monitoring and evaluation.
- 3.6 **Refer to Appendix A** for a detailed explanation of the methods we will use and how we will report them.

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<sup>2</sup> Since the National Travel Survey covers England only, this metric will also apply only to England. When we report this metric, we will also refer to published statistics from other areas of the country, especially the National Travel Survey conducted by the Scottish Government.

<sup>3</sup> To be precise, this is the ratio of the average number of trips taken by a disabled person to the average number of trips taken by a non-disabled person. Although we acknowledge that there are various reasons disabled people might travel more or less than non-disabled people, we consider this to be a good overall metric.

<sup>4</sup> National Travel Survey, <https://www.gov.uk/government/collections/national-travel-survey-statistics>

<sup>5</sup> We will also examine whether there are other metrics that would give a useful picture of disabled people's access to transport: for example, whether we can effectively measure how much disabled people want to travel compared with how much they actually do travel.

## 4. Evaluating the ITS actions

- 4.1 This chapter outlines how we plan to evaluate the actions from the ITS. The actions are discussed under the five headings used in the ITS: awareness and enforcement of passenger rights; staff training; improving information and awareness; improving physical infrastructure; and the future of inclusive transport.
- 4.2 For each action, we have balanced what we need to know against how effectively we can gather the information we want. This means that some actions are evaluated in detail, while others use a "light touch" approach.
- 4.3 Refer to Appendix A for further details of methods and Appendix B for the actions we will evaluate. For convenience, here is an outline of the main methods we propose to use:
  - The existing National Travel Survey (NTS).
  - A survey of disabled people, combined with a limited survey of the wider travelling public on disability awareness.
  - Research with transport operators, such as bus operating companies, taxi firms and train operating companies, and other bodies such as local licensing authorities. This is likely to consist of in-depth telephone interviews, but may also include data gathering.
  - Qualitative research with disabled people, especially those whose journeys would be affected by the ITS actions.

### Awareness and enforcement of passenger rights

- 4.4 In the ITS, we highlighted the importance of disabled people being aware of their rights and knowing what to do if they received poor service.
- 4.5 We committed to various actions to help disabled people make complaints, including creating an online tool (Action 41 in Appendix B), establishing a Rail Ombudsman (Action 19) and working with various bodies to promote information about rights and develop easier ways to make complaints (Actions 46 and 75).
- 4.6 To understand whether these actions have helped people make complaints and whether those complaints have been acted upon, we will:
  - Monitor the rollout of the online tool for bus passengers (e.g. noting how many times it has been downloaded) and the information campaigns (e.g. noting what has been done and approximately how many people have been reached).

- Ask disabled passengers whether they are aware of the online tool<sup>6</sup> for bus passengers, the Rail Ombudsman and the information campaigns, using the survey of disabled people.
- Ask disabled passengers whether they feel they are aware of their rights and whether they know how to make a complaint, using our survey of disabled people.
- Monitor the numbers of complaints reported, bearing in mind that our aim is for these to increase.
- Ask transport operators how they act on complaints, by conducting research with them, and whether they have received feedback from disabled people on the resolution of these complaints.

4.7 We also committed to a public awareness campaign (Actions 50 and 52), with the aim of promoting a supportive travelling experience, raising awareness of disability issues and ultimately, contributing to reducing hate crime. To understand whether this has been achieved, we will:

- Track how many people the campaign has reached and how awareness and attitudes have changed.
- Ask people who use public transport whether they are aware of the campaign, using a survey of the travelling public (see Appendix A).
- Ask people who use public transport about how aware they think they are of disability issues, using a survey of the travelling public (see Appendix A).
- Ask disabled people who use public transport how well they feel they are treated, how aware they feel other passengers are of disability issues and how aware they think they are of their passenger rights, using both our qualitative research and our survey of disabled people.

4.8 Note that we will not directly monitor British Transport Police figures on hate crime. This is partly because the small number of disability hate crimes will make it difficult to detect any change in these figures. It is also because it is unclear whether a fall in these figures would be a positive result: we want the number of hate crimes to reduce (implying a fall in these figures), but we also want disabled people to report any hate crimes that occur (implying a rise).

4.9 We committed to publish guidance for local licensing authorities on a range of issues around taxis and private hire vehicles, including making it easier to report discrimination and taking robust action on reports received (Actions 62 and 85). To find out whether local licensing authorities use this guidance and what difference it makes to reports of discrimination, we will:

- Interview local licensing authorities to find how they are using the guidance, how they have tried to make it easier for people to report disability discrimination and how this has worked.
- Collect data from local licensing authorities on the number of reports of disability discrimination.

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<sup>6</sup> As we consider how best to conduct the survey of disabled people, we will consider how best to ask whether people are "aware of" a particular tool or campaign. One issue here is that, if we conduct a survey twice, using the same panel of respondents each time, we cannot effectively ask whether our respondents are "aware of" something, because, by asking the question, we are making them aware of it.

- Ask disabled people who use taxis whether they have experienced discrimination and how they feel about their treatment by taxi drivers, using both qualitative research and our survey of disabled people.
- 4.10 As part of this work, we will also report on how many local licensing authorities have published lists of wheelchair accessible taxis and PHVs (Action 86) and examine any barriers to doing so.
- 4.11 We also committed to work with the ORR to review the Disabled People's Protection Policy Guidance (Action 7), support the DVSA to ensure compliance with the Public Service Vehicles Accessibility Regulations (Action 9) and work with the Civil Aviation Authority on performance standards (Action 15). We will regularly report on our progress with these actions and consider evaluation where appropriate.
- 4.12 We also promised to consider how passenger assistance in airports could be improved with a single member of staff providing assistance (Action 16). The ongoing programme of monitoring and evaluation in airports will show whether this has had an effect.
- 4.13 Finally, we committed to two pieces of research: a piece of qualitative research to understand assistance dog refusal (Action 11) and a survey of disabled passengers of ferries and cruise ships (Action 12). We will report on whether this research has been commissioned and the outcomes of that research. We will also consider how to evaluate the impact of any action we take on this research.

## Staff training

- 4.14 Another key theme of the ITS is staff training. By raising staff's awareness of disabled people's needs, we aim to improve the level of service and make interactions with disabled passengers more positive.
- 4.15 We committed to various actions to help transport operators to train their staff. These included developing a training package (Action 68) and accreditation programme (Action 49) across all modes of transport. We also promised to develop guidance for bus operators (Action 61) and for local licensing authorities of taxis and private-hire vehicles (Actions 62 and 85). We will also require enhanced disability training as part of rail franchise competitions (Action 21).
- 4.16 We want to find out if our actions have improved staff training and whether staff's awareness and knowledge has increased. We also want to know whether this has improved the customer experience for disabled passengers. To examine this, we will:
- Ask transport operators how they are using our training package, accreditation programme and guidance to train their staff, through research interviews.
  - Ask licensing authorities how they are using our guidance to mandate or recommend training for taxi and PHV drivers, through similar research interviews.
  - Collect data on how many staff and what proportion of staff have been trained, as part of the research with transport operators and licensing authorities.
  - Interview transport staff to find how the training has changed their knowledge of disability and affected their interactions with disabled people, as part of the same research.

- Ask disabled people about their interactions with transport staff, using qualitative research and our survey of disabled people, and monitor how this changes over time.<sup>7</sup>
  - Ask disabled people about their level of confidence in travelling, using qualitative research and our survey of disabled people.
  - Alongside all the above, make best use of any existing data collected on disability training for specific modes of transport, such as the Maritime and Coastguard Agency's survey on disability and the annual Public Service Vehicle survey.
- 4.17 We also highlighted the importance of involving disabled people in this training (Action 21). To examine the impact of this, we will, alongside the steps above:
- Interview transport operators to find out whether they have involved disabled people in their training and what difference this has made to the training, as part of the research described above.
- 4.18 We specifically committed to require that train operating companies have one person responsible for inclusive transport at both board and operational level (Action 8). To find out about this, we will:
- Ask transport operators whether they have someone responsible for inclusive transport at board and operational level, as part of the research described above.
  - If they have, ask what difference this has made to their understanding of disability and the way they deliver their services.
- 4.19 Finally, we promised to train our own staff in disability equality and awareness (Action 66) and to take action to make them aware of our Public Sector Equality Duty (Actions 67). By doing this, we aim to lead by example and to ensure that our own policies and programmes show awareness of disability and the Public Sector Equality Duty.
- 4.20 To see what impact this has made, we will:
- Report on how many and what proportion of our staff have been trained in these two areas.
  - Ask staff who have been trained whether it has improved their awareness of disability issues and their knowledge of the Public Sector Equality Duty, using an internal survey.
  - Ask staff who have been trained whether they have used this knowledge in their work and ask for examples of where this has improved a policy or programme, using the same survey.

## Improving information and awareness

- 4.21 We identified that clear, timely and accessible information was crucial to giving disabled people the confidence to travel. We want to make sure that passengers are aware of the assistance available to them and have the information they need to plan their journey.
- 4.22 We promised to take action to increase awareness and take-up of Disabled Persons Railcards, Concessionary Bus Passes and the Passenger Assistance Service (Action

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<sup>7</sup> If it is proportionate to do so, we will also benchmark this against the experiences of non-disabled people with transport staff.

51), through the public awareness campaign mentioned above. We also promised to encourage use of assistance cards by working with transport operators (Action 69). To find how successful these actions have been, we will:

- Track how many people the campaign has reached and how awareness and attitudes have changed, as above.
- Ask people who use public transport whether they are aware of the campaign, using a survey of the travelling public.
- Ask transport operators how they have supported the use of assistance cards, in the research with transport operators mentioned above.
- Ask people whether they know about the Disabled Persons Assistance Card, Concessionary Bus Passes, the Passenger Assistance Service, using our survey of disabled people.
- Monitor take-up of Concessionary Bus Passes,<sup>8</sup> using our existing Concessionary Travel Statistics publication, and Passenger Assistance Service.

4.23 We also committed to actions that aim to monitor and improve the quality of passenger assistance: working with industry to set targets for the Passenger Assist scheme (Action 20) and requiring rail franchise operators to say what they are doing to improve passenger assistance (Action 48). We will report on performance against the new targets and on what rail franchise operators say they are doing to improve passenger assistance.

4.24 We also discussed various digital tools to help disabled people with their journeys: an application to allow booking for Passenger Assistance (Action 14); a digital map to show accessibility information for stations (Action 15); online models of stations (Actions 89); and a broader exploration of how to make real-time information on access facilities available (Action 43).

4.25 Before we can decide how to monitor these tools and evaluate their impact, we need more information about when they will be released and what data can use to evaluate each. We will work with RDG to gather this information as the tools are developed.

4.26 In broad terms, though, our approach to evaluating these tools will be:

- Reporting on whether the tool has been released.
- Reporting on how much the tool has been used: for example, on how many times an application has been downloaded or how many times assistance has been booked using it.
- Monitoring the take-up of services such as Passenger Assist, using available data.
- Asking disabled passengers whether they are aware of each tool, whether they have used it and whether they find it useful to plan their journeys, using our survey of disabled people (if sample sizes permit). We will also aim to ask disabled people who are not currently passengers whether they are aware of these tools and whether they would find them useful to plan their journeys.

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<sup>8</sup> While we can monitor the number of people that are awarded Concessionary Bus Passes, we cannot monitor what proportion of people eligible for a Concessionary Bus Pass are awarded one (that is, the "take-up rate"). This is because eligibility requirements change from area to area.

4.27 Finally, we committed to two actions on accessibility for air passengers, around improving information and advice (Action 40) and ensuring the right information is available in the right format at the right time (Action 41). We will report on progress on these and, when we have decided a specific way forward, consider how best to monitor and evaluate them.

## Improving physical infrastructure

4.28 A key part of making transport inclusive is improving the infrastructure that enables people to travel. This involves a range of changes, from improving the design of aircraft to ensuring that toilets are available for use.

4.29 This is an area that benefits from careful monitoring. We will do the following to monitor aspects of physical infrastructure that were highlighted in the ITS:

- Ask disabled bus passengers about their experiences with accessing the wheelchair space when they need it.
- Ask disabled people about their experiences with pavement parking.
- Ask disabled rail passengers whether they have used a smart card or barcode on a mobile phone to travel.
- Ask disabled rail passengers about their experiences with buying tickets.
- Ask disabled passengers about their experiences with toilets, especially facilities being out-of-order.
- Report on the proportion of taxis and PHVs that are accessible in various areas of the country, using Annual Taxi Statistics.

4.30 When we implement the new policy on Blue Badge eligibility, we will consider how best to monitor and evaluate it. We will also attempt to monitor the experiences of assistance dog users with taxi or private hire vehicle refusal.

4.31 It is harder to evaluate the impact of individual infrastructure improvements, such as shared space schemes. This is principally because of the cost of finding out what individual schemes have been constructed, then of conducting research on each scheme individually. In our research with Local Authorities, we will investigate what evaluation data they collect on their shared space schemes and whether we can use this in monitoring and evaluating the ITS.

4.32 One area that would benefit from evaluation is funding for audiovisual information on bus services (Actions 38 and 39). By evaluating this, we can find out how the funding has its impact and how disabled people use the information in their journeys. We will:

- Report on how the funding has been allocated.
- Talk to bus operators to find how they have used the funding, using the research mentioned above, ensuring we include both small and large bus operators in our sample.
- Collect data on how many buses have audiovisual information, using the annual Public Service Vehicle survey, supplemented if necessary with the research above.
- Ask disabled people how useful they find this information and how they use it to plan their journey, using our qualitative research and our survey of disabled people.

- 4.33 Regarding our "Access for All" programme, we will report regularly on the rollout of this and how many stations have been improved, and continue our ongoing evaluation of this programme.
- 4.34 We will report on the following actions and consider evaluating them further as we progress with them:
- Requesting that Local Authorities consider the location of bus stops and routes to improve journeys to and from hospital.
  - Considering diversity and inclusion requirements in procurement.
  - Commissioning research to identify a standard for accessible bus stations and stops.
  - Announcing the outcome of the community transport consultation.
  - Amending legislation to recognise the use of cycles as a mobility aid.
  - Reviewing our guidance on tactile paving and inclusive mobility.
  - Updating our guidance on safe and inclusive infrastructure for cyclists.
  - Working in collaboration with the Rail Delivery Group on a ticket vending machine strategy.
  - Examining how to improve the design of aircraft to make them more accessible.
- 4.35 We are currently examining how best to monitor and evaluate our commitment to provide £2 million of new funding for Changing Places facilities at motorway service areas. In particular, we will aim to include a "Changing Places" user in the qualitative research with disabled people mentioned above.
- 4.36 Finally, we will use existing statistics on accessibility, such as the Civil Aviation Authority's regular reports on airport accessibility, to get a better picture of accessibility for particular transport modes.

## The future of inclusive transport

- 4.37 Our actions on the future of inclusive transport aim for improvements in the long term, as the way people travel changes.
- 4.38 Since these actions are strategic, we would not expect to directly evaluate their impact. For example, one of these actions is to set a clear direction to industry on inclusive design (Action 72). While this is important, we would not expect to find out the exact difference that setting a clear direction has made. Instead, we will use the indicators described in Chapter 2 to monitor our overall progress in making transport more accessible.
- 4.39 We will also report on whether disabled people are represented on DfT-funded Project Boards (Action 75), whether DfT innovation competitions highlight accessibility (Action 76), whether we have reviewed the reference wheelchair standard (Action 78) and whether we have reviewed the Public Service Vehicle Accessibility Regulations (Action 79).



# Appendix A: Methods and reporting

- A.1 This Appendix contains an overview of the main methods we will use to monitor progress against the ITS ambitions and evaluate the ITS actions. It also gives an overview of how we intend to report findings.

## National Travel Survey

- A.2 The National Travel Survey (NTS) is the Department's long-standing household survey on personal travel, which collects data from approximately 16,000 people in England each year.
- A.3 We will use existing questions<sup>9</sup> in the NTS to help monitor and evaluate the Inclusive Transport Strategy. In particular, we will use the NTS to measure the number of trips taken by disabled people in England and compare it with the number of trips taken by people who are not disabled. We will also use other NTS data to inform our monitoring and evaluation: for example, on how people feel about travelling to hospital and medical appointments.
- A.4 It is important to note that the National Travel Survey covers only England, while our evaluation covers England, Scotland and Wales. We will review various options for representing Scotland and Wales in the monitoring and evaluation.

## Other existing statistics

- A.5 We will also use other existing statistics to inform our monitoring and evaluation. These will include Annual Bus Statistics, Annual Taxi Statistics, Concessionary Travel Statistics, Blue Badge Statistics, the National Rail Passenger Survey, the National Bus Passenger Survey and data on accessible rail vehicles, along with reports on accessibility conducted by bodies such as the Civil Aviation Authority.

## Survey of disabled people

- A.6 To help us monitor and evaluate the ITS in more detail, we intend to commission a survey of disabled people.
- A.7 Before doing so, we will review the various options for conducting this survey and choose the one that gives the most robust data in a cost-effective way. This may mean that we commission a new survey or that we ask follow-up questions to people who have participated in a previous survey. This review will also decide the geographical scope of this survey.

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<sup>9</sup> To be clear, we will use questions that are already part of the National Travel Survey and that will be asked in future waves of the survey.

- A.8 We expect to conduct this survey in early-to-mid 2019 to collect "baseline" data: that is, data against which a later change can be compared. We then expect to conduct the survey again in 2021 and see what has changed. The timing of this second survey depends on the delivery of ITS actions: that is, we will time the survey in order to collect the best data about the impact of the actions.
- A.9 We also hope to conduct future surveys every two years, to inform the inclusivity scorecard mentioned below.

## Survey of the travelling public

- A.10 We will also ask survey questions to the travelling public, especially relating to our public awareness campaign and the public's knowledge of disability issues.
- A.11 As part of the review mentioned above, we will decide the best way to collect this information. We anticipate that, rather than commissioning a new survey, we will incorporate these questions into an existing survey.
- A.12 We hope to conduct this survey shortly after the public awareness campaign, so that we can most effectively evaluate the results of this campaign.

## Qualitative research with disabled people

- A.13 We also intend to commission qualitative research with disabled people to get a detailed view of how they travel, what prevents them from travelling and how the ITS actions have affected their travel.
- A.14 We will include disabled people with a range of impairments in this research, focussing especially on those who might be affected by the ITS actions: for example, people with sensory impairments who use buses, people with assistance dogs who use taxis and potential users of Changing Places facilities.

## Research with transport operators

- A.15 We will conduct qualitative research with bus, taxi, private hire vehicle and train companies to see how the ITS actions are being delivered in practice.
- A.16 As part of this, we intend to collect data from transport operators, especially around training in disability awareness and equality. An early part of this research will be a scoping exercise, in which we investigate what data is available.
- A.17 We currently plan this research for 2020, although the exact timing depends on the delivery of ITS actions, especially the training package on disability awareness and equality.

## Research with Local Authorities

- A.18 We will also conduct qualitative research with Local Authorities on how the ITS actions are being delivered, especially on how they interpret the Department's guidance, how they enforce regulations and whether they conduct existing evaluations of "shared space" schemes.

- A.19 Again, we intend to collect any relevant data, and an early part of this research will be a scoping exercise to see what data is available.
- A.20 We also plan this research for 2020, although the timing depends on the delivery of ITS actions, especially guidance to local authorities.

## External bodies

- A.21 We will also meet regularly with other bodies, such as the Office for Rail and Road and Civil Aviation Authority, to discuss how they are following through on and monitoring and evaluating the areas of the Inclusive Transport Strategy relevant to them.

## Reporting

- A.22 We currently plan to report our results as follows.
- A.23 Starting in 2019, we will publish an inclusivity scorecard every two years, giving key data and indicators around inclusive transport. This will include the metrics described earlier in this report.
- A.24 Before spring 2020, we will publish a **baseline report**, with the results of the first (baseline) survey of disabled people. If the results of the survey of the travelling public are available, they will also be included in this report. Any other relevant statistics will also be included.
- A.25 In late 2021, we will publish a **full evaluation report**, containing the results of the second survey of disabled people, the qualitative research with disabled people and the research with transport operators and Local Authorities. Again, any other relevant statistics will be used to inform this report.

## Appendix B: List of ITS actions

1. Announce our actions in response to the recent Blue Badge consultation by the end of this year
2. Support the DVSA in its activities to incentivise prompt compliance by bus operators with the Public Service Vehicles Accessibility Regulations (PSVAR) and to take decisive action where this does not happen. We will report regularly on DVSA's enforcement activities
3. Engage directly with disabled people and organisations as part of our development of future transport strategy
4. Ensure that disabled people are represented wherever possible on DfT funded Project Boards for significant transport infrastructure, vehicle and digital media developments and procurements
5. Continue to ensure that DfT innovation competitions highlight the need for prospective funding recipients to consider accessibility and inclusive design within their project proposals, where projects impact on transport users
6. Consider diversity and inclusion requirements, at pre-procurement stage and where possible incorporate these requirements within the procurement process
7. Request that local authorities pause on the installation of shared space schemes incorporating a level surface, whilst we revise our guidance on this to take account of the recommendations recently made by the Chartered Institute of Highways and Transportation and advice received from DPTAC. Alongside this, we will temporarily withdraw Local Transport Note 1/11: Shared Space
8. Through future rail franchises, require that train operating companies should have at least one person responsible for accessibility at board level and one person at an operational level to ensure inclusive transport is embedded into the service provided.
9. In summer 2018, begin work on a Ticket Vending Machine strategy and consider the issues raised in the draft AAP consultation as part of this work
10. By autumn 2018, publish the conclusions of the research project currently underway to review the existing Departmental guidance on both Tactile Paving and Inclusive Mobility, with the view to expanding or updating them and exploring whether the two sets of documents should be combined
11. From Autumn 2018, the Maritime and Coastguard Agency will undertake a dedicated survey of disabled passengers using ferries and cruise ships in order to effectively measure the services provided
12. From autumn 2018, publish data on an annual basis on the proportion of wheelchair accessible taxis and PHVs in local areas

13. Set a clear direction to industry on the importance of inclusive design as part of future innovation through the forthcoming Future of Mobility Call for Evidence and Future of Urban Mobility Strategy
14. Support RDG to introduce the new Passenger Assistance application which has been designed to enable customers to book assistance through a single click, and to explore how this can also enable customers arriving at stations to request assistance. A trial of this will be evaluated by autumn 2018
15. Support the work being led by RDG to produce a digital map by August 2018 which shows accessibility information for all stations on the rail network, available online and to download for customers to take with them on their journey
16. We will develop a delivery plan to support this Strategy, which will set out the timescales, owners and progress on each action within this document, and will form part of the governance and accountability process set out below.
17. The Department will establish a new stakeholder advisory group involving local government, transport operators, disabled people's organisations, and charities, to be chaired by the Programme Manager. This group will provide external support in rolling out the actions in the Strategy as well as providing a challenge function.
18. Work with the RDG to identify what further steps can be taken to improve the provision of toilet facilities by the end of 2018
19. By the end of 2018, support the establishment of a Rail Ombudsman to investigate and rule on unresolved customer complaints (including on the provision of assistance and access to advertised accessibility facilities), with the power to issue decisions that are binding on the industry
20. By the end of 2018, use the tendering process for new rail franchises to require a minimum target for the successful completion of booked assistance through the Passenger Assist scheme, to incentivise the provision of a more reliable service. We will ensure that train operators who fail to deliver the assistance booked will provide financial compensation to passengers
21. By the end of 2018, include a section focused entirely on accessibility in franchise competitions which will require bidders to commit to providing enhanced disability awareness training for staff covering a range of impairments, including less visible disabilities. Bidders must commit to involving disabled people in the design and delivery of that training, as part of the franchise tendering process
22. By the end of 2018, ensure that disabled people travelling on the majority of the rail network will have the choice of travelling on a smart ticket (i.e. paperless ticket) that can be bought online without having to queue at ticket machines or ticket barriers. Being able to buy at home will help those who might find it difficult to use a ticket machine or ticket office to buy or collect their ticket
23. By the end of 2018, provide disabled people travelling on almost all of the rail network with the option to travel using smart cards<sup>72</sup> or barcodes on mobile phones<sup>73</sup>, allowing passengers to buy tickets online without having to queue at ticket offices or ticket machines. This could benefit those who find it difficult to use a ticket machine or ticket office to buy or collect their ticket
24. Publish an Aviation Strategy consultation at the end of 2018, which will contain policy proposals to improving disabled people's access to, and experience of, using aviation. These proposals were outlined in our 'Next Steps Towards an Aviation Strategy' report published on 7 April 2018

25. The Mobility Centres will work with The Research Institute for Disabled Consumers (RiDC) and organisations representing older people to develop this guidance by the end of 2018 (in reference to: By the end of 2018, Driving Mobility will produce guidance to support families concerned about an older person's driving ability, along with information on alternatives to self-driving.)
26. The research into the travelling experiences of disabled passengers, identifying the challenges inhibiting disabled passengers from using the rail network that was commissioned by the Department and Transport Focus has been completed. The research findings will be published by the end of 2018
27. We have considered the consultation responses and can confirm that research will be commissioned by the end of 2018 (in reference to: By 2018, we will commission research quantifying the economic, social and commercial benefits of making passenger transport more accessible.)
28. By the end of 2018, after further engagement with affected stakeholders, announce the specific actions we intend to take to secure access to the wheelchair space for those who need it. This follows the Supreme Court's 2017 ruling in the case of First Group PLC vs Paulley, requiring bus drivers to do more than simply request passengers vacate the wheelchair space when it is required by a wheelchair user. An expert stakeholder group was established following the judgement, and advised Ministers that a combined approach, amending legislation and guidance, and seeking to influence passenger behaviour, should be used to secure access to the space for those who need it.
29. Same commitment, but with different emphasis: Following further engagement with affected stakeholders, we will announce later in 2018 how we will seek to prioritise access to the on board wheelchair space for wheelchair users and other passengers for whom there is no other suitable accommodation on buses
30. Continue our work to gather evidence on pavement parking, the effectiveness of current laws, and potential alternatives, noting the recent consultation by the Scottish Government on new measures for tackling this issue in Scotland. We hope to complete this work by the end of 2018
31. "From the end of 2018, require through future rail franchises that train operating companies promote greater passenger awareness of the Passenger Assist service. We will also support the RDG's awareness-raising campaign which will be run online and at in-station events"
32. By the end of 2018 consult on draft Accessible Information Regulations to require audible and visible next stop announcements to be provided on local bus services across Great Britain
33. By the end of 2018, consult on draft Accessible Information Regulations, requiring the provision of audible and visible upcoming stop and route information on board local bus services in Great Britain; and by 2022, to have seen a significant increase in the availability of such information on-board services
34. Seek industry nominations for additional 'Access for All' projects in 2018 and announce the next tranche of stations in April 2019
35. Update Local Transport Note 2/08, which sets out the Department's guidance to local authorities on designing safe and inclusive infrastructure for cyclists, to take account of developments in cycling infrastructure since its publication in 2008 and the responses to the draft AAP consultation and publish a revised version by early 2019

36. Within six months of the publication of this Strategy we will publish a monitoring and evaluation framework. This will specify key output indicators to assess our progress against our ambition and actions.
37. Provide £2 million of new funding to enable more motorway service area operators to install Changing Places facilities at existing and new facilities in England
38. Provide further support to the rollout of audible and visual announcements across the sector through the launch of a new £2m fund for bus operators. Further details will be announced in due course
39. Announce £2 million of funding in the current financial year to help speed up the roll-out of audio visual information across bus fleets
40. Deliver the 'Access for All' rail accessibility programme to the stations which were deferred in 2015 following Sir Peter Hendy's review of Network Rail's investment programme, with work to start as soon as possible after 1 April 2019
41. By spring 2019, release the first iteration of an online tool to assist disabled people in reporting issues they encounter when travelling by bus. This will initially focus on passengers who use ramps and lifts when boarding buses, but may be capable of being extended to cover other categories of access issue or transport mode, depending upon the impact of this pilot project. Enforcement action will be taken by the Driver and Vehicle Standards Agency (DVSA) and, where appropriate, the Office for the Traffic Commissioner against non-compliant bus operators.
42. By spring 2019, develop a monitoring and enforcement framework for mandatory bus driver disability awareness training, which will include identifying a body to ensure compliance by bus operators with legal requirements
43. Support the RDG's work to explore how real-time information on the availability of access facilities such as step-free access, accessible toilets and Changing Places facilities can be provided to passengers. Initial scoping work will be completed by Spring 2019
44. We will publish regular monitoring reports, beginning with a baseline report, which will set out the progress made against the indicators identified in the framework.
45. In addition the Minister will call a formal annual meeting involving DPTAC, the external stakeholder advisory group and the programme board to review progress, and will meet with both DPTAC and the advisory group on an ad hoc basis as required.
46. Continue to work with passenger and industry representative bodies and support the work of regulators to encourage greater promotion of information about the rights of disabled travellers and what they are entitled to expect in terms of service and facilities, as well as developing easier ways to register complaints when things go wrong.
47. From autumn 2019 publish on an annual basis a list of those authorities which we know to have issued a list of taxis and PHVs designated as being wheelchair accessible in accordance with Section 167 of the Equality Act 2010
48. From 2019, introduce new accessibility requirements mandating all train operators running new franchises to write to the Secretary of State for Transport (copied to the Transport Accessibility Minister) on an annual basis outlining all activity that has been conducted to improve accessibility for rail passengers, including what

they have done beyond the obligations in their franchise agreements and setting out steps they will take to increase any poor performance in their provision of the Passenger Assist scheme. The Department will publish these letters to ensure transparency and to share best practice

49. Develop an accreditation scheme to incentivise operators to use the disability awareness training package, publicly sign up to commitments to improve accessibility, and to become Disability Confident employers.

50. In 2019, launch a DfT passenger awareness raising campaign, developed jointly with DPTAC and disabled people's organisations aimed at raising awareness of disabled travellers rights and needs when using the transport system.

51. As part of our 2019 public awareness campaign, increase awareness, with the intention of enabling an increase in take up, of the Disabled Persons Railcard, Passenger Assist and Concessionary Bus Passes

52. As part of our 2019 public awareness raising campaign, increase disability awareness amongst all transport passengers, highlight that hate crime is a criminal offence and promote how incidences of hate crime can be reported

53. By the end of 2019, we will review the Maritime and Coastguard Agency's enforcement of regulation, particularly around staff training (which was a concern raised through the Accessibility Action Plan consultation) and work with them to strengthen procedures where areas for improvement are identified.

54. In 2019, in consultation with DPTAC, publish a toolkit for the maritime industry highlighting key challenges disabled people can face in travelling by sea as well as recommendations on how they can make maritime infrastructure more accessible, for example, by considering including accessible toilets and Changing Places facilities when they upgrade and renovate port infrastructure and providing facilities so that disabled and reduced mobility passengers can park close to port terminal buildings while waiting to board a vessel.

55. By 2019, consider how passenger assistance could be improved by providing assistance via a single member of staff throughout the journey (airside and landside).

56. By 2019, review the powers the Civil Aviation Authority (CAA) has to enforce regulations and strengthen them if evidence suggests this is required

57. By 2019, work with industry to improve the information and advice available to disabled adults and children travelling by air. This will include enhancing the distribution of free information about flying as a disabled person, raising awareness of the special assistance service and ensuring disabled people are aware of opportunities for air cabin assessments which will enable more informed choices about flying

58. Publish research, by the end of 2019, which will measure the impact for passengers of work to improve rail vehicle accessibility since the introduction of Rail Vehicle Accessibility Regulations (RVAR) and the Persons of Reduced Mobility Technical Specification for Interoperability (PRM-TSI). Following feedback received from the AAP consultation, this research will review the impact of existing accessible design standards on the experience of those with visual impairments and assistance dogs

59. By end of 2019, work with the ORR as it reviews the current Disabled People's Protection Policy guidance and considers how the requirements it contains are to be monitored



60. From summer 2018, work with the Rail Delivery Group (RDG) and DPTAC to review the eligibility criteria for the Disabled Persons Rail Card. We expect this review to be completed by the end of 2019
61. During 2019, publish best practice guidance for delivering training across the bus sector. This guidance will assist operators in complying with the new mandatory disability equality and awareness training requirement which came into force across the sector in March 2018.
62. By end of 2019, publish for consultation revised best practice guidance to support local licensing authorities (LLAs) to use their existing powers more effectively. In particular we will recommend that authorities require taxi and private hire vehicle (PHV) drivers to complete disability awareness and equality training, make it simple to report discrimination and take robust action against drivers alleged to have discriminated against disabled passengers. Consulting on best practice guidance for taxi and PHV licensing, authorities will provide an opportunity to further the discussion with the Local Government Association and other representative organisations around potential approaches for ensuring that licensing authorities use the powers available to them, and take robust action against drivers who have discriminated illegally against disabled passengers;
63. During 2019, commission research to identify a standard for accessible bus stations and stops, benchmark a sample of existing facilities against it, and develop a toolkit to assist local authorities in improving the accessibility of such roadside infrastructure
64. "Take steps to understand why taxi and PHV drivers continue to refuse to transport assistance dogs. For over a decade it has been illegal for drivers of taxis and PHVs to refuse the carriage of an assistance dog. Even where enforcement of this requirement is rigorous, such as in London, we understand anecdotally that refusal incidents continue to happen. We will undertake research to identify why the risk of fines and the loss of a driver's licence appear insufficient in some circumstances to prevent them from discriminating against assistance dog owners. We will use evidence from this work to support any further action that we may take in this area to ensure that assistance dog owners are able to travel by taxi and PHV free from the fear of discrimination"
65. By 2019, request that local highway authorities help to improve local journeys to and from hospital for disabled and older people by actively considering the location of bus stops and routes, when developing the next iteration of their local transport plans
66. Lead the way, by providing disability awareness training for Department for Transport staff by building this into our current staff development programmes.
67. Raise awareness amongst DfT staff on how the Public Sector Equality Duty, and the needs of people with protected characteristics, should be considered as part of transport policy development and delivery. This will include through staff training, the creation of an Equality Leaders Scheme to drive change across the Department, and steps to ensure equality considerations are made explicit to decision makers such as Senior Civil Servants and Ministers.
68. Develop a disability awareness training package that can be made available across modes to all transport operators.
69. Encourage the greater use of assistance cards, including through our new accreditation scheme for transport providers who are leading the way on disability

issues. We will work to develop greater national consistency including by considering a possible Department for Transport endorsed logo for these schemes.

70. By 2020, we will have explored the feasibility of amending legislation to recognise the use of cycles as a mobility aid in order to increase the number of disabled people cycling.

71. The Department intends to proceed with this action by 2020, and will work with the Mobility Centres to trial the development of community style “hubs”, alongside the provision of their existing services. (in reference to: We will highlight and promote the work of Mobility Centres, and identify ways to support the ambition of the Driving Mobility Network to increase the services it provides in response to the growing ageing population and become community style “hubs” for older and disabled people.)

72. Work with the CAA to review performance standards for airports and airlines, such as the length of time taken for a passenger to receive assistance boarding and leaving aircraft. By 2020, we intend to put in place a robust framework for measuring airlines' provision of assistance services, and to have strengthened the current performance standards for airports

73. Build on the work CAA has already undertaken with the aviation industry, poor performing airports, in particular, to understand the reasons why the services and assistance received by passengers using aviation are inconsistent and seek to achieve greater consistency in training between airport and airline staff (including ground staff) by 2020.

74. Recommend, or where appropriate require, that transport operators and regulators involve disabled people or representative organisations wherever possible in the training received by staff (i.e. transport operators should ensure that the course content is informed by the lived experience of disabled people, relevant to the transport mode concerned).

75. By 2020, work with the bus industry, the Driver and Vehicle Standards Agency, and passenger representatives to encourage improved promotion of information about the rights of disabled travellers and what they are entitled to expect in terms of service and facilities, as well as developing easier ways to register complaints when things go wrong

76. We confirm our commitment to taking forward this action. We intend to undertake this research by 2022 and will draw upon the findings of University College London's research on the same subject, which is expected to be published by the end of 2018 (in reference to: In 2017, we will commission research to further understand the barriers to travel for individuals with cognitive, behavioural and mental health impairments, to help us develop potential measures to improve accessibility.)

77. We also understand that the needs of disabled people change over time and that in the years since the internationally recognised reference wheelchair specification was adopted to provide the basis for vehicle layouts across the transport system, the size and nature of mobility equipment used by many people has changed significantly. We will therefore review our use of the reference wheelchair standard, and will make recommendations by 2023 on its continued use or the use of an alternative specification.

78. Provide up to £300 million of funding to extend the programme to improve the accessibility of the railway until at least 2024

79. Make a proportion of the next tranche of Access for All funding available for a new round of 'Access for All' Mid-Tier funding which will support station accessibility projects requiring between £250,000 and £1m of Government support. Previous projects included additional accessible toilets, platform humps to aid boarding and better customer information systems
80. The Department will be announcing details of how it intends to fund the pilot to explore opportunities to improve train tanning facilities as part of the funding allocation for Control Period 6 (2019-2024)
81. Undertake by 2028 a review of the continued efficacy of the Public Service Vehicles Accessibility Regulations (PSVAR) and consider how the future needs of disabled people travelling by local and road based public transport, regardless of their journey's purpose, should be met in the future
82. As set out in the Inclusive Transport Strategy, we will continue our work to ensure that all public transport bodies and professionals understand their obligations under the Public Sector Equality Duty in relation to planning and delivering transport and designing transport infrastructure.
83. The Department confirms its intention to work with the Welsh Government to understand the impact of its decision to make statutory duties designed to deliver the Public Sector Equality Duty, as well as its decision to impose duties on public authorities in Wales.
84. The Department will work with the Mobility Centres to ensure that, when the “hubs” are established, they will be able to provide detailed information on alternatives to driving, covering the full range of local transport options (in reference to: Over the course of the next two years, Mobility Centre ‘hubs’ will promote the public and private transport options available in each region to those considering giving up driving or those who have been advised to cease driving.)
85. Do everything in our power to ensure that local licensing authorities make full use of their existing powers, including recommending that driver disability equality and awareness training be mandated in licensing policies.
86. Continue to encourage local licensing authorities, which have not already done so, to publish lists of taxis and PHVs designated as wheelchair accessible under Section 167 of the Equality Act 2010, and to inform the Department that they have done so.
87. Keep under review the efficacy of our strengthened recommendations on the provision of an inclusive and accessible taxi and PHV service and take further action if necessary to ensure that this most vital transport service is accessible to everyone wishing to use it
88. Community transport operators provide vital services that link people and communities to services including hospital appointments, and we want to see this continue. The Department will be announcing next steps following the outcome of the recent consultation in due course
89. Support the RDG to develop an online model of stations which will enable passengers to familiarise themselves with the layout and environment before they travel
90. Explore with RDG the ability for train operators to provide ‘alternative journey options’ if the journey becomes unsuitable – for example, if the only accessible toilet on a train goes out of use unexpectedly

91. Consider the information needs of consumers to ensure the right information is available in the right format, at the right time. This could include enhanced 47 signage at airports providing more detail on access routes and how long particular routes will take so that disabled passengers can make an informed choice on whether the route is suitable for them.
92. Examine how aircraft manufacturers can improve the design of aircraft to make them more accessible – for example by removing seats to better accommodate folding wheelchairs and prioritising wheelchair storage for quick access on arrival
93. Ensure a more robust application of the legislation concerning the rights of disabled persons and persons with reduced mobility when travelling by air in relation to infrastructure improvements. We will work with managing bodies of airports to ensure that the needs of disabled persons and persons with reduced mobility are taken into account when deciding on the design of new airports and terminals, and as part of major refurbishments
94. Ensure that accessibility is considered throughout the Future of Mobility Regulatory Review. This will include examining whether new regulation is needed to ensure that emerging technologies and services are accessible
95. We will also publish an interim evaluation report giving early results on the impact of this Strategy, with the final evaluation report to be published in 2022.

