



# The Disabled Persons Transport Advisory Committee

Annual Report  
2020-2022

The Committee has made this report to the Secretary of State. This report covers the period 1 April 2020 to 31 March 2022. It is presented to Parliament by the Secretary of State for Transport pursuant to section 125 of the Transport Act 1985.

# **The Disabled Persons Transport Advisory Committee**

## **Annual Report 2020-2022**

Presented to Parliament pursuant to Section 125 of the Transport Act  
1985

Ordered by the House of Commons to be printed on 14 December 2023



© Disabled Persons Transport Advisory Committee copyright 2023

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at [www.gov.uk/official-documents](https://www.gov.uk/official-documents).

Any enquiries regarding this publication should be sent to us at [DPTAC.Enquiries@dft.gov.uk](mailto:DPTAC.Enquiries@dft.gov.uk)

ISBN 978-1-5286-4614-7

E03037654 12/23

Printed on paper containing 40% recycled fibre content minimum

Printed in the UK by HH Associates Ltd. on behalf of the Controller of His Majesty's Stationery Office

## Contents

Chair's Foreword.....	4
The Disabled Persons Transport Advisory Committee.....	6
Background.....	6
Our priorities .....	6
Membership .....	6
The Committee's Activities .....	8
2020-2022 Retrospective Report Context.....	8
Working Group Activities.....	8
Rail Working Group.....	9
2020-2021 .....	9
2021-2022.....	11
Local Transport Working Group .....	13
2020-2021 .....	13
2021-2022.....	14
Personal Mobility Working Group.....	15
2020- 2021 .....	15
2021-2022.....	15
Aviation Working Group .....	16
2020- 2021 .....	16
2021-2022.....	16
Research and Evidence Working Group .....	17
2020-2021 .....	17
2021-2022.....	18
Register of Members Interests .....	21
Budget.....	22

## Chair's Foreword

DPTAC has a proud history of working constructively and in partnership with a range of stakeholders for more than 35 years. And there is no question that the expertise, focus and commitment of the members of DPTAC individually and collectively have helped unlock, develop and enhance transport opportunities for many disabled people.

It was my honour to have been appointed as DPTAC Chair in 2014 and to have had the opportunity to lead such an important Committee in its work advising the Secretary of State, Ministers and policymakers. Over that period the Committee has tirelessly focused on championing the interests of disabled people and pushing for improvements in access to transport and the built environment. It is in no small part thanks to DPTAC that a raft of government policies and wider strategic objectives address the needs of disabled people as well as they do. But of course, there is still so much more to do.

2014 was an interesting time. DPTAC had recently survived a series of government reviews which challenged its existence. It was allowed to continue but in a much reduced form than previously. However, in the years that followed the Committee was absolutely focused and diligent in delivering improved relations with government and demonstrating its incredible value as not only an independent advisory body but a critical friend. We were successful in securing an expansion in DPTAC from 12 to 15 members which brought wider and deeper expertise and lived experience onto the Committee which in turn strengthened our advice and ability to carry out our work.

I am very proud to say that DPTAC is now a trusted, respected and valued advisory body which is able to challenge Ministers and policymakers in DfT and across wider Government to ensure that accessibility is front and centre of thinking, planning and delivery.

The period covered by this report, 2020 to 2022, includes my last full year as Chair. This was a period of unusual challenge, complexity and disruption associated with the Covid-19 pandemic. The height of the pandemic was like nothing seen before and which, hopefully, we won't see again. It became critically important during that time for us to help prevent the inevitably fast-paced Government and industry policy responses rushing ahead with accessibility only at best as an afterthought, at worst ignored. So, we applied much of our resources to ensuring disabled people were not forgotten in Covid-19 planning. It is heartening to look back and see how our work was key in addressing those risks, ensuring for example that the government's Safer Travel Guidance and face-covering exemptions fully considered the array of challenges which Covid-19 presented to many disabled people. Ensuring the package of policies and other measures were targeted and fully recognised the needs of many disabled people was a key goal.

Over this period, we also continued to build constructive and effective relationships with our stakeholders including disabled people-led organisations, government, the transport sector, the wider regulatory bodies, and our counterparts in the nations. We were able to ensure that our experience and expertise provided effective challenge

to drive wider improvements in accessibility and not to let access improvements that had been hard won over many years slip back or disappear as society returned to a new form of normality. So during this busy period we continued to increase the profile of our work on key priority issues, publishing our position statements and other documents on issues ranging across face coverings and exemptions<sup>i</sup>, the accessibility improvements needed in coach services<sup>ii</sup>, the fact that most disabilities are not visible<sup>iii</sup>, the need to improve the accessibility of taxi and private hire vehicles<sup>iv</sup>, and in tandem with our engagement on the wholesale reform of our railways, our assessment of what would be needed to deliver a fully accessible railway.<sup>v</sup>

The current and future landscape provides opportunities for the Committee to continue its work to drive even greater recognition of non-visible disabilities, and to help improve the way transport is delivered and made increasingly more inclusive and accessible. Inclusive, as well as accessible, as improved access for disabled people always brings improvements for the wider transport user community. The Committee's work has broadened to increasingly consider technology which, if done well, can deliver real benefits such as improved information, ticketing, and assistance, and new forms of transport such as autonomous and connected vehicles. But we need Government and industry to recognise that technology is not the be-all and end-all. Digital exclusion affects many millions in our communities, and within those disabled and older people make up a huge proportion. In all this work, which will continue to evolve amid increasing digitisation, it remains important to remember that whilst technology should be able to immensely and importantly help improve access to transport, reliance on older technology and assistance from human beings, and the thoughtfulness of other passengers, will remain essential parts of an improving integrated and accessible transport network.

The strength of DPTAC has come from the incredible breadth and depth of experience and expertise on the Committee, and through our detailed engagement on various topics with many different disabled peoples' organisations.

On personal note I really value the high trust and support culture within the Committee, and I have confidence this will continue to shape how the Committee continues to work together to champion change under my successor as Chair, Mat Campbell-Hill.

I would like to thank all the members of DPTAC who I have worked with during my time as Chair, and countless others. We have gained strength and insight not only from the many disabled people-led organisations, charities and other groups who have really helped to amplify and focus the voices of disabled people, but also from the DfT and transport sector for their willingness to listen, engage, be challenged and to improve – thank you.



Keith Richards OBE

# The Disabled Persons Transport Advisory Committee

## Background

The Disabled Persons Transport Advisory Committee (DPTAC) is an independent body established by the Transport Act 1985 to advise the Secretary of State on the transport needs of disabled people. We advocate the promotion of an accessible transport system that fully takes into account the needs of disabled people in the advice given to government.

DPTAC provides advice to the Department for Transport to assist in the development of policy and other proposals. It acts as a 'sounding board' and 'critical friend' offering clear constructive criticism to the Department. The Committee also provides advice to the Department and to the Office of Rail and Road to inform their decisions about rail and bus regulations and for rail licencing requirements. It, as required, also provides additional advice and support to The Department such as participating in steering groups for research projects.

The Committee works to present a pan-disabled view on the impacts of transport legislation, regulation, policy, operation, and guidance. The Committee has a statutory duty to consider any matter referred to it by the Secretary of State at the Department for Transport (The Department), but it also provides advice on other issues the Committee considers relevant to the development of accessible transport policy and transport services.

## Our priorities

In our work to promote accessible transport for all, our priority commitments are to:

- provide timely, focused and independent advice to the Department on matters relating to transport for disabled people during policy, the specification of research, evaluation of policy and on relevant consultation exercises;
- take account of the broad views and experiences of all disabled people and develop our advice through effective engagement with department policy leads, the transport industry, organisations representing disabled people, and other stakeholders;
- work with The Department and industry to measure and monitor progress on delivery of the commitments in the department's Inclusive Transport Strategy and other relevant activities.

## Membership

Our membership includes people with lived experience of disability with a broad range of experiences of using transport, working alongside professionals in disability and transport. This ensures that we can speak with credibility on both the needs of transport customers and effective ways of meeting them. We regularly experience the same difficulties as many disabled people face getting around, not least attending meetings and events on behalf of DPTAC.



During 2020 to 2022 DPTAC consisted of the Chair, Keith Richards and up to 15 members. The Committee members were:

Chair: Keith Richards OBE  
Helen Dolphin MBE  
David Mapp  
Tanvi Vyas  
Professor Roger Mackett  
Will Bee  
Chris Price  
Jessica Uguccione  
Matthew Smith  
Mike Brace CBE DL  
Dave Partington MBE  
Sharon Brennan  
Bryan Matthews  
Nicki Glazier  
Sue Sharp  
David Chrimes (until 31st May 2021)

DPTAC continues to use working groups with remits focussed on different modes of transport. Each working group has a Chair, with several other members supporting the work.

## The Committee's Activities

This section of the report highlights the main aspects of the committee's work throughout the reporting period, by mode or other significant areas of work. The work is presented chronologically, however due to the nature of providing advice on policy some of the work described took place across the full period covered by the report, rather than within one specific year.

This report covers the years 2020 to 2022 and is presented retrospectively following the disruption of the Covid-19 pandemic.

## 2020-2022 Retrospective Report Context

2020-2022 was a period of disruption with Government priorities refocused to managing the emerging the Covid-19 challenges. This inevitably affected the work of DPTAC: its focus shifted as public transport and pedestrian environment policy changed in response to the pandemic, and as restriction rules updated.

During this tumultuous period the committee provided invaluable support and challenge to the Government as the scale of the Covid-19 emergency and response became clear and the Covid-19 pandemic uncertainty and challenges evolved. We continued to ensure that inclusive travel and accessibility remained at the front and centre of the minds of policymakers.

The Committee provided advice on the Department's response to issues such as the 'stay at home' directive and the development of social distancing rules on transport, and advised on the impact that restrictions could have on disabled people using transport. DPTAC also provided key advice, that took account of the diverse requirements of disabled people, to the Government on the impacts of measures such as face coverings.

Throughout, the Committee continued to offer evidence-based and practical advice to support the Government to make improved accessibility a reality. This included advice on changes where temporary adaptations were being considered for permanent change, and on the importance that these decisions should be made after consulting with disabled people, so their needs were understood and factored into in policies, designs and delivery.

But despite the disruption of Covid-19, the Government's policy and transport strategy work continued and DPTAC welcomed the publication of the National Bus Strategy and the Williams Plan for Rail, both of which were informed by advice provided by the Committee.

## Working Group Activities

The majority of the advice provided by DPTAC was developed under the auspices of five working groups. These working groups provided advice and engagement across specific policy areas covering rail, local transport, personal mobility, aviation, and research and evidence, reporting to the overarching main Committee.

## Rail Working Group

**Chair: David Mapp**

The Rail Working Group advised on matters relating to rail accessibility across a range of topics including the Covid-19 pandemic response, rail replacement services, the disabled persons railcard, and Accessible Travel Policies amongst other policy issues. This work is summarised below.

### 2020-2021

#### **The Response to the Covid-19 pandemic**

There was ongoing dialogue throughout 2020 between DPTAC and the Department for Transport (The Department), the Office for Rail and Road (ORR), and other relevant stakeholders on the impact of Covid-19 on the accessibility of the rail network. This included a series of joint meetings encompassing issues such as rail staff guidance, passenger communications, assistance provision, with an emphasis on practical advice.

DPTAC also provided advice on the Department's priorities for accessibility in the post-pandemic recovery period.

#### **Rail replacement services**

Extensive work was undertaken considering the use of vehicles not compliant with the Public Services Vehicles Accessibility Regulations (PSVAR) 2000 for the provision of rail replacement services during periods of disruption. Following the completion of a proposed forward strategy to address the issue by the Rail Delivery Group (RDG) in March 2020, DPTAC advised the Department on the level of ambition to take with respect to mitigations.

In July DPTAC responded to the ORR's consultation on revisions to those elements of its ATP Guidance to train operators that dealt with rail replacement services. A number of the suggestions contained in DPTAC's response to the consultation were reflected either in the revised Guidance or in the ORR's separate letter to RDG.

In October 2020, DPTAC provided further advice to the Department on longer-term planning of PSVAR compliant vehicles for rail replacement services. Work on this issue continued into 2021 and incorporated into the subsequent departmental work to undertake a wider review of the PSVAR regulatory framework.

#### **Rail sector reform and National Rail Contracts**

Following-on from the Williams Review in 2019, the envisaged re-structuring of the rail industry was accelerated by the Covid-19 pandemic, with rail franchises replaced initially by short-term 'Emergency Measures Agreements' between the Department and train operators. Replacement of these short-term arrangements with new medium-term National Rail contracts, began towards the end of 2020, and during the first quarter of 2021 DPTAC provided extensive and detailed advice to the Department on the new contracts.

DPTAC also provided advice on the emerging template for longer-term Public Service Contracts, particularly around the issue of station accessibility.

After an hiatus caused the Covid-19 pandemic engagement with the Williams Review re-commenced in January 2021, with preparatory engagement ahead of the publication of the Railways White Paper in May 2021. In addition, DPTAC provided a representative to sit on the Steering Group for the accessibility audit of all railway stations in Great Britain, one of the key actions to emerge from the Williams Review.

### **Review of the Disabled Persons Railcard (DPRC)**

DPTAC engaged throughout the year with the Department and the Rail Delivery Group (RDG) on the review of the DPRC. This work concentrated on the extension of eligibility criteria for the Railcard to a wider group of disabled people, and the evidence required to support applications by this wider group, as well as other potential changes.

DPTAC advice to the review on extensions to the eligibility criteria and evidence formed the basis of the final package of proposals submitted to train companies for approval. DPTAC also engaged with the Department and RDG on the associated financial evaluation of the proposals.

### **PRM-TSI and RVAR exemptions/dispensations**

Under the Equality Act 2010, the Secretary of State has a duty to consult DPTAC on requests from train operators and rolling stock companies for exemptions and dispensations from the accessibility regulations applying to rail rolling stock (the 'PRM-TSI' and 'RVAR' regulations). DPTAC provides comments to the Department on all such requests.

DPTAC provided comments and advice to the Department on applications from East Midlands Railway, Transport for Wales, Northern, Chiltern, and Greater Anglia.

### **Review of Accessible Travel Policies ('ATPs')**

During the 2020/2021 period, DPTAC undertook reviews of the delayed draft ATPs for the Heathrow Express and Southeastern, and a number of ATPs from 'bespoke' and other operators including heritage railways and charter operators.

### **Passenger Assist**

The Committee supported the roll-out of RDG's improved Passenger Assist system, with two members sitting on RDG's Customer Engagement Group, and regular engagement with the RDG at DPTAC Rail Working Group meetings.

### **Fatality at Eden Park**

Following-on from the death of a partially-sighted passenger at Eden Park station, DPTAC engaged with the Rail Minister, Network Rail (at Chief Executive and working level), and with the Department on the various causal factors (tactile platform edges, platform markings and lighting). Work was subsequently undertaken to review and define more accurately the relevant standards. The government also provided funding for Network Rail to progress a comprehensive programme of work to install tactile platform edges and appropriate platform markings at stations, with the stations most urgently in need of progress being addressed first.

The Committee also engaged with and wrote formally to the Rail Accident Investigation Branch in relation to its report on the incident. The Eden Park incident

along with other issues around the application of the Design Standards for Accessible Railway Stations Code of Practice has generated wider concern with the current Standards and their application by Network Rail and train operators, resulting in further DPTAC discussions with the ORR on enforcement, the Department and Network Rail.

### **Other activities**

DPTAC provided a representative to sit on the Department's Rail Innovation Programme Steering Group and was an active participant in the ORR's two regular accessibility fora, alongside monthly engagement with the RDG.

DPTAC took part in a discussion with the Equality and Human Rights Commission (EHRC) in January 2021, which largely focussed on rail travel, and took an active part in a workshop on the platform-train interface hosted by Transport Focus and London Travelwatch in February 2021.

DPTAC also undertook a presentation on rail accessibility to the Community Rail Conference in March 2021.

## **2021-2022**

### **Rail sector re-structuring and National Rail Contracts**

DPTAC provided advice on the emerging template for longer-term Public Service Contracts, particularly around the issue of station accessibility.

### **The Williams-Shapps Plan for Rail**

After the publication of the Williams-Shapps plan for Rail White Paper in May 2021, DPTAC engaged on the accessibility aspects of the paper. To support this engagement DPTAC formed and led an Accessibility Working Group composed of the relevant teams in the Department, Great British Rail Transition Team (GBRTT), and the ORR.

Engagement included Department-led workshops on specific topics such as the proposed new accessibility duty and national Accessible Travel Policy (ATP). DPTAC also wrote and circulated a discussion on its future role following the establishment of GBR and provided advice to the Department on its planned consultation on the Transport Bill. Finally, DPTAC circulated a discussion paper proposing the formation of a cross-industry Accessibility Steering Group.

DPTAC engaged with the Department on the accessibility audit of stations, which emerged from the White Paper, including representation on the project steering group. The committee also provided advice to the department on the design and content of the planned consultation on the review of the Design Standards for Accessible Railway Stations: Code of Practice.

DPTAC submitted a response to Network Rail's consultation on the Whole Industry Strategic Plan, providing views on how accessibility could be considered.

DPTAC responded to the Department's consultation on the Post-Implementation Review of the Railways Interoperability Regulations National Technical Specification

Notices (NTSN), providing advice on a possible consolidation of accessibility-related regulation into a single regulatory code on accessibility.

We also engaged with the ORR on Periodic Review 23, responding to the ORR's initial 'open letter', and advising on provisions for improvements to accessibility and compliance with the Design Standards for Accessible Railway Stations: Code of Practice.

### **Rail Staffing**

In this period, DPTAC engaged extensively with the Department and Network Rail/GBRTT on the accessibility aspects of rail staffing, including direct engagement with the Department's Workforce Reform Team. A detailed, case-study assessment of staffing on the Sutton Loop in London was completed and DPTAC also undertook an analysis of staffing and accessibility at around 1,750 stations across England.

### **Review of the Disabled Persons Railcard ('DPRC')**

Engagement with the Department on the review of the Disabled Persons Railcard continued throughout the year.

### **Review of Accessible Travel Policies ('ATPs')**

During the course of the year, DPTAC provided comments to the ORR on ATPs for East Coast Trains Limited and charter train operator SLC.

### **PRM-TSI and RVAR exemptions/dispensations**

DPTAC provided comments and advice to the Department on applications from Transport for Wales, East Midlands Railway, Northern, Greater Anglia, London Trams, Southend Pier Railway, the Glasgow Subway, and West Midlands Trains.

### **Passenger Assist**

DPTAC supported the roll-out of the improved Passenger Assist system managed by the Rail Delivery Group (RDG) with two DPTAC members sitting on the RDG's Customer Engagement Group.

### **Other Activities**

DPTAC held regular meetings with the RDG, ORR, The Department alongside engagement with train operators and a number of disability advocacy groups, including Disability Rights UK (DRUK) and Transport for All.

## Local Transport Working Group

**Chair: Will Bee**

The Local Transport Working Group advised on bus, coach, taxi and private hire vehicle (PHV) accessibility policy.

### 2020-2021

#### **Advice on the impacts of Covid-19**

In common with other DPTAC working groups, the Covid-19 pandemic response was prominent across the working group's activities. This included advising on mandatory mask wearing on public transport. During the pandemic the wearing of masks was a means to provide disabled people with reassurance, whilst accounting for the needs of passengers who for a variety of legitimate reasons could not wear a mask. DPTAC worked with the Department and where possible bus operators to help them provide clear and consistent messaging around these issues.

#### **Buses**

During the period DPTAC contributed to preliminary discussions on the Government's National Bus Strategy, participating in ministerial roundtables. DPTAC provided advice on a range of topics including audio-visual information systems, driver conduct regulation, and good practice guidance for disability awareness training in the bus industry.

#### **Coaches**

Coach policy featured prominently in DPTAC's advice to the Government through 2020-2021 because of the 1 January 2020 deadline requiring PSVAR compliant vehicles to be used on all scheduled charged for services. While providers of scheduled long-distance coach services were well prepared for this change, the Committee had established that there were challenges with respect to the provision of PSVAR compliant vehicles for Home to School transport services and on Rail Replacement Services. DPTAC acknowledged that the Government had a strong case for a period of exemption to be granted. As a result of the lessons learned during this process DPTAC published a position statement on coach accessibility calling for, among other things, the Government to review whether the current Public Service Vehicle Access Regulations, as they apply to coaches, achieves the best level of accessibility given changes in technology since the regulations had been introduced.

#### **Taxi and PHV Services**

Members supported the government in making taxi and PHV services fully accessible to disabled travellers. DPTAC provided advice on this in August 2020. DPTAC has continued to advise on improvements in the service to disabled people provided by taxi and PHV drivers and operators.

DPTAC discussed with officials the importance of addressing the shortage in Wheelchair Accessible Vehicles in the Private Hire Vehicle fleet throughout the country and in the taxi fleet outside most major cities.

## 2021-2022

### **Buses**

As Covid-19 travel restrictions eased, DPTAC continued to provide advice on coach accessibility, the development and implementation of the Government's National Bus Strategy, *Bus Back Better* and the provision of accessible audio-visual information systems. DPTAC's advice considered the confidence of concessionary bus holders to return to using public transport. It also raised concerns around impacts of measures introduced during the pandemic to create more space for cyclists and pedestrians on disabled people, including bus stops being moved to locations further away from intended destinations.

The Committee met and discussed the NaPTAN database and the scope for increasing the access information it holds so this can be shared via transport planning apps.

The Working Group also met with Department officials to discuss plans for Accessible Information regulations, including concerns around the requirement of service and technical measures including induction loops for people who use hearing-aids, and their possible conflict for priority seats, and the timing of when buses will be required to be compliant.

The Committee also discussed Bus Service Improvement Plans with industry and good practice for these, and concerns around BSIPs focusing on infrastructure and benefits for only some disabled passengers.

### **Review of the Public Service Vehicles Accessibility Regulations (PSVAR) 2000**

The Working Group explored concerns around PSVAR with officials and advised on research proposals to review the ISO reference wheelchair specification, the reference point for a range of transport vehicle and infrastructure accessibility standards.

### **Eligibility criteria for the concessionary bus pass**

DPTAC provided advice to the Department as part of its review of the eligibility criteria for the concessionary bus passes.



## Personal Mobility Working Group

**Chair: Helen Dolphin**

The Personal Mobility Working Group advised on matters relating to personal mobility. This includes active travel, Blue Badge policy, built environment, driving and micro-mobility.

### 2020- 2021

#### **Covid-19 Advice**

The Working Group participated on the Department's Covid-19 Recovery Sounding Board advising on post-lockdown planning for roads including breakdown and vehicle recovery, refuelling. DPTAC also advised on research relating to local authorities issuing Temporary Traffic Regulation Orders (TTROs).

#### **Emerging Technology - E-scooters and Electric vehicle charging**

DPTAC undertook preliminary consideration on the growing popularity of E-scooters considering potential impacts on disabled people with the intention to continue this work in more depth.

DPTAC provided advice on the design the standards set out in PAS 1899:2022: *Electric vehicles – Accessible charging – Specification*, which sets a minimum accessibility standard for all public charge-points. The Working Group also advised on accessibility considerations relating to government plans to bring forward the end to the sale of new petrol, diesel and hybrid cars and vans from 2040 to 2035.

### 2021-2022

#### **Streetscape**

The Working Group advised on the design of the 2022 consultation on Pavement Parking and on the new *Manual for Streets*, which explains how to design, construct, adopt and maintain new and existing residential streets.

## Aviation Working Group

**Chair: Tanvi Vyas (from March 2022)**

The Working Group provides advice on key issues related to aviation as part of DPTAC's advisory function to the Government. Its activity was organised ad-hoc for the period of this report and until the Working Group was revived in March 2022.

### 2020- 2021

The Covid-19 pandemic had severe impacts on the aviation sector, significantly reducing the routine activity of the DPTAC Working Group. The Working Group contributed advice in relation to Reference Wheelchair research, behavioural studies on face mask wearing.

### 2021-2022

In February 2022, members of the committee gathered evidence and discussed the committee's response to the government's aviation consumer policy consultation.

#### **Advice on the Impacts of Covid-19**

The Committee was engaged as restrictions on travel began to be lifted and the Department began to revisit policy around aviation passenger rights. New challenges for disabled people navigating the travel industry and specific to the aviation sector were identified, as were existing challenges exacerbated by the pandemic.

#### **Developing Our Engagement**

The group's meeting in March 2022 discussed evidence members of the committee had gathered and started to develop the DPTAC's response to the government's aviation consumer policy reform consultation.

The group met with officials in the Department's Aviation team: information and guidance for disabled passengers was discussed and developed by the team.

The group also met with the Civil Aviation Authority (CAA), to hear about their ongoing work and upcoming priorities, and with some Aviation specialists and stakeholders to better understand the current climate and any possible projects or challenges.

## Research and Evidence Working Group

**Chair: Professor Roger Mackett**

The Research and Evidence Working Group provided advice on matters relating to data and evidence as it relates to use of transport by disabled people. The Group also oversees DPTAC's approach to the collation and use of data and research.

### 2020-2021

#### **Improving the data about travel by disabled people in the National Travel Survey (NTS) and the National Travel Attitudes Survey (NTAS)**

The National Travel Survey (NTS) is an annual household survey designed to monitor long-term trends in personal travel and to inform the development of policy. The National Travel Attitudes Survey (NTAS) is a panel survey made up of people aged 16 and over in England who have completed the National Travel Survey (NTS), which provides a source of data on attitudes to travel and transport-related topics. Both surveys contain questions about travel by disabled people.

The Working Group updated their note 'Travel by disabled people' summarising the information in NTS and NTAS focusing on areas where the information captured relating to disabled people could be improved, with this information provided to the Travel and Environment Data and Statistics (TRENDS) Division of the Department.

#### **Inclusive Transport Strategy (ITS) Monitoring and Evaluation Project.**

The Inclusive Transport Strategy (ITS) is a document which summarises several policies and actions spelling out the government's plans to make the transport system more inclusive and better for disabled people. It was originally launched in 2018. The Group has been actively involved in the design and implementation in the Monitoring and Evaluation of the ITS, providing advice on survey instruments, including:

- Survey Pilot Report for the Inclusive Transport Strategy Evaluation (24 June 2020);
- Inclusive Transport Strategy Evaluation: Qualitative sample survey instruments (6 July 2020);
- Questionnaire for the Assistance Dogs survey (24 Aug 2020);
- Local Licensing Authority scoping template (3 Sep 2020);
- ITS transport operators scoping template (3 Sep 2020);
- Draft ITS scorecard (24 Sep 2020);
- NatCen Panel weighting strategy (2 Oct 2020);
- Local licensing authority topic guide for the qualitative interviews (6 Oct 2020);
- Document on the protocols for ensuring participant accessibility for the Survey with Assistance Dog Users (27 Oct 2020).

#### **The Value of Accessibility Project.**

The Group engaged with research on the Value of Accessibility, the objective of which was to improve the capture of benefits of travel for disabled people in evaluation frameworks such as the Transport Appraisal Guidance (TAG) alongside topics such as health, safety and the environment.

### **Increasing Public Awareness of the Travel Requirements of Disabled People.**

The Inclusive Travel Campaign and the 'It's Everyone's Journey' Campaign were set up as part of the implementation of the Inclusive Transport Strategy. They were designed to bring together stakeholders who want to improve public transport for disabled people by raising awareness of non-visible disabilities and deliver real change and were developed by the Department for Transport in partnership with industry, disability groups and disabled people. The Group contributed to design and implementation of both schemes by commenting on draft documents and participating in meetings.

### **Research Into Travel by Disabled People Related to the COVID Pandemic.**

As the COVID-19 pandemic caused major disruption to travel in this country, the Working Group contributed to the work on understanding the impacts on disabled people. This included:

- Research into messages about exemptions about face coverings on websites for transport authorities around the world (17 June 2020);
- Advice on the testing of messages for passengers about Covid-19 face coverings (4 Nov 2020);
- Meetings with the Covid-19 Response Team at the Department for Transport on public messages about face coverings and exemptions for disabled people (25 March 2021).

### **Identification of New Research Required to Improve the Evidence Base on Travel by Disabled People.**

During the pandemic DPTAC engaged the Department to discuss transport issues that may benefit from additional research, including meeting with The Department's Modal Leads (12 November 2020) to help inform future research plans within the Department.

### **Other Activities.**

Alongside this work the Research and Evidence Working Group also engaged Department Maritime Services on extending the remit of the Equality Act 2010 to ships and hovercraft (22 Feb 2021), Active Travel England on inclusive recruitment (17 March 2021), The Department's Blue Badge team on developing Blue Badge policy (18 March 2021), and the Rail Research Forum on Evaluation (23 March 2021).

## **2021-2022**

### **National Travel Survey (NTS) and the National Travel Attitudes Survey (NTAS).**

The DPTAC R&E Subgroup held a meeting with staff from the Travel and Environment Data and Statistics (TRENDS) Division of the Department about the National Travel Survey (NTS), National Travel Attitudes Survey (NTAS) and other possible surveys (20 May 2021). The meeting commenced with discussion about a note about questions about NTS and NTAS that the Group had submitted previously.

Feedback was received from TRENDS about the note. The meeting was followed up with the submission of advice about the timing of a wave of NTAS on disability.

Members of the Group examined the National Travel Survey 2020 as soon as it was released, to see whether the suggestions that the Group had made to the NTS team had been incorporated. Three of the suggestions have been introduced, so that Table NTS0712 now shows figures for people with any disability as well as for the eleven individual disabilities and the distance travelled by people with each type of disability has been added to the existing information about the number of trips. Table NTS0711 now shows figures for the number of trips and distance travelled by each mode for people with a disability, as well as those affected 'a little' and 'a lot' (i.e., for both these groups together). Figures for 2018 and 2019 were shown as well as for 2020.

### **Improving the Evidence Base on Travel by Disabled People.**

The Working Group provided an advice paper to the Department's TREND Division, *Barriers to Travel for Disabled People in End-to-End Journeys* discussing questionnaire options for obtaining data on barriers to travel for disabled people (Summer of 2021). DPTAC were also engaged by The Department on how to capture and collate data relating to bus user disability statistics (Summer and Autumn of 2021) and how statistics on disabled people could be incorporated into NTAS (25 January 2022).

DPTAC also participated in workshops on the development of 'Guidance on the Use of Tactile Paving Surfaces' and 'Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure' (April 2021), as well as engaging with the Cabinet Office Disability Unit on the development of their cross-government disability evidence improvement programme (24 August 2021).

### **Improving Survey Design.**

The Group advised on the design of the passenger and staff questionnaire to be used in the surveys as part of the development of the Design Standards for Accessible Railway Stations: A Code of Practice (22 December 2021).

### **Inclusive Transport Strategy (ITS) Monitoring and Evaluation project.**

Members of the Group advised on the ITS evaluation interim report (6 October 2021) and ITS evaluation Dashboard (22 December 2021).

### **Emerging Technology**

The Group participated in discussions with Motability, which included discussion about the implications for disabled people of the move towards electric vehicles (21 January 2022).

The group met with staff from Centre for Connected and Autonomous Vehicles (CCAV) about the importance of accessibility issues in relation to autonomous vehicles and their potential to improve access to mobility for disabled users (25 January 2022).

The Chair subsequently wrote a note entitled 'Research into the implications of autonomous vehicles for disabled people' which was circulated to DPTAC members (9 March 2022).

## **Other Activities**

Other activity by the Research and Evidence Working Group included:

- Contributing to the Office for Statistics Regulation of the UK Statistics Authority rapid review of transport disability and accessibility statistics, followed by consideration of the possible implementation of DPTAC recommendations into the National Travel Survey 2020 discussed above (21 September 2021).
- Members of the Group participated in the on-line discussion of the project *Making low-car city visions equitable* being carried out by the University of Westminster (28 October 2021).
- Discussions with the Department about ways in which disabled people who do not travel could be included in the Department's collection of data and statistics to help understand the barriers preventing them from travelling.

## Register of Members Interests

### **Keith Richards: DPTAC Chair until February 2023 and for the period of this report**

Directorships: On the board of Transport Focus.

Employment: co-chairs the Heathrow Advisory Group with Helen Dolphin, and chaired the Rail Ombudsman Scheme Council as DPTAC Chair.

### **Professor Matthew Campbell-Hill: DPTAC Chair from February 2023, with oversight of the publication of this report**

Employment: Professor of Novel Technology Design and Adoption at the University of Birmingham.

Directorships: Non-executive director at DVSA, The International Innovation House Ltd, AerosolShield Ltd, Ted's Light CIC Ltd.

Shares: Nudea Ltd.

### **Bryan Matthews**

Employment: Lecturer at the Institute for Transport Studies at the University of Leeds.

Directorships: Member of the Steering Group of the Centre for Disability Studies at the University of Leeds.

### **Dave Partington MBE**

Employment: Heritage Development Officer.

### **David Mapp**

Employment: Retired.

Shares: Lloyds Bank.

### **Helen Dolphin MBE**

Employment: Consultant at Dolphin Diversity – contracting for Great British Railways Transition Team, Co-Chair Heathrow Accessibility Group, Member of CAA consumer panel.

### **Niki Glazier**

Employment: Service Lead for Mental Health Together.

Shares: Rolls Royce.

### **Professor Roger Mackett**

Employment: Co-investigator on the WISH2 (Wellbeing Impact Study of HS2) project with RAND Europe investigating how the development of HS2 might affect the mental health and wellbeing of people who live near the railway line (<https://wish2.org/>) in his role of Emeritus Professor of Transport Studies at University College London (since 1 June 2021).

### **Sharon Brennan**

Employment: Head of Policy and External Affairs at National Voices.

### **Sue Sharp**

Employment: CEO of the Royal Society for Blind Children.

**Tanvi Vyas**

Employment: Freelance Disability Equality Consultant and Trainer. A member of the Heathrow Advisory Group.

Directorships: Trustee for Muscular Dystrophy UK.

**Will Bee**

Directorships: Directorship for the Board of Trustees at Wellspring Settlement. On the Control Period 7 planning group.

**Jessica Uguccione**

Jessica was leading the Law Commissions' Automated Vehicles project on behalf of The Department/CCAV while a member of the Committee and has since taken a role within The Department/CCAV.

**Matt Smith**

Employment: works for ORR.

## Budget

DPTAC's budget for the financial year 2020-21 was 131,815, the expenditure was 141,344. This included 138,854 for fees and 2,490 for other expenditure.

DPTAC's budget for the financial year 2021-22 was £137,628, the expenditure was £126,221. This included 121,855 for fees and 4,366 for other expenditure.

---

<sup>i</sup> <https://www.gov.uk/government/publications/dptac-position-on-face-coverings/dptac-position-on-face-coverings-and-exemptions>

<sup>ii</sup> (<https://www.gov.uk/government/publications/dptac-position-on-the-accessibility-of-coach-services>);

<sup>iii</sup> <https://www.gov.uk/government/publications/dptac-position-on-non-visible-disabilities>);

<sup>iv</sup> <https://www.gov.uk/government/publications/dptac-position-on-taxis-and-private-hire-vehicles>

<sup>v</sup> <https://www.gov.uk/government/publications/dptac-reference-frame-working-towards-a-fully-accessible-railway>)









E03037654

978-1-5286-4614-7