



# The Disabled Persons Transport Advisory Committee

Annual Report  
2022-2023

The Committee has made this report to the Secretary of State. This report covers the period 1 April 2022 to 31 March 2023. 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 2022-2023**

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1985

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## Chair's Foreword

The period covered by this report culminated in the transition of the DPTAC chair from my predecessor, Keith Richards, to me in February 2023.

Keith's tenure was marked by many years of diligent leadership, for which he was greatly admired across the Department and our stakeholders. His guidance significantly enhanced the focus on disability across the transport sector, and the positive results of his advice will continue to impact for generations to come. I am pleased and excited to have taken on this role and I am grateful the support from Keith as well as the backing from Department officials during my initial days. I look forward to leading the Committee in continuing to deliver the work it has become well known and respected for. Simultaneously, I'm dedicated to aligning our focus and structure with the evolving challenges and opportunities in transport technology, ensuring that inclusion is built in at the earliest possible point.

This report offers an overview of the Committee's main activities during 2022-23, highlighting our extensive engagement and profound expertise. It shows the breadth of the work of the Committee, how it has established an impressive depth of knowledge and engagement, and where it has made a real difference to transport accessibility and made a real difference to the lives of so many people.

As several Committee members near the conclusion of their terms, I'd like to express my gratitude for their enthusiasm and dedication to making a difference to improve transport for disabled people. At the same time, this is an opportunity for me to encourage others to join us in the exciting future work of the Committee.



Professor Matthew Campbell-Hill, Committee Chair from 1 February 2023

# 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 (the Department) 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 (ORR) 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, 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.

The Secretary of State recruits new members to DPTAC, where possible, on a rolling programme. This helps maintain suitable expertise in the Committee, and to ensure continuity when experienced members leave at the end of their appointments.

During the period of this report, the tenure of Keith Richard OBE as the Committee Chair ended on 31 January 2023. Professor Matthew Campbell-Hill assumed the role of Chair on 1 February 2023.

During April 2022 to March 2023 DPTAC consisted of the Chair and up to 14 members. The Committee members were:

Chair: Keith Richards OBE / Professor Matthew Campbell  
Helen Dolphin MBE  
David Mapp  
Tanvi Vyas  
Professor Roger Mackett  
Will Bee  
Chris Price (until March 2023)  
Jessica Uguccioni (until March 2023)  
Matthew Smith (until October 2022)  
Mike Brace CBE DL  
Dave Partington MBE  
Sharon Brennan  
Bryan Matthews  
Nicki Glazier  
Sue Sharp

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.

### Rail Working Group

The Rail Working Group advises on all matters relating to rail accessibility.

Members:

- David Mapp (chair)
- Dave Partington MBE
- Tanvi Vyas
- Niki Glazier
- Professor Roger Mackett
- Mike Brace CBE DL
- Sue Sharp

### Rail Reform Programme and Creation of Great British Railways

DPTAC submitted a written response to the Department's consultation in July 2022 on the planned Transport Bill.

DPTAC subsequently worked with the Mobility and Access Committee for Scotland ('MACS') to develop a Memorandum of Understanding between DPTAC and MACs that would cover the planned extension to DPTAC's role to become the proposed Great British Rail's statutory advisor.

### National Rail Accessibility Strategy

The design and development of a National Rail Accessibility Strategy ('NRAS') has been led by the Great British Railways Transition Team ('GBRTT'), who formed a Steering Group to guide this work. DPTAC joined the Steering Group at its inception in April 2022 on an advisory basis. In addition, the GBRTT Accessibility and Inclusion team have engaged directly with the DPTAC Rail WG on specific issues.

The draft NRAS will be subject to a public consultation

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

DPTAC has and continues to be engaged with the Department and RDG on this ongoing review.

### Accessibility at Stations

DPTAC contributed to work on the Accessibility Audit of all stations in Great Britain, which emerged from the 2021 Railways White Paper.

DPTAC continues to engage with GBRTT in the NRAS Steering Group (now responsible for use of the data from the audit), on use of the audit data to provide better quality information on station accessibility to disabled travellers and the prioritisation of future investment in accessibility improvements at stations.

DPTAC also joined the Department's Station Accessibility Programme Board at its inception in 2022. The Board oversees the 'Access for All' programme and delivery

of the tactile platform edge programme, manages the regulatory standards for accessible stations, and deals with exemption requests from the standards.

DPTAC has provided extensive 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 understands the Department to be preparing to launch the Review and consultation in 2023.

DPTAC has also advised the Department on proposed exemptions from the regulatory framework for a group of stations in South Wales that form part of the 'Core Valley Lines' initiative as well as, separately, Aberdare station.

### **Engagement with the Office of Rail and Road (ORR)**

As well as providing advice to the Department for Transport, DPTAC also has a close working relationship with the ORR. Through the course of 2022/23 DPTAC submitted responses to two ORR consultations on the 'Rail Ombudsman Operating Model' and the 'Complaints Handling Code'.

DPTAC also participated in the ORR's Accessibility Stakeholder Forums and the Periodic Review process ahead of the publication of the ORR's Draft Determination.

### **Rail Vehicle Accessibility (PRM NTSN/RVAR) Exemptions/Dispensations**

DPTAC provided comments, as required by legislation, when the Department consulted it on requests from train operators and rolling stock companies for exemptions from the accessibility regulations applying to rail rolling stock (the 'PRM NTSN' and 'RVAR' regulations).

DPTAC reviewed and commented on applications or planned applications from London Trams, and the Glasgow Subway, and provided informal advice on potential applications relating to Transport for Wales (Class 153 'Active Travel' Units), and Transport Scotland (Class 153 'Cycle Trains').

### **Other Engagement and Advice**

DPTAC engaged with and provided advice to the Department and stakeholders on several other issues, including:

- a) Advice to HS2 on bike storage
- b) Advice to London North Eastern Railway on their demand-based pricing model
- c) Advice to the Department on the planned new Rail Customer Survey
- d) Engagement with Innovate UK on the 'First of a Kind' rail innovation programme.
- e) Engagement with the Department on the 'Minimum Service Levels' Bill
- f) Engagement with MACs on wheelchair and mobility scooter policy.
- g) Engagement with Southeast Trains on their planned procurement of new rolling stock.
- h) Engagement with the TransPennine route upgrade team
- i) Advice to the Department/GBRTT on their planned ticket purchasing research.
- j) Engagement with the Department on their 'Rail Non-User' research.
- k) Advice to Network Rail/GBRTT on on-train visual information as part of the Smarter Information Smarter Journeys programme.

- l) 'Expert Consultee' advice to Community Rail on their 'Community Rail: Inclusive and Accessible Travel' report.
- m) Advice to the Department on their 'Core Data' consultation.
- n) Engagement with the National Infrastructure Commission on their Second National Infrastructure Assessment.
- o) Engagement with TfL on London Underground's new platform-train bridging device.
- p) Participation in Ministerial roundtables on industrial action.
- q) DPTAC has also responded to a number of Freedom of Information requests on its rail activities during the course of the year.

## Local Transport Working Group

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

Members:

- Will Bee (chair)
- Sharon Brennan
- Professor Roger Mackett
- Tanvi Vyas
- Mike Brace

### **Public Service Vehicles Accessibility Regulations (PSVAR) Review**

DPTAC provided advice to the Department as it prepared the Call for Evidence which the Department published as a key element of its PSVAR review.

DfT has consulted DPTAC before it issued PSVAR exemptions (conditional and set to expire in 2025) for some operators using coaches to provide services where there are insufficient PSVAR compliant vehicles available.

### **The Public Service Vehicles (Accessible Information) Regulations 2023**

DPTAC advised DfT during the development of these regulations requiring the provision of audible and visible information onboard local bus and coach services across Great Britain. The Regulations were passed into law in March 2023, coming into force on 1 October 2023 on a phased basis.

### **Concessionary Bus Pass**

DPTAC provided advice on the eligibility criteria for the disabled person's bus pass, noting the importance of including hidden impairments. DPTAC is also represented on the research advisory group considering this policy.

### **Bus Service Operators Grant (BSOG)**

DfT is looking at reforming this subsidy system for bus operators. It has consulted DPTAC on some of the early developments of this proposal and DPTAC understands the Department will consult on reforms.

### **Bus Centre of Excellence (BCoE)**

The Bus Centre of Excellence (BCoE) was launched as part of the National Bus Strategy in 2023. DPTAC has been invited onto the BCoE stakeholder user group.

### **National Public Transport Access Nodes (NaPTAN)**

DPTAC had preliminary discussions with the Department about incorporating access information into NaPTAN, the national database of bus stops, when it is improved as part of the Government's commitment to Open Data around bus services.

### **Best Practice Taxi and Private Hire Vehicle (PHV) Licensing Guidance**

DPTAC contributed advice to the Department on draft best practice guidance, providing insight on the need to understand the needs of disabled passengers and the importance of Wheelchair Accessible Vehicles, regional changes in uptake of taxi and PHV licenses, and the potential for Covid impacts on disabled people.

### **Transferring Taxi and PHV Licensing to Combined and Upper Tier Authorities**

DPTAC provided advice to help the Department explore the potential benefits and risks to disabled passengers of raising the administrative level of taxi and PHV licensing to both combined authorities and upper-tier authorities.

### **National Taxi and Private Hire Licensing Working Group**

DPTAC continued its participation as a member of this group, which brings together regulators, industry organisations, government departments, devolved administrations, and licensing practitioners, that considers issues affecting the sector.

## Personal Mobility Working Group

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

Members:

- Helen Dolphin (chair)
- Sue Sharp
- Tanvi Vyas
- Professor Roger Mackett
- Bryan Matthews

### **‘Know Your Traffic Signs’ (KYTS)**

DPTAC provided advice to the Department on the draft update to KYTS, the companion document to the Highway Code with an important role in helping road users understand the most encountered traffic signs and markings.

### **Mobility Scooter Classification**

DPTAC provided advice to the Department on how Mobility Scooters which do not necessarily fall into the Invalid Carriage Class 2 or 3 categories are being utilised, to support DVLA.

### **Mobility as a Service (MaaS) Code of Practice**

DPTAC advised on the draft MaaS Code of Practice and on the Regulatory Design – Disability Engagement Checklist (RDDEC) for micromobility legislation.

## Aviation and Maritime Working Group

The Aviation and Maritime Working Group advised on airport and aviation related policy, working with the Department for Transport, the Civil Aviation Authority (CAA) and the disability access ambassador for aviation to promote aviation accessibility.

Members:

- Tanvi Vyas (chair)
- Helen Dolphin MBE
- Mike Brace CBE DL
- Sharon Brennan

### **Consultation on Reforming Aviation Consumer Policy**

DPTAC submitted a response to the consultation alongside providing comment and advice on the government response to the consultation.

### **Aviation Task and Finish Group for Aviation Passenger Charter**

DPTAC participated in meetings with key stakeholders looking at the content and approach of the DFT's charter. This passenger focussed charter set out rights and obligations when travelling as a passenger by air. DPTAC contributed advice on support for disabled and less mobile passengers and provided subsequent advice on drafts of the Charter.

### **DFT Accessible Air Survey – Post-charter**

DPTAC provided advice to the Department on stakeholder engagement for its survey was to identify gaps within the charter. DPTAC also responded to the survey.

### **Workshop on Accessible Air travel - Gatwick Airport**

DPTAC observed and contributed to the intelligence gathering session for an event at Gatwick which users, disability experts, airlines and airports attending fed into research on barriers and possible solutions to air travel for disabled passengers.

### **Consultation response – the Effectiveness and Efficiency of the CAA**

DPTAC researched, discussed and responded to the consultation which looked into the powers, effectiveness and efficiency of the CAA with a particular focus on disabled and less mobile passengers' rights.

### **Ground Handlers Training Video**

DPTAC provided input into the video content and scope and advised on accessibility features within it (subtitles).

### **Maritime Accessibility Conference**

The Chair presented at the December 2022 conference run by the Maritime and Coastguard Agency in Southampton engaging stakeholders in discussion on raising the profile of less visible impairments and identifying gaps in service provision.

## Research & Evidence Working Group

The Research and Evidence Working Group works with the Department for Transport (DfT) and other stakeholders to identify gaps in data on the use of transport by disabled people, and how to fill these gaps. The group also identifies evidence required by DPTAC to underpin its work.

Members:

- Professor Roger Mackett (chair)
- Professor Mat Campbell-Hill
- Bryan Matthews
- David Mapp

### **Monitoring of the Inclusive Transport Strategy (ITS)**

DPTAC provided advice and comment on the ongoing implementation of the ITS considering the research used to underpin the analysis used in developing the ITS and the aspects of accessibility that could be further improved.

### **Obtaining Better Information about Travel by Disabled People.**

DPTAC responded to the user consultation survey on the National Travel Survey in July 2022.

### **Improvements to Rail Journeys for Disabled People**

In July, DPTAC provided comments on the draft questionnaire designed to be used for public consultation on the Design Standards for Accessible Railway Stations (Code of Practice).

### **Improving the Complaints System for Rail Passengers with Disabilities.**

DPTAC provided comments on the proposed additional questions to the ongoing survey of passenger satisfaction with complaints handling by the ORR in March.

### **Improvements to Bus and Coach Journeys by Disabled People.**

DPTAC engaged with the Department in September, on a new research project on bus and coach use by disabled people. This covered issues such as the importance to disabled travellers of the reliability of buses, door-to door journeys, understanding why some disabled people do not use buses, the need for buses in rural areas, staff training, the cost of bus travel and access to coaches.

### **Improvements to Addressing the Gap On 'Access To Transport' for Disabled People.**

DPTAC responded in January 2023, to the call for evidence by the Equality and Human Rights Commission (EHRC) statutory review, focussing on the effect of mental health conditions on travel.



## Register of Members' Interests

### **Professor Matthew Campbell-Hill: DPTAC Chair**

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 DfT/CCAV while a member of the Committee and has since taken a role within DfT/CCAV.

**Matt Smith**

Employment: works for ORR.

**Keith Richards**

Directorships: On the board of Transport Focus.

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

## Budget

The Secretary of State for Transport provides resource for the committee to function. This includes officials working on DPTAC sponsorship and secretariat activities, physical and digital resources including meeting room facilities, and a financial budget.

DPTAC's budget for the financial year 2022-23 was £135,707, the expenditure was £125,892. This included £121,404 for fees and £4,488 for other expenditure. The budget allocated for 2023-24 is £145,000.



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