



Department  
for Transport

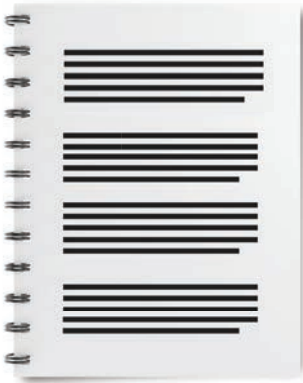


# The Transport Committee's report about accessible transport

What the Government said about  
some of the things in the report



## About this easy read



This is an easy read of a bigger booklet called **Transport Select Committee Accessible Transport: Legal Obligations Inquiry**  
**Department for Transport Response**



It tells you about the main things in the bigger booklet.



This easy read is quite long.  
You do not have to read it all at once if you don't want to.



You might want to take a break or just read the bits you are most interested in.

# What is in this booklet

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# About us



We are the Department for Transport.  
We are the part of the Government in charge of **transport**.

**Transport** means things like buses, trains and taxis.



But it also means:

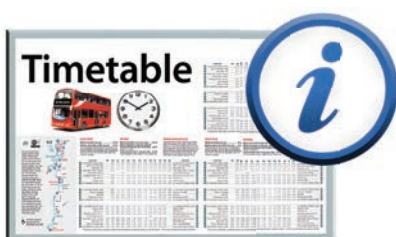
- Streets and roads.



- The tracks that trains run on.



- Bus stops and train stations.



- Information about transport.



The law says that transport should be **accessible**. **Accessible** means easy for everyone to use.



In 2018, the last Government wrote a plan about how we would make transport accessible.

The plan was called the **Inclusive Transport Strategy**.



# About the Transport Committee



The **Transport Committee** is part of **Parliament**.

**Parliament** is where the country's rules and laws are made.



The Committee has been looking at the plan about making transport accessible.



They found that some good work has been done.



But disabled people still say they have bad experiences when they use transport.



Things like:

- Not getting the help they should get at train stations.



- Not enough staff to help people get on or off a bus or train.



- Staff at train stations not knowing how to support disabled people properly.



This stops disabled people from travelling and getting to where they need to go.



The Transport Committee wrote a report about things that are not working well.



The report gives some ideas about what the Government should do to make things better.



We have looked at the report and thought carefully about it.



This booklet tells you what the ideas are and what the Government said.



## Area 1: Writing plans and making rules

### Idea 1: The Government should write a new plan



The Transport Committee thinks it is time for this Government to write a new plan.



The new plan should clearly say:

- What the Government will do to make all transport accessible.



- When they will do it by.



- There should be enough money for a new plan.



The plan should also say what will happen if transport companies do not meet people's needs.



## What we said

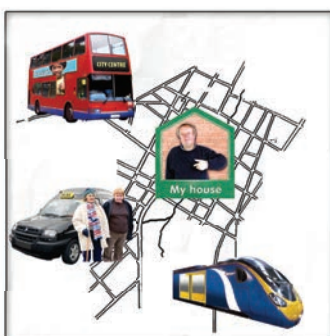
We are not going to write a new plan about making transport accessible.



But we do agree that we need to be clear about what we will do and when.



We are writing a new big plan about transport in England. This plan is called the **Integrated National Transport Strategy**.



The plan will look at linking together different kinds of transport.

This will make it better and easier for people to get to where they need to go.



We will include how to make transport accessible in this plan.



The plan will clearly say what we will do to make things better for disabled people and when.



To help us write our new big plan, we will ask the **Disabled Persons Transport Advisory Committee** to help us.

This is a group that gives advice about transport for disabled people.



The Department for Transport will update the Transport Committee on the new big plan.

## Idea 2: The Government should change how it makes decisions



The Transport Committee thinks the Government should change how they do things when they make decisions.



They should think about how accessible something is right from the start.



The Committee thinks the Government should write reports to show that this is happening.



The report should show how the Disabled Persons Committee has helped the Government to make decisions.

## What we said



We have already started work on this. We are thinking about how accessible things are when we start new work and have new ideas.



The Disabled Persons Committee is already honest and open about their work.



They put reports about their work on their website for everyone to see.



The Disabled Persons Committee have agreed to show how they have helped us make our decisions on their website too.



They will do this 4 times a year.



## Area 2: Laws about transport

### Idea 1: Look at what the law says

The Transport Committee thinks the Government should work together with:

- The Office for Equality and Opportunity. This is the part of the Government that makes sure things are fair for everyone

and

- Disabled people.

They should look at what the law says about making transport easy for people to use.

Then they should work out how the law could be updated or made clearer.





## What we said

We agree we need to look at the law again.



Some things about disabled people's **rights** may be unclear or hard to understand.

Your **rights** are things you are allowed to do and how you should be treated.



The law needs to be clear about what transport companies need to do to meet people's rights.



We have asked the **Law Commission** to do this work.

The **Law Commission** is an organisation that looks at the law and says if anything needs changing.

## Area 3: Making sure people follow the law

### Idea 1: Give regulators more powers



A **regulator** is an organisation that makes sure transport companies follow the rules.

The Transport Committee thinks the Government should give regulators more powers to:



- Spot when transport companies are not following the law about making things accessible

and



- Do something about it.



The Government should then ask the regulators to write reports about this every year.



The Government should make sure that regulators cover all of the different kinds of transport. This includes streets and roads.



They should think about setting up 1 regulator service that could do this.

## What we said



We will write to regulators. We will remind them how important accessible transport is.



There is going to be a big **review** of regulators. A **review** means looking at something to find out more about it.



The review will show us if we need to look at the laws for regulators and if the law needs to change.



We will also look at what should happen when transport companies do not meet people's needs.



To do this, we will work together with disabled people, regulators and services.



Together we plan to write a new guide called the **Accessible Transport Charter**.

This might be a list of what transport companies will do to help disabled people use transport.



## Streets and roads



Local councils should make sure that streets and roads are safe and easy for disabled people to use.



We are doing some work about problems that can happen when people park their cars on the pavement.



We will tell people the next steps from these bits of work as soon as we can.

## Idea 2: Think about how electric scooters affect disabled people



At the moment, the law says people can only use electric scooters on their own land.



They should not be riding them on roads, streets or in parks.



New laws might say people can use them on streets and roads.



The Government should check first to see how electric scooters might affect other people who use streets and roads.

## What we said

We understand that where people park electric scooters might cause problems.

It may make it harder for disabled people to get around.



Local councils will make sure people don't park their scooters in other people's way.



We are doing some work on electric scooters.

We are checking if they are safe and will help more people get around.



We will tell people what we find out.



## Area 4: Making transport better for disabled people

### Idea 1: Make it easier to complain



The Transport Committee thinks the Government should make it easier for people to **complain** about public transport.

**Complain** means telling someone you are unhappy about something.



There should just be 1 service you make your complaint to.



This service should pass on the complaint to the right transport company.



The service should keep records about any complaints they get.



They should write a report 4 times a year.



The report should say how transport companies have used complaints to do things better.



Other people should be able to see these reports.

## What we said



We will look at ways to make it easier for people to complain. Things like helping people know where to go to make a complaint.

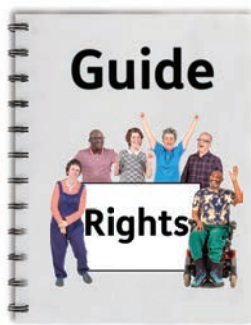


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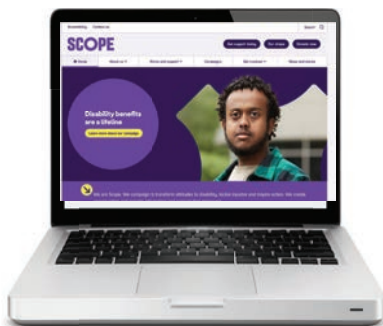
**SCOPE**

We have already done some work with the charity Scope.





Together we wrote a guide about the rights that disabled people have when they use transport and how to make complaints.



You can read the guide on Scope's website. It is not in easy read.



There is also some work going on looking at complaints about buses and planes.



For this work, we are working closely with groups who speak up for people who travel on buses and planes.

## Idea 2: Transport services should have transport champions



A **transport champion** is someone who makes journeys and checks that transport is accessible. They find out what things are like for passengers.



Transport champions have lived experience. This means they are disabled and know what it is like to use public transport.



The Transport Committee thinks that all transport companies should have transport champions.



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## What we said

It is not our job to tell transport companies to set up transport champion job roles.



But we think transport champions are a good idea.

## Idea 3: Transport staff should have better training

Transport staff should already get disability training.



This will help them to understand:

- What support disabled people need when they travel

and

- How disabled people might be treated unfairly.





The Transport Committee thinks the Government should work together with disabled people on this.



They should check if the training is good enough or if anything needs to get better.



## What we said

We think it is a good idea to look at what training staff get now.



To do this, we will work together with the Disabled Persons Committee, disabled peoples groups and transport companies.

## Area 5: Ideas about railway travel

### Idea 1: Clear plans for making train travel more accessible



Plans about making things accessible should work with the Government's new plan about railways.

The new plan is called **Great British Railways**.



It says that the Government wants 1 organisation to run Britain's railways.



This will help to make train travel better and easier for people to use.



## What we said



We are already doing work to look at how to make the new railway plan accessible.

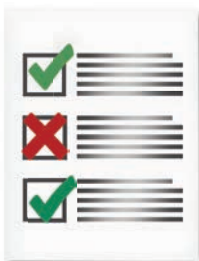


We will look at what support disabled customers need when they travel by train.

## Idea 2: Have a new way of planning changes to train stations



At the moment, changes to train stations happen very slowly.



The Government should look at a different way of doing things.



It needs to be quicker.

## What we said

We are already doing some work to make stations more accessible.



But at the moment, this is only happening at some stations.



We are looking at how we can make more stations accessible.



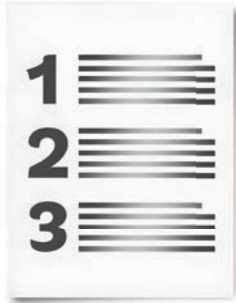
If other stations are making changes, we will give them some money. They can use this to make things more accessible too.



We will look at how regulators could help to make sure this happens.



## Idea 3: Tell people how accessible train stations are



The Government should make a list that tells people how accessible different train and bus stations are.

### What we said

We are doing some work to make a big list of bus stops and train stations in England, Scotland and Wales.



The list will say how accessible the bus stops and train stations are.

## Idea 4: Make sure there are enough staff at train stations



Having staff at train stations is really important for disabled people.



It can help people feel more confident about travelling by train.



The Government must think about staff when they write the Great British Railways plan.



They must make sure that changes to staff on trains do not make it harder for people to use them.



## What we said

We understand how important it is to have staff at train stations.



Train companies should already have rules that set out how they will support disabled people.



This should include having enough staff.



We will also make a new **passenger watchdog**. This is an organisation who will listen to passengers and have a say about how they are supported.



It helps to make sure that the railways are working well for passengers. Things like checking if disabled people can travel easily.



