



Department  
for Transport

# Inclusive Transport Strategy Two Years on Summary of Progress

**Moving Britain Ahead**



# Department for Transport

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## Introduction

In July 2018, the previous Government published the 'Inclusive Transport Strategy: Achieving Equal Access for Disabled People'<sup>1</sup>. Two years on, this Government retains the ambition that disabled people must have the same access to transport as everyone else and be able to travel confidently, easily and without extra cost. The overall goal of the Strategy is to create a transport system which offers equal access for disabled passengers by 2030, with assistance if physical infrastructure remains a barrier.

This summary follows on from the update provided in 2019 and outlines the commitments achieved since that date. Going forward, we will continue to provide regular updates on progress.

## Themes of the Inclusive Transport Strategy

The Inclusive Transport Strategy (ITS) covers all modes of transport and includes over 90 individual commitments in total. This summary mirrors the structure of the ITS, which is based on the following five main themes:

- **Awareness of passenger rights and enforcement** – working to ensure that all passengers know what service they can expect and have the assurance that reporting non-compliance will lead to enforcement action;
- **Better staff training** – to ensure that transport staff have greater understanding of the needs of disabled passengers and their legal rights, and therefore provide better assistance;
- **Improved information** – so that information is provided in forms that all passengers can access and understand, both before and during a journey;
- **Inclusive physical infrastructure** – taking steps to ensure that vehicles, stations and streetscapes are designed and built so they are inclusive and easy to use; and
- **Future of inclusive transport** – ensuring that new technologies and future transport systems are designed from the outset with disabled people in mind.

This report includes detail on the research and monitoring and evaluation work being undertaken to understand the impact of the Inclusive Transport Strategy and ongoing work to deliver an accessible transport system.

It is important to note however, that this year's update report has been produced during the Coronavirus pandemic, and this factor has had a significant impact on the delivery of the Inclusive Transport Strategy. A number of commitments have been paused or delayed due to the impact of COVID-19 on the transport industry and the wider travelling public. This update report makes clear where Coronavirus has had particular impacts.

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<sup>1</sup> <https://www.gov.uk/government/publications/inclusive-transport-strategy>

## 1. Awareness of passenger rights and enforcement

**By end of 2019, work with the Office for Rail and Road (ORR) as it reviews the current Disabled People's Protection Policy (DPPP) guidance and considers how the requirements it contains are to be monitored.**

The revised DPPP guidance, now known as the Accessible Travel Policy (ATP)<sup>2</sup> guidance, was published on 27 July 2019 and included enhanced requirements on all operators to deliver an accessible travel policy. ORR has approved several of the ATPs submitted by train operators and these are available to view via both train operators and the ORR website<sup>3</sup>. These will be monitored on a regular basis to review how the requirements set out in the ATP are being met and to ensure the policy document remains fit for purpose and reflects the current position.

**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.**

There is now a requirement within the ATP that train operators introduce redress mechanisms to respond to issues such as the failure to provide booked assistance. In 2019-20, 2746 redress claims were received, and 1239 claims were resolved.

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

The Civil Aviation Authority (CAA) published a robust accessibility performance framework<sup>4</sup> for airports on 1 April 2019. The CAA will implement a number of changes, in phases over three years. This includes a requirement to reduce handover instances where possible to ensure the journey for all passengers is smooth with continuous assistance available.

Handover instances are when one member of staff provides the passenger assistance for one stage of the journey through an airport and another staff member takes over for the next stage. Previously passengers could be waiting for assistance to continue their journey, and the assistance provided throughout the journey through the airport was not continuous.

Through the refreshed framework published in April 2019, CAA has implemented measures to ensure shorter waiting times for assistance to arrive. From 2019, for the airport to reach a "good" rating in the annual Airport Accessibility Report, 97% of passengers who have pre-notified their need for assistance, should receive assistance within 20 minutes. This target will rise to 98% from 2020.

This is particularly important for arriving passengers, where the waiting time targets have been strengthened. This is to ensure that the assistance is available for all passengers requiring it as soon as possible after the aircraft's landing.

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<sup>2</sup> <https://www.orr.gov.uk/guidance-compliance/rail/operator-licences-exemptions/atp>

<sup>3</sup> <https://www.orr.gov.uk/>

<sup>4</sup> <https://www.caa.co.uk/News/UK-Civil-Aviation-Authority-reports-on-disabled-access-at-UK-airports/>

The DfT works closely with the CAA who, as the regulator for the sector, ensures that the standards of assistance remain high and that improvements where needed are implemented. The CAA monitors the industry's performance in this area and publishes the findings together with rankings for the UK airports annually.

**From Autumn 2018, the Maritime and Coastguard Agency (MCA) will undertake a dedicated survey of disabled passengers using ferries and cruise ships in order to effectively measure the services provided.**

The 2019 survey is due to be published in Autumn 2020. MCA has decided, in discussion with DfT, not to undertake a 2020 survey of disabled passengers as most maritime services are not running this year, due to the COVID-19 pandemic. Instead, the maritime sector will be surveyed as part of the wider ITS monitoring and evaluation work taking place within the Department. It is expected that the MCA survey will restart in 2021. The DfT will make improvements to it by making the online platform more accessible and refreshing the questions, so the data captured is more revealing. The DfT, with MCA, will also increase publicity to encourage more passengers to respond.

**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.**

In January 2020 a meeting was held with the Welsh government to gain a better understanding of their PSED decisions, and we will continue to maintain relationships and share good practice. In addition, the Department has introduced an obligation on train operators to conduct Diversity Impact Assessment on all projects.

## **2. Better staff training**

**Through future rail franchises, require that train operating companies (TOCs) 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.**

All TOCs now have someone responsible for accessibility at both board and operational level.

**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.**

Since the end of 2019, all franchise competitions require bidders to commit to providing enhanced disability awareness training for staff covering a range of impairments, including less visible disabilities. Bidders are also required to involve disabled people in the design and delivery of that training, as part of the franchise tendering process. Train operators have confirmed to ORR that they continue to make progress on the development of their training packages.

**Recommend, or where appropriate require, that rail operators and regulators involve disabled people or representative organisations wherever possible in the training received by rail 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).**

All train operators are in the process of creating a disability awareness training package. ORR requires them to involve disabled people or their organisations in the creation and if possible, the delivery. A number of train operators including Great Western Railway (GWR), London North Eastern Railway (LNER) and Greater Anglia have started delivering the training package.

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

The Inclusive Transport Leaders pilot scheme<sup>5</sup> was launched in February 2020, and in the first tranche six applications were received. Four operators were successful and awarded accreditation. The disability awareness training package was launched in October 2020.

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

- (1) increase awareness, with the intention of enabling an increase in take up, of the Disabled Persons Railcard, Passenger Assist and Concessionary Bus Passes**
- (2) 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.**

The Inclusive Transport Campaign 'it's everyone's journey'<sup>6</sup> was launched in October 2019, with a public awareness campaign which ran from February 2020 until 17 March. Despite not running in full due to COVID-19, the campaign performed well with positive engagement and over 200 supporting partners.

### **3. Improving information and awareness**

**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.**

The interactive access map was launched in 2019<sup>7</sup>. This enables passengers, including visually impaired people, to find out about station accessibility in one click, helping people feel more confident about travelling by train. Between March and July 2019, more than 24,000 people logged on. An app version is due to go live later this year.

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<sup>5</sup> <https://www.gov.uk/government/collections/inclusive-transport-leaders-scheme>

<sup>6</sup> <https://everyonesjourney.campaign.gov.uk/>

<sup>7</sup> <https://accessmap.nationalrail.co.uk/>

**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**

This commitment is now a requirement in the ATP guidance, so all train operators are required to promote Passenger Assist and continue to do so.

**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.**

All train operators are required to submit reports to the ORR on accessibility on a regular basis outlining all activity undertaken to improve accessibility for rail passengers. This includes setting out steps they will take to increase any poor performance in their provision of the Passenger Assist scheme. The train operators are required to provide a copy of any report submitted to ORR to the Secretary of State within seven days of it being submitted to ORR.

#### **4. Inclusive Physical infrastructure**

**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.**

Muscular Dystrophy UK agreed to receive the £2m and pay out the funding to Motorway Service Areas (MSAs) on DfT's behalf. The funding competition was launched in April 2019 with the announcement on initial funding to be awarded in September 2019. A list of those awarded initial funding can be found here:

<https://www.gov.uk/government/news/disabled-people-to-benefit-from-better-journeys-thanks-to-service-station-funding>.

In July this year, DfT, in partnership with Muscular Dystrophy UK, announced a further £1.27 million to install 37 more Changing Places at motorway service areas across England. These new facilities will give people with complex needs and their carers the confidence and freedom to make more journeys by road.

With this latest round of funding, 87 of England's 118 motorway service areas will be set to have a fully accessible Changing Places toilet in the early 2020s.

**From autumn 2018, publish data on an annual basis on the proportion of wheelchair accessible taxis and PHVs in local areas.**

In October 2018, the first statistics on the proportion of wheelchair accessible taxis and PHVs in local areas were published and these are now published on an annual basis. The latest statistics can be found here: <https://www.gov.uk/government/statistical-data-sets/taxi01-taxis-private-hire-vehicles-and-their-drivers>

**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.**

Between April 2018-March 2019, 72% of authorities maintained a list of wheelchair accessible taxis in accordance with section 167 of the Equality Act 2010, while 62% maintained a list of wheelchair accessible PHVs. Details of Local Authorities that keep lists are published annually<sup>8</sup>.

**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.**

In January and February 2020, we consulted with a number of stakeholders, including representatives of commercial and non-commercial operators, on the updated guidance for community transport operators. The guidance will provide clarity on when community transport operators are eligible for section 19 and 22 permits, exempting them from needing full Public Service Vehicle Operator's Licences, thus encouraging and sustaining the existence of these vital services. We are currently reviewing and finalising the detail of the updated guidance before we publish it.

**Seek industry nominations for additional 'Access for All' projects in 2018 and announce the next tranche of stations in April 2019. Provide up to £300million of funding to extend the programme to improve the accessibility of the railway until at least 2024.**

We have announced the stations that will receive a share of the £300m Access for All funding announced in the ITS in Rail Control Period 6. A further £50m was also added to the available funding in 2020. A total of 114 stations will receive an accessible route into the station and between each platform, opening up leisure and business rail travel opportunities for disabled passengers. £20m was allocated to deliver a variety of smaller scale access improvements at a further 134 stations. All projects are due to be completed by 2024 at the latest.

**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.**

The Aviation Strategy consultation was published 18 December 2018 and closed on 22 June 2019. The Strategy itself has not been published yet, partly due to the impact of the Coronavirus pandemic on the aviation industry.

**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.**

In January 2019, the Transport Select Committee (TSC) held a pavement parking inquiry, publishing its report on 9 September 2019. The Government's formal response to that

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<sup>8</sup> <https://www.gov.uk/government/statistical-data-sets/taxi01-taxis-private-hire-vehilces-and-their-drivers>



inquiry, published by the TSC on 12 March 2020, committed the Government to consult on specific measures for tackling pavement parking proposed by the TSC: (1) giving local authorities powers to enforce against instances of obstructive pavement parking; and (2) introducing a nationwide ban on pavement parking across England, outside London. The Department has now published the consultation<sup>9</sup> and the results will help inform Ministerial decisions on next steps.

### **Announce £2million of funding in the current financial year to help speed up the roll-out of audio-visual information across bus fleets.**

In October 2019, an announcement was made that the £2m funding would be administered via a partnership with the Real Time Information Group (RTIG). Formalised details of the funding competition for operators will be published in due course.

**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.**

The toolkit was published in January 2020. We hope to progress the action further to understand the impact of the toolkit for disabled travellers, as travel increases.

**Following publications of the findings from the two previous research reports<sup>10,11</sup> reappoint TRL to redraft the existing Departmental guidance on both *Tactile Paving* and *Inclusive Mobility*. As part of this, consult with DPTAC on the content of the redrafts and have a member sitting on the Steering Group.**

The Steering Group evaluated the reports' findings<sup>12,13</sup> and identified the steps which should be taken to update the guidance documents. In February 2020, the research findings were published on Gov.uk. Findings from the two previous reports will be used to update guidance. TRL have now been appointed to update the guidance and this will be published in Spring 2021.

## **5. Future of inclusive transport**

**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**

Informed by responses to the Future of Mobility Call for Evidence in September 2018, the Future of Mobility: Urban Strategy, published in March 2019, established a set of Principles to underpin Government's approach to future mobility. To demonstrate a commitment to industry and local authorities on the importance of inclusive design, the

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<sup>9</sup> <https://www.gov.uk/government/consultations/managing-pavement-parking>

<sup>10</sup> <https://www.gov.uk/government/publications/inclusive-mobility-and-tactile-paving-guidance-review>

<sup>11</sup> <https://www.gov.uk/government/publications/accessible-public-realm-updating-guidance-and-further-research>

<sup>12</sup> <https://www.gov.uk/government/publications/inclusive-mobility-and-tactile-paving-guidance-review>

<sup>13</sup> <https://www.gov.uk/government/publications/accessible-public-realm-updating-guidance-and-further-research>

second of these Principles stressed that "The benefits of innovation in mobility must be available to all parts of the UK and all segments of society".

To help implement this Principle in the Department, we have undertaken research across the Future of Transport programme, including an evidence review on the potential equalities impacts of future transport for people with different protected characteristics. The report from phase 1 of this project is due to be published in autumn 2020.

We have also maintained engagement with key stakeholders to better understand the risks and opportunities of future transport for disabled people. This includes seeking views through the Future of Transport Regulatory Review call for evidence, which closed in July 2020, around the regulation of Mobility as a Service and electric scooters, for example, to ensure the needs of disabled people are met. The summary of responses for this call for evidence is also due to be published in autumn 2020.

## **6. Research and monitoring and evaluation of the impact of the Inclusive Transport Strategy and ongoing work to deliver a more accessible transport system**

### **Commission research into the travelling experiences of disabled passengers, identifying the challenges inhibiting disabled passengers from using the rail network.**

The research by Transport Focus, into the inhibiting challenges passengers faced when travelling by rail has been completed and was published in July 2019. The research can be found at: <https://www.gov.uk/government/publications/experiences-of-disabled-rail-passengers>

### **Commission research to quantify the economic, social and commercial benefits of making passenger transport more accessible**

Research quantifying the economic, social and commercial benefits of making passenger transport more accessible was commissioned in summer 2019. However, this project is on hold due to the Coronavirus pandemic and its impact on passengers' travel behaviour and transport perceptions. Discussions are ongoing to consider options to restart this work.

### **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.**

The Monitoring and Evaluation Framework was published in December 2018. The first Inclusivity Scorecard, which will report on key indicators and monitoring data, is due to be published in Winter 2020/21. The publication timing of subsequent scorecards is under review.

An initial evaluation report will be published early 2021 and a final evaluation report is currently due to be published end of 2023.

**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.**

The first meeting between these groups took place in July 2019. The Minister continues to meet with DPTAC and other disability stakeholders on a regular basis to discuss the progress of the Inclusive Transport Strategy, as well as other accessibility related matters.

The second meeting between these groups is scheduled to take place this autumn.

## **Progressing the inclusive transport agenda during the Coronavirus pandemic**

The Department remains committed to the ambition set out in the ITS and to the important steps within it that will help us achieve equal access to transport for disabled people. 2020 has been a challenging year for us all due to the impact of Coronavirus. The above summary sets out the progress which has been made on ITS delivery; however, in addition to this, we have also sought to ensure that the needs of disabled passengers have been considered and addressed as part of our response to and recovery from the pandemic.

Over the past six months, DfT Ministers and officials have held regular (at times weekly) meetings with disability organisations such as the National Autistic Society, Scope and Guide Dogs (as well as our statutory advisors, the Disabled Persons Transport Advisory Committee) to identify the issues of most concern to disabled passengers with respect to the transport system. This stakeholder engagement has helped us to develop guidance<sup>14</sup> both for the transport industry and passengers which takes into account the needs of disabled people, particularly as the wider policy response to Coronavirus has changed. We will continue this engagement during our ongoing work to respond to the pandemic.

In addition to the work outlined above, the Department has also been working closely with the Cabinet Office as it develops the forthcoming National Strategy for Disabled People. We intend to set out new commitments for delivering inclusive transport as part of this Strategy, which is scheduled to be published in Spring 2021.

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<sup>14</sup> <https://www.gov.uk/government/news/new-guidance-published-to-ensure-transport-network-is-safe-for-those-who-need-to-use-it>

