



Travel for disabled people

A report about things that make it difficult for disabled people to travel.



Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



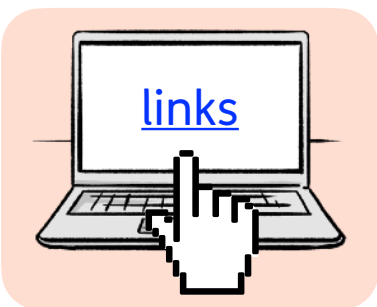
This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this report

About this report.....	4
Why we wrote this report	6
What we found out	9
Active travel.....	13
Public transport.....	18
Private transport.....	26
Other things people told us	31
What we think should change	34
Find out more	36

About this report



The report was written by **Transport for All**.

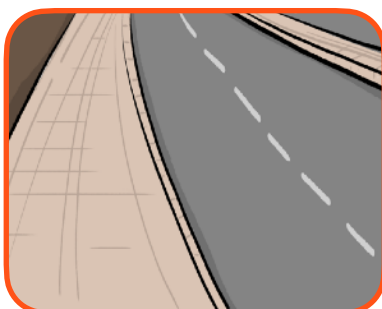


Transport for All is an organisation run by and for disabled people.



We work to make it easier for disabled people in the UK to travel using:

- Transport, like buses and trains.



- Roads and streets.



There are lots of things that make it difficult for disabled people to travel. We call them **barriers**.



We did a survey to find out about the barriers that disabled people face when they travel in the UK.



We wrote this report about what we found out in the survey.

Why we wrote this report



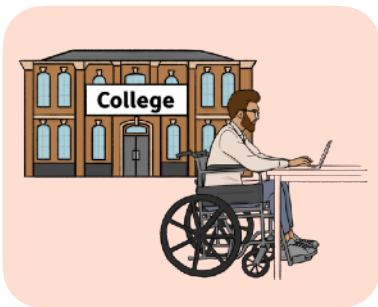
We think that being able to use transport is a basic right for everyone, including disabled people.

Rights are things you are allowed to have and do by law.



We need transport to get to:

- Services.



- Jobs and learning.



- Healthcare.

We also need transport to get to:



- Hobbies



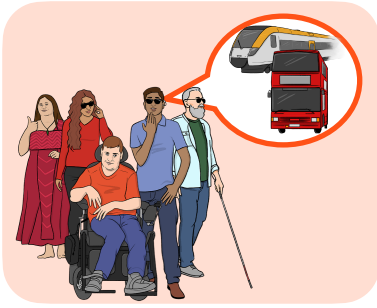
- Visit our family and friends.



Without good transport, it is difficult to leave the house.



We think that lots of things need to change and that the Government needs to do more to make transport easier to use for disabled people.



We have written this report to show the Government and transport providers how difficult it is for disabled people to travel.



When we talk about disabled people we include everyone who has difficulties because of their health or fitness, including people who do not call themselves disabled.



This includes people who have difficulties because of their age.

What we found out

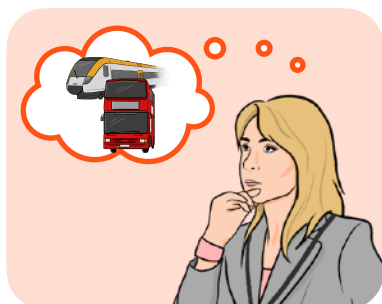


Because of barriers, disabled people have lots of difficulties using transport.

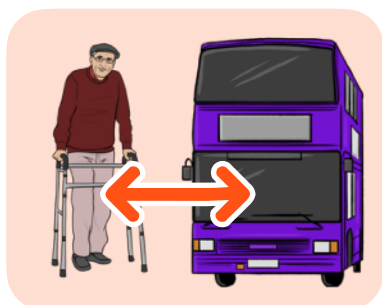


These difficulties have a big effect on our lives.

Disabled people have difficulties with every part of a journey, including:

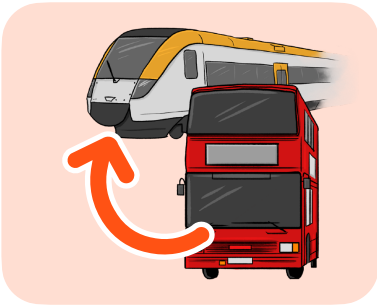


- Planning a journey.



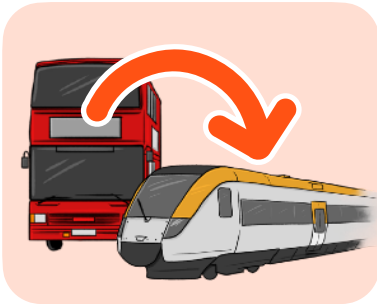
- Changing from one way of travelling to another.

Disabled people also have difficulties with:

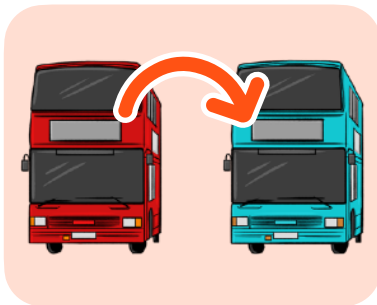


- **Changing transport.**

By **changing transport**, we mean:



- Changing from one type of transport to another, like from a bus to a train, or

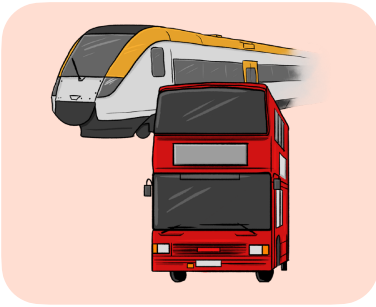


- Changing on the same type of transport, like from one bus to another.

Disabled people have difficulties with all different types of transport, including:



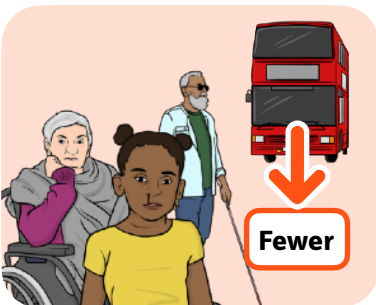
- Walking or wheeling.



- Public transport like buses and trains.



- Taxis.



Because of these difficulties, disabled people make fewer journeys than non-disabled people.

Disabled people said that:



- If transport was easier to use, they would make more journeys.



- Changing transport was the most difficult part of journeys.

Active travel



Active travel is when you travel yourself, by moving your body.

Walking or wheeling



We talk about **walking or wheeling** because it is important for people to remember pavements are used by people in wheelchairs as well as people who walk.

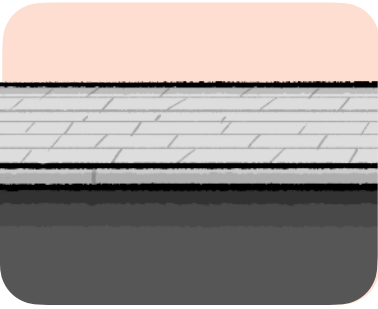


Nearly all journeys start with some walking or wheeling.



Nearly everyone who answered our survey said they had problems when walking or wheeling.

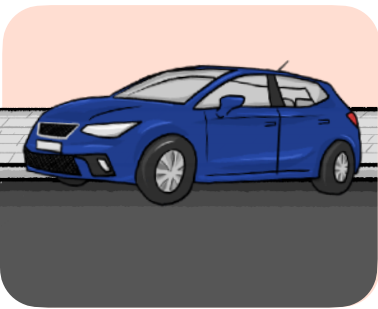
The most common barriers disabled people told us about when walking or wheeling were:



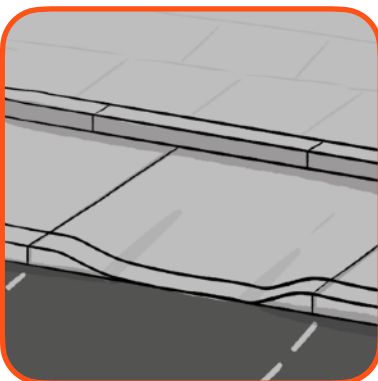
- Pavements not being flat enough.



- Things on the pavement, like signs, tables and chairs, or electric scooters.

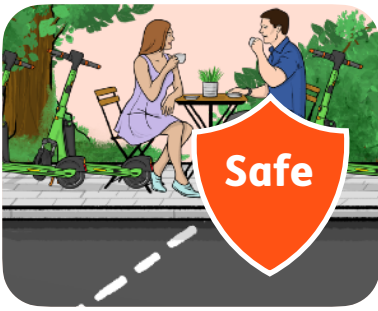


- People parking their cars on the pavement making it difficult to walk or wheel.



- Not enough **dropped kerbs**, to help people with wheelchairs or walking aids cross the road.

Dropped kerbs are lowered edges of pavement.



The rules about making pavements safe do not always work.

Cycling



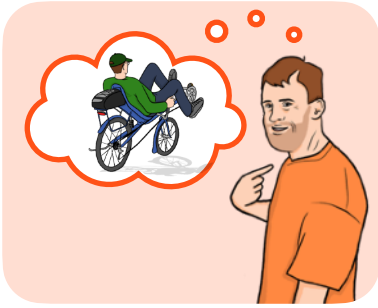
Cycling means journeys made on any type of cycle, including **adapted cycles**.



Adapted cycles are cycles that have been changed so disabled people can use them.



Fewer disabled people cycle than non-disabled people.



But some disabled people cycle a lot.



There are some rules about making spaces safe for disabled people to cycle, but they do not always work.

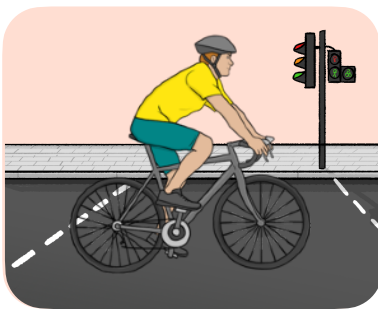


It can also be difficult for disabled people to get a cycle which meets their needs.

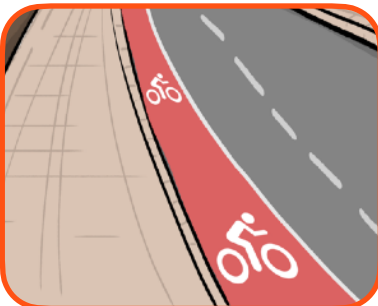
The most common problems disabled people said they had with cycling were:



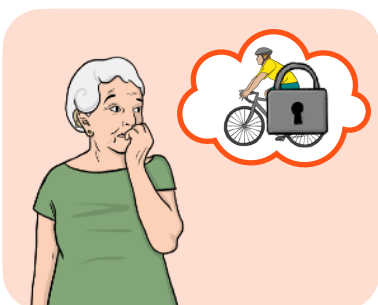
- Not being able to cycle because of their disability.



- Not feeling safe to cycle on the road.



- There not being enough cycle lanes.



- Being worried about their cycle getting stolen.

Public transport



Using the bus

Disabled people use the bus more than non-disabled people.



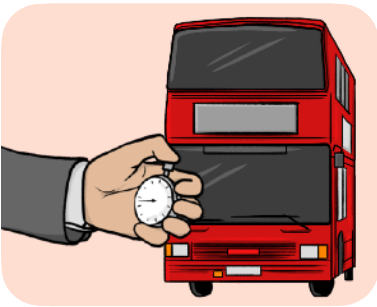
There are some laws about making buses easier to use for disabled people.

The most common problems disabled people said they had with using buses were:

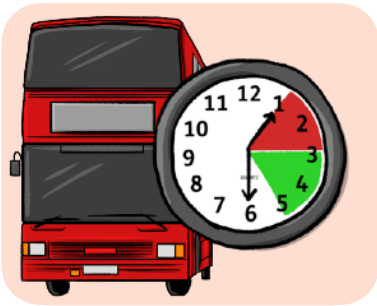
- Problems with the seats that should be for disabled people to use.
- Too many people on the bus.



The other most common problems disabled people had with using buses were:



- Not enough buses, or buses not running on time.



- Travelling by bus taking too long.

Travelling on trains



There are some laws to help disabled people travel on trains.

All train stations should do things to help disabled people, including:

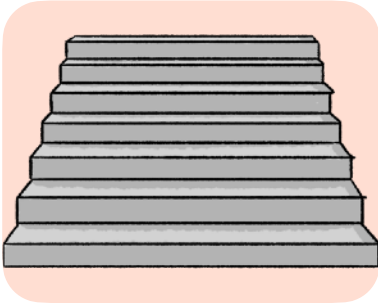


- When someone has booked help to get on or off the train, making sure they get the help they need.



- If someone has not booked help, helping them if possible.

There are still lots of barriers for disabled people who want to use the train, like:



- Lots of stations still have steps.



- There are not many stations where the platform is at the same level as the train floor.



- Nearly half of train stations have no **tactile paving**, which blind people and people with sight problems use when they travel.

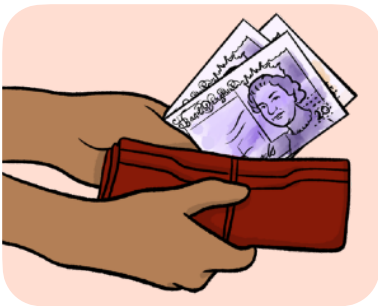
Tactile paving is pavement with shaped bumps to warn people about dangers or obstacles.



Many disabled people need staff at the stations to help us, because there are so many barriers to using trains.



But very few stations have staff all the time, and some have no staff at all.



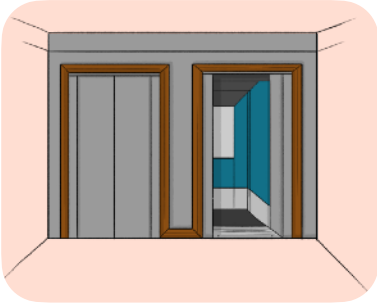
The barriers to travelling by train that disabled people talked about most often were:

- It is expensive.



- It is crowded.

Other barriers to travelling by train that disabled people talked about were:



- There are problems with the lifts.



- They have problems getting on and off trains and train stations.

Travelling by light rail



Light rail includes some local trains and trams, like the London Underground (often called the Tube), and Manchester Metrolink.



There are some laws to help disabled people travel by light rail.



But the Government has told lots of companies that they do not have to keep to the laws.

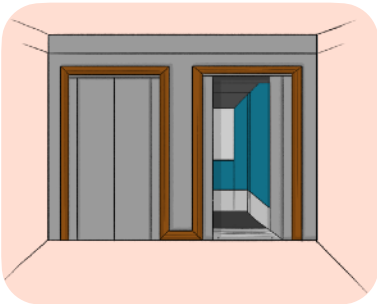
The most common things people said were barriers to using light rail were:



- Too many people on the train, on the platform or at the station.



- Problems getting on and off trains.



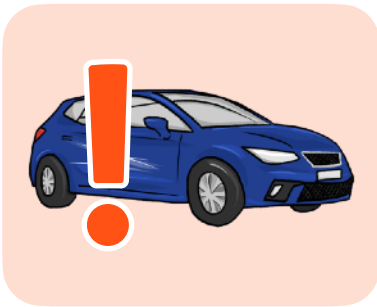
- Problems with lifts.



- Not enough help from staff at the stations.

Private transport

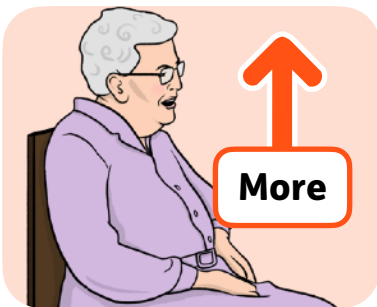
Travelling by car or van



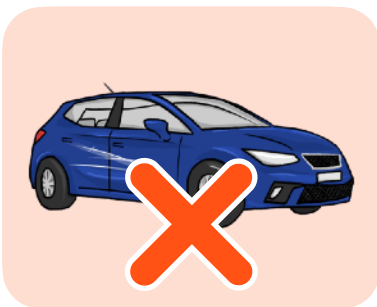
Car travel is very important for lots of disabled people.



Disabled people use cars as often as non-disabled people.



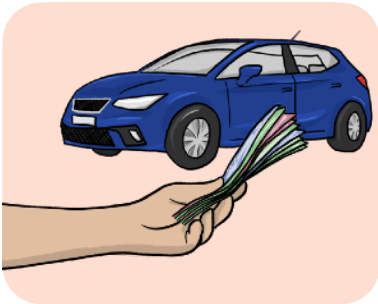
But disabled people make more journeys as passengers than non-disabled people.



Lots of disabled people do not have a car they can use.



And fewer disabled people than non-disabled people have a driving licence.



Disabled people can get help with the cost of using a car.



The **Blue Badge scheme** helps disabled people park nearer to where they need to go.

The most common barriers to travelling by car that people talked about were:



- Finding someone to drive them.



- The cost of driving a car.



- Finding somewhere to park.



- Too many other cars and vans on the road.

Taxis



Taxis are very important for disabled people because of all the barriers to other types of travel.



Disabled people make more than twice as many journeys by taxi as non-disabled people.



All taxis in London can take wheelchairs.



Less than half the taxis in the rest of England can take wheelchairs.



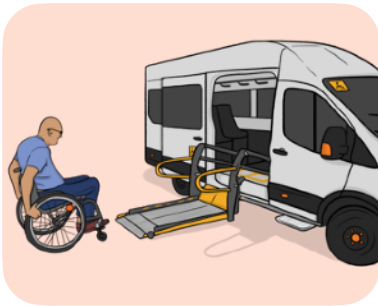
Since 2022, the law says taxi drivers must help all disabled people more.



Taxi drivers must not charge any more money for helping disabled people.



The biggest barrier to travelling by taxi was that it is expensive.



Other barriers disabled people talked about were:

- Not enough wheelchair-accessible vehicles.



- Drivers treating them unfairly.



- Not enough help from the driver.

Other things people told us



Disabled people have to plan journeys in advance, so that we know what barriers there will be and what we can do about them.

Some of the barriers to planning a journey are:

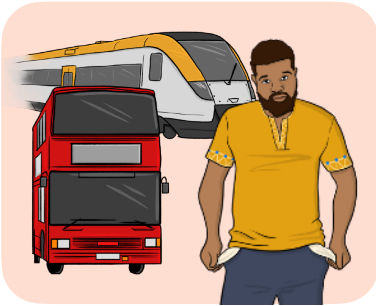


- Not having enough information about all the bits of the journey, like stations.

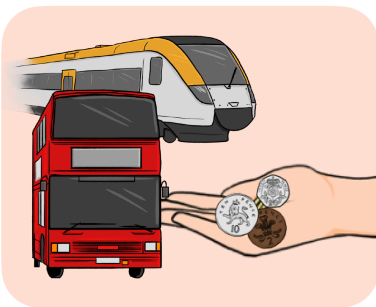


- Not being able to find information in the way that people need it.

Some disabled people said that travelling is too expensive for them because:



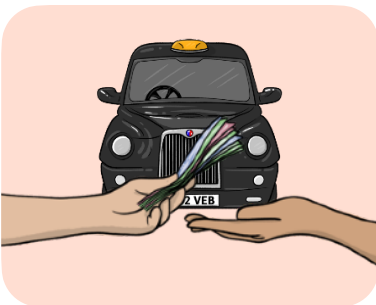
- They don't have as much money to spend on travel as non-disabled people.



- Transport is more expensive for disabled people.



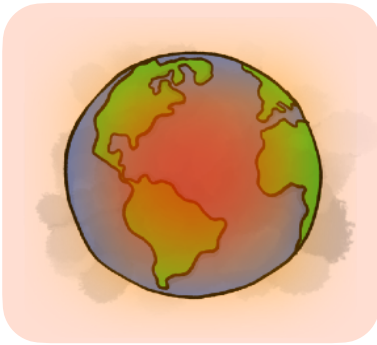
- Disabled people have to pay for their supporters who help them travel.



There are some ways disabled people can get help with travel costs, but there can be barriers to getting that help.

Green transport

Green transport means travelling in a way that does not:



- Hurt the Earth by adding to climate change.

Climate change is about big changes that are happening in the weather.



- Make the air more dirty.

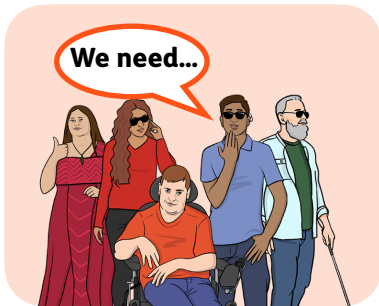


Lots of disabled people would like to travel in a way which does not hurt the Earth.



But they often do not have a choice because of the barriers to those ways of travelling.

What we think should change



People who make laws about transport should talk to disabled people about what they need.



Disabled people should be involved in planning how transport works.

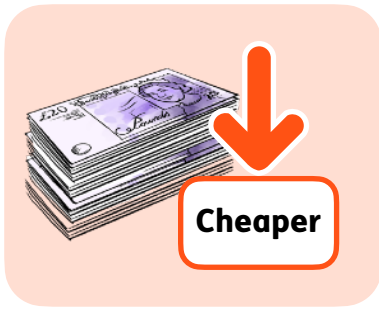


The Government should do more to make sure that transport organisations follow the law.



The people in charge of transport should make it easier for disabled people to complain about **discrimination**.

Discrimination is when you are treated badly or unfairly because of your gender, race, religion, disability, health condition or sexual orientation.



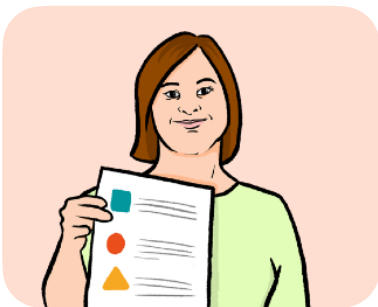
The Government should make it cheaper for disabled people to travel.



Staff who work in all kinds of transport should have training on how to talk to and help disabled people.



There should be enough staff to help disabled people where and when they need help.



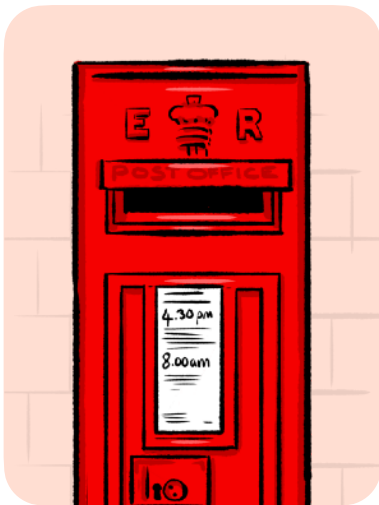
Information should be available in the way that disabled people need it.

Find out more

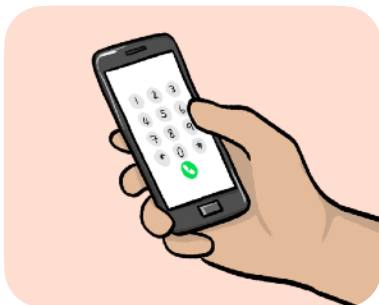


You can look at our website here:
<https://www.transportforall.org.uk/>

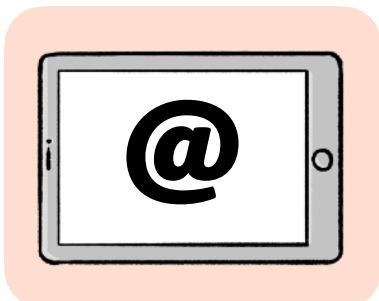
You can contact us by:



- Post:
Transport for All
Cooper House
Lower Charlton Estate, Shepton
Mallet,
Somerset
BA4 5QE



- Phone: 0800 368 6102



- Email:
contactus@transportforall.org.uk

This Easy Read booklet was produced by easy-read-online.co.uk
The booklet includes images licensed from Photosymbols & Shutterstock.