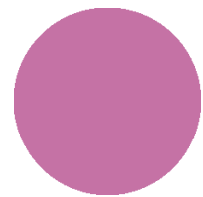




Joined Up Policies, Joined Up Journeys

**Roadmapping accessible transport
in the UK and devolved nations**



An easy-read summary

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This report uses **blue words**.

When a word or phrase is difficult, we have written it in **blue writing** and explained it.

Introduction



We are the National Centre for Accessible Transport, called 'ncat' for short.



We work to make transport more accessible for disabled people.



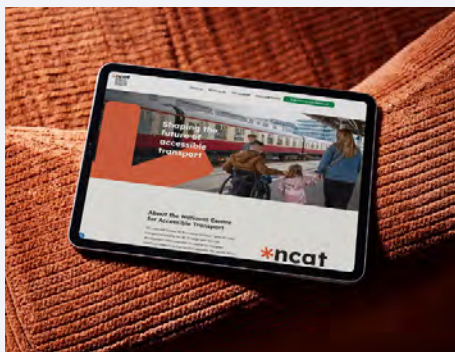
Our report is about the laws and the guidance to make transport more accessible for disabled people.



Our report covers all the countries in the UK. It covers England, Scotland, Wales and Northern Ireland.



This is an easy read version of the highlights report.

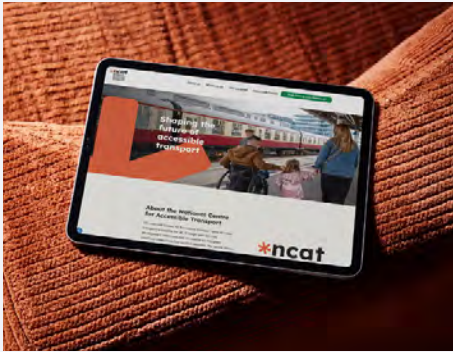


The full report link is here:

Joined up policies, joined up journeys



We started making disability and transport reports in 2023.



It is important to read these other reports as well. They are on our website:

www.ncat.uk



ncat encourages you to use the information in this report.



When you use information from this report, please say it is from:



'ncat (2025). Joined up policies, Joined up journeys

Available at www.ncat.uk

Why did we do this work?



Disabled people make 38% fewer journeys using transport than non-disabled people.



This situation has not changed for over 10 years.



Disabled people come across many challenges to making a journey.



Not having good enough **rules** is one of those challenges.



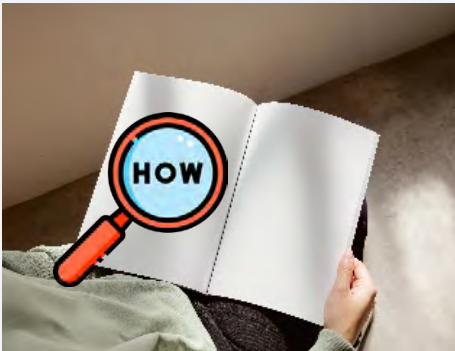
Rules are what the law says must happen.



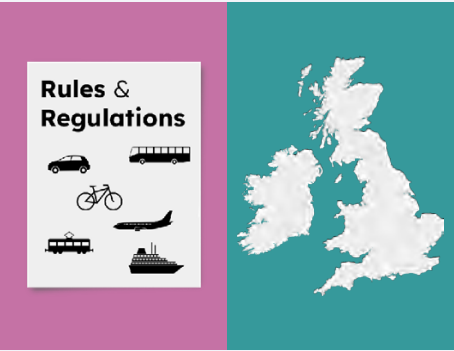
But – rules are not always easy to understand.



Policies explain what the rules say you should do.



Policies also say how you should do it.



The UK has accessible transport rules and policies.



Annoyingly, England, Scotland, Wales and Northern Ireland all have different ones.



In our report, we look at the transport rules and policies in each of the 4 UK countries.



In our report, we talk about why these are not good enough.



We suggest different ways on how to improve them.

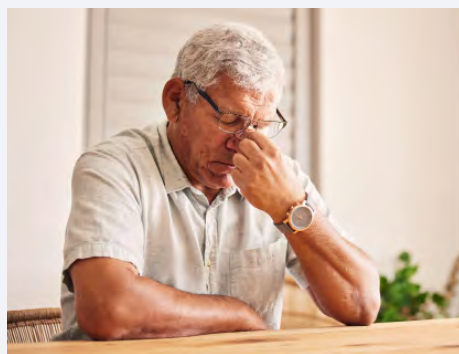


Working with disabled people and understanding their experiences can help make things better.

What did we do and how did we do it?



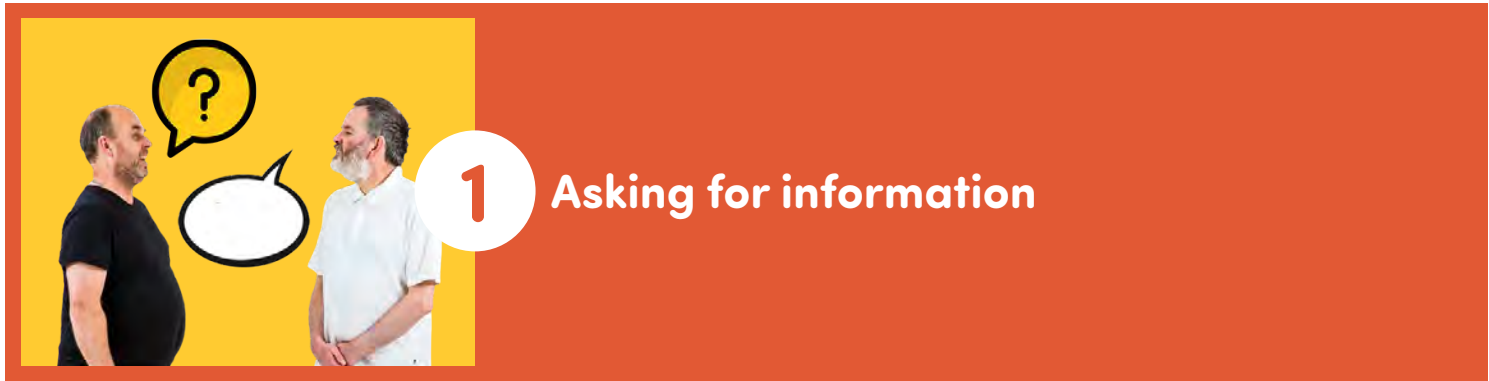
We needed to find out what transport rules and policies already exist.



We needed to find out what people were most worried about.



Organisations that work with disabled people and transport experts helped us with this work.

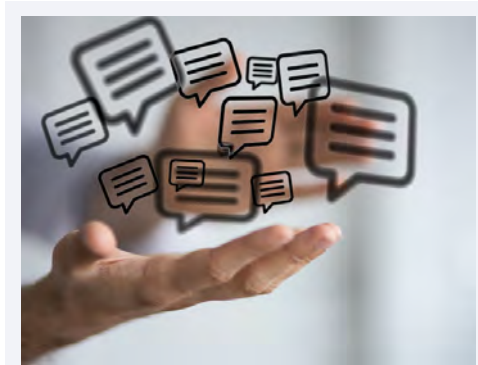


We worked out the best way to ask for information about transport rules and policies.



Two organisations helped do this work.

Policy Connect and The Research Institute for Disabled Consumers Design helped us.



We asked questions about:



**how transport rules and policies
were made ?**



**if disabled people were involved with
making them ?**



**how different parts of the government
worked together ?**



**what people were concerned about
that was not looked into ?**



We asked questions about rules and policies that happen across the UK.

Wales



Northern Ireland



Scotland



England

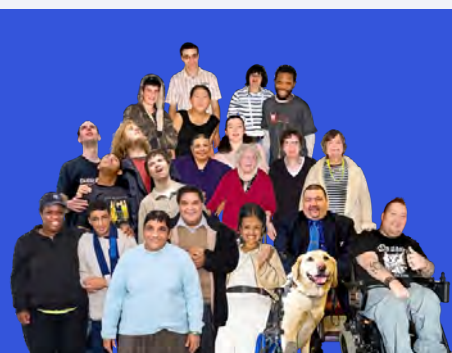


We also asked questions about rules and policies that happen in just one of the countries.

**Accessible
to all**



We made sure the way we asked the questions was accessible.



607 people answered at least one of our questions – 578 people said they were disabled.



We heard from people all over the UK.

Most people who answered lived in England.



We then made a list of the types of information we were given.

For example:



information that is true across the UK



information that is only true for 1 of the 4 countries.



2

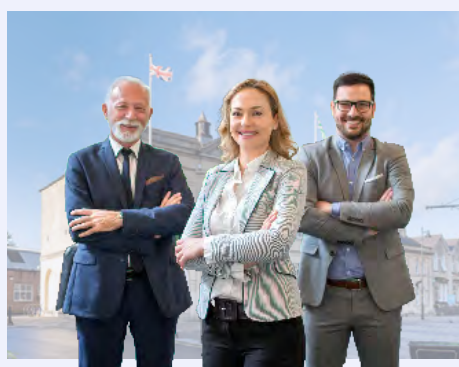
Policy discussions



We arranged 5 online discussions to talk about the information.



The discussions were led by Members of Parliament.



The Members of Parliament were already very interested in accessible transport.

Discussions



In the discussions there were:

78



78 disabled people



organisations who work with disabled people



transport experts



people from government who make transport rules and policies.



The groups talked about the most important issues in each of the 4 countries.



We talked about the organisations who are meant to make sure the rules are followed.



Everyone had time to read about what the issues were for that day's discussion, before it happened.



So everyone was prepared.



The full report has more information about the people and organisations who led the discussions.



What did we find out?



The different UK countries all have different plans about accessible transport.



They are not connected and do not work together.



This means that disabled people's experiences of travelling are better or worse depending on which country they live in.



Inside each country, the rules are also different.



This means that:



Travel schemes change from one local area to the next.

For example, disabled people who live in London can travel on the tube for free.



more money is spent on making transport accessible in some areas than in others



disabled people who are poor or live in rural areas have most difficulties

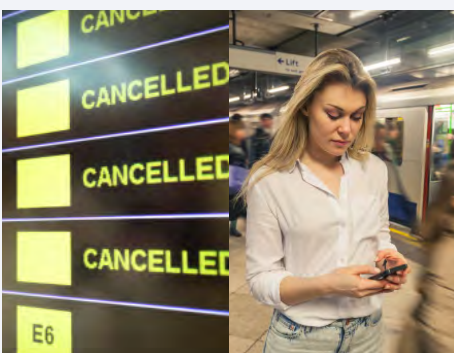


1

The different ways of getting about are not linked together.



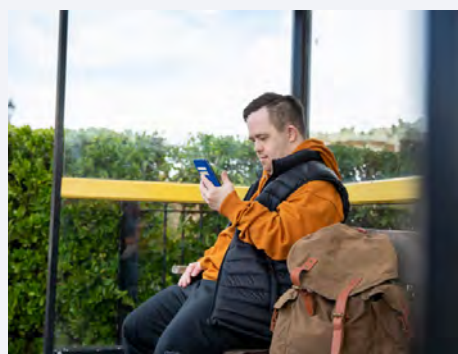
To make a journey, disabled people often rely on the bus and the train times to work together.



When a train or a bus is delayed or cancelled, disabled people have a much harder time with arranging a new journey.



When a taxi is needed – this has to be rearranged as well.

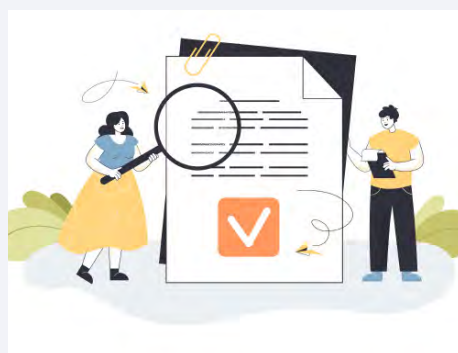


Living in a rural area means it is even more difficult to rearrange a journey.



2

Accessibility standards



A **standard describes the best way of doing something.**



Trains and planes have accessible standards.



This is not true for buses or for using our streets.



Because rules are not joined together:

Disabled people have to work out the best way of getting from one place to another for themselves.



Changing transport to make it more accessible is more expensive than if you made it accessible in the first place.



3

Planning accessible transport is often just thought about afterwards



This is because disabled people are not included when the plans are being made.



Disabled people's groups often do not have much power.



Too often, they are asked afterwards – after a decision is made.



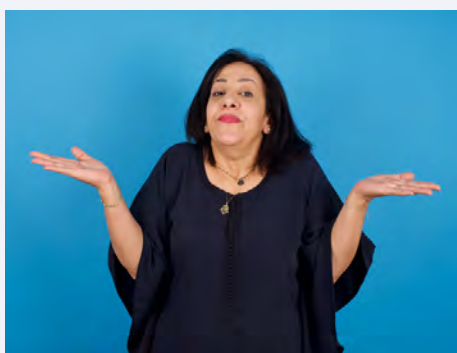
Then they risk being ignored – or nothing happens for years.



Organisations responsible for accessible transport rules and standards don't have much power



Also, they do not have enough staff to make sure the rules are followed.



Not many people know these organisations are out there.



They are not good enough in including disabled people in their work.



What should happen next?



A lot!



Remember:

Disabled people come across many challenges to making a journey.



Not having good enough **rules is one of those challenges.**

PARAGRAPH 1



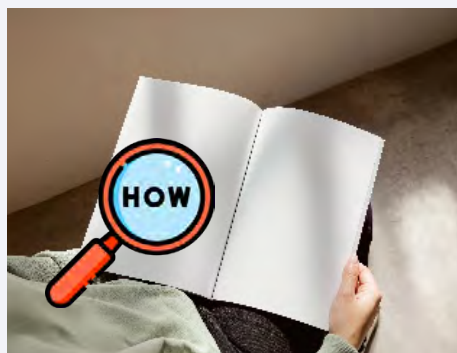
Rules are what the law says must happen.

PARAGRAPH 2



But – rules are not always easy to understand.

PARAGRAPH 3



Policies explain what the rules **say you should do** and **how you should do it**

PARAGRAPH 4



Accessible transport rules and policies must join up across the UK.

They must be the same everywhere.

PARAGRAPH 1



For accessible transport rules and standards to change for the better - disabled people must be involved at every step.

PARAGRAPH 2



When disabled people are involved, planning accessible transport:

PARAGRAPH 3



will become an ordinary conversation which just happens

and

PARAGRAPH 4



will not be an afterthought.



England, Scotland, Wales and Northern Ireland need to have their own discussions.



Our report sets out a 5 year plan for each country.



Because there are 4 plans, there is a lot of detail to read.



You can read the full report here:

Joined Up Policies, Joined Up Journeys

PARAGRAPH 1



Here are some of the things the 5 year plans say:

PARAGRAPH 2



set up a Disability Transport Taskforce for the whole of the UK

PARAGRAPH 3



A **Taskforce** is when people work together to make something happen.

PARAGRAPH 4



include Disabled People's Organisations in this work

PARAGRAPH 1



include politicians from all the
4 Governments

PARAGRAPH 2



tell the public every year about what
changes for the better are happening

PARAGRAPH 3



include a right to accessible transport in
equality laws

PARAGRAPH 4



have disabled people as accessible
transport champions in their local area

PARAGRAPH 1



What ncat will now do

PARAGRAPH 2



ncat promises to:

PARAGRAPH 3



support each country to do what it needs to in its accessible plan

PARAGRAPH 4



use and share what our report says in future research

PARAGRAPH 1



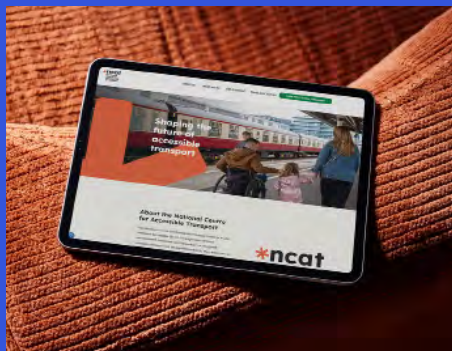
make sure our report is used by everyone
who wants to make public transport
accessible for disabled people

PARAGRAPH 2



For more information about ncat:

PARAGRAPH 3



visit our website:

www.ncat.uk

PARAGRAPH 4



send an email to this address:

info@ncat.uk



follow us on LinkedIn:

linkedin.com/company/ncat-uk

The information in this booklet was adapted from an original written by ncat.

This easy-read version has been created with the help of the people below who use easy-read materials themselves.



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