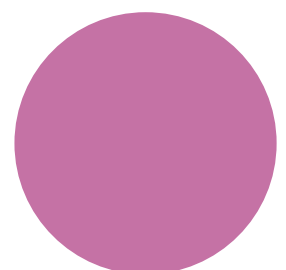
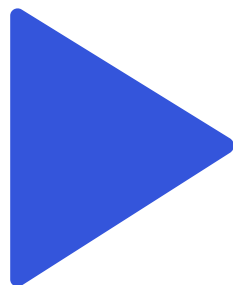


Equipping Councils for change

Building local government
capacity to deliver accessible
transport with disabled people



An easy-read summary



Contents

1 Section 1. Introduction
Pages 3 - 5

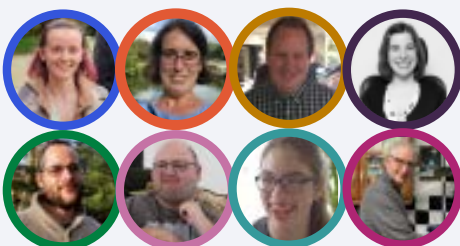
2 Section 2. Why did we do this work?
Pages 6 - 8

3 Section 3. What did we do and how did we do it?
Pages 9 - 12

4 Section 4. What did we find out?
Pages 13 - 18

5 Section 5. What should happen now?
Pages 19 - 26

6 Section 6. About The National Centre for
Accessible Transport Pages 27 - 29



This easy-read version has been created with people who use easy-read materials themselves.

Section 1. Introduction



ncat means the
National **C**entre for **A**ccessible **T**ransport.



We work to make transport more accessible for disabled people.



We have written a report about:

How local councils can work better to make transport more accessible.



The new report link is here:

Equipping Councils for Change: Building local government capacity to deliver accessible transport with disabled people.



This is an easy read version of the highlights report.



We started making disability and transport reports in 2023.

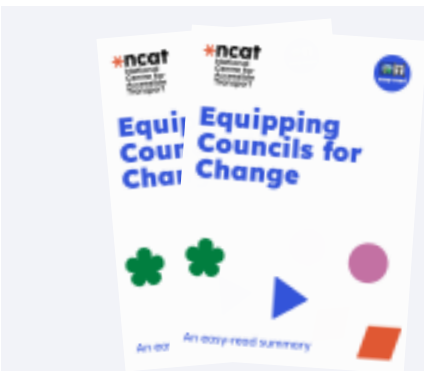


It is important to read our other reports as well.

They are on our website: www.ncat.uk



ncat encourages you to use the information in this report when it is helpful. When you use information from this report, please say it is from:



'ncat: Equipping Councils for Change (2025), available at: www.ncat.uk'

Section 2. Why did we do this work?



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



This has not improved for over 10 years!



This is called the transport accessibility gap.



Disabled people come across many barriers to making a journey.



One of these barriers is because local councils are not working as well as they should.



They are not working well enough to make sure disabled people can travel easily.



Local councils employ staff who support transport accessibility.



These staff are there to make sure that transport can be used by disabled people as easily as possible.



We wanted to find out what problems accessible transport staff face and why.



Our report makes recommendations on how to make things better.

Section 3. What did we do and how did we do it?



We looked at reports about accessible transport staff.



We looked at what accessible transport staff did when working work with disabled people.



We also looked at other staff who work with disabled people.

For example, employment support staff.



We asked 422 disabled people to fill in a survey.



The survey asked what help they had when using their local transport.



We asked 42 accessible transport staff to fill in a survey about:



their own personal experience of disability



their education and training



their experiences at work.



We did longer interviews with 9 staff to find out more about them and their work.



An MP called Richard Baker helped us have a meeting at The Houses of Parliament.



We invited:



local council leaders



**disabled people and the organisations
who speak up for them**



**other people and organisations
who were interested in coming to
the meeting.**

Section 4. What did we find out?



Here are the important things we need to change.



Making streets accessible.

Everyone agrees about that.



Other top actions for everyone were:



making local transport more accessible



making the different parts of local transport connect better



Staff think working together with disabled people is very important.



But - they said they don't have time to do this very well.



Some staff said they didn't have the skills to work well with disabled people.



Local Councils break the Equality Laws.



Staff said this is because they do not have enough money.



This means they cannot make sure that local transport is accessible.



Expert transport staff have lost their jobs because of cuts in funding.



When new transport is developed, accessibility is not seen as important.



Staff had poor training on how to make sure transport is accessible.



Many of them did not know what barriers disabled people face when making a journey.

**Accessible Transport
Staff Group**



They said they would like ncat to create an accessible transport staff group.



Councils must involve disabled people in decision making about accessible transport.



Staff said this did not happen very often.



Working together with disabled people must be part of what Councils do every day.



Council leaders must encourage everyone in the Council to work with disabled people.



If not, accessible transport improvements will not happen.

Section 5. What should happen next?



Step 1

There are UK, Scottish, Welsh and Northern Ireland governments.



All the UK governments should work together to create an accessible transport website.



This website must be kept up to date.



Disabled people and staff can then find the rules and information they need.

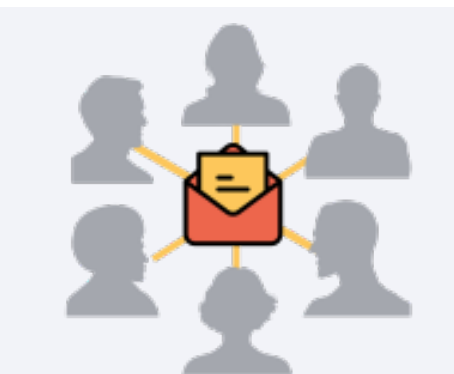


The 4 different governments should work together to make the website happen.

There should be one working group.



The group should invite transport leaders to join them.



It should invite other interested people and organisations as well.



Step 2

All the UK governments should have an Access to Elected Office Fund.



The Fund will support disabled people to become councillors and mayors.



This Fund used to exist, but it was stopped.



Step 3

All the organisations that represent local government should work with disabled people.



They should create guidance on the best way for Councils to work together with disabled people.

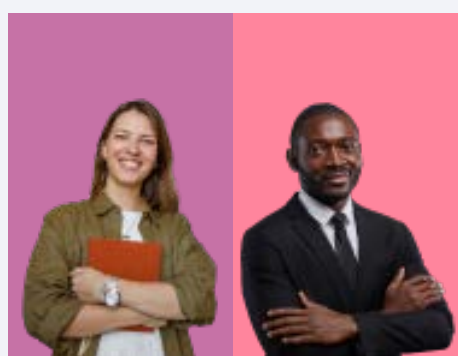


Step 4

Every local Council should make it a rule that they must work together with disabled people.



They will then have to include disabled people in decision making.



Every Council should have one officer and one political leader who makes sure that the Council is working with disabled people.



Step 5

Councils should look in detail at what they can do to make sure disabled people can travel well.



They should write down their strengths and weaknesses and then describe the areas they can improve.



Councils should do this with local disabled people and their organisations.



Every Council should make sure it has a senior member of staff for accessible transport.



They must be trained properly about accessible transport.



They must have good support from the people they work with.



Step 6

All Council staff should have high quality disability and inclusion training.



Step 7

ncat should look into setting up a national group for Council accessible transport staff group.



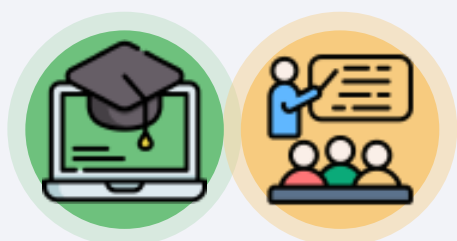
The group should start over a small area to test how it works.



It should then cover the whole of the UK.



The group must have Council transport staff who are disabled.



Step 8

ncat should look at what this group needs for its education and training.

Qualifications



It should look into having official qualifications for accessible transport staff.



Step 9
ncat should support one or two Councils to look in detail at how they can make sure disabled people can travel well.

Section 6: About The National Centre for Accessible Transport



ncat means the **National Centre for Accessible Transport**.



Equal access

ncat works to make sure that no disabled person faces challenges with poor access to transport.



We meet and talk to disabled people to better understand their experiences.

We then work together to come up with solutions.



We also work with disability organisations, transport providers and other people involved in transport.



We do this work to make sure that disabled people's experiences are heard when decisions are being made.



We want to see a more equal world for disabled people where barriers are no longer in the way.



The organisations that make up The National Centre for Accessible Transport are:

Coventry University, Policy Connect, The Research Institute for Disabled Consumers (RiDC), Designability, Connected Places Catapult, and WSP.

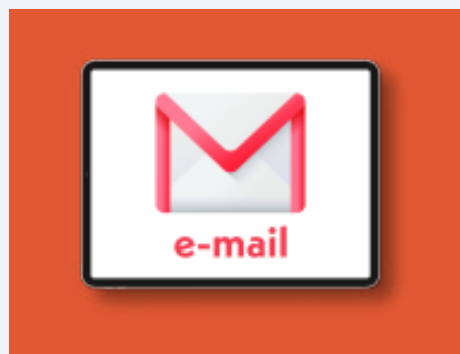


ncat is funded for 7 years from 2023 by the Motability Foundation.



For more information about ncat please visit:

www.ncat.uk



To contact ncat, please email:

info@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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