



Department
for Transport

From the Secretary of State
The Rt. Hon. Grant Shapps

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To all MPs in Great Britain

25 February 2020

Dear Colleague,

Equal Transport Access for Disabled People

Two years ago, my Department published its Inclusive Transport Strategy, which seeks to create a transport system providing equal access for disabled people by 2030 - with assistance if physical infrastructure remains a barrier.

I am pleased to announce that today we will be launching an Inclusive Transport Leaders Scheme (ITLS). This is a new accreditation scheme which seeks to provide an improved experience for disabled passengers by promoting inclusive design and high-quality customer service, based on collaboration between transport operators and disabled people.

By meeting set criteria transport operators can make themselves eligible for one of three accreditation statuses: Inclusive Transport Committed, Inclusive Transport Operator or Inclusive Transport Leader. For more information on the Inclusive Transport Leaders Scheme see www.inclusivetransportleaders.campaign.gov.uk

Alongside this, we are also launching the *'it's everyone's journey'* advertising campaign to highlight how we can all play a part in making public transport inclusive. The campaign is being supported by more than 100 partners, including First Group, WH Smith and the Alzheimer's Society.

As you may be aware, disabled people use public transport up to a third less than non-disabled people. And since one in four disabled people say negative attitudes from other passengers prevent them from using public transport, the campaign will also raise awareness of the needs of disabled people, particularly those with non-visible impairments. It will also prompt the travelling public to consider how unconscious behaviours might impact

others, such as not looking out for a fellow passenger who might need a seat or be in distress.

Finally, we will also shortly be announcing the 124 stations across Great Britain which will benefit from a share of a £20million government investment for accessibility improvements. The enhancements - funded through the Access for All programme - will include new lifts, accessible toilets and customer information screens.

These initiatives demonstrate significant progress in delivering our Inclusive Transport Strategy and ensuring that our transport systems are genuinely accessible to all users. This is a key part of levelling-up access for disabled people to transport and opening up opportunity for all.

I recognise that we have much more to do. My goal is to go much further in the years ahead to help ensure that our country's transport system becomes one of the most accessible in the world.

Yours ever,

A handwritten signature in black ink, appearing to read 'Grant Shapps', written in a cursive style.

Rt Hon Grant Shapps MP

SECRETARY OF STATE FOR TRANSPORT