



Disabled Road Users

06 September 2022

About Transport Focus

Transport Focus is the independent transport user watchdog. We represent the interests of:

- rail passengers in Great Britain
- users of England's motorways and major 'A' roads (the Strategic Road Network)
- bus, coach and tram users across England outside London

We aim to make a difference for all transport users.

We are evidence based.



Disabled Road Users Research

3% of all licensed vehicles in the UK are in the disabled tax class represents 1.2 million vehicles.

The most popular form of transport among disabled adults is by car

33% of these journeys are as a passenger*

We wanted to understand the **barriers and challenges** that **disabled road users** face when using the different A roads, motorways and services of the Strategic Road Network.

To better represent the interests of this group of road users.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/972438/transport-disability-and-accessibility-statistics-england-2019-to-2020.pdf

What we did

Three stage qualitative research programme, from December 2017 to March 2018:

- Six consultation sessions with charities



- 50 qualitative interviews; 20 included accompanied journeys (drivers and passengers)

- Stakeholder interviews



Recommendations

National Highways

Information provision

Breaking down, lengthy traffic jams, using road side services, signage

All organisations involved in roadside recovery

Training

Review and develop

Petrol retailers

Access at petrol stations

- National Highways *Roads for All Forum* established in December 2018

Progress

Information provision

- What to do in the event of a breakdown – 40,000 leaflets
- Sign live
- U-Tube video on how to stay safe
- AccessAble audits of 114 motorway service areas
- Engagement re signage

Training

Partnered with Driving Mobility UK to produce training videos



What's next?

Proposal to explore the accessibility of the websites that road users use to plan journeys

Transport Focus represents the interests of disabled road users at the *National Highways Roads for All forum*

National Highways are planning a Roads for All conference on 30 March 2023, in Birmingham (venue tbc)

Reference

[An accessible road network? Disabled user experience on England's motorways and major 'A' roads](#) (2018)

[A-more-accessible-road-network-report-1.pdf](#) (2021)

Contact details

Cathie Folca
Stakeholder Manager

Catherine.Folca@transportfocus.org.uk
07718 570009