



HOUSE OF COMMONS  
LONDON SW1A 0AA

13<sup>th</sup> October 2021

*Jean Contreant,*

**RE: IMPROVED TRANSPORT FOR DISABLED PEOPLE**

Thank you for your recent correspondence in respect of your concerns regarding better transport for disabled people. I have read your concerns with great consideration and interest.

Like the Government, I want disabled people to travel easily, confidently and at no additional cost and I am encouraged by the range of measures that are being taken, across all forms of transport, to support this.

In 2018, the previous Government published the 'Inclusive Transport Strategy' and I know the current government is committed to its implementation. The overall goal of the strategy is to create a transport system that offers equal access for disabled passengers by 2030, with assistance if physical infrastructure remains a barrier. The strategy covers all modes of transport and includes over 90 individual commitments in total.

I share the Government's belief that it is essential that the lack of knowledge of passenger rights is addressed and I am glad the strategy commits to taking clear steps to raise awareness. This involves working to ensure that all passengers know what service they can expect and have the assurance that reporting non-compliance will lead to enforcement action. Providing timely and high quality assistance services to disabled travellers, including those with less visible disabilities, is vital to ensure disabled people can travel with confidence.

I am encouraged that good progress has been made in this area. For example, the revised Disabled People's Protection Policy (DPPP), now known as the Accessible Travel Policy (ATP) guidance, was published in July 2019 and included enhanced requirements on all operators to deliver an accessible travel policy. The Office for Road and Rail has approved several of the ATPs submitted by train operators and these are available to view via both train operators and the ORR website.

More broadly, I welcome the new 'National Disability Strategy', published over the summer, which aims to provide more accessible housing, easier commuting and better job prospects for millions of disabled people in the UK. The strategy marks the first cross-government endeavour to improve disabled people's everyday lives with legislation, policy and funding from across all corners of Government.



I was very interested to hear about Scope's suggestion for a 'Passenger Charter' and, while I am unaware of current plans to implement this, I will certainly relay your suggestions to ministerial colleagues. Ultimately, I believe that the Government's 'Inclusive Transport Strategy' will adequately make provisions for improving awareness of rights for disabled passengers and I look forward to seeing future progress and improvements in due course.

Once again, thank you for having taken the time to contact me and if I can ever be of any further assistance to you then please do not hesitate to contact me again.

*With best wishes,*

A handwritten signature in blue ink, appearing to read 'Tom Pursglove', with a horizontal line underneath.

**TOM PURSGLOVE MP  
MEMBER OF PARLIAMENT  
CORBY & EAST NORTHAMPTONSHIRE**