

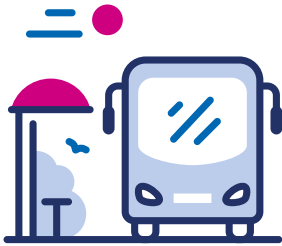
Making public transport accessible for everyone



**Includes tips and tools
to support disabled people**

We believe public transport in Staffordshire should be accessible, safe, and welcoming for everyone.

This leaflet is part of an awareness campaign to:



Help bring positive changes to public transport in Staffordshire.



Raise awareness of the barriers people face when using public transport in Staffordshire.



Promote existing resources and tools to improve accessibility in Staffordshire.

Why accessible public transport matters

Inclusive travel is essential for equality and independence. When buses, trains, and other transport services are easy for everyone to use, people can travel freely and confidently.

This means having the same opportunities to work, study, visit family, attend appointments, enjoy leisure activities, and take part in community life. Accessible transport removes barriers, supports independence, and ensures that everyone can stay connected and fully included within their communities.



Helping people
stay active and
independent

What accessible transport looks like



Priority seating
for those who need it



Wheelchair spaces
and ramps



Easy-read
information



Passengers who are
kind and patient



Drivers who are
trained, patient,
and understanding



Technology like apps,
audio announcements,
and live updates



Clear signs and
timetables that are
easy to understand



Transport providers
following the law and
national guidance



Lachlan

“I’m Lachlan and I have a learning disability. I rely on buses to get to my volunteering roles.”



These journeys give me freedom and independence, which means a lot to me. But it’s not always easy. Reading bus timetables can be really tricky, especially when they use the 24-hour clock format. And then there are the everyday frustrations: buses running late or not showing up at all, pushchairs taking up wheelchair spaces, and people forgetting to offer seats to those who are elderly or living with a disability.

Help make Lachlan’s journeys easier

- Be pro-active and support disabled passengers by giving up your seat.
- If transport is not running to scheduled times, take a moment to think about the consequence and impact on disabled people waiting. Remain calm and patient.



**The journeys
give me
freedom**



Nicola

**“I’m Nicola,
and I’m a
wheelchair user.”**



For me, the layout of the bus stop is about independence and safety. That’s why it’s important that bus stops meet Disability Discrimination Act standards. This means bus stops need to:

- be on accessible routes
- have a level area - to allow for the use of a ramp from the bus
- have raised kerbs to allow for step free access
- have a shelter with space for a wheelchair and seating, including adequate lighting and weather proofing
- information should be in a high-contrast, non-glare finish and easy to read print

Small things can make a big difference. Something as simple as a stop bell not working, or a driver not realising that I rang the bell and then driving past my stop because they didn’t see me in the aisle, can completely change my journey.

On the other hand, an understanding, patient, and helpful bus driver who gets out to put out the ramp and gives me time to get on and off the bus safely, makes all the difference. It turns what could be a stressful experience into a comfortable and safe one.

Help make Nicola's journeys easier

- Treat people with dignity and respect and give them time to be independent.
- If you are using the designated wheelchair space, make sure you move when needed so a wheelchair user can access the space safely.
- If your pushchair is in the wheelchair space, please move it so a wheelchair user can access the area safely.



**Give people
time to be
independent**



Paul

**“I’m Paul,
and
I’m blind.”**



For me, building confidence when using public transport has been a journey in itself, and bus drivers play a huge role in that. Navigating bus stops and getting on the right bus can be challenging, but small actions from drivers make a big difference. Something as simple as saying hello when they pull up helps me locate where the entrance is, it sounds small, but it matters.

Drivers could be more helpful in terms of asking if I need assistance. This support would be invaluable, especially on busy routes. For example, letting me know when to get on the bus after other passengers have got off. Audio announcements at each stop like on trains, support my independence, but sometimes they’re switched off or not working, which takes away that safety net.

I believe all taxi and bus drivers should have disability awareness training, renewed every year. It will help to promote understanding of different disabilities and knowing when and how to help. Those small acts of awareness and kindness completely change my experience and make public transport something I can use confidently.

How to make Paul's journeys easier

- Be accepting of guide dogs
- If a passenger asks what number the bus is, take the time to provide the information
- Don't leave items in the aisle which can cause trips.
- More signage for passengers to give up seat if someone needs it.



**Be accepting
of guide dogs**

Resources

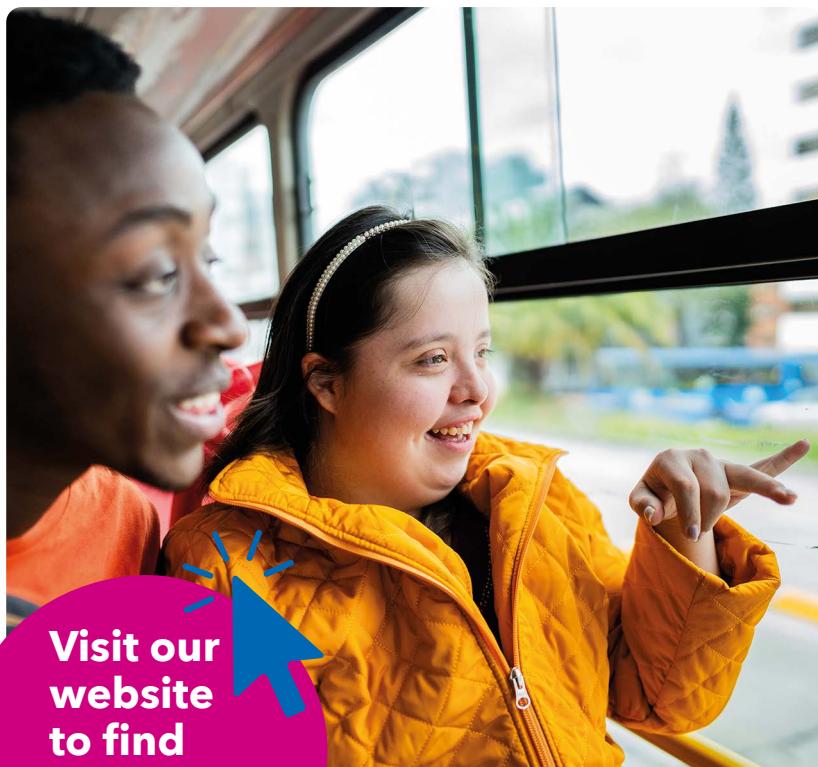
To make travel more accessible across Staffordshire there are a range of tools and resources to support people to use public transport.



You can find our most popular tools and resources on our website

[www.staffordshire.gov.uk/
CelebratingDifferences](http://www.staffordshire.gov.uk/CelebratingDifferences)

or visit your local library to pick up a printed copy of this leaflet.



Visit our
website
to find
out more

Know your rights

To help you understand your rights when it comes to accessible travel in Staffordshire, we've created a Know Your Rights guide. This resource focuses on bus, taxi, and train travel. It explains national statutory guidance, the adjustments transport operators are required to make to ensure accessibility, and the types of support available to help you on your journey.



You can find it on our website

[www.staffordshire.gov.uk/
CelebratingDifferences](http://www.staffordshire.gov.uk/CelebratingDifferences)



Tools

Disabled bus pass

Did you know that if you have a disability, you may qualify for a free bus pass - which will allow you to travel at any time in Staffordshire and across England between 9.30am and 11pm.

Companion bus pass

Anyone who is eligible for a disabled bus pass but who can't travel unassisted, may also be able to get a companion pass. This will allow their carer to travel free within Staffordshire.



You can apply for a disabled bus pass or a companion bus pass at a Staffordshire County Council library or online at

www.staffordshire.gov.uk/BusPass

Sensory Registration in Staffordshire

People who are deaf, hard of hearing, blind, partially sighted or deafblind can register with the Staffordshire Countywide Sensory Team via Staffordshire Cares. Registration can help you access concessionary bus passes, sensory registration certificates and appropriate support and information.



[www.staffordshire.gov.uk/
LearningAutismSensory](http://www.staffordshire.gov.uk/LearningAutismSensory)

or call Staffordshire Cares on 0300 111 8010

The team will help you through the registration process and help you access the right support.

Discounted rail travel

You may be eligible for a Disabled Person's Railcard, which gives one third off most rail fares. For more information and to apply visit

www.disabledpersons-railcard.co.uk



For discounted travel without a rail card, visit

www.transportforall.org.uk



Travel assistance cards

Staffordshire County Council has worked with disability groups to create Travel Assistance Cards, which let you discreetly ask drivers or staff for extra help without speaking out loud. You



can print the cards at home, save a screenshot on your phone, or pick them up from any Staffordshire County Council Library.

[www.staffordshire.gov.uk/
TravelAssistanceCards](http://www.staffordshire.gov.uk/TravelAssistanceCards)



Useful information

Community transport

Community transport in Staffordshire provides not-for-profit, locally run travel services for people who struggle to use public transport. These schemes often include wheelchair-accessible vehicles, volunteer drivers, and dial-a-ride options, helping individuals reach essential places such as medical appointments, shops, and social activities. Some services also allow bookings for leisure trips, subject to individual criteria. Operating across the county, they aim to make journeys more inclusive and supportive.



www.staffordshireconnects.info



Staffordshire volunteer buddies

Feeling isolated or anxious about joining community activities? The Volunteer Buddy Programme is here to help! Friendly volunteers offer short-term, tailored support with using public transport, helping you to build your confidence to travel independently to groups, volunteer placements and medical appointments helping you to:



Build independence



Reduce isolation



Improve wellbeing

Currently available in Cannock Chase, South Staffordshire, Lichfield, East Staffordshire, Stafford Borough, Tamworth, Newcastle-under-Lyme and Staffordshire Moorlands. For more information email us at:

volunteerbuddies@supportstaffordshire.org.uk

The Sight Loss Council

The Staffordshire Sight Loss Council is funded by the Thomas Pocklington Trust. This regional group is led by blind and partially sighted volunteers who use their lived experience to improve access to local services. Transport is a key priority.

The Make Transport Accessible campaign works to ensure blind and partially sighted people can rely on accessible public transport to travel independently and safely.



For more information visit

www.sightlosscouncils.org.uk



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board



Celebrating Differences

Accessible travel was identified as a priority by
the Staffordshire Disability, Sensory, and
Neurodivergent Community Board.

A digital version of this leaflet is available online at

www.staffordshire.gov.uk/CelebratingDifferences

