

# Enabling people with mental disabilities to travel more

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## Mental impairments

These include

- Dementia
- Learning disability
- Autism
- Mental health conditions

## Mental impairments

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- Dementia – 1.3% of UK population, 20% of those over 80
- Learning disability – 2.3% of the UK population
- Autism – 1.1% of the UK population
- Mental health conditions – 26% of adults have been diagnosed with at least one mental illness

A disability is a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities including travelling, according to the UK Equality Act 2010.

# Mental impairments

Type of impairment	Examples	Nature of the condition	Areas where there may be difficulties
Learning	Dyslexia Learning disability	Usually acquired at birth	Interpreting and/or processing information
Intellectual	Dementia Traumatic brain injury	Acquired during lifetime, gradually or suddenly	Processing information Taking decisions Planning
Behavioral	Autism ADHD	Usually lifelong	Social communication Controlling behavior
Mental health condition	Anxiety Agoraphobia Depression	An illness which can fluctuate over time in its effect	Interacting with others Being confident
Memory	Dementia Learning disability	Associated with other conditions	Recalling information

# Summary of existing evidence on travel by people with mental impairments

- Report '**Building confidence – Improving travel for people with mental impairments**', produced for DPTAC and downloadable from <https://www.gov.uk/government/publications/exploring-the-barriers-to-travel-for-people-with-mental-impairments>.
- Or contact Roger Mackett by email on [r.mackett@ucl.ac.uk](mailto:r.mackett@ucl.ac.uk)

**Building Confidence – Improving travel for people with mental impairments**

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This report has been produced for the Disabled Persons Transport Advisory Committee (DPTAC) which advises the UK Department for Transport (DfT) on accessibility issues relating to disabled people.

# Top 5 reasons for not using the bus (beyond having an impairment) according to the UK Life Opportunities Survey

		Type of impairment				
	None	Learning	Intellectual	Behavioral	Mental health	Memory
1	Transport unavailable	Cost	Anxiety / lack of confidence	Anxiety / lack of confidence	Anxiety / lack of confidence	Anxiety / lack of confidence
2	Cost	Transport unavailable	Cost	Cost	Cost	Difficulty getting on or off the bus
3	Other reasons	Anxiety / lack of confidence	Overcrowding	Overcrowding	Transport unavailable	Cost
4	Delay and disruption to service	Other reasons	Transport unavailable	Delay and disruption to service	Difficulty getting on or off the bus	Difficulty getting to stop
5	Too busy / not enough time	Delay and disruption to service	Attitudes of passengers	Fear of crime	Difficulty getting from stop to destination	Difficulty getting from stop to destination

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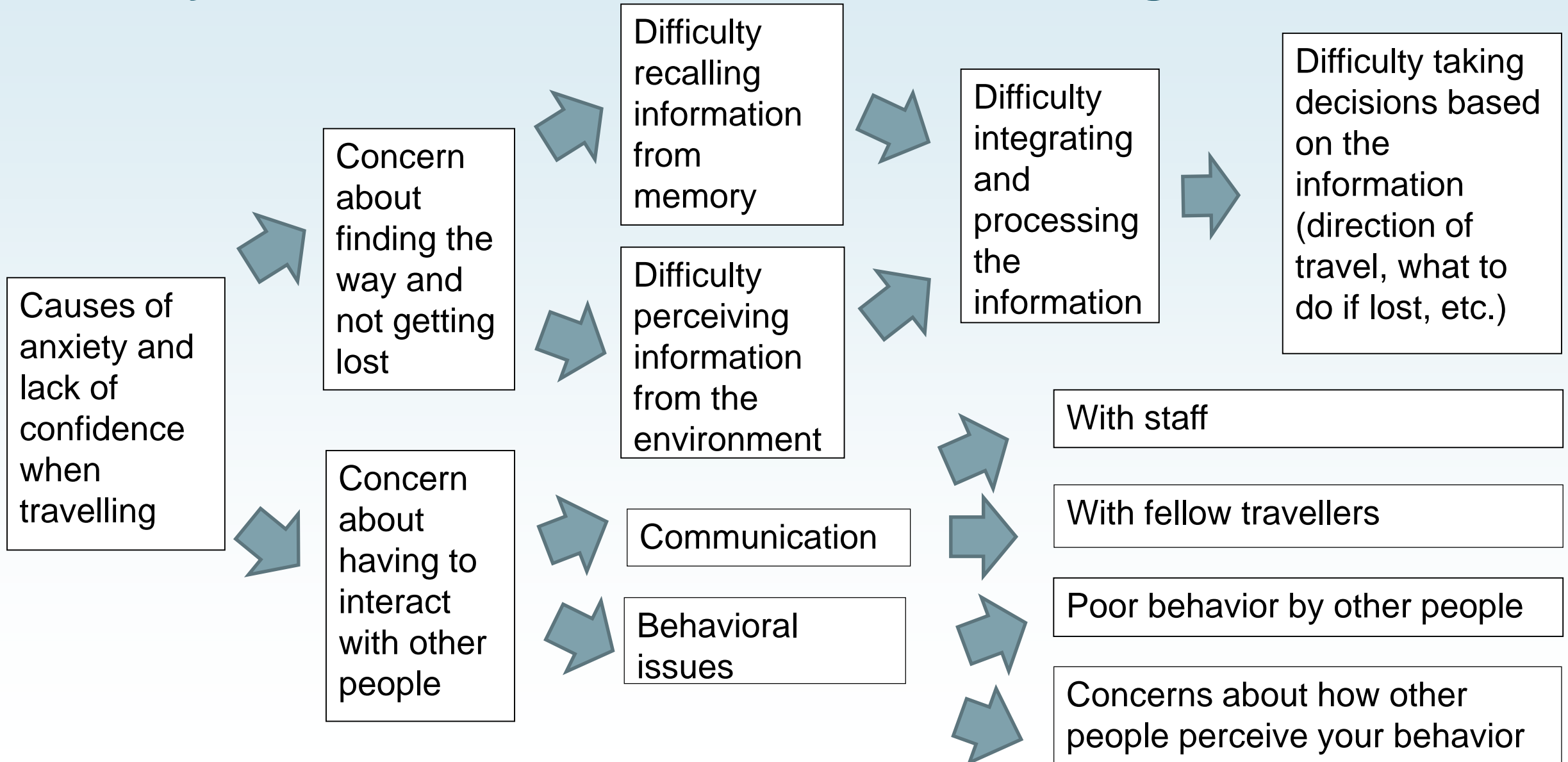
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# Anxiety and lack of confidence when travelling



## How can things be improved?

Finding the way and not getting lost:

- Enhancing the skills of the traveller
- Providing clear travel planning information
- Making the local area easier to understand
- Receiving clear information whilst travelling
- Being able to receive support from a carer
- Being able to access help when lost

Improve communication with other people:

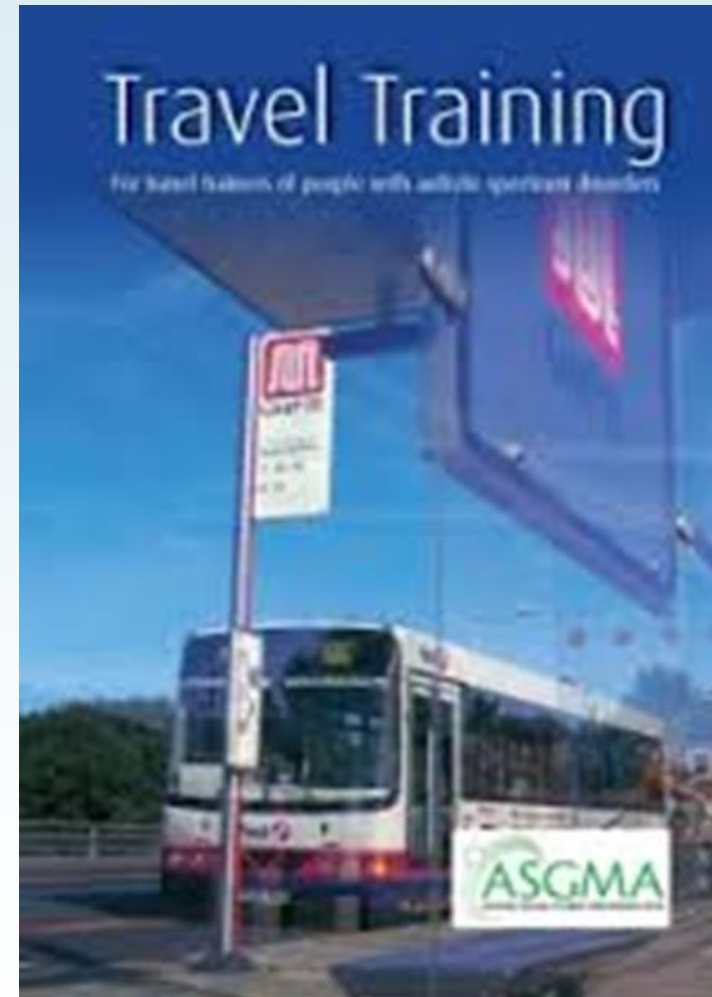
- Staff
- Other travellers

# Enhancing the skills of travellers

- Travel training
- Providing experience in travelling



Source: Alzheimer's Society



Source: Autistic Society Greater Manchester Area





## Making the local area easier to understand

- Less street clutter and less confusing environments
- Clear signposts



# Receiving clear information whilst travelling

- *AVI (audio-visual information)* on buses and trains
- Mobile phone apps



Sources: Alzheimer's Society





## Being able to receive support from a carer

- Via mobile phone:
  - Direct communication
  - Tracking apps
- Carer and police having access to information about the person's habits and frequently-visited places, e.g. Herbert Protocol



## Being able to access help when lost

- Mobile phone
- Safe Places





# Improve communications with other people

## Staff

- Staff training
- Travel assistance cards

## Other travellers

- Schemes like ‘Please offer me a seat’
- Campaigns to educate the public

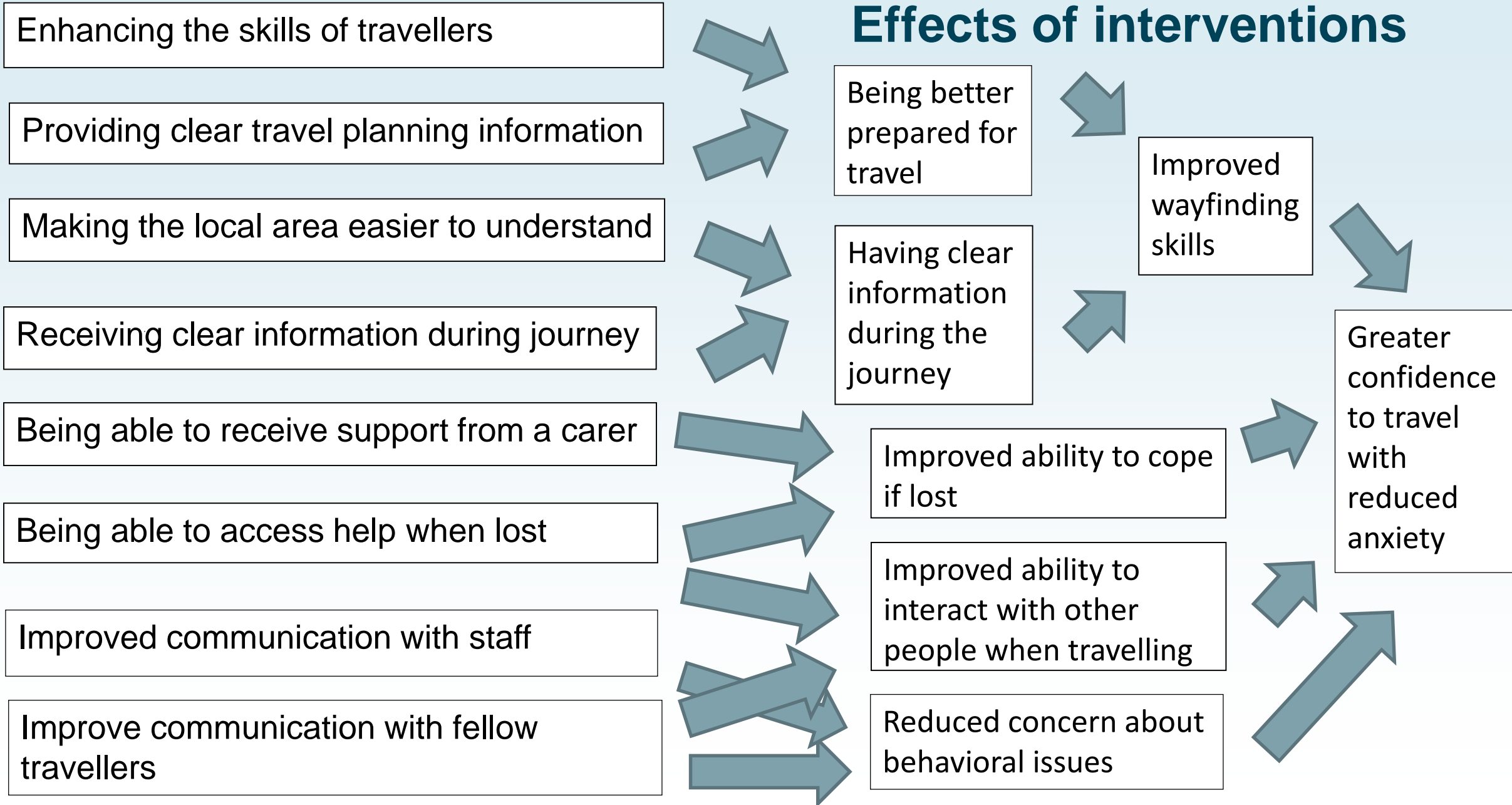


Source: Alzheimer's Society



Source: Transport for London

## Effects of interventions



## Moving forward

- An on-line survey of people with mental health conditions was carried out in May to July 2018 by the author
- 42 questions based on barriers to travel identified during the review of evidence discussed earlier
- 385 useable responses received
- Report currently being written