

Petition 05-710 Feedback

Submission of our Petition

- **Whizz-Kidz had a Big Lottery funded project, part of which supported young people to have a voice and take an interest in campaigning**
- **Young People meet at Ambassador Clubs and the Welsh Assembly Youth Team attended on one occasion to explain how we can share our views with the Welsh Assembly**
- **We decided we had two key issues and wrote a petition on each of them – Transport and Accessible Accommodation**

Our Experiences of Public Transport

To demonstrate our experiences of using public transport, we have compiled a video:

Key Accessibility Issues and Impacts

- **Inability to travel at short notice**
- **Lack of support on trains**
- **Time to travel anywhere is longer**
- **Lack of staff training – made to feel like a ‘burden’**
- **Safety needs to be prioritised**
- **Impact on confidence and self-esteem**
- **Young people left to feel isolated**
- **Young people won’t look for work / socialise as it is too much hassle**
- **Young people don’t feel safe to travel**
- **Young people don’t feel equal to their peers who do not use wheelchairs**

Rail

- **YP have views of Rail transport and can give you examples.....**
- **Potential improvements:**
 - **Responsive travel (where I want, when I want)**
 - **Staff on trains ensure they support people getting on and off and in plenty of time**
 - **More space for wheelchairs so YP can travel with friends**
 - **Staffed stations to assist disabled people wanting to travel more effectively**

Buses

- **Key issue is Driver Disability Awareness. Examples:**
 - **Not stopping bus to suitable place to get ramp down. When asked to move, was ‘tutted’ at and asked if they were sure couldn’t manage.**
 - **Not waiting until wheelchair user was in the allocated space**
 - **Pushchairs and wheelchairs can’t travel at the same time (space!) and driver prioritising person with a pushchair**
 - **Lack of patience when wheelchair users getting on and off the bus**
- **Compulsory training and spot checks – engage Wheelchair users in this: give a driver a chair and let them find out how difficult it can be as a wheelchair user in rush hour to get on a bus**

Taxis

- **Issues:**
 - **Drivers have lack of understanding- sometimes don't want to strap wheelchairs in; put meter on while wheelchairs getting into the taxi not once journey starts**
 - **Taxis often late and some drivers won't take wheelchair calls (even though they have accessible cabs)**
 - **Difficult to just 'flag' a taxi – taxi ranks not always accessible**
 - **Disability Awareness training important – drivers don't seem to realise that everyone is individual**

All transport is different

- **We understand bus companies and train companies are corporate and need to make money**
- **Also have Government investment so need to demonstrate value for money and inclusion**
- **Training for bus staff – confident drivers who can ensure safety and that other passengers make room in appropriate spaces**
- **Training for train staff – ease of access and reduce the need to pre book assistance**
- **Training for taxis – often on a one to one basis with someone in the taxi, understand that the passenger is an individual and wants to feel safe and as though they are a valued customer**