Easy Read

Department for Infrastructure
An Roinn Bonneagair
Depairtment fur Infrastructure
www.infrastructure-ni.gov.uk

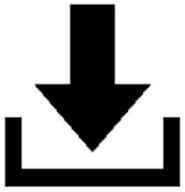
Moving Together

Making travel easier for everyone

Tell us what you think.



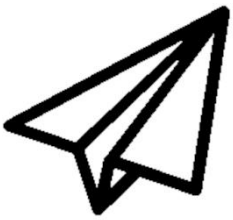
How to use this survey on your computer



You can complete this survey on your computer. First, you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

Inclusive.mobility@infrastructure-ni.gov.uk

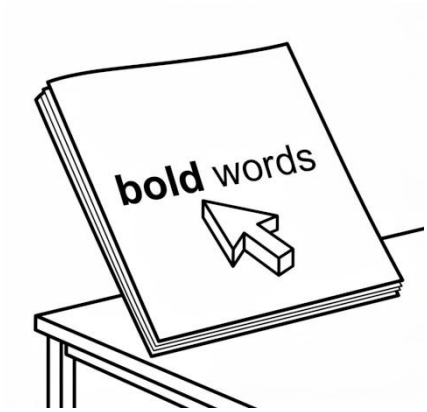
Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are **bold** to show they are important.

We explain words in bold if they are difficult to understand.

What is this document about?



We want everyone to be able to travel easily. This includes:

- disabled people
- Deaf people
- older people



We want people to:

- travel safely
- travel independently
- get to work, school and healthcare
- go shopping
- visit family and friends

Why is this important?

Many people find travelling difficult.



Some people face **barriers** to getting around.

A barrier is something that makes a journey harder.



Barriers can include:

- poor information
- broken pavements
- pavement clutter
- difficulty getting to bus stops
- not being able to get help when needed



Accessible travel is when we remove these barriers to make travel easier for everyone.

What do we know already?



Northern Ireland has:

- many disabled people
- many older people



The number of older people is growing.

This means accessibility is becoming more important.



We know that many people still have problems when travelling.

We want to improve this.

What do we want from you?



This booklet will tell you more about our plans to make transport easier for everyone to access.



We would like to know what you think of these plans.



We will ask some questions about each section of the document as we go.

You don’t have to answer every question if you don’t want to.

Our big goal



We want to make sure everyone can travel safely, confidently and independently.



Question 1: Do you think this is a good goal for us to aim for?

- ☐ Yes
- ☐ I don't know
- ☐ No



Question 2: Is there anything you would like to tell us about this goal?

Our 4 principles



To try to reach our goal, we have 4 **principles**.



Principles are ideas that people think are really important. These principles help us decide what things we need to do.



We would like to know whether you think these principles could help make travel and transport easier for you.

Principle 1: We will listen to people



We will:

- listen to disabled people
- listen to Deaf people
- listen to older people



Listening to people's experiences can help the Department:

- find problems early
- make better decisions
- create services that work for more people



Question 3: Do you think this principle would help us make it easier for you to travel where you need to go?

- ☐ Yes
- ☐ I don't know
- ☐ No

Principle 2: We will try to make sure the work we do benefits everybody



Everyone in the Department should:

- understand different people's needs
- learn about barriers that some people face
- think about accessibility in everything they do



We will:

- help staff learn about the problems people face when they travel
- encourage learning and improvement
- take responsibility for making transport accessible



Question 4: Do you think this principle would help us make it easier for you to travel where you need to go?

☐ Yes
☐ I don't know
☐ No

Principle 3: We will spend money in a way that improves accessibility for everyone



The Department spends money on transport. These decisions affect:

- how people travel
- how people get to services
- how people take part in their community



We want to make accessibility an important part of:

- planning transport
- deciding what's important
- spending money
- delivering projects

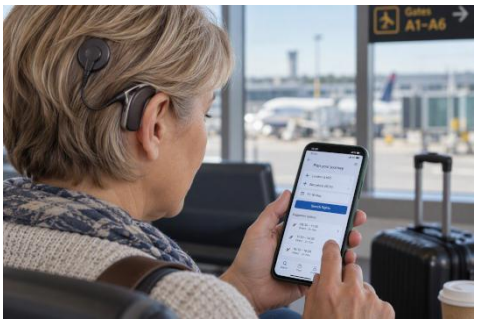
This will help create a transport system that is fair and welcoming for everyone.



Question 5: Do you think this principle would help us make it easier for you to travel where you need to go?

- ☐ Yes
- ☐ I don't know
- ☐ No

Principle 4: We will make whole journeys easier



A journey is not just a bus or train.
It includes:

- planning a journey
- getting to a stop or station
- using transport
- reaching the place you want to go to

For some people, one problem can stop the whole journey.



We want every part of the journey to work well together.

This will help people:

- travel safely
- travel on their own
- feel confident when travelling
- get where they need to go



Question 6: Do you think this principle would help us make it easier for you to travel where you need to go?

- ☐ Yes
- ☐ I don't know
- ☐ No



Question 7: Do you think these four principles are the right principles?

- ☐ Yes
- ☐ I don't know
- ☐ No



Question 8: Is there anything you would like to tell us about our principles?

What we will do: Actions



We have lots of actions to help us achieve our goals and make travel better for everyone



Better planning and decision making

We will:

- ask older, Deaf and disabled people about their experiences
- collect information about accessibility
- use this information when making decisions



Better information and communication

We will:

- train our staff about accessibility
- review our guidance
- provide information in accessible formats
- improve websites and online information
- make information easier to understand



Better streets and public spaces

We will work to:

- improve pavements
- reduce pavement clutter
- improve crossings
- improve bus stops
- make walking and wheeling easier



Better public transport

We will work with transport providers to:

- improve accessibility
- make vehicles easier to get on and off
- make stations easier to get around
- make passenger information easier to understand
- help everyone feel more confident and safe when travelling



Question 9: Do you think these actions would help us make it easier for you to travel safely, confidently and independently?

☐ Yes
☐ I don't know
☐ No



Question 10: Which actions do you think are the most important? Tell us why if you like.



Question 11: Are there any actions you think should be changed or removed? Tell us why if you like.



Question 12: Are there any actions we should add to our list?



Question 13: Have you seen any good examples of accessibility in Northern Ireland you could tell us about?

Finally…



Question 14: Do you agree overall with our plans?

- ☐ Yes
- ☐ I don't know
- ☐ No



Question 15: Is there anything else you want to tell us about our plans?

About you



Question 16: Are you answering for…

☐ Just yourself?

☐ An organisation?

Question 17: If you are you are answering for an organisation - please tell us its name.

If you have provided answers for an organisation, you can finish the questions here.

If you have provided answers for yourself, we would like to know more about you if you want to tell us.

You do not have to answer these questions but your answers will help us to make sure we are listening to everyone.



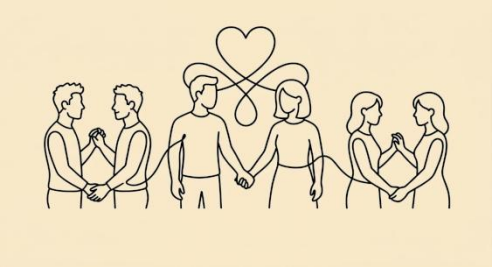
Question 18: Can you tell us where you live from the list below?

- ☐ Belfast or Derry / Londonderry
- ☐ Other town (over 5,000 people)
- ☐ Rural (countryside or town or village below 5,000)



Question 19: I am…

- ☐ A man
- ☐ A woman
- ☐ Non-binary
- ☐ Prefer not to say
- ☐ Prefer to tell you myself (write it below)



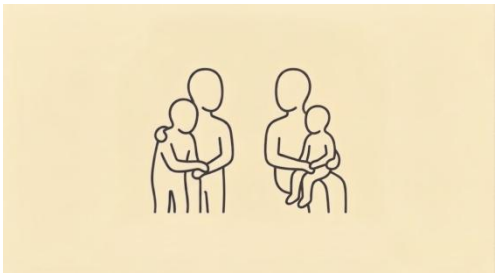
Question 20: I am…

- ☐ Straight or heterosexual
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Prefer to tell you myself (write it below)



Question 21: I am…

- ☐ White
- ☐ Irish traveller
- ☐ Roma
- ☐ Indian
- ☐ Chinese
- ☐ Filipino
- ☐ Pakistani
- ☐ Arab
- ☐ Other Asian
- ☐ Black African
- ☐ Black Other
- ☐ Mixed
- ☐ Other Ethnic Group



Question 22: Do you have people who depend on you or do you provide unpaid care for anyone?

- ☐ I care for a child or children under 18
- ☐ I care for a disabled child or children under 18
- ☐ I care for an older person (over 65)
- ☐ I care for another adult with a long-term illness or disability
- ☐ I am a secondary or backup carer
- ☐ I don't have caring responsibilities for anyone
- ☐ I prefer not to say



Question 23: How old are you?



Question 24: Are you disabled?

- ☐ Yes (Go to Q.21)
- ☐ No (Go to Q.22)



Question 25: If you answered 'Yes' to Question 20, what sort of disability do you have?

- ☐ Physical disability or difficulty moving around
- ☐ Learning disability or learning difficulty
- ☐ Difficulty with eyesight or hearing
- ☐ Mental health condition
- ☐ Long term health condition
- ☐ Autism or other similar conditions
- ☐ Brain injury
- ☐ Another illness



Question 26: How do you travel about most of the time?

- ☐ In a car as a driver
- ☐ In a car as a passenger
- ☐ On the bus
- ☐ On the train
- ☐ Cycling
- ☐ Walking
- ☐ Wheeling
- ☐ Taxi
- ☐ Community transport



Question 27: Which of the following barriers make it difficult for you to travel?

- ☐ Cars parked on the pavement
- ☐ Things on the pavement that get in my way
- ☐ Broken or uneven pavements
- ☐ It's hard for me to get to the train station or bus stop because there's no pavement or there are things blocking the pavement
- ☐ The bus or train is not easy for me to get on and off
- ☐ The bus stop or train station is not easy to get around and use
- ☐ The bus stop or train station is too far from my house
- ☐ It costs too much money to use the bus or train
- ☐ It's hard to understand information about bus or train services
- ☐ It's hard to find information about the accessibility of buses or trains
- ☐ I don't feel safe when I travel
- ☐ It's hard to get a booking on community transport
- ☐ It's hard to book a taxi that can take a wheelchair



Question 28: Which of those barriers makes it most hard for you to get around (pick one).

- ☐ Cars parked on the pavement
- ☐ Things on the pavement that get in my way
- ☐ Broken or uneven pavements
- ☐ It's hard for me to get to the train station or bus stop because there's no pavement or there are things blocking the pavement
- ☐ The bus or train is not easy for me to get on and off
- ☐ The bus stop or train station is not easy to get around and use
- ☐ The bus stop or train station is too far from my house
- ☐ It costs too much money to use the bus or train
- ☐ It's hard to understand information about bus or train services
- ☐ It's hard to find information about the accessibility of buses or trains
- ☐ I don't feel safe when I travel
- ☐ It's hard to get a booking on community transport
- ☐ It's hard to book a taxi that can take a wheelchair



Question 29: Are there any other barriers that we have not talked about that make it difficult for you to get around? Tell us below.