



Our easy read report about roads and transport

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healthwatch
Cambridgeshire

healthwatch
Peterborough



What this report is about



This report has been written by **Healthwatch** for the **Cambridgeshire and Peterborough Partnership Boards**.



- It is all about local transport, roads and footpaths.



- Sometimes, it can be hard for older people and disabled people to use public or community transport.
- People on the Partnership Boards think it should be easy.



- Local people want councils and transport companies to listen to their views.
- They want to give their views about bus routes and road and footpath changes.



In August 2020 our Partnership Boards held four meetings. We talked about transport and some of the problems for disabled and elderly people.



We talked about

- Roads and footpaths
- Taxis
- Public transport
- Community transport



Local councils, transport companies and a cycle group came to the meetings.

They answered questions and listened to what people had to say.

What people told us



- Roads and paths need to be looked after by the councils. Sometimes they get holes in them and need fixing.



- People also park cars on pavements.
- Cafes and shops put out signs, tables and chairs.



- This can make it hard to get past if you use a wheelchair, or cannot see well.

What you can do



- Call the police on 101 to tell them if a car blocks your path.
- You can tell the council about:
 - Litter
 - Holes in the road
 - Signs, chairs or tables that are in your way.

Taxis & Cabs



- Drivers cannot refuse to take you because of your disability.
- Not all taxis and cabs can carry a mobility scooter as some are too heavy for a car.



- Drivers must take you and your assistance dog. They can say no if they are allergic to dogs. But they must show you a medical letter to prove it.
- If you have an assistance dog they cannot charge more money to take them.



- To be a taxi driver you have to pass a test and get approval from the local council.



- If a driver is unkind or unhelpful you should tell the council or taxi company about it.

Buses



- By 2030, new equipment will let you see and hear where you are and where to get off.
- This will help people know they are on the right bus and going to the right place.

Trains



- If you go anywhere by train you can book help to get around the railway station, get on or off a train and to carry your bags.

Community Transport



- There are 60 car schemes across our area which can be booked to take you places.
- You can go to some places by mini bus too.
- In Cambridge you can get a taxi card scheme, which makes journeys cheaper.

What should happen now?

The Partnership Boards want to see some changes to transport in our area.



These include:

- Asking older people and people with disabilities what they think about bus routes and changes to roads and pavements.



- Giving training to taxi drivers so that they know more about disabilities and how to look after people who need more help and support.



We have sent letters to the transport companies and the councils to think about our ideas.



- We arrange the Partnership Board meetings and give help and training to the people who sit on them.



- We speak up for people who use **NHS health** and **social care** services.



- The **NHS** helps you look after your health. Like seeing your doctor or going to hospital.



- **Social care** is support to help you live independently. Like a carer to help you.



- We help people living in **Cambridgeshire** and **Peterborough**.



It is our job to tell **NHS health** and **social care** services:



- What they do well.
- What they need to do better.

How to get in touch



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Thank you to everyone who has helped us with this report.



We use photosymbols to help make this report easy to understand.

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