

Working to achieve choice and independence for disabled people

Disability equality schemes 2007–2010 for Greater Manchester Passenger Transport Authority and GMPTE

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GMPTA (Greater Manchester Passenger Transport Authority) was set up to assess what public transport is needed in Greater Manchester and make decisions about public transport. It is made up of 33 councillors from the 10 district councils in Greater Manchester.

GMPTE (Greater Manchester Passenger Transport Executive) is responsible for putting into practice the policies and decisions made by GMPTA. GMPTA provides a grant to GMPTE to do this.

GMPTA and GMPTE work together very closely, but we are two separate public-sector organisations and because of this we must produce separate disability equality schemes. However, because our work is so closely linked, we are publishing both disability equality schemes in the same booklet.

In the GMPTA disability equality scheme, we refer to GMPTA as 'we'.
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Statement from the Chair of GMPTA

There are 33 councillors on the GMPTA (Greater Manchester Passenger Transport Authority), who are appointed by the 10 district councils of Greater Manchester. As councillors, we come into contact with members of the public every day and we hear about their experience of using public transport, and we use this information to influence our decisions about transport policy. It is our job to represent the views of people in Greater Manchester and we take this responsibility very seriously.

GMPTE is responsible for carrying out our decisions on behalf of people living and working in Greater Manchester.

Improving access to public transport for disabled people has been one of our main commitments since we were set up in 1985. Although transport is now much easier for disabled people to use than it was in 1985, we know there is still a great deal of work to do. We are committed to taking action to make sure everyone has the same opportunities to use public transport.

Our disability equality schemes show how our organisations are committed to improving public transport for everybody and set out how we plan to continue with our programmes to make public transport available to as many people as possible.

It is important to us that our disability equality schemes reflect the needs and priorities of disabled people in Greater Manchester. We appreciate the hard work of disabled people from across Greater Manchester who have taken the time to help develop these disability equality schemes.

We plan to involve disabled people as we put our plans into action and monitor and review those plans. Your views are important to us, and we hope you will continue to support us.

Councillor Roger Jones
Chair, GMPTA

GMPTA Disability Equality Scheme

Under the amended Disability Discrimination Act 2005, when carrying out our work we must:

- promote equality for disabled people; and
- produce a disability equality scheme, with a plan of action to put the scheme in place.

Under the Disability Discrimination Act, we must involve disabled people at every stage of:

- producing the scheme and action plans; and
- designing and delivering services.

Legal framework

By law, we (GMPTA) are responsible for policies on public transport in Greater Manchester.

We were set up under Part 4 of the Local Government Act 1985. Our main legal duties are set out in the Transport Acts of 1968, 1983, 1985 and 2000.

Under section 7 of the Local Government Act 1999, we must provide services that are efficient and competitive.

Our membership

We are made up of 33 elected councillors appointed by the 10 metropolitan borough councils of Greater Manchester – Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan.

All our members must act in line with the Standards Board for England's Model Code of Conduct. An independent standards committee (which we set up in line with the Local Government Act 2000) manages the code of conduct and makes sure our members keep to the code.

Policy and financial framework

We are responsible for policies on public transport in Greater Manchester. You can find the aims of our policies in the following documents.

- Our yearly Policy Priority Report
- Our yearly Best Value Performance Plan (BVPP) and Business and Performance Plan
- The Greater Manchester Local Transport Plan (LTP) – prepared by us and the 10 councils in Greater Manchester
- The annual progress report for the LTP – prepared by us and the 10 councils in Greater Manchester
- The Greater Manchester Bus Strategy – part of the LTP
- The Greater Manchester Accessibility Strategy – part of the LTP

Under the Local Government Act 1988, we can charge the district councils in Greater Manchester a yearly tax to pay for the work we need to do to achieve our aims. Each year we arrange for an independent organisation to account for the work we do. We publish the findings in our yearly report and accounts.

Our responsibilities

We are not directly responsible for owning, running or providing any public-transport services. The Greater Manchester Passenger Transport Executive (GMPTE) – a legally separate organisation – is responsible for putting in place our aims using funds we provide. GMPTE has produced a separate disability equality scheme alongside a shared disability action plan.

Each year we provide a grant to GMPTE to pay for:

- a concessionary-fares scheme, which lowers the cost of public transport for elderly people, people with disabilities, children and young people;
- part of the cost of running bus services which bus companies would not otherwise provide, to make sure we meet people's needs;
- school bus services;
- meeting the needs of people who find it difficult to use ordinary public transport, by providing a 'Ring and Ride' service (a door-to-door service for people who have difficulty using ordinary public transport) and offering vouchers for people to use to pay taxi fares;
- building, maintaining, running and supervising bus stations, and providing and maintaining bus stops; and
- making sure accurate timetables for public transport are widely and easily available – for example, through printed timetables, timetable displays at bus stops, and over the phone.

With GMPTE and local councils, we also invest in maintaining the public transport network (for example, by providing new tram routes, new bus stations, and high-quality bus routes, trains and stations).

We must make sure GMPTE uses the funds passed to them effectively and in line with our policies and priorities. We measure GMPTE's performance through our committees, and we appoint GMPTE's directors.

Our approach to disability

We are committed to promoting equality for people with disabilities by:

- giving disabled people the same opportunities to use public transport services and facilities as everyone else;
- removing discrimination against disabled people and promoting positive attitudes towards disability;
- working with others to provide services and facilities that everybody can use; and
- promoting opportunities for disabled people to take part in society.

When carrying out our work, we will do all we can to remove discrimination against people with disabilities and make sure everybody can use public transport facilities and services.

We will make sure that all our members and officers receive appropriate training and support so they take disability issues into account in all their work and decisions. We welcome the opportunity to produce a disability equality scheme and put our commitments into a formal framework.

How the duty to promote equality for disabled people affects our work

We have worked alongside GMPTE to develop our disability equality scheme, and we have also asked Critical Friends (a group of disabled people we consult about public transport) for advice, which has influenced all stages of developing the scheme. In line with our code of practice on our

duty to promote disability equality, we have examined our activities to make sure we:

- remove illegal discrimination against disabled people;
- promote equal opportunities; and
- encourage all our stakeholders to provide services and facilities that everybody can use.

Our main role is to develop policies. Our policies (such as those supporting the concessionary-fares scheme, extra buses and school buses) affect many people in Greater Manchester. So, it is important that we make sure our policies – and the action GMPTE take as a result – promote equal opportunities at all times.

Our policies need to be independently inspected to:

- make sure the way we and GMPTE put them in place does not put any group of people at a disadvantage; and
- identify any changes we need to make to the policies.

We have included this in our action plan, which you can find at the end of this document.

We publish our Business and Performance Plan once a year. We will review the policies in the plan to make sure it promotes equality for people with disabilities.

As well as making policies, we inspect GMPTE's performance. This work includes:

- inspecting how well GMPTE put in place our policies;
- making sure everybody has the same opportunity to use our services; and
- inspecting how well GMPTE is doing in meeting their legal responsibilities, such as those relating to employing disabled people.

Each year, we will publish the results of any assessments, consultations and monitoring we carry out to identify how our policies are affecting equality for disabled people.

Our role as an employer

We do not employ any staff – our officers are employed by Manchester City Council. We pay the city council for policy, legal and planning advice and committee administration services. The Chief Executive of Manchester City Council is also the clerk to us. You can read Manchester City Council's disability equality scheme by visiting their website,

www.manchester.gov.uk

We are responsible for appointing GMPTE's board and directors. We are keen to work with GMPTE to bring more people from a wide range of backgrounds to the board. We have given more information about how we do this in our action plan.

We recognise our current members do not fully reflect the number of disabled people in Greater Manchester. However, we do not have any control over who our members are because they are chosen by the 10 councils of Greater Manchester. We will discuss this with these councils.

Other documents

You should read this document alongside our and GMPTE's existing commitments to providing equal opportunities in public transport. You can get a copy of our commitments from www.gmppte.gov.uk or www.gmpta.gov.uk

Reviewing this equality scheme

We will review our disability equality scheme every three years and make changes to take into account:

- the results of any consultations we carry out;
- our progress towards achieving our aims set out in the action plan;

- changes in national and European laws and guidance; and
- best practice from other organisations.

Complaints

If you think we have not carried out our duty under the Disability Discrimination Act 1995, you can complain to:

The Clerk to GMPTA
PO Box 532
Town Hall
Manchester
M60 2LA.

Or, you can complain to:

The Disability Rights Commission
Freepost MID02164
Stratford-upon-Avon
CV37 9BR.

Helpline: 08457 622 633
Textphone: 08457 622 644
Fax: 08457 778 878
Website: www.drc-gb.org

GMPTA action plan

The action plan in the GMPTE disability equality scheme is a shared plan covering most of the work that we and GMPTE plan to do. However, there are some actions which are our responsibility only. We have listed these priorities below.

We will monitor GMPTE's progress towards:

- achieving level 5 of the Equality Standard for local government, which shows organisations are making good progress towards providing equal opportunities when employing people and providing services;
- achieving the targets set out in the Disability Equality Scheme Action Plan; and
- meeting their targets on performance.

We will ask GMPTE to monitor how many disabled people are using the concessionary-fares scheme, carry out more research (including consultations) if appropriate, and recommend any changes we need to make to the policy behind the scheme.

We will make equality part of the strategy we have with GMPTE for buying goods and services, including a section on monitoring the equality standards of companies competing for contracts with us.

We will make sure GMPTE monitor complaints from disabled people about not being able to use public transport.

We will make sure GMPTE assess how much the buses we pay towards (and other buses) are used by disabled people and recommend any changes that we need to make.

We will ask GMPTE to show evidence of how putting our policies in place has benefited disabled people. The evidence should include feedback from groups that may be affected by our policies.

We will monitor how many people go to local-transport public forums.

When places become available on GMPTE's board, we will take the opportunity to review our processes for employing people to make sure we are doing all we can to encourage disabled people to apply.

We will monitor how many of the disabled people are members of our organisation compared with the number of disabled councillors across Greater Manchester, and work with our partner councils to make sure we reflect the local community as accurately as possible.

We will monitor the effect our application process for grants has on disabled people. We will consider whether we need to make any changes to the policy, how we promote the policy, or how we make decisions about grants.

We will review the policies contained in our Policy Plan to make sure they promote equality for disabled people.

The GMPTE disability equality scheme

Foreword

Welcome to our disability equality scheme.

We have developed our scheme with disabled people. They identified the things that would have a positive effect on equality for disabled people and give them a wider range of opportunities. Disabled people want more choice about how they travel and they want to be able to travel independently.

We believe that everybody should have the same opportunities in life, and we will use our position in the community to make a real difference.

Developing our disability equality scheme has given us the opportunity to assess the progress we have made since we last reviewed transport for disabled people, and take a fresh approach.

Although we have made good progress, we know disabled people still experience discrimination and disadvantage. We welcome our new duty to promote equality for disabled people and the opportunity this gives us to speed up changes to our organisation and the services we provide.

We know that disabled people need equal opportunities to travel to be able to take full part in society.

We have had a great deal of support over the years from disabled people from all over Greater Manchester who have given their time to take part in consultations and help us improve our services. We would like to thank those people for their valued contributions. In particular we would like to thank the people who have contributed to developing our disability equality scheme and influenced the work we will do over the next three years. We hope you will continue to take an interest and keep us on track.

David Leather
Interim Chief Executive Officer

Who we are and what we do

We (GMPTE) are a public-sector organisation set up under the Local Government Act 1985. It is our job to put into practice the policies and decisions made by Greater Manchester Passenger Transport Authority (GMPTA).

GMPTA is an organisation made up of 33 local councillors, elected by the 10 district councils of Greater Manchester – Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan.

GMPTA sets the policy for public transport in our area, and decides how we spend money on supporting and improving Greater Manchester's transport network. GMPTA is funded by the 10 district councils of Greater Manchester.

We receive a grant each year from GMPTA to:

- make sure that information about travel is available to a wide range of people and encourage people to use public transport;
- build and maintain bus stations, shelters and stops;
- pay for the concessionary-fares scheme, which lowers the cost of transport in Greater Manchester for disabled people, people aged 60 and over, children, and young people in full-time education;
- meet the travel needs of people who find it difficult to use ordinary public transport services (for example, by paying for door-to-door services such as Ring and Ride and Local Link);
- pay for extra buses at times or on routes where commercial services don't run, to provide opportunities to travel that would not otherwise be available;
- invest in maintaining and improving local bus, train and Metrolink tram networks;
- promote high environmental standards; and
- campaign to the Government on transport issues.

We are not directly responsible for running public transport services. Private companies run buses, trains and Metrolink trams but we work with them to co-ordinate the public transport network. We also work with the 10 district councils to improve the roads and pavements around stations and bus stops to make them easier for people to use.

Our recent achievements

Five years ago, we and GMPTA started a Best Value review of accessible transport (transport for disabled people). A Best Value review is a thorough process designed to test how efficient and competitive public services are. During the review, we:

- challenged why and how we provide services;
- compared the way we provide services with the way others provide similar services; and
- consulted disabled people about their expectations and priorities.

In November 2003, GMPTA approved our Accessible Transport Best Value Review Action Plan. This disability equality scheme builds on the ideas in our action plan. Under the action plan, we carried out the following work.

- We introduced thorough procedures for consulting disabled people to make sure they have a say in developing services. We have made sure that all public consultations include a wide range of people and we have set up a panel of over 300 disabled people who agreed we could contact them up to four times a year for their views. We also set up a Disability Advisory Group of 20 people who met regularly to discuss transport for disabled people in detail.
- We arranged an independent audit to check how easy our bus stations are for disabled people to use and we then carried out improvements based on the results.
- We arranged an independent audit of how easy the Metrolink tram stops and trams are for disabled people to use.
- We introduced management procedures which make sure we check that all new buildings, and other types of projects, can be used by disabled people. We carry out checks from the time we first begin planning the project to managing it day-to-day. The procedures include consulting disabled people and following guidance on good practice in providing access.

- We carried out research on how to make information easier for people to use, and we produced guidance on how to do this. We have also become corporate members of Plain English Campaign to make sure the information we provide is as clear as possible.
- We created more opportunities for disabled people to gain the skills they need to travel independently (we won the UK Bus Award in November 2006 for this work).
- We worked with the Community Transport Association to make local community-transport providers more efficient and able to provide more services to more people. Our Greater Manchester Communities on the Move Programme set standards for effective training programmes, business planning and good customer care. The programme was given an Exemplar award in 2006 by Renew Northwest, a government development agency for England, as a good example of public and voluntary sectors working together to remove barriers that prevent disabled people from taking full part in society.
- We created a community transport trust fund for local community-transport providers to use to develop local initiatives to make services available to people who cannot currently use them (for example, there are now 27 Local Link door-to-door schemes in Greater Manchester, some of which are run by community-transport providers).
- We achieved Level 3 (out of 5) of the Equality Standard for Local Government, which means we have made good progress in giving disabled people the same opportunity as a service provider and as an employer.

Our Access Panel and Disability Advisory Group helped us put in place the Accessible Transport Best Value Review Action Plan, and we would like to take this opportunity to thank them for their important contribution. We would like to thank the Disability Advisory Group in particular for their hard work, for giving us so much of their time and for their much valued support.

Our approach to disability and access

One of our main commitments is to make sure everybody can use our services and public transport services, now and in the future. One of our strategic aims is: 'enable public-transport which is accessible to all and which meets the current and future needs and expectations of all customers'.

We believe that to have a community that is successful economically, there must be equality for disabled people and they must be able to take full part in society.

- We aim to identify and remove the barriers that make it difficult for disabled people to have equal opportunities to use public transport.
- We will involve disabled people in identifying those barriers, developing the solutions and monitoring progress.
- We believe that disabled people should be able to use the same services as everybody else.
- We will encourage disabled people to take part, and support programmes that will allow them to live and travel more independently.

We understand that it is not always enough to treat disabled people and non-disabled people in the same way. When appropriate, we treat disabled people more favourably to make sure they have equal opportunities to use our services.

What is the new duty to promote disability equality?

The Disability Discrimination Act 2005 amended the Disability Discrimination Act 1995 to place a new disability equality duty on public authorities. It means we must actively promote equality and make sure disabled people are treated fairly.

Under the duty, all public authorities must:

- promote equal opportunities for disabled people;
- remove illegal discrimination;

- make sure disabled people are not harassed based on their disabilities;
- promote positive attitudes towards disabled people;
- encourage disabled people to take part in public life; and
- take steps to meet disabled people's needs, including treating them more favourably if this is reasonable to give them the same opportunities as everybody else.

Most authorities, including us and GMPTA, have specific duties given to them under the act to help them achieve the general duty.

Our specific duties are to:

- produce a disability equality scheme setting out how we plan to promote equality for disabled people;
- involve disabled people in producing the scheme;
- report every year on our progress; and
- review our scheme after three years.

What is a disability equality scheme?

A disability equality scheme shows how we plan to:

- carry out our duty to promote equality for disabled people;
- make our services and jobs available to more people; and
- work with partners to spread good practice.

Our disability equality scheme contains a three-year action plan of improvements, with measurable targets and timescales to make sure we can monitor the results. We and GMPTA are separate organisations with separate roles, so we have produced separate disability equality schemes. However, the three-year action plan is a joint plan.

We will continue to involve disabled people as we put the action plan in place, and we will report each year on our progress towards targets and timescales. At the end of three years we will review the scheme and make any changes that are necessary.

Statement on consulting and involving disabled people

Involving disabled people was an important part of developing our disability equality scheme. We worked with them to develop a transport system that:

- makes Greater Manchester economically successful;
- includes everybody;
- respects the environment;
- reflects the many different communities in Manchester; and
- provides a suitable alternative to using cars.

Involving people in this way is in line with GMPTA's overall mission to:

'work with our stakeholder community to develop and invest in a transport system that contributes to the economic competitiveness of Greater Manchester, addresses the problems of transport-related social exclusion, respects the environment, acknowledges the diversity of the Greater Manchester community and provides people with an attractive alternative to the car'.

To make sure that the public have a say in developing the public-transport network in our area, we consult a wide range of people and carry out other activities to involve people. We aim to include everybody in our consultations, but making sure that disabled people can take part has been an important task for our consultation team over the past four years.

We go to a range of events and meetings in the community, which is a more informal way of gathering disabled people's views. We have a comments and complaints system, which helps us keep track of the issues which disabled people are concerned about.

We also carry out research into public transport matters, including research with disabled people on the issues and topics which affect how services are provided for disabled people.

The Passenger Transport Authority holds public-transport forums in each of the 10 districts of Greater Manchester (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan), and runs extra consultations throughout the year. GMPTA has also funded the Transport Resource Unit (TRU) since the late 1980s. One of the main functions of the TRU is to involve organisations in the voluntary and community sector in transport issues, and to support consultations on transport issues.

Involving disabled people in our disability equality scheme

Involving disabled people in developing our disability equality scheme was not a one-off exercise and we will continue to involve them as we put our plans into action.

We were given extra funds to help us involve disabled people in developing the disability equality scheme. Our Diversity Working Group has monitored this process. The group is made up of our senior officers, and officers from GMPTA, and makes sure we include equality issues in all our work. It monitors our progress on diversity (valuing people's differences), reports regularly to our directors, and provides reports on diversity issues every six months to GMPTA.

To develop the disability equality scheme, we consulted people on:

- our own services;
- the way we employ people and buy in goods and services; and
- our influence on organisations which provide public transport.

For the disability equality scheme we employed a team of seven disabled people who had the sort of skills and experience we needed to examine, in a challenging way, how we work. We called the team 'Critical Friends'. We then checked the findings of Critical Friends with the wider public, and with our staff.

Critical Friends

The seven people we employed as Critical Friends all live in Greater Manchester and regularly use public transport. We asked them to help us develop a challenging action plan. As well as going to meetings over the summer of 2006, they carried out research from home.

With Critical Friends, we considered our policies and procedures, and identified actions we need to take. In effect, this exercise turned out to be a mini assessment of how our organisation affects disabled people. Unlike other consultations, we looked at:

- our employment practices;
- the ways we can use our spending power to spread good practice; and
- how we assess whether our activities have a positive or negative effect on equality for disabled people.

We also, of course, considered public transport.

At their first meeting, Critical Friends identified the issues they felt we should deal with in an action plan of improvements. Our managers responsible for these issues went to meetings, acting as 'expert witnesses', where Critical Friends were able to question managers and discuss possible solutions. In all, 10 of our managers faced up to the challenge, and Critical Friends thanked them for their openness and advice, and their willingness to listen.

Wider consultation

Between the middle of August and the middle of September 2006 we shared the findings of Critical Friends with a wider audience to test how accurate their findings were. These public consultations targeted a range of people and organisations across Greater Manchester, who in turn consulted their own contacts. We also consulted our staff.

We discussed the results of the wider public consultations with Critical Friends, and used the results to help prioritise and influence the content of the action plan. You can find a summary of the wider public consultation results in Appendix A.

Continuing to develop the action plan

We will continue to develop the action plan and involve disabled people in putting the plan into practice.

We plan to launch the disability equality scheme at a conference in early 2007. This conference will be the first consultation after we publish the scheme.

Acknowledgement

We are grateful for the support and help Critical Friends have given us in helping us develop our first disability equality scheme. We had set out to develop a challenging, creative and varied action plan, and with the help of Critical Friends we think we have achieved our aim.

We would like to thank Critical Friends for their hard work and energy, which they needed during some very long and involved inspection sessions. Their knowledge and expertise led to lively and interesting debates and discussions, and their valuable insight led us to question our accepted practice.

We would like to thank the following people who made up our team of Critical Friends.

- Eleni Burgess
- Chris Cammiss
- Jayne Craig
- Andy Golightly
- Alex Kemp
- Nicky Lidbetter
- Jane Touil

Facts and figures on disability

There are no accurate statistics on the number of disabled people in the UK. However, a range of sources publish information related to disability, and this small number of statistics shows that disability is an issue that affects many people.

- There are over 10 million disabled people in Britain, of which 4.6 million are women aged 60 or over or men aged 65 or over, and 700,000 are children (Family Resources Survey 2003-2004).
- 2.5 million people live in Greater Manchester. 415,000 of these people are aged 65 and over, and 93,000 are aged 80 and over (2001 Census).
- Over 20% of people living in Greater Manchester have a long-term illness that limits their ability in some way (2001 Census).
- In the UK, 45% of people aged 70 or over have problems walking or using a bus, compared to just 5% of people aged 16 to 49 (National Travel Survey 2005).

- On average, people who have difficulty walking or using bus services make one-third fewer trips than people without difficulties (National Travel Survey 2005).
- People with learning disabilities say that they are regularly bullied while travelling on public transport, often by groups of people (Living in Fear, Mencap research survey, published 2000).
- Of the total number of people who are out of work in Britain, 40% are disabled (Labour Force Survey, 2005).
- Of the total number of disabled people in the UK, 51% are in work. Only 21% of people with a mental-health problem are in work and only 17% of people who have a learning disability are in work (Labour Force Survey 2005).

What's in the action plan?

We had always intended to develop a challenging action plan. The action plan we have developed contains some actions that we can carry out in a short time and others that will take much longer. Some actions will have an important effect on a small number of people, while others will have less of an effect on a larger number of people. Some of the actions identified are our responsibility only, but to deliver others we will need our partner organisations to work with us.

We have included a full three-year action plan in this document, on pages 36 to 53, which we share with GMPTA. To develop and deliver all the actions, we will continue to:

- carry out appropriate research;
- consult people; and
- involve people.

Work we are already doing

We have not waited for the Disability Discrimination Act 2005 to come into force before beginning to improve opportunities for disabled people. We make these improvements as part of our main work. We have included some of the work we are doing at the moment in Appendix B.

Assessing how our work affects equality for disabled people

As well as the action plan in this disability equality scheme, we will also assess how our policies, procedures and practices affect equality for disabled people. As part of this process, we will probably identify more action we need to take.

We carry out these assessments in the following three stages.

- First, we identify all the policies, procedures and practices we currently follow.
- Then, we assess whether each policy, procedure or practice is relevant to equality for disabled people. If it is not, we will not take any more action.
- If the policy, procedure or practice is relevant, we will carry out a full assessment on how it affects equality for disabled people.

We will assess all new policies, procedures and practices and identify any opportunities to promote equality for disabled people.

Staff who carry out the assessments will have essential knowledge about disability issues which will allow them to decide whether the practice, policy or procedure:

- is relevant to equality for disabled people; and
- is likely to put disabled people, or others, at a disadvantage in any way.

The assessments are also a way of identifying opportunities to promote equal opportunities, which we might have missed otherwise, and help to prioritise the action we will take.

Measuring and monitoring our progress

All public authorities must collect certain information about their performance as an employer and service provider. The Government sets targets relating to performance in these areas, and these targets are called performance indicators. Every year, we must report on our performance towards the targets to the Audit Commission, which uses them to measure how well we are doing.

Performance indicator - level to achieve in the Equality Standard for Local Government (BV2a)

2006/2007 target - Level 3

2007/2008 target - Level 4

2008/2009 target - Level 4

Performance indicator - percentage of disabled GMPTE staff earning the top 5% of wages (BV11c)

2006/2007 target - 4.2% (1 in 24)

2007/2008 target - 4.2% (1 in 24)

2008/2009 target - 8.3% (2 in 24)

Performance indicator - percentage of disabled staff we employ (as a percentage of the total number of staff we employ) (BV16a)

2006/2007 target - 4.5%

2007/2008 target - 5%

2008/2009 target - 5.5%

Performance indicator - percentage of disabled people in the local population

No targets are set – we cannot influence this. We compare the percentage of our staff who are disabled with the percentage of the local population who are disabled, to make sure our workforce reflects the local community.

We also compare our performance nationally with other passenger transport executives.

We have our own performance indicators, which we are currently reviewing to create a new framework for measuring our performance which is simple and easy to understand and leads to major, continuous improvements in how we work.

Our action plan includes specific targets and timescales, and we will review our progress towards these so we can check if we have kept our promises.

Every year, we will review our progress towards putting the action plan in place and publish a report. We aim to publish reports in March 2008 and March 2009, and at the end of March 2010 we will produce a detailed report reviewing the progress we have made over the last three years.

While the action plan applies, we will regularly report on our progress to our Diversity Working Group, which meets every four months. In the Diversity Strategy Progress Report, which we send every six months to GMPTA, we will include a summary of our progress.

Our progress will also be monitored by an independent organisation, the Audit Commission, which inspects how effective disability equality schemes are.

We welcome your views

We take our duty to promote equality for disabled people very seriously. If you think we are not meeting our duty, please tell us. We will do our very best to put this right.

You can contact us in the following ways.

- By phone
0161 244 1111 (you can use Typetalk on this number)
- By fax
0161 244 1305 or 1306
- By e-mail
consult@gmppte.gov.uk
- By post
Research and Intelligence Team (Disability Equality Scheme)
GMPTE
Freepost RRHE-RKUU-KSJY
2 Piccadilly Place
Manchester
M1 3BG

If you would like us to keep you up to date on the progress we make with our disability equality scheme, please let us know and we will keep your details on our consultation panel database.

GMPTA and GMPTE disability equality scheme action plan

Actions which are our direct responsibility

Outcome 1 More awareness and understanding of how public transport can help disabled people take full part in society

Priority 1.1 Make sure the needs of disabled passengers are a part of, and support, bids for funding to improve public transport

Action - The disability equality scheme must support, and be a part of:

- the Transport Innovation Fund bid;
- Greater Manchester Integrated Transport System;
- Invest to Save; and
- other bids for funding outside our organisation to make sure public transport is available to as many

Year 1 to March 2008

Reflect the needs of disabled people in bids for funding public transport. Review this action plan in light of the result of our bid for funding from the Transport Innovation Fund

Year 2 April 2008 to March 2009

Monitor progress

Year 3 April 2009 to March 2010

Monitor progress

Priority 1.2 Create better opportunities for disabled people to get to work, training and education using public transport

Action - Make sure that managers who are responsible for helping people on Incapacity Benefit to find work, know about public transport and ticket types and so on

Year 1 to March 2008

Develop partnerships with managers who are responsible for helping disabled people to find work

Year 2 April 2008 to March 2009

Monitor progress
Year 3 April 2009 to March 2010
Monitor our progress

Action - Research what effect extending free fares before 9.30am on weekdays to disabled people who qualify for travel permits would have on disabled people finding work and taking part in education

Year 2 April 2008 to March 2009

Carry out research on the effect of extending free travel, and identify how much it would cost

Year 3 April 2009 to March 2010

Put in place the findings of our research

Outcome 2 More door-to-door services are available for disabled people

Priority 2.1 Make it easier to book journeys, and make journeys more flexible

Action - Research whether it would be possible to include dial-a-ride community-transport services in the concessionary-fares scheme

Year 1 to March 2008

Make contact with community transport services and discuss issues of concern with them

Year 2 April 2008 to March 2009

Act on the outcomes of the discussions

Outcome 3 Travel passes and permits benefit disabled people as much as possible

Priority 3.1 Make sure drivers understand more about how to help disabled passengers

Action - Review existing concessionary schemes for disabled people so that:

- bus drivers know which disabled passengers might need extra help on the bus; and
- people who are eligible for the concessionary scheme know it exists
- work closely with bus companies to

Year 1 to March 2008

Review the information about concessionary schemes and issue revised information with new passes and permits. Update the Travel Concessions Manual and training for our staff.

Review our explanatory leaflet for bus drivers and send it out to bus companies

Year 2 April 2008 to March 2009

Change application forms and the leaflet on concessionary fares.

Update the pocket-sized 'guide to GMPTE concessions', which explains the conditions of using concessions, that we issue to bus drivers.

Year 3 April 2009 to March 2010

Continue to promote concessionary schemes. Continue to promote information about concessionary schemes

Outcome 4 Disabled people have the information they need in a way they can use

Priority 4.1 Make sure we provide information in appropriate formats

Action - Put in place a logo for our alternative formats and languages service, put it in a noticeable place on all information and promote the service

Year 1 to March 2008

Add guidelines for staff to our intranet, and promote them in our staff magazine and to the public

Year 2 April 2008 to March 2009

Continue to promote the service

Year 3 April 2009 to March 2010

Continue to promote the service

Priority 4.2 Make sure our website meets the needs of disabled people to the best possible standard

Action - Make our website easier to use, including our journey planner. Research ways of providing information on our 'journey planner' about easy-access buses and include an option on the journey planner for people to plan journeys using these buses. (Easy-access buses have no steps at the entrance, and the driver can lower the bus at the stop to reduce the gap from the pavement to the bus, or put out a ramp across any gap, making it easier for people to get on and off.)

Year 1 to March 2008

Research what funding we could use to help upgrade the website. Carry out the research

Year 2 April 2008 to March 2009

Finish the research and put the results into practice

Action - Look into providing on-line application forms for people to apply for passes and permits

Year 2 April 2008 to March 2009

Carry out research

Year 3 April 2009 to March 2010

Finish the research and put the results into practice

Action - Research ways of providing audio information that people can download from our website in MP3 format

Year 2 April 2008 to March 2009

Carry out research

Year 3 April 2009 to March 2010

Make audio information available to download from our website

Action - Provide information about the rights disabled people have when using buses

Year 1 to March 2008

Produce and publish information

Year 2 April 2008 to March 2009

Continue to promote disabled people's rights

Year 3 April 2009 to March 2010

Continue to promote disabled people's rights

Outcome 5 Disabled people feel safer and more secure on public transport

Priority 5.1 Improve all passengers' understanding about the needs of disabled passengers

Action - Take steps to change people's attitude towards disabled people on public transport (for example, stop people pushing in front of disabled people in queues) and making sure people are prepared to give up their seats if necessary

Year 2 April 2008 to March 2009

Carry out a promotional campaign

Year 3 April 2009 to March 2010

Review the effect of our campaign

Priority 5.2 Reduce bullying and harassment

Action - Identify how to collect evidence about the type of bullying, harassment or hate crimes disabled people experience when using public transport, including how often they suffer it.

Year 1 to March 2008

Put in place monitoring systems

Year 2 April 2008 to March 2009
Take appropriate action based on the results
Year 3 April 2009 to March 2010
Ongoing monitoring

Outcome 6 Disabled people are involved in planning and improving services

Priority 6.1 Make sure we provide information in appropriate formats

Action - Review the GMPTE complaints scheme to make sure disabled people can use it
Include information about the GMPTE complaints procedure in the promotional leaflet on passes and permits for disabled people. Promote the complaints system to encourage disabled people to complain to help GMPTE improve their services

Year 1 to March 2008

Include information about the reviewed complaints and comments form in the concessionary fares leaflet which is issued with passes and permits

Year 2 April 2008 to March 2009

Continue to promote the GMPTE complaints procedure

Year 3 April 2009 to March 2010

Continue to promote the GMPTE complaints procedure

Priority 6.2 Value and reward groups and individual people for taking part in consultations and other involvement programmes

Action - Introduce procedures to make sure disabled people can take part in consultations and so on, and provide feedback about what has happened as a result of the consultation to people who took part

Year 1 to March 2008

Review membership of GMPTE's consultation panel to make sure the panel represents the wider community more accurately, including young people

Year 2 April 2008 to March 2009

Follow good practice and continue to involve and consult as wide a range of people as possible

Year 3 April 2009 to March 2010

Continue to involve and consult as wide a range of people as possible

Priority 6.3 Make sure we include disabled people's views and needs in all research

Action - Assess all planned research to find out what effect it may have on equality for disabled people

Year 1 to March 2008

Review questions about disability on our monitoring form in light of the Disability Rights Commission's recommendations on collecting and analysing information about disability

Year 2 April 2008 to March 2009

Compare the opportunities disabled people have to travel in Greater Manchester with the opportunities disabled people have in London, to assess whether people outside London have fewer opportunities to travel and, if so, whether this is because transport authorities outside London have less power than Transport for London.

Year 3 April 2009 to March 2010

Continue assessing the effect our research has on equality for disabled people

Outcome 7 GMPTE encourages disabled people to work for them

Priority 7.1 Adopt the Two Ticks 'Positive about Disability' symbol to encourage disabled people to apply for jobs with GMPTE

Action - Make changes to our procedures for advertising jobs, interviewing people and employing people and so on, so our procedures meet the conditions needed to gain the symbol

Year 1 to March 2008

Provide application forms on-line in formats disabled people can use. Include in GMPTE's performance review form a section on making reasonable adjustments for disabled employees, such as making changes to their working hours or providing adapted computer equipment to allow a person to continue to work. This will prompt managers and employees to make sure GMPTE is meeting disabled people's needs at work.

Review GMPTE's sickness absence policy to show a difference between sickness related to disability and other sickness absences, to make sure disabled people are not put at a disadvantage because of taking time off work for something directly related to disability.

Review our employment policies to make sure we take into account the needs of people who provide care for someone in their family

Year 2 April 2008 to March 2009

Use a wider range of methods to advertise jobs to a wider range of people, such as through specialist websites and disability networks. Consider if we can provide short-term work-experience placements for people from under-represented groups so they can gain skills and experience

Year 3 April 2009 to March 2010

Monitor progress

Outcome 8 Our actions consider and meet the needs of disabled people, including by assessing the effect they are likely to have on disabled people

Priority 8.1 Assess all our policies, procedures and practices to see how they affect equality for disabled people

Action - Monitor the actions we have taken, to make sure they have met the needs of disabled people. Develop a network of contacts for disabled people and groups and a programme for communicating with and involving disabled people

Year 1 to March 2008

Continue to assess the actions we have taken. Carry out the communication programme

Year 2 April 2008 to March 2009

As year 1

Year 3 April 2009 to March 2010

As year 1

Outcome 9 Greater understanding about how important transport is in making it possible for disabled people to take full part in society

Priority 9.1 Make national organisations more aware that the eligibility conditions for passes and permits are based on medical information only, not disabled people's ability to travel, and that not all people who are defined as disabled under the Disability Discrimination Act qualify for passes and permits

Action - Inform the Disability Rights Commission that eligibility conditions for passes and permits for disabled people are based on medical information only, not on disabled people's ability to travel. Monitor whether the Disability Rights Commission recommends that the Government should introduce a new definition of disabled people

Year 1 to March 2008

Work closely with the Disability Rights Commission

Year 2 April 2008 to March 2009

Review whether any progress has been made in introducing fairer conditions for passes and permits for disabled people

Priority 9.2 Identify ways to measure the benefits to all sectors of improving public transport for

disabled people

Action - Work with PTEG (the Passenger Transport Executive Group) Social Inclusion Group to develop shared measures and cost systems for monitoring and assessing the benefits to all sectors

Year 1 to March 2008

Start work with PTEG

Year 2 April 2008 to March 2009

Produce guidance on best practice

Year 3 April 2009 to March 2010

Use this guidance to identify actions we need to take

Actions which involve influencing partners

Outcome 10 Better customer care for disabled passengers

Priority 10.1 Influence the quality of training given to staff who work on public transport

Action - Investigate ways of making sure high-quality training is available in disability equality and customer care for transport staff, and encourage staff to take part

Year 1 to March 2008

Produce a register of companies that train in disability issues and make the register available to transport companies

Year 2 April 2008 to March 2009

Update the register

Year 3 April 2009 to March 2010

Maintain the register

Priority 10.2 Influence the quality of training that taxi and private-hire drivers receive

Action - Review and reprint the GMPTE taxi driver and private-hire drivers' customer care and disability awareness handbook, taking into account changes in the law

Year 1 to March 2008

Review the handbook, reprint it and send it to local authorities

Year 2 April 2008 to March 2009

Review and make changes to the handbook if appropriate

Year 3 April 2009 to March 2010

Review and make changes to the handbook if appropriate

Outcome 11 More door-to-door transport for disabled people

Priority 11.1 Increase the number of taxi firms accepting travel vouchers

Action - Work with local authorities to consider ways of getting more companies to take part in the travel vouchers scheme, including companies using vehicles which are easier for disabled people to use

Year 1 to March 2008

Make sure more taxi drivers and private-hire drivers, including those with vehicles which are easier for disabled people to use, take part in the scheme than last year

Year 2 April 2008 to March 2009

Increase the number of taxi drivers and private-hire drivers taking part

Year 3 April 2009 to March 2010

Increase the number of taxi drivers and private-hire drivers taking part

Priority 11.2 Improve door-to-door travel for people who have serious difficulty when travelling

Action - Work closely with GMATL (Greater Manchester Accessible Transport Limited) to make more people aware of the GMATL travel support aid scheme that helps pay towards journeys that people would not otherwise be able to make

Year 1 to March 2008

Promote the scheme

Year 2 April 2008 to March 2009

Continue to promote the scheme

Year 3 April 2009 to March 2010

Continue to promote the scheme

Outcome 12 Disabled people have the information they need in a way they can use

Priority 12.1 Improve information about bus services which people with wheelchairs can use

Action - Work with the Traffic Commissioner to introduce a rule that bus companies must provide information when they register their services about whether their buses are easy-access buses, so GMPTE can provide full and accurate information in timetables

Year 1 to March 2008

Work with the Traffic Commissioner

Year 2 April 2008 to March 2009

Consider introducing a method of monitoring whether accessible buses run as advertised

Year 3 April 2009 to March 2010

Take action in line with the outcomes of the research we have done in year 2

Outcome 13 Increase disabled people's safety and security on public transport

Priority 13.1 Reduce the number of times disabled people find it difficult to get on a bus because of obstacles at the stop, such as parked cars

Action - Work with local authorities to make people aware of:

- problems caused by car and van drivers parking at bus stops, which prevents bus drivers from pulling in to the kerb; and
- the need to use their powers to prevent this

Year 1 to March 2008

Work closely with local authorities

Year 2 April 2008 to March 2009

Build on our actions in year 1

Year 3 April 2009 to March 2010

Continue monitoring parking problems

Outcome 14 The Ring and Ride service is better able to meet the changing needs of disabled people

Priority 14.1 Provide a high standard of customer care and monitor passengers' needs in a consistent way

Action - Work with the company providing the service to:

- review policies, procedures and practice relating to equality for disabled people and customer care, in particular for providing training for staff
- review measures of performance and introduce measures and targets which will encourage the company to provide a fairer, more flexible service
- review the options for providing longer-distance trips and more flexible arrangements for booking transport
- assess how best to meet new demand from young people and people with mental-health

problems

Year 1 to March 2008

As part of the review, work closely with the company providing the Ring and Ride service.

Year 2 April 2008 to March 2009

Monitor Ring and Ride's progress in meeting disabled people's needs

Year 3 April 2009 to March 2010

Monitor Ring and Ride's progress in meeting disabled people's needs

Outcome 15 Disabled people have more opportunities to travel on mainstream buses and trains

Priority 15.1 Improve facilities on mainstream buses and trains so they are easier for disabled people to use

Action - Work closely with bus companies to make more easy-access buses available in Greater Manchester. Work closely with train companies to improve facilities on trains and at stations for disabled people

Year 1 to March 2008

Work closely with bus and train companies

Year 2 April 2008 to March 2009

Monitor progress

Year 3 April 2009 to March 2010

Monitor progress

GMPTTE disability equality scheme

Appendix A: Consulting a wider range of people

It was important to us that our action plan was realistic and reflected the needs and priorities of disabled people. Between the middle of August and the middle of September we shared the plans suggested by our Critical Friends team with a much wider audience to check if the public agreed with their findings. We consulted a range of people and organisations across Greater Manchester, which we knew had their own networks of contacts. For example, the Transport Resource Unit sent our consultation documents to their network of contacts, which included more than 120 local community groups and voluntary organisations, and 11 regional and national organisations with an interest in public transport.

We also consulted our staff, and invited them to a seminar to hear more about our plans. Our staff are based all over Greater Manchester and staff who could not go to the seminar asked us to consult them in their offices. We will continue to consult our staff over the period of time covered by the action plan, as we begin to put in place actions already in the plan and add new ones.

We received 27 full responses to our survey questionnaire, and seven other people sent us their comments. Here is a summary of the results.

We asked people to rate the themes of our action plan. Of the people who responded:

- 92% rated the themes of the action plan as 'good' or 'very good';
- 4% rated the themes as 'poor' or 'very poor'; and
- 4% rated the themes of the action plan as neither good nor poor.

There was support for all the issues Critical Friends had identified to be tackled in the action plan. People rated 'information and communications', 'stations', 'stops and vehicles' and 'door-to-door travel' as the most important issues. Our practices relating to employment and buying in services were considered to be less important.

We collect certain statistics to measure our performance and we asked people to rate these measures. Of the people who responded:

- 74% rated the measures as 'good' or 'very good';
- 7% rated the measures as 'poor' to 'very poor';
- 15% rated the measures as neither good nor poor; and
- 4% did not answer this question.

Overall, this wider consultation approved of the proposals suggested by Critical Friends.

It was also clear from the consultation that disabled people were not just concerned about problems with public transport that relate to disability, but were also concerned about problems with public transport in general, such as transport being reliable. These findings are confirmed by other research we have carried out.

For example, in our Multi Modal Tracking Survey 2006, which we sent to 1000 households in Greater Manchester, disabled people rated the most important improvement for buses, Metrolink trams and trains as "having a service which is reliable and on time". This was also a very strong priority for all members of the general public. Other priorities were for personal safety and affordable fares. People wanted more bus and train services in the daytime, and more seats on trains and trams.

We shared the results of the wider public consultation with Critical Friends, and used them to help influence and prioritise the actions in our action plan.

GMPTTE disability equality scheme

Appendix B: Work we are already doing

We have already begun to take action to improve opportunities for disabled people. This section gives more information about some of the work we are currently doing.

Recognising how public transport helps disabled people take full part in society

We are working with organisations across Europe to make sure the European Commission's Transport Directorate and Social Inclusion Directorate recognise that transport can help disabled people take full part in society. We want to make sure that public transport is included in the European Social Plan 2008.

We are partners in the European Metropolitan Transport Authority's study, 'Mobility of the Senior Generation – challenge or opportunity for public transport'. This study looks into what needs future generations of older people (people aged 55 and over) will have, and part of the study looks at the range of transport available in Manchester. Older people in the future are likely to have higher expectations and are more likely to have driving licences than older people today. The study will give transport authorities and transport providers a better idea of what needs older people will have.

We are working with Bolton University to educate students about designing public transport that disabled people can use. By working closely with Bolton University's Department of Engineering and Design, we hope to include a postgraduate module on designing transport that includes everybody. This will make sure that, in future, designers will understand that the needs of disabled people are an essential part of good design.

We are funding voluntary organisations to provide independent training for disabled people in travel. We are currently funding four voluntary-sector organisations which provide travel training, and at the end of their first year they will have trained at least 75 disabled people and set up a training course for trainers.

We created and hold a travel trainers' forum, which gives people involved in providing travel-training an opportunity to meet and share knowledge and good practice.

Concessionary schemes

We are introducing a new phone system for our Passes and Permits Department which will provide a more efficient service for people using it. This will be in place in 2007.

We are stepping up our efforts to make more people aware of the travel vouchers scheme. We aim to make sure leaflets on the scheme are available in more places, for example, in libraries and doctors' surgeries.

We are making disabled people more aware about the passes and permits available and the benefits they provide.

Services and networks

Although we have no direct control over the train network, we know disabled people experience many problems using trains and stations and we will use our influence with partners to help achieve improvements. We will review how we measure how easy train stations are to use and set new targets.

We will work with local bus companies to produce information for disabled people on their new rights under the Disability Discrimination Act, which came into force in December 2006.

We are working with the licensing departments of the 10 district councils in Greater Manchester, and Go Skills (the transport sector's training and skills council) to increase the number of drivers who receive training in customer care.

We are testing how useful it is to carry out 'mystery shopping' at bus stations and Travelshops. Mystery shopping is when people (including disabled people) check up on our services without telling us this is what they are doing, to make sure we are providing the services we say we will.

We are reviewing the code for driving buses in bus stations so drivers provide better customer care.

We are reviewing the information we produce for people with learning disabilities so we can make it easier for them to use.

We have successfully applied for funding to:

- refurbish existing Metrolink trams and make them easier for disabled people to use;
- provide information on platforms in formats that people can read or listen to;
- install new ticket machines; and
- extend the Metrolink system to cover a wider area.

We are developing a consultation programme to make sure this work meets disabled people's needs.

We have installed 198 signs at bus stops, and plan to install another 53. These signs will provide messages that people can either read or listen to about times buses arrive at the stop. We consulted disabled people about how they should be designed. We will review how effective these signs are and consider using more advanced technology to provide real-time information.

Door-to-door transport

We plan to improve door-to-door transport by working with other agencies. We are developing a Flexible Transport Strategy and have already put in place an Integrated Social Needs Transport Project, which encourages a range of different agencies to work together when providing door-to-door services. Our plans include:

- using shared systems for booking door-to-door services; and
- making better use of vehicles that are already available.

We will carry out this work in line with our joint action plan, which supports the Audit Commission's review of social needs transport.

To support our plans to improve door-to-door services we are looking into ways of assessing what extra door-to-door services are needed, taking into account:

- cost and whether they are affordable;
- long and short journeys; and
- the needs of adults and children, including those with complicated needs.

The door-to-door services are provided by a range of different agencies across Greater Manchester.

Employment practices

Equality for disabled people is an essential part of our policies and practices. A commitment of our Diversity Strategy is:

'GMPTe aims to have a workforce that reflects the diverse communities it serves. Their different views and experiences of public transport help us plan better services'.

We aim to treat everybody fairly when we employ people. This includes:

- making reasonable adjustments for disabled people, such as providing adapted computer equipment; and
- treating disabled people more favourably when this is reasonable to make sure we give them the same opportunities as everyone else.

We regularly monitor certain practices to make sure we do not discriminate against disabled people. For example, we will monitor the number of disabled people who:

- take part in training;
- get promoted;
- complain about us;
- we take disciplinary action against;
- we dismiss; and
- leave us.

We are reviewing our training programmes, including training in equality for disabled people, to make sure disabled people have influenced the content of training programmes.

We are reviewing our policies on families to make sure we take into account the needs of people who care for someone.

We have recently taken on a new occupational health service, and our staff can now refer themselves to the service direct instead of having to go through Human Resources first. We are promoting the service to staff.

Buying in services

One way of spreading good practice and promoting equal opportunities for disabled people is to use our spending power to influence others.

We are reviewing our practices to make sure we only buy from companies which are committed to equality for everybody. We will help smaller companies improve their standards if they show they are committed to equality but have not yet developed formal equality policies.

We are reviewing our existing contracts, some of which may run for many years, to check whether we need to make any improvements and whether we can make them before the contract runs out.

How to contact us

You can contact us in the following ways.

- By phone
0161 244 1111 (you can use Typetalk on this number)
- By fax
0161 244 1305 or 0161 244 1306
- By e-mail
consult@gmpte.gov.uk

- By post
Research and Intelligence Team (Disability Equality Scheme) GMPTE,
Freepost RRHE-RKUU-KSJY, 2 Piccadilly Place, Manchester M1 3BG

If you would like us to keep you up to date on the progress we make with our disability equality scheme, please let us know and we will keep your details on our consultation panel database.
Other formats

We can provide this information in a range of formats, including in Braille, in large print, on audio tape, by e-mail and in other languages.

If you need a copy of this document in another format or language, please phone us on 0871 200 22 33 (calls cost 10p a minute from landlines). You can read and download this document on the GMPTE website (www.gmpte.com) and the GMPTA website (www.gmpta.gov.uk).