



Department  
for Transport

Department for Transport  
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Our Ref: F0021095

10/06/2022

Dear Mr Bell,

Freedom of Information Act request – **F0021095**.

Thank you for your email of 12 May requesting information under the Freedom of Information Act 2000 (FOIA) regarding the provision of accessible information onboard local services.

You asked the following questions:

1. When will the Department publish its response to the Bus Services Act 2017: Accessible Information consultation?
2. When will you implement the Accessible Information Regulations (the Regulations)?
3. How was the £2m funding offered to small bus operators in conjunction with the Real Time Information Group allocated, and how were the impacts of this investment measured?
4. What guidance has the Department provided local transport authorities and combined authorities on the provision of audible and visible information on buses as part of the Bus Service Improvement Plans (BSIPs) development?
5. What guidance has the Department issued on the investment in audible and visible information on buses in relation to the funding awarded to support BSIPs and the City Region Sustainable Transport Settlements?

In respect of questions 1 and 2, we remain committed to ensuring that disabled passengers using local services in Great Britain have the information they need to travel safely and with confidence, to know both where they are and where they are going, and to remove any fear that a journey will take them anywhere other than the place they want to go. Therefore, we plan to publish the response to the Bus Services Act 2017: Accessible Information consultation and make the Regulations before the end of this year so that onboard audible and visible information is provided consistently on local services across the country.

In respect of question 3, as announced in the [National Bus Strategy 2021](#), we have increased the £2m funding for smaller operators to provide onboard audible and visible information by £1.5m. We plan to launch the £3.5m Accessible Information Grant to align with the Accessible Information Regulations in order to maximise its impact. This will ensure that eligible operators use the funding in accordance with the Regulations when they are made later this year. We do not yet therefore have the requested information as the funding has not yet been allocated.

As for questions 4 and 5:

- The [BSIPs guidance](#) includes a section which recommends that local authorities ensure buses “offer end to end accessibility” including the provision of audible and visible information as a standard. The Department has also provided guidance to the Local Transport Authorities who have been offered indicative funding allocations to commence delivery of their BSIPs about which types of investment should be prioritised with that funding, and which types we do not expect to fund. I have attached that guidance (which was an Annex to the funding offer letter) to this email.
- With regard to the [City Regional Sustainable Transport Settlements](#) Guidance, the requested information is not referenced within the document and so there is no information to release or signpost.

### **Appeals procedure**

If you are dissatisfied with the way we have responded to or handled your request, you have the right to ask for an internal review. These should be submitted within two calendar months of the date of this letter and addressed to the FOI Advice Team at [FOI-Advice-Team-DFT@dft.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gov.uk).

Please remember to quote the reference number above in any future communications.

If you ask for an internal review and are still not content with the outcome, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted via their online form <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>

Yours sincerely,

**Local Passenger Transport Accessibility Team**