Enabling people with mental disabilities to travel more

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Mental impairments

These include

• Dementia
• Learning disability
• Autism
• Mental health conditions
Mental impairments

These include

- Dementia – 1.3% of UK population, 20% of those over 80
- Learning disability – 2.3% of the UK population
- Autism – 1.1% of the UK population
- Mental health conditions – 26% of adults have been diagnosed with at least one mental illness

A disability is a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities including travelling, according to the UK Equality Act 2010.
# Mental Impairments

<table>
<thead>
<tr>
<th>Type of Impairment</th>
<th>Examples</th>
<th>Nature of the Condition</th>
<th>Areas Where There May Be Difficulties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning</td>
<td>Dyslexia</td>
<td>Usually acquired at birth</td>
<td>Interpreting and/or processing information</td>
</tr>
<tr>
<td></td>
<td>Learning disability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intellectual</td>
<td>Dementia</td>
<td>Acquired during lifetime, gradually or suddenly</td>
<td>Processing information</td>
</tr>
<tr>
<td></td>
<td>Traumatic brain injury</td>
<td></td>
<td>Taking decisions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Planning</td>
</tr>
<tr>
<td>Behavioral</td>
<td>Autism</td>
<td>Usually lifelong</td>
<td>Social communication</td>
</tr>
<tr>
<td></td>
<td>ADHD</td>
<td></td>
<td>Controlling behavior</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Anxiety</td>
<td>An illness which can fluctuate over time in its effect</td>
<td>Interacting with others</td>
</tr>
<tr>
<td></td>
<td>Agoraphobia</td>
<td></td>
<td>Being confident</td>
</tr>
<tr>
<td></td>
<td>Depression</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>Dementia</td>
<td>Associated with other conditions</td>
<td>Recalling information</td>
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</table>
Summary of existing evidence on travel by people with mental impairments


• Or contact Roger Mackett by email on r.mackett@ucl.ac.uk
<table>
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<td>Cost</td>
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</tr>
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<td>3</td>
<td>Other reasons</td>
<td>Anxiety / lack of confidence</td>
<td>Overcrowding</td>
<td>Overcrowding</td>
<td>Transport unavailable</td>
<td>Cost</td>
</tr>
<tr>
<td>4</td>
<td>Delay and disruption to service</td>
<td>Other reasons</td>
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<td>Difficulty getting on or off the bus</td>
<td>Difficulty getting to stop</td>
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<td>Too busy / not enough time</td>
<td>Delay and disruption to service</td>
<td>Attitudes of passengers</td>
<td>Fear of crime</td>
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# Top 5 reasons for not using the bus (beyond having an impairment) according to the UK Life Opportunities Survey

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Anxiety and lack of confidence when travelling

Causes of anxiety and lack of confidence when travelling:
- Concern about finding the way and not getting lost
- Concern about having to interact with other people

Concerns about finding the way and not getting lost:
- Difficulty recalling information from memory
- Difficulty perceiving information from the environment

Concerns about having to interact with other people:
- Difficulty integrating and processing the information
- Difficulty taking decisions based on the information (direction of travel, what to do if lost, etc.)

Communication issues:
- With staff
- With fellow travellers

Behavioral issues:
- Poor behavior by other people
- Concerns about how other people perceive your behavior
How can things be improved?

Finding the way and not getting lost:

- Enhancing the skills of the traveller
- Providing clear travel planning information
- Making the local area easier to understand
- Receiving clear information whilst travelling
- Being able to receive support from a carer
- Being able to access help when lost

Improve communication with other people:

- Staff
- Other travellers
Enhancing the skills of travellers

- Travel training
- Providing experience in travelling

Source: Alzheimer’s Society

Source: Autistic Society Greater Manchester Area
Providing clear travel planning information

• Clear timetables and maps
• Clear information on websites
Making the local area easier to understand

• Less street clutter and less confusing environments
• Clear signposts
Receiving clear information whilst travelling

- AVI (*audio-visual information*) on buses and trains
- Mobile phone apps

Sources: Alzheimer’s Society
Being able to receive support from a carer

• Via mobile phone:
  – Direct communication
  – Tracking apps

• Carer and police having access to information about the person’s habits and frequently-visited places, e.g. Herbert Protocol
Being able to access help when lost

- Mobile phone
- Safe Places
Improve communications with other people

Staff
• Staff training
• Travel assistance cards

Other travellers
• Schemes like ‘Please offer me a seat’
• Campaigns to educate the public

Source: Alzheimer’s Society
Source: Transport for London
Effects of interventions

- Enhancing the skills of travellers
- Providing clear travel planning information
- Making the local area easier to understand
- Receiving clear information during journey
- Being able to receive support from a carer
- Being able to access help when lost
- Improved communication with staff
- Improve communication with fellow travellers

Improved communication with fellow travellers

Being better prepared for travel

Improved wayfinding skills

Having clear information during the journey

Improved ability to cope if lost

Improved ability to interact with other people when travelling

Greater confidence to travel with reduced anxiety

Reduced concern about behavioral issues
Moving forward

• An on-line survey of people with mental health conditions was carried out in May to July 2018 by the author
• 42 questions based on barriers to travel identified during the review of evidence discussed earlier
• 385 useable responses received
• Report currently being written