

Accessing leisure and community services

Mencap WISE Student Advice Project

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Introduction

Leisure is time that, when we are not involved in self-care or work, we give to freely chosen activities (such as playing sport, going to the cinema, or spending time with friends). Taking part in leisure activities can help people with a learning disability to build self-confidence, develop key skills (e.g. communication skills) and improve well-being through building and maintaining relationships. In addition, positive direct contact through community-based and inclusive leisure activities is an effective way of changing social attitudes towards learning disability.

However, people with a learning disability may encounter barriers and discrimination when trying to access leisure and community services. As a result, they often take part in fewer leisure activities than people without a disability. The purpose of this toolkit is to assist people who are acting as learning disability advocates (be that parent, carer, volunteer or professional) by outlining the key responsibilities that service providers have in relation to access and inclusivity, and by providing information regarding how to access services.

The toolkit has been prepared as part of the Mencap WISE project, funded by the Welsh Government. Therefore, it focuses on the law and procedure applicable in Wales. The toolkit is divided into three Parts:

- **Part 1 – The Legal Context**
- **Part 2 – Sport and Leisure Activities**
- **Part 3 – Transport**

The toolkit includes hyperlinks to key online resources. Wherever a reference is underlined in the text it indicates that it is a hyperlink that will take you to the relevant external resource. In addition, each Part of the toolkit concludes with an *Additional Resources* section, which contains details of organisations providing relevant additional information and services. If you need to make a complaint about access to sport, leisure or other community activities, then you might find **Appendix 1 – Writing a letter of complaint** useful.

Part 1 – The Legal Context

Since 1st October 2010, all of Britain's anti-discrimination legislation has been set out in the **Equality Act 2010**. The Act provides that people should be treated equally and be free from discrimination when buying goods or accessing services, including protection against harassment and having accessible provision.

In addition, the **United Nations Convention on the Rights of Persons with Disabilities** provides a series of safeguards for people with disabilities, and places obligations on governments to ensure that those safeguards are implemented.

In Wales, public bodies have to comply with additional planning and reporting obligations relating to equality under the **Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011**. In addition, the **Social Services and Well-being (Wales) Act 2014** places obligations on local authorities to meet the care and support needs of individuals, which may include providing access to leisure and community services.

The focus of this toolkit is the legal requirements that ensure accessible leisure and community services are available, and Part 1 will provide an overview of the key legislation preventing discrimination against people with a learning disability in Wales, specifically:

- **The Equality Act 2010**
- **United Nations Convention on the Rights of Persons with Disabilities**
- **The Social Services and Well-being (Wales) Act 2014**

Additional information is provided about legislation that applies specifically to **Children and Young People**, and a list of **Additional Resources (for Part 1)** is also included.

If you want information about the general importance of people with a learning disability maintaining friendships and social relationships, and how this can be achieved, you may find it useful to look at the separate **Friendships, sexual**

relationships and marriage toolkit, which is available on the Mencap Cymru website.

The Equality Act 2010

The Equality Act 2010 (EA 2010) prohibits discrimination in relation to nine protected characteristics:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex; and
- sexual orientation.

Under s6 EA 2010, disability is defined as *a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities*. The EA 2010 protects people from discrimination in the workplace and in wider society, including applying for work, attending education, accessing services and renting property. There are four main types of discrimination:

- *direct discrimination* (treating someone less favourably because they have a protected characteristic);
- *indirect discrimination* (applying practices or procedures which, although they apply to everyone, put a person with a protected characteristic at a disadvantage);
- *victimisation* (being put at a disadvantage because you have made a complaint about being discriminated against);
- *harassment* (being subjected to hostile behaviour because you have a protected characteristic).

When the protected characteristic is disability, two additional categories of discrimination apply:

- *failure to make reasonable adjustments* (these are adjustments required in order to avoid or remove substantial disadvantage experienced as a result of disability);
- *discrimination arising from disability* (unfavourable treatment as a result of the effects of a disability).

The EA 2010 is a large and complicated piece of legislation. To try and ensure that everyone can live free from discrimination, the **Equality and Human Rights Commission** provides information regarding how the legislation should be applied. In particular, the Commission produces **Equality Act codes of practice** that must be followed, including a Code relating to ‘Services, Public Functions and Associations’.

If a person is subjected to unlawful discrimination, then they may be entitled to compensation via a court or tribunal. Advice and support for people who have experienced discrimination is available from the **Equality Advisory and Support Service**.



Key Information and Resources:

The Equality Act 2010 and disability discrimination

The EA 2010 covers a wide range of discriminatory behaviour. If you are supporting someone and you are concerned that they may have experienced disability discrimination, you may find it useful to think about the following issues:

1. Does the person you are supporting have a disability?

For the EA 2010 to apply the person must have a physical or mental impairment that has a substantial, adverse and long-term effect on their ability to carry out normal day-to-day activities.

2. Has the person experienced discrimination?

For the EA 2010 to apply the person must have experienced either direct or indirect discrimination, or been subjected to victimisation or harassment. Alternatively, the person could have experienced discrimination arising out of their disability, or there could have been a failure to make reasonable adjustments.

3. If the person has experienced discrimination, was the discrimination due to their disability?

For the EA 2010 to apply the discrimination must have arisen as a result of the person's disability.

Some examples:

- ❖ George has a learning disability. He applies to participate in a golf tournament, but the organisers refuse saying he is not of a good enough standard. A person with no disability, who has the same golf handicap as George, is allowed to play. This is likely to be *direct discrimination*.
- ❖ Angela's dentist allows people who are in work to have payment plans and pay by instalments. Angela is unable to work due to her learning disability, and so is not permitted to pay for treatment by instalments. This may constitute *indirect discrimination* if it could be established that people with learning disabilities are generally less likely to be employed.
- ❖ A group of people with learning disabilities and their support workers go to the cinema. Some of the cinema staff make fun of the group by mimicking them. This is likely to constitute *harassment*.
- ❖ Ravi makes complaint that a member of staff at his local leisure centre made remarks about his learning disability in front of other customers. The manager bans Ravi from attending the centre. This is likely to constitute *victimisation*.
- ❖ Gemma, has a learning disability and has an assistance dog that helps to reassure Gemma when she goes out. Gemma goes to a restaurant for a meal, and the manager refuses to serve her as the restaurant has a 'no dogs'

policy. This is likely to constitute *discrimination arising from Gemma's disability*.

- ❖ Kayleigh is attending a part-time college course. She has a learning disability, and is anxious about travelling on public transport at busy times. Kayleigh asks the college if she can attend afternoon classes rather than morning classes, as she would find it easier to travel after the busy morning rush hour. The college refuses. This is likely to constitute a *failure to make reasonable adjustments*.

If you are supporting someone who has experienced disability discrimination, you may want to help them to make a complaint about the way in which they have been treated, and there is a guide to making a complaint in **Appendix 1 – Writing a letter of complaint**. Also the Equality Advisory and Support Service provides a number of free **Template Letters** relating to discrimination.

In addition to the provisions relating to discrimination under the EA 2010, public authorities have to comply with the *public sector equality duty*. This means that public authorities must always have regard to the need to:

- eliminate discrimination, victimisation and harassment;
- promote equal opportunity between people who share a protected characteristic and those who do not (e.g. between people who have a disability and those who do not);
- promote good relations between people who share a protected characteristic and those who do not.

In Wales, the definition of public authority includes the Welsh Government, local authorities and local health boards. Some examples of how the public sector equality duty might operate in practice include:

- A local authority decides to cut the support services provided for people with learning disabilities in its area. Under the public sector equality duty,

before implementing any changes, the local authority should undertake a consultation process and assess the impact of the proposed changes.

- A mother with a learning disability wants to attend a mother and baby group, but feels uncomfortable in her local group, as she feels that the other mothers, who do not have a disability, judge her. The local health board would need to consider whether there is a need to meet the needs of mothers with learning disabilities in the area, which might require a specific group.

As well as the general public sector equality duty under the EA 2010, public authorities in Wales also have to comply with additional duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. The Regulations include specific obligations to consult and involve people in the design and delivery of services, and to ensure that information is accessible to people who share one or more protected characteristics.

If you are supporting someone and you believe that a public authority has not acted in accordance with the public sector equality duty, then it might be necessary to challenge the decision. In addition to the information in **Appendix 1 – Writing a letter of complaint**, you will also find information about how to challenge decisions by public bodies in Part 3 of the **Accessing social care and health care service in Wales** toolkit on the Mencap Cymru website.

United Nations Convention on the Rights of Persons with Disabilities

If you are challenging whether a public authority has acted in accordance with the public sector equality duty, it might also be relevant to refer to the United Nations Convention on the Rights of Persons with Disabilities. The Convention sets out the rights and fundamental freedoms guaranteed for people with disabilities.

Whilst the Convention cannot form the basis of a claim in a court or tribunal in the United Kingdom, it does set out the obligations which government has to protect and promote the rights of people with disabilities. If a public authority is acting in a way that is contrary to any of the Convention rights it is also likely that it would not be complying with its public sector equality duty under the EA 2010.

Therefore, failing to act in accordance with a Convention right could be referred to

as part of a complaint to a public body. There are a number of Convention rights which relate to accessing leisure and community services, including:

- *Article 9 (Accessibility)*: requires that people with disabilities are able to live independently and participate fully in all aspects of life. Any place that is open to the public, including buildings, roads, schools and hospitals, must be accessible by persons with disabilities, including children.
- *Article 19 (Living independently and being included in the community)*: recognises the right of people with disabilities to live in the community, with choices equal to others, and to participate fully and inclusively in their community with equal access to services and facilities.
- *Article 30 (Participation in cultural life, recreation, leisure and sport)*: recognises that people with disabilities have the same right as others to participate in and enjoy the arts, sports, games, cinema and other fun activities. Therefore, theatres, museums, playgrounds and libraries should be accessible by everyone, including children with disabilities.

The Social Services and Well-being (Wales) Act 2010

People living in Wales have rights under the Social Services and Well-Being (Wales) Act 2014 (SSWBA 2014). The legislation provides a legal framework for transforming social care services and improving the well-being of people in Wales, both adults and children.

Detailed information about the SSWBA 2014, including how to obtain an assessment of care and support needs for someone you are supporting, is contained in the separate **Accessing social care and health care services in Wales** toolkit. In summary, the legislation requires local authorities to promote the well-being of:

- people who need care and support, and
- carers who need support.

Well-being is defined in s2 SSWBA 2014, and means any of the following:

- physical and mental health and emotional well-being;

- protection from abuse and neglect;
- education, training and recreation;
- domestic, family and personal relationships;
- contribution made to society;
- securing rights and entitlements;
- social and economic well-being; and
- suitability of living accommodation.

The SSWBA 2014 is supported by a number of Codes of Practice, which explain the obligations that local authorities have under the legislation. The **Part 2 Code of Practice (General Functions)** provides more detail regarding what the concept of well-being means in practice, and sets out ‘well-being outcome statements’ for each aspect of the definition of well-being. Several of the well-being outcome statements highlight the importance of participating in appropriate leisure and community activities:

Definition of well-being	National well-being outcome statements
<i>Physical and mental health and emotional well-being</i> <i>Also for children: Physical, intellectual, emotional, social and behavioural development</i>	I am healthy and active and do things to keep myself healthy I am happy and do the things that make me happy I get the right care and support, as early as possible
<i>Education, training and recreation</i>	I can learn and develop to my full potential I do the things that matter to me
<i>Domestic, family and personal relationships</i>	I belong I contribute to and enjoy safe and healthy relationships
<i>Contribution made to society</i>	I engage and make a contribution to my community I feel valued in society
<i>Social and economic well-being</i>	I contribute towards my social life and can be with the people that I choose

When assessing care and support needs, local authorities in Wales must consider whether the person being assessed will be able to achieve their well-being outcomes. The fact that the outcome statements refer to undertaking activities that support both physical and mental health, and which ensure that the person receiving care and support feels part of society means that any assessment must consider how the person being assessed will achieve these outcomes, which may include accessing leisure and community services.

Local authorities do not always have to meet every need that a person requiring care and support has. However, the **Part 4 Code of Practice (Meeting Needs)** (paragraph 27) notes that certain needs must always be considered by local authorities. These needs are set out in Regulation 3 of **The Care and Support (Eligibility) (Wales) Regulations 2015**, and include:

- involvement in work, education, learning or leisure activities;
- maintenance or development of family or other significant personal relationships;
- development and maintenance of social relationships and involvement in the community.

This means that if an individual cannot access leisure and community services, they should be eligible for care and support services in order to meet their needs, and so accessing appropriate leisure and community services may be a central element of a person's care and support plan.

Carers are also entitled to have their support needs assessed. Section 24(5) SSWBA 2014 notes that, when carrying out an assessment of a carer, the local authority must consider "*whether the carer is participating in or wishes to participate in education, training or any leisure activity*". Therefore, access to leisure and community services may also be relevant to the assessment of carers' needs. For example, a carer who is prevented from participating in sporting activities by their caring responsibilities may be eligible for respite care to provide them with a break from their caring responsibilities and enable them to participate in their chosen leisure activity.

Children and Young People

All of the legislation discussed in Part 1 of this toolkit generally applies to both adults and children. However, there are some provisions that focus specifically on the rights of children and young people (under the age of 18).

The **United Nations Convention on the Rights of Persons with Disabilities** includes an article which specifically applies to children:

- *Article 7 (Children with disabilities)*: children with disabilities must have full enjoyment of all human rights and fundamental freedoms on an equal basis with other children. The best interests of the child is the primary consideration, and due weight must be given to the child's view in accordance with their age and maturity. Children with disabilities must be provided with age-appropriate assistance in order to express their views.

The **United Nations Convention on the Rights of the Child** protects the rights of children and young people in all aspects of their lives. The Convention was ratified by the UK Government in 1991, which means that all public bodies should consider the best interests of the child when doing anything that affects children and young people. As with the Convention on the Rights of Persons with Disabilities, the Convention on the Rights of the Child includes a number of provisions that are relevant to accessing leisure and community services, including:

- *Article 15 (Freedom of association)*: children have the right to meet together and to join groups and organisations as long as it does not stop other people from enjoying their rights.
- *Article 23 (Children with disabilities)*: children who have any kind of disability have the right to special care and support, as well as all the rights in the Convention, so that they can live full and independent lives as active members of the community.
- *Article 31 (Leisure, play and culture)*: children have the right to relax and play, and to join in a wide range of cultural, artistic and other age appropriate recreational and leisure activities.

In Wales, the **Rights of Children and Young Persons (Wales) Measure 2011** places additional obligations upon the Welsh Ministers to have due regard to the rights and obligations under the Convention when exercising any of their functions. Therefore, the Convention provides the basis for all policy making for children and young people. The way in which this commitment is implemented is through the **7 Core Aims for children and young people**, which encapsulate all of the Convention rights. Core Aim 4 of the programme relates to *ensuring access to play, leisure, sporting and cultural activities*. The Measure also places an obligation on the Welsh Ministers to have arrangements in place, known as ‘the children’s scheme’, to ensure that the obligations under the Measure are complied with. Whenever any legislation is proposed, a ‘children’s rights impact assessment’ must be published, which should set out how the legislation will impact upon the rights under the Convention. Children and young people who feel that their rights have not been considered should be supported to voice their concerns through a range of options, including:

- making a **complaint to the Welsh Government**;
- contacting the **Children's Commissioner for Wales**;
- contacting the local **Assembly Member**.

As with the Convention on the Rights of Persons with Disabilities, if a public authority is acting in a way that is contrary to any of the rights set out in the Convention on the Rights of the Child, it is also likely that it would not be complying with its public sector equality duty under the EA 2010, and may also be in contravention of the Rights of Children and Young Persons (Wales) Measure 2011.

The **Play Sufficiency Assessment (Wales) Regulations 2012** place an obligation on local authorities in Wales to assess the sufficiency of play opportunities for children within its area with a view to creating a ‘play friendly Wales’. Each local authority must complete an assessment every three years looking at whether the play facilities available are sufficient to meet the needs of local children, and listing any action necessary to improve the available facilities.

Additional Resources (for Part 1)

The following websites contain useful information (*Ctrl + click to follow each link*):

Organisation	Website
<p>ACAS <i>(Provides an online resource bank relating to discrimination at work)</i></p>	<p>www.acas.org.uk/index.aspx?articleid=3017</p>
<p>Citizens Advice <i>(Provides an online resource bank relating to discrimination law in Wales)</i></p>	<p>www.citizensadvice.org.uk/wales/law-and-courts/discrimination/</p>
<p>Equality Advisory & Support Service <i>(Provides advice and assistance to individuals on issues relating to equality and human rights, across England, Scotland and Wales)</i></p>	<p>www.equalityadvisoryservice.com/</p>
<p>Equality and Human Rights Commission <i>(Independent statutory body whose role is to fight discrimination and promote equality of opportunity)</i></p>	<p>Home Page: www.equalityhumanrights.com/en Equality Act 2010 <i>(provides specialist information and guidance regarding the EA 2010):</i> www.equalityhumanrights.com/en/equality-act/equality-act-2010</p>
<p>MIND <i>(Provides an online resource bank relating to disability discrimination under the Equality Act 2010)</i></p>	<p>www.mind.org.uk/information-support/legal-rights/disability-discrimination/#.Wv1F1GeouUk</p>
<p>UNICEF – It’s about ability <i>(Easy read introduction to UN Convention on the Rights of Persons with Disabilities)</i></p>	<p>www.unicef.org/publications/files/Its_About_Ability_final_.pdf</p>
<p>United Nations High Commissioner for Human Rights <i>(Information about the UN Conventions on the Rights of Persons with Disabilities, and Children)</i></p>	<p>Persons with Disabilities: www.ohchr.org/EN/Issues/Disability/Pages/DisabilityIndex.aspx</p> <p>Mental health: www.ohchr.org/EN/NewsEvents/Pages/MentalHealthIsAHumanright.aspx</p> <p>Children and Young People: www.ohchr.org/EN/HRBodies/CRC/Pages/CRCIndex.aspx</p>

Part 2 – Sport and Leisure Activities

Being involved in sport and leisure activities has a beneficial effect upon physical and mental health, and upon emotional well-being. However, research by **Sport England** suggests that inactivity is more common for those with a disability (43%) than those without (21%).

Mencap has identified a number of barriers that are encountered by people with a learning disability when accessing sport and leisure activities, including:

- lack of accessible venues and facilities;
- attitudinal discrimination;
- lack of appropriate equipment;
- lack of appropriate information;
- lack of self-confidence;
- financial constraints; and
- transport difficulties.

Part 1 of the toolkit explained the legislative provisions that exist to ensure that people with disabilities are not discriminated against. Part 2 will, therefore, look at how to access **Sport** and **General leisure activities**, and how to approach **Making sport and leisure activities inclusive**. In addition, Part 2 also provides information on **Discounts for carers**, and concludes with a list of **Additional Resources (for Part 2)**.

If you are interested in finding out information about respite care, then there is a section on ‘short breaks’ in the separate **Friendships, sexual relationships and marriage** toolkit on the Mencap Cymru website.

Sport

If the person that you are supporting is interested in participating in sporting activities, then you are likely to find the **Disability Sport Wales** (DSW) website useful. DSW operates throughout Wales and aims to create a more inclusive sports sector where “*every disabled person is hooked on sport*”. The DSW website is a

really useful tool to find out information about available sporting activities for people with a disability.



Key Information and Resources:

How to find inclusive sports activities in your area

The Disability Sport Wales website provides information about clubs and organisations that provide inclusive activities. To find out what services are available in your local area:

- Go to www.disabilitysportwales.com
- At the bottom of the page is the 'Find a Club' search facility.
- You will need to select information from three drop-down menus, relating to disability, chosen sport, and your local authority.
- After submitting your search information, a list will be generated of local clubs and organisations that provide activities suitable for the person that you are supporting.
- Each club and organisation listed in the database has information about the activities provided and contact details to enable you to make an enquiry.

In addition, DSW produces a series of resources designed to support the development and delivery of activities, which are inclusive of disabled people. Through its inSport programme, DSW accredits provision at four levels (ribbon, bronze, silver, and gold), and the higher the accreditation, the more inclusive the service provided is. Therefore, if you identify a leisure centre or other organisation with an inSport accreditation, that indicates that the organisation has taken steps to ensure that the activities provided are inclusive. (For more information about inSport and other available accessibility resources see [**Making sport and leisure activities inclusive.**](#))

Most local authorities in Wales note on their websites that they are supportive of the inSport initiative and that they attempt to make their activities as inclusive as possible. However, local authorities do often provide additional information and

resources, as well as having local officers who can provide specific information about services and activities available in the local authority area. The **Additional Resources (for Part 2)** section contains a list of all of the local authorities in Wales, with information about how to find out information about the sports activities available in each area. In addition, the **Welsh Government - Free swimming** initiative funds free swimming for children and young people aged 16 and under (during all school holidays and at weekends), and people aged 60 and over (outside school holidays).

General leisure activities

If you live in Wales and think that you or someone you support might benefit from engaging in leisure activities to promote well-being, then the **Dewis Cymru** website contains information about the services available throughout Wales. A similar service is provided by the **FamilyPoint Cymru** website.

In addition, the Mencap **Local Groups Network** supports over 420 community organisations around the UK. The information in the **Additional Resources (for Part 2)**, regarding the sports activities supported by local authorities in Wales, also includes some links to information about other leisure activities available in the different local authority areas.

Making sport and leisure activities inclusive

Some organisations, which provide sport and leisure activities, may not have any experience of supporting people with learning disabilities. Therefore, you may need to approach them to discuss how an activity could be made inclusive. Key things to think about include:

- Make sure that you explain the specific needs of the person that you are supporting.
- Work with the organisation to find ways to make the activity inclusive (e.g. using appropriate equipment, avoiding activities that could trigger a negative response).
- Encourage the organisation to see any changes as a positive, developmental activity rather than as a burden or legal obligation.

- Check to ensure that any changes work for both the person you are supporting and the organisation, and be prepared to adapt them if necessary.



Key Information and Resources:
Making sport and leisure activities inclusive

If you are going to approach an organisation with a view to making an activity more inclusive for the person you are supporting, there are a number of online resources that provide information about how to create inclusive activities:

- ❖ *ASDinfoWales*, the national site for Autism Spectrum Disorders in Wales, produces a toolkit which provides advice and resources regarding supporting children and adults with autism to **Access Sports and Leisure Activities**.
- ❖ *The Disabled Living Foundation* produces a series of fact sheets about **Choosing equipment for leisure activities**.
- ❖ *Disability Sport Wales* produces a series of **inSport** toolkits, designed to support the development and delivery of opportunities that are inclusive of disabled people. Sport England has published research into engaging people with disabilities in sport, and had produced **Engaging disabled people: the guide**, which includes recommendations and good practice when reaching, engaging and communicating with disabled people.
- ❖ *Mencap Northern Ireland* has an online **Youth Inclusion Hub**, which includes a range of materials to support the development of inclusive activities, particularly for children and young people.
- ❖ *Play Wales* provides a range of materials to support **Inclusive Play**, including guidance on how to create play spaces that enable all children to play.

It may also be worth checking whether the organisation that you are thinking of approaching already has an inclusion policy. For example, the **Scout Association** publishes guidance and resources to ensure that disabled young people are supported to fully participate in Scouting.

In addition, the Children's Commissioner for Wales runs a **Community Ambassadors** scheme, where children and young people can be ambassadors to promote their needs and the things the Commissioner is doing to help. This can provide children and young people with the opportunity to be a powerful voice for change.

It is important to remember that if the person you are supporting could not attend an activity or attraction without you, then you should not be charged for accompanying the person to the activity, as your presence is likely to be deemed to be a reasonable adjustment under **The Equality Act 2010**.

Discounts for carers

Many visitor attractions and leisure activities give discounts to disabled people and their carers. The Carers' Trust provides information about a range of discounts available when taking **Days Out**. Similarly, the Money Advice Service also provides information about **Discounts for disabled people and carers**.

If you are a full-time carer (at least 35 hours a week), you may also be entitled to Carer's Allowance, and will find useful information via Mencap's **Carers allowance - FAQs**.

Additional Resources (for Part 2)

In addition to the information available via the Disability Sport Wales and Dewis Cymru websites, the following Table explains how each of the local authorities in Wales supports the provision of inclusive sports and leisure activities (*Ctrl + click to follow each link*):

Local Authority	Additional Information
<p>Anglesey Contact: Sasha Williams Tel: 07810174160 Email: SashaWilliams@ynysmon.gov.uk</p> <p>Contact: Tom Rogers Tel: 01248751871 Email: thomasrogers@anglesey.gov.uk</p> <p>Address: Sports Development Unit Plas Arthur Llangefni Ynys Mon LL77 7QX</p>	<p>Anglesey is dedicated to providing sport and leisure access to people with physical and mental disabilities. As a result the local authority has made it mandatory for their staff to complete Disability Inclusion Training to make as many activities accessible to disabled people as possible:</p> <p>www.anglesey.gov.uk/leisure/sports-clubs-and-centres/sports-development-and-sport-clubs/disability-sports-development/</p> <p>www.anglesey.gov.uk/leisure/sports-clubs-and-centres/sports-development-and-sport-clubs/disability-sports-development/inclusion-training/</p>
<p>Blaenau Gwent Contact: Chris Garrett Tel: 01495355654 Email: Chris.Garrett@blaenau-gwent.gov.uk</p> <p>Address: DSW Development Officer Leisure Services Division Ebbw Vale Leisure Centre Civic Centre NP23 6XB</p>	<p>Blaenau Gwent publishes a learning disability strategy for adults and children, which includes provision for leisure activities:</p> <p>www.blaenau-gwent.gov.uk/resident/health-wellbeing-social-care/getting-the-help-you-need/disabilities/learning-disabilities/</p>

<p>Bridgend <i>Contact:</i> Gareth Walters <i>Tel:</i> 01656815220 <i>Email:</i> Gareth.Walters@Bridgend.gov.uk</p> <p><i>Address:</i> DSW Development Officer Sony UK Active Young People Pencoed Technology Park Pencoed Bridgend CF35 5HZ</p>	<p>Bridgend’s Active Young People Department has made the inSport programme one of its priorities. To date the council has achieved the Ribbon and Bronze standard accreditation. The local authority has worked with Halo Leisure centres to offer a range of activities for people with disabilities, and full information about the activities available can be accessed at:</p> <p>http://pieceoftheaction-bridgend.org.uk/</p>
<p>Caerphilly <i>Contact:</i> Paul Taylor <i>Tel:</i> 014195235497 <i>Email:</i> taylop1@caerphilly.gov.uk</p>	<p>Caerphilly’s Sport and Leisure Team has achieved the inSport Ribbon accreditation. Information about specific activities available for disabled people in Caerphilly is available at:</p> <p>http://your.caerphilly.gov.uk/sportcaerphilly/sport/disability-sport</p> <p>www.caerphilly.gov.uk/Services/Services-for-adults-and-older-people/Learning-disabilities</p>
<p>Cardiff <i>Contact:</i> Joanna Coates-McGrath <i>Tel:</i> 02920205284 <i>Email:</i> jcoates-mcgrath@cardiffmet.ac.uk</p> <p><i>Address:</i> DSW Development Officer Sport Cardiff University Cardiff Met University Cyncoed Road Cyncoed CF23 6XD</p>	<p>Cardiff has a wide range of activities accredited by the inSport programme. Further information is available on the websites of the individual leisure centres via:</p> <p>www.cardiff.gov.uk/ENG/resident/Leisure-parks-and-culture/Leisure-centres-and-facilities/Find-a-Leisure-Centre/Pages/default.aspx</p>

<p>Carmarthenshire <i>Contact:</i> Lisa Pudner <i>Tel:</i> 01554744345 <i>Email:</i> LPudner@Carmarthenshire.gov.uk</p> <p><i>Address:</i> DSW Development Officer Department of Recreation and Leisure Carmarthenshire CBC Aqua Suite Llanelli Leisure Centre Park Crescent Llanelli SA15 3AE</p>	<p>Carmarthenshire has been recognised for its contribution to disabled sports, and has been awarded the Bronze accreditation for its role in providing a wide range of clubs and activities for disabled people:</p> <p>www.carmarthenshire.gov.wales/home/council-services/social-care-health/support-for-people-with-disabilities/learning-disabilities/#</p>
<p>Ceredigion <i>Contact:</i> Gemma Cutter <i>Tel:</i> 01970633659 <i>Email:</i> gemma@ceredigion.gov.uk</p> <p><i>Address:</i> DSW Development Officer Ceredigion Actif Canolfan Rheidol Rhodfa Padarn Llanbadarn Fawr Aberystwyth Ceredigion SY23 3UE</p>	<p>General information about the activities available for disabled people in Ceredigion is available at:</p> <p>www.ceredigionactif.org.uk/insport.html</p> <p>www.ceredigionactif.org.uk/disability.html</p> <p>http://fis.ceredigion.gov.uk/organisations-support-additional-needs/</p>
<p>Conwy <i>Contact:</i> Mark Richards <i>Tel:</i> 01492 575593 <i>Email:</i> mark.richards@conwy.gov.uk</p> <p><i>Address:</i> DSW Development Officer Active and Creative Lifestyle – CDS Library Building Mostyn Street Llandudno LL30 2RP</p>	<p>The Conwy website provides information about the inSport programme alongside their statement of intent to follow the pathway provided by the inSport framework, having achieved the Bronze accreditation:</p> <p>www.conwy.gov.uk/en/resident/leisure-sport-and-health/leisure-development/disability-and-inclusive-sport-in-conwy.aspx</p>

<p>Denbighshire <i>Contact:</i> Brett Jones <i>Tel:</i> 01824 712700 <i>Email:</i> brett.jones@denbighshire.gov.uk</p>	<p>The Denbighshire website provides information about the inSport programme with a list of clubs and activities in the county:</p> <p>www.denbighshireleisure.co.uk/disability-sports/</p> <p>Separate information is also available regarding swimming lessons:</p> <p>www.Denbighshireleisure.co.uk/swim/</p>
<p>Flintshire <i>Contact:</i> Donna Bullivant-Evans <i>Tel:</i> 01352 702480 <i>Email:</i> donna.bullivant-evans@aura.wales</p> <p><i>Address:</i> DSW Development Officer Sport Flintshire Deeside Leisure Centre Chester Road West Queensferry Deeside Flintshire CH5 1SA</p>	<p>Flintshire’s leisure centres and libraries are operated on behalf of the local authority by Aura, a charitable, not-for-profit, organisation. Information on services available for disabled people can be found at:</p> <p>https://aura.wales/leisure/disability-access/</p>
<p>Gwynedd <i>Contact:</i> Marcus Politis <i>Tel:</i> 01758 704109 <i>Email:</i> MarcusPolitis@gwynedd.gov.uk</p> <p><i>Address:</i> DSW Development Officer Gwynedd Council Dwyfor Offices Embankment Road Pwllheli Gwynedd LL53 5AA</p>	<p>Gwynedd recently undertook a consultation (February 2018) seeking the public’s views on the provision of sports and leisure activities for disabled people. The response has yet to be published (as at 29th May 2018).</p>

<p>Merthyr <i>Contact:</i> Dan Bufton. <i>Tel:</i> 01685 726270 <i>Email:</i> Dan.Bufton@merthyr.gov.uk</p> <p><i>Address:</i> DSW Development Officer Merthyr Leisure Centre Merthyr Leisure Village Merthyr Tydfil CF48 1UT</p>	<p>Merthyr produces a guide to services for children and young people with disabilities living in the local authority area, which includes information on leisure, social and play activities:</p> <p>www.merthyr.gov.uk/media/1400/disability-leaflet.pdf</p>
<p>Monmouthshire <i>Contact:</i> Mark Foster <i>Tel:</i> 01633 644558 <i>Email:</i> MarkFoster@monmouthshire.gov.uk</p> <p><i>Address:</i> DSW Development Officer Abergavenny Leisure Centre Old Hereford Road, Abergavenny Monmouthshire NP7 6EP</p>	<p>Monmouthshire produces an online guide to disability sport at Monmouthshire leisure centre:</p> <p>www.monmouthshire.gov.uk/things-to-do/monleisure/monmouth-leisure-centre/sports-activities-monmouth-leisure-centre/disability-sport-monmouth-leisure-centre</p>
<p>Neath Port Talbot <i>Contact:</i> Michelle Lewis <i>Tel:</i> 01639 861141 <i>Email:</i> m.lewis@npt.gov.uk</p> <p><i>Address:</i> DSW Development Officer Physical Activity & Sport Service Library HQ Reginald St Velindre Port Talbot SA13 1YY</p>	<p>Although Neath Port Talbot provides general information on leisure, parks and culture facilities, there is no specific information on activities for disabled people:</p> <p>www.npt.gov.uk/1062</p>

<p>Newport <i>Contact:</i> Steve McGrath <i>Tel:</i> 01633 671801 <i>Email:</i> stephen.mcgrath@newport.gov.uk</p> <p><i>Address:</i> DSW Development Officer Pool & Tennis Centre Newport International Sport Village Spytty Boulevard Newport NP19 4RA</p>	<p>Newport’s website had a dedicated section that lists the services available to support disabled people within the local authority area:</p> <p>www.newport.gov.uk/en/Care-Support/Disabilities/Disabilities-home-page.aspx</p> <p>In addition, Newport Live is a social enterprise and registered charitable trust, which operates many of the sports and leisure venues in the Newport area, and provides information about the timetable of activities for disability sport in the area:</p> <p>www.newportlive.co.uk/sport-leisure/sports-development/tackling-inequalities/disability-sport</p>
<p>Pembrokeshire <i>Contact:</i> Angela Miles <i>Tel:</i> 01437 776379 <i>Email:</i> Angela.Miles@pembrokeshire.gov.uk</p> <p><i>Address:</i> DSW Development Officer Sport Pembrokeshire County Hall Haverfordwest, Pembrokeshire SA61 1TP</p>	<p>The Pembrokeshire website provides information about the inSport programme with a list of clubs and activities in the county:</p> <p>www.pembrokeshire.gov.uk/sport-pembrokeshire/disability-sport</p>
<p>Powys <i>Contact:</i> Bev Tucker <i>Tel:</i> 01874 612034 <i>Email:</i> beverley.tucker@powys.gov.uk</p> <p><i>Address:</i> DSW Development Officer Neuadd Brycheiniog Cambrian Way Brecon Powys LD3 7HR</p>	<p>Powys produces an online guide to the support services available to disabled people living in the local authority area, with specific provision for disability sport:</p> <p>https://customer.powys.gov.uk/article/2147/Disability-Sport</p>

<p>Rhondda Cynon Taff <i>Contact:</i> Shelley Jones <i>Tel:</i> 01443 4652202 <i>Email:</i> Shelley.M.Jones@rhondda-cynon-taff.gov.uk</p> <p><i>Address:</i> DSW Development Officer Sport RCT Ty Elai Dinas Isaf Industrial Estate Williamstown Tonypany CF40 1NY</p>	<p>Although Rhondda Cynon Taff provides general information on health and well-being services, the majority of the information relating to support for disabled people is focused on physical disabilities:</p> <p>www.rctcbc.gov.uk/EN/GetInvolved/ArmedForcesCovenant/Healthandwellbeing.aspx</p>
<p>Swansea <i>Contact:</i> Nicola Rogers <i>Tel:</i> 01792635460 <i>Email:</i> Nicola.rogers@swansea.gov.uk</p> <p><i>Address:</i> DSW Development Officer Penllergaer Offices Swansea SA4 9GJ</p>	<p>Swansea provides a wide range of information regarding disabled access to sport and leisure activities:</p> <p>www.swansea.gov.uk/article/7880/Information-and-support-for-adults-with-a-learning-disability</p> <p>www.swansea.gov.uk/article/7284/Leisure-Time---Information-for-Disabled-People</p> <p>www.swansea.gov.uk/disabilitysport</p>
<p>Torfaen <i>Contact:</i> Holly Hinchey <i>Tel:</i> 01633 628965 <i>Email:</i> Holly.Hinchey@torfaen.gov.uk</p> <p><i>Address:</i> DSW Development Officer Torfaen County Borough Council Civic Centre Pontypool Torfaen NP4 6YB</p>	<p>Torfaen publishes its commitment statement to sporting and recreational opportunities for disabled people, and encourages people to submit ideas for new sports or activity programmes:</p> <p>www.torfaen.gov.uk/en/LeisureParksEvents/SportsDevelopment/Disability-Sport/Disability-Sport-Wales.aspx</p>

<p>Vale of Glamorgan <i>Contact:</i> Simon Jones <i>Tel:</i> 01446 704728 <i>Email:</i> SLJones@valeofglamorgan.gov.uk</p>	<p>The Vale of Glamorgan publishes a Disability Sports Directory covering the local authority area:</p> <p>www.valeofglamorgan.gov.uk/Documents/Enjoying/Sports%20Development/Disability%20Sport/Disability-Sport-Directory-2016.pdf</p> <p>It also publishes a disabled access guide, which sets out the facilities available at each of the leisure centres in the Vale of Glamorgan:</p> <p>www.valeofglamorgan.gov.uk/en/enjoying/Leisure-Centres/Disabled-Access.aspx</p>
<p>Wrexham <i>Contact:</i> Terri Ritchie <i>Tel:</i> 01978 297362 <i>Email:</i> Terri.Ritchie@wrexham.gov.uk</p> <p><i>Address:</i> DSW Development Officer Wrexham Sports Development Learning Centre Unit 1 Whitgate Industrial estate Whitgate Road Wrexham LL13 8UG</p>	<p>Wrexham publishes its commitment statement to sporting and recreational opportunities for disabled people, which includes a link to a Disability Club Directory that lists all of the clubs and activities in the local authority area:</p> <p>www.wrexham.gov.uk/english/leisure_tourism/sports_development/disability/disability_sport_provision.htm</p> <p>Wrexham also offers the DASH (Disability Access to Health and Sport) Card, which is a discount card for disabled people in Wrexham. The card enables disabled people to access leisure services with half price membership, and a version of the card is also available for carers:</p> <p>www.wrexham.gov.uk/english/leisure_tourism/sports_development/disability/dash_card.htm</p>

Part 3 – Transport

To be able to participate in sport, leisure and other community activities, it is necessary to be able to attend the location where the activity is taking place. If you, or the person you are supporting, do not have access to a vehicle, then it is likely that you will need to use public transport.

Both the UK Government and the Welsh Government have responsibility for aspects of transport policy in Wales. However, both governments have recently produced guidance on the provision of inclusive and accessible public transport:

- The Westminster Parliament has published a briefing paper (March 2018) on **Access to transport for disabled people**, which explains the legislative frameworks and policies that apply to public transport users with disabilities.
- The Welsh Government has issued a policy statement (December 2017) on **Accessible and Inclusive Public Transport Objectives**, which sets out how the Welsh Government intends to deliver its vision of providing access to safe, affordable, inclusive, accessible and sustainable integrated age friendly transport systems.

Part 3 will, therefore, look at the obligations that exist to provide accessible transport, and will focus on the key areas of **Bus Travel**, **Rail Travel** and **Taxi and private hire vehicles**. In addition, a list of **Additional Resources (for Part 3)** is also included, which provides information about community transport schemes available throughout Wales.

The Westminster Government provides general information on **Transport if you're disabled**, and the Welsh Government's website has a section on **Public Transport** in Wales. Mencap has also produced an online guide to **Your rights to support on transport**.

The **Traveline Cymru** website provides comprehensive information on bus, rail and taxi services for people with disabilities in Wales, and also includes information about other forms of travel, such as ferries and air travel. It also provides a **Journey Planner**.

Bus Travel

Under the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990, providers of bus and coach travel are under an obligation to support passengers with a disability, with the key duties being that:

- drivers must provide reasonable assistance to wheelchair users and other disabled persons if asked, or if they think it might be needed;
- if there are non-disabled passengers in the wheelchair space, the driver should ask them to move so that a wheelchair user can board the bus;
- assistance dogs are allowed on all buses;
- all new coaches on scheduled routes must have improved access for ambulant and sensory impaired passengers and wheelchair access.

Traveline Cymru provides a guide to **Bus and Coach services in Wales**, with contact information to enable you to check with the bus/coach company what support is provided for the person you are supporting before you travel.

Under the Transport Act 2000, certain people are entitled to concessionary bus travel. The Welsh Government has issued **Concessionary Travel Scheme Guidance** for local authorities responsible for travel concessions. Under the Guidance, four categories of people should be considered for a statutory concession:

- people aged 60 and over;
- eligible disabled people;
- companions of severely disabled people;
- some seriously injured service personnel.

The Guidance notes that a person with a cognitive impairment (which would include a learning disability) is eligible for concessionary travel. Similarly, if the person you support requires help or supervision to travel, then this is likely to meet the definition of severe disability and you should qualify for a companion pass, even if help or supervision is not required on every journey.



Key Information and Resources:
Guide to applying for a concessionary bus pass

Applications for concessionary bus passes (including companion passes) have to be made to the local authority. The following guide will help you to find the relevant information in order to make an application.

- ❖ Step 1: To find out which local authority is responsible for issuing concessionary passes in the area where you live go to the Welsh Government's **Apply for a bus pass** website and enter your postcode.
- ❖ Step 2: Once you have identified the correct local authority, click on the web link and go to the relevant 'Home Page'.
- ❖ Step 3: When you reach the 'Home Page' you may be asked if you want to view the website in English or Welsh (Cymraeg), so will need to select the language of your choice.
- ❖ Step 4: Look for the search engine (which is normally a box marked with a 'magnifying glass' symbol). Enter 'concessionary bus pass' as a search term.
- ❖ Step 5: The search is likely to generate more than one 'hit', so you should look for any result that refers to bus travel for disabled people.
- ❖ Step 6: You are likely to be taken to information about the eligibility criteria that have to be satisfied to qualify for a free bus pass. If you think that you/person you are supporting meet the criteria then there will usually be a link to the application form (or information about how to obtain an application form).
- ❖ Step 7: The application form will usually tell you what additional evidence you need to provide in support of the application (e.g. confirmation of an award of the Personal Independence Payment at the relevant rate, or a GP's certificate).

If you need help to apply for a concessionary bus pass, most local authorities will have ‘advice hubs’ that you can contact for advice and guidance, and details of your local hub will be available on the local authority’s website.

Usually, a concessionary bus pass is free to obtain. However, if a pass is lost or stolen the local authority is likely to charge an administration fee to issue a replacement.

Although a concessionary bus pass will not normally cover coach travel, it is possible to purchase a **Disabled Person's Coachcard**, which entitles a person with a qualifying disability to discounted travel on National Express.

Rail Travel

All train companies are required to have a Disabled People’s Protection Policy (DPPP), which explains how the train company helps disabled passengers use their stations and trains. A copy of the DPPP can be obtained from the relevant train company, and **Rail Travel in Wales** has links to each of the train companies operating in Wales.

If you or the person you are supporting has a concessionary bus pass, you may also qualify for free or discounted rail travel in Wales, and the **National Rail Enquiries** website has information about which rail services qualify for a concession. It is also possible to purchase a **Disabled Persons Railcard**, which entitles a person with a qualifying disability (and anyone who has to travel with them) to discounted rail travel. If the person you are supporting does not qualify for a disabled person’s railcard, but still needs someone to travel with them, then a **Two Together Railcard** may be relevant.

If the person that you are supporting is anxious about travelling by train, the National Rail Enquiries **Station services and facilities** guide allows you to check key information (such as getting to/from the station, and accessibility) before travelling.

Taxi and private hire vehicles

All taxi and private hire drivers must allow a disabled person to travel with an assistance dog unless the driver has a certificate of exemption (e.g. due to an allergy). In some areas (mainly larger cities), licensed taxis also have to be wheelchair accessible.

As well as the rules on wheelchairs and assistance dogs, all taxi and minicab drivers must make sure they do not discriminate against customers with a disability. Drivers should also make any reasonable adjustments to their service to make a journey easier for a disabled person. If you or the person you are supporting experiences any disability discrimination you should report the problem to your local authority, as local authorities are responsible for issuing licences to taxis and private hire vehicles.

Additional Resources (for Part 3)

Community transport is transport run by the community for the community. Community transport organisations operate across Wales, and general information can be found on the [Community Transport Association](#) website. The following Table provides information about the community transport services available in each of the local authorities in Wales (*Ctrl + click to follow each link*):

Local Authority	Services Available
Anglesey (www.anglesey.gov.uk/)	A directory of local community transport services, including eligibility criteria and charging polices, is available at: www.wales.nhs.uk/sites3/Documents/488/Anglesey%20Community%20Transport%20Directory%20-%20Version%203%200%20Jan%202017.pdf
Blaenau Gwent (www.blaenau-gwent.gov.uk/)	The Gwent Association of Voluntary Organisations operates a 'Dial a Ride' service: https://www.gavowales.org.uk/dial-a-ride

<p>Bridgend (www.bridgend.gov.uk/)</p>	<p>Community transport services are provided by Bridgend Community Transport (formerly Ogwr Transport for the Elderly or Disabled):</p> <p>www.bridgendcommunitytransport.co.uk/</p>
<p>Caerphilly (www.caerphilly.gov.uk/default.aspx?search=WcTTWBO5aXz5oEehxmfR36KwCzEQKE)</p>	<p>Caerphilly provides an online directory of local community transport services:</p> <p>www.caerphilly.gov.uk/Services/Transport-and-parking/Community-transport</p>
<p>Cardiff (www.cardiff.gov.uk/ENG/Pages/default.aspx)</p>	<p>Community transport services in Cardiff and the Vale of Glamorgan are provided by VEST (Voluntary Emergency Service Transport):</p> <p>https://vestcommunitytransport.org/</p>
<p>Carmarthenshire (www.carmarthenshire.gov.wales/)</p>	<p>Community transport services in Carmarthenshire are available via:</p> <p>Country Cars: www.carmarthenshire.gov.wales/home/council-services/travel-roads-parking/country-cars/#.Ww01N2eouUk:</p> <p>Royal Voluntary Service: www.housingcare.org/service/ser-info-9527-community-trans.aspx</p>
<p>Ceredigion (www.ceredigion.gov.uk/)</p>	<p>Ceredigion provides an online directory of local community transport services:</p> <p>www.ceredigion.gov.uk/resident/travel-roads-parking/public-and-community-transport/community-transport/</p> <p>Additional services are also available via Ceredigion Community Transport:</p> <p>www.gyrruymlaen.org.uk/CAVO/Index</p>
<p>Conwy (www.conwy.gov.uk/)</p>	<p>There is currently no online directory of community transport resources available for Conway, and requests for information should be sent to the local authority at:</p> <p>E-mail: information@conwy.gov.uk Tel: 01492 574000</p>

<p>Denbighshire (www.denbighshire.gov.uk/en/resident/home.aspx)</p>	<p>There is currently no online directory of community transport resources available for Denbighshire, and requests for information should be sent to the local authority via:</p> <p>www.denbighshire.gov.uk/en/resident/contact-us/contact-us.aspx</p> <p>The Bedford Street Community Company provides transport for Rhyl residents:</p> <p>http://youthsupportandprovisionprospectus.co.uk/organisations/bedford-street-community-company/</p>
<p>Flintshire (www.flintshire.gov.uk/)</p>	<p>Flintshire provides an online directory of local community transport services:</p> <p>www.flintshire.gov.uk/en/Resident/Streetscene/Community-Transport-in-Flintshire.aspx</p>
<p>Gwynedd (www.gwynedd.llyw.cymru/en/Residents/Residents.aspx)</p>	<p>Gwynedd provides an online directory of local community transport services:</p> <p>www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Adults-and-older-people/Getting-out-and-about.aspx</p>
<p>Merthyr (www.merthyr.gov.uk/resident/)</p>	<p>There is currently no online directory of community transport resources available for Merthyr, and requests for information should be sent to the local authority at:</p> <p>Email: customer.care@merthyr.gov.uk Tel: 01685 725000</p>
<p>Monmouthshire (www.monmouthshire.gov.uk/)</p>	<p>Monmouthshire provides the Grass Routes community transport service:</p> <p>www.monmouthshire.gov.uk/grass-routes-community-transport</p> <p>In addition, the Bridges Centre also provides a community transport scheme:</p> <p>www.bridgescentre.org.uk/about/community-transport/</p>

<p>Neath Port Talbot (www.npt.gov.uk/)</p>	<p>Neath Port Talbot provides an online directory of local community transport services:</p> <p>https://www.npt.gov.uk/1512</p>
<p>Newport (www.newport.gov.uk/SplashScreen/splashPages/NCC-Splash-Home.aspx)</p>	<p>Community transport in Newport is operated by Monmouthshire County Council's Grass Routes service:</p> <p>www.monmouthshire.gov.uk/grass-routes-community-transport</p>
<p>Pembrokeshire (www.pembrokeshire.gov.uk/)</p>	<p>Community transport services in Pembrokeshire are provided by the Pembrokeshire Association of Community Transport Organisations (PACTO):</p> <p>www.pacto.org.uk/index.php</p>
<p>Powys (www.powys.gov.uk/)</p>	<p>The Powys Association of Voluntary Organisations (PAVO) maintains an online directory of local community transport services:</p> <p>www.pavo.org.uk/help-for-organisations/community-transport/community-transport-schemes-in-powys.html</p>
<p>Rhondda Cynon Taff (www.rctcbc.gov.uk/)</p>	<p>Rhondda Cynon Taff provides an online directory of local community transport services:</p> <p>www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Independenceandmobility/CommunityTransport.aspx</p>
<p>Swansea (www.swansea.gov.uk/residents)</p>	<p>Swansea provides an online directory of local community transport services:</p> <p>www.swansea.gov.uk/communitytransport</p> <p>In addition, a community bus service provides flexible door-to-door accessible transport for people requiring access to local shops, services, facilities and trips further afield:</p> <p>www.swansea.gov.uk/Shopperservice</p>

<p>Torfaen (www.torfaen.gov.uk/intro-splash.aspx)</p>	<p>Torfaen Community Transport provides door-to-door transport from people's homes in Torfaen to destinations of their choice. People must live in Torfaen to access the service, which can be contacted on:</p> <p>Email: torfaenct@btconnect.com Tel: 01633 874686</p>
<p>Vale of Glamorgan (www.valeofglamorgan.gov.uk/en/index.aspx)</p>	<p>Community transport services in the Vale of Glamorgan and Cardiff are provided by VEST (Voluntary Emergency Service Transport):</p> <p>https://vestcommunitytransport.org/</p> <p>In addition, Greenlinks Community Transport also operates in the Vale of Glamorgan:</p> <p>www.valeofglamorgan.gov.uk/en/living/transportation/greenlinks.aspx</p>
<p>Wrexham (www.wrexham.gov.uk/)</p>	<p>Wrexham provides an online directory of local community transport services:</p> <p>www.wrexham.gov.uk/english/travel/community_transport/wrexham.htm</p>

Appendix 1 – Writing a letter of complaint

If you need to complain about lack of inclusive service provision, you will often be asked to put the complaint in writing. Drafting a letter of complaint can be difficult, and you may find it helpful to follow the suggestions in this section.

A formal letter needs to include 6 key elements:

- the sender's address;
- the recipient's name and address (and any reference);
- the date;
- an appropriate salutation;
- an appropriate closing; and
- the sender's signature/name.

In addition, the letter may also have a heading.

The *sender's address* usually appears in the upper right hand corner of a letter.

The *recipient's name and address* is placed in the upper left hand corner of the letter, but below the sender's address.

Any letter should be dated, and *the date* will appear below the recipient's details.

A letter will always begin with a *salutation*. If you know the name of the person that you are writing to, then you will usually write to them by name (e.g. 'Dear Mr Khan'). If you do not know the name of the person that you are writing to (e.g. if you are just writing to the manager of a service), then the usual salutation is either 'Dear Sir' or 'Dear Madam'.

If you are going to include a *heading*, this will appear after the salutation, but before the body of the letter. A heading is used to identify the subject matter of the letter (e.g. Complaint about poor service).

A letter should always conclude with a *closing*, which will appear below the main body of the letter, on the left hand side. If you have used a person's name in your

salutation, then close your letter with ‘Yours sincerely’. If you have used ‘Dear Sir’ etc., then you should close with ‘Yours faithfully’.

A formal letter should also be *signed*, and you should include your name below your signature.

A suggested layout for a letter of complaint is as follows:

Sender’s address
Recipient’s Name Recipient’s Address
Date
Salutation (<i>e.g. Dear Mr Khan, Dear Sir or Dear Madam</i>)
Heading (<i>e.g. Complaint about poor service</i>)
Body of letter
<ul style="list-style-type: none">➤ Give a brief summary in the first paragraph introducing yourself and your circumstances (<i>i.e. what has led you make a complaint (e.g. leisure centre failed to provide inclusive activities)</i>).➤ Explain any attempt made to resolve the complaint (<i>e.g. have you already spoken to someone about the issue</i>). Include names/dates where you can.➤ Explain what you would like the outcome of the complaint to be.➤ Include references to any law that you think is relevant (<i>e.g. Equality Act 2010</i>).
Closing (<i>either Yours sincerely or Yours faithfully</i>)
Your Signature Printed version of your name



Example:
Complaint about failure to make reasonable adjustments

Mrs Kaur's daughter, Saya (aged 16), has a severe learning disability and needs to be accompanied when out. Saya really enjoys spending time with animals, and Mrs Kaur decided to take Saya to visit the Anywhere Zoo. At the ticket counter, Mrs Kaur was charged for two tickets. Mrs Kaur explained that Saya would not be able to visit the zoo alone, as she needed to be accompanied, and that other attractions did not make a charge for a carer who was supporting a disabled person. The member of staff replied that the zoo did offer concessions, but that they did not apply to carers. As Saya was becoming distressed, Mrs Kaur paid two admission charges, but has decided to contact the zoo to complain.

In these circumstances, the following letter of complaint might be used.

26 Hill Rise
Roath
Cardiff
CF6 1JY
(Tel: 07765 455689)

The Manager
Anywhere Zoo
Slough
S9 8HY

29th May 2018

Dear Sir

Complaint – Admission charges for carers

I would like to make a formal complaint about the zoo's policy of charging admission fees to carers who are supporting disabled people.

My daughter Saya and I visited the zoo on 28th May. Saya has a learning disability and, although she is 16 years old, she cannot go out alone. The member of staff who sold us our tickets (Rachel Evans) charged an admission fee for both Saya and I. When I explained that I was Saya's carer, and that Saya could not attend the zoo on her own due to her disability, I was told that the zoo's concession scheme did not extend to carers.

The Equality Act 2010 (EA 2010) protects Saya from discrimination arising from her disability. Under the EA 2010, as a service provider, you have a duty to make reasonable adjustments to ensure that Saya does not experience substantial disadvantage as a result of her disability. As Saya is not able to visit the zoo unaccompanied, your policy of not providing concessions for carers means that you are discriminating against Saya as no other 16 year old would be expected to pay two admission fees in order to be able to visit the zoo.

Therefore, I am writing to request that you review the zoo's policy and extend the concession scheme to carers, so that carers can accompany the people that they support free of charge. I also believe that you should refund the second admission fee that I was charged.

If you need to contact me to discuss my complaint, then my address and contact telephone number are at the top of this letter.

I look forward to hearing from you.

Yours faithfully,

Rani Kaur

Rani Kaur (Mrs)

For More Information you can contact Mencap WISE on:

0808 8000 300 (Monday to Friday, 9 a.m. – 5 p.m.)

Or

e-mail: information.wales@mencap.org.uk



Acknowledgements:

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