



Making sure everyone can use our service



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Who we are



We are National Highways. We run and look after big roads and motorways in England.



We make sure people can go from 1 place to another safely.

For example by car, bus, train, wheelchair, bike or walking.

We call this a **journey**.



We also think about other things to do with your journey.

For example, road signs, road works and places to rest and get petrol.



We make sure people who live near our roads can move around safely.

Making sure everyone can use our services



We know that journeys can sometimes be harder for people with disabilities.



Inclusive means doing things in a way that means everyone can join in.



Accessible means how easy it is for everyone to join in.



We have made a plan to make sure our roads and services are inclusive and accessible.

About our plan



We want people who have a disability to feel safe and happy on journeys.



We want them to have the information they need to feel **confident** making a journey.

Confident means feeling like you can do something



We will do 6 important things to make journeys more accessible and inclusive.

This plan tells you more about our 6 ideas.

Idea 1



Making sure all our staff know how to meet the needs of people with disabilities.

We will:

- make sure we give information to our staff in the ways that they need

For example on a computer, in easy read or large print.



- give our staff good training about inclusion and accessibility



- help our staff to give the best service to people with disabilities

Idea 2

Working together with disabled people to learn more about what we can do better.



We will:

- ask disabled people for their ideas and think about this in our work



- work together with disabled people on our new plans and projects



- make sure we have good **communication**

Communication is telling people what you think, how you feel and listening to others.





- communicate with customers in the best way for them

For example in braille or sign language.



- show other organisations we work with how they can do more to support people



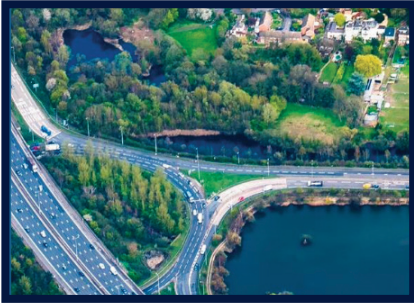
- learn more about the lives and needs of our customers.

We will use this to plan what we do.



For example, if we do roadworks, thinking about how this will affect disabled people.

Idea 3



Making sure roads and motorways are well looked after and safe for everyone to use

We will:



- find out which of our roads and services need to be made better

- make sure any changes we do to roads and services work for everyone



- make a set of rules to follow in all of our projects

This will make sure we are thinking about disabled people's needs in everything we do.

Idea 4

Giving better information



We will:

- learn more about how we can give information in different ways



- give information in the best way so that people can travel safely and confidently



- make **digital** information better for people with disabilities

Digital is things like signs, websites and apps.

Idea 5

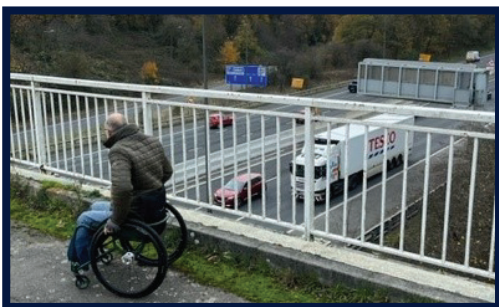
Making all parts of a journey more accessible and inclusive

We will make sure that:



- disabled people can choose how they want to move around

For example, walking, cycling, or using **public transport** like buses and trains.



- roads are safe and easy to use for people who do not travel by car

For example having safe places to make it easy to cross the road



- service areas where you stop for a rest on your journey are more accessible



- there is better support for disabled people to get petrol or **recharge** their electric car.

Recharging means putting power in your electric car to make it work

Idea 6



Making journey times better for disabled people

Journey times means how long it takes you to get somewhere.



We will:

- ask people about the problems they have when making a journey



- give better support to disabled people if their car breaks down on the roads

This will mean people do not have to wait a long time to get help



- make roads signs more accessible

We will make sure we put them where everyone can see and they are easy to read.



- have better plans to help disabled people if their journey has to change

For example if there is a problem on the road and you have to go a different way.



For more information

If you have any questions about this plan you can contact us:



By email:

info@nationalhighways.co.uk



By phone:

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