UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER



Our report about
Disability-inclusive infrastructure,
including transport and housing



Office of the High Commissioner for Human Rights

Easy read



This is an Easy Read version of some information. It does not include all the information, but it tells you the important parts.



This Easy Read booklet uses easier words and pictures. You still might want help to read it.



Some words are **black and bold**. These are important words that might be hard to understand. We explain what these words mean in a box like this.

Name

Some words are **blue and bold**. These words are names of things, like organisations.

Who we are

We are the **United Nations Office of the High Commissioner for Human Rights**, or **OHCHR** for short.



We do work to support and protect the **human rights** of people all over the world.



Human rights are basic rights and freedoms every person should have for their whole life.

We are part of an organisation called the **United Nations**, or **UN** for short.



The **UN** is a group of countries that work to make the world a better and safer place.

What this booklet tells you about

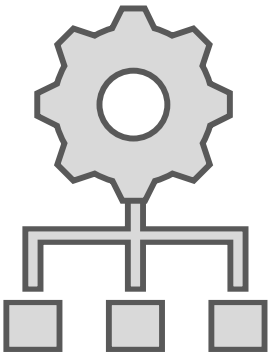


This booklet is an Easy Read version of a report we have made about **disability-inclusive infrastructure**, including **transport** and housing.

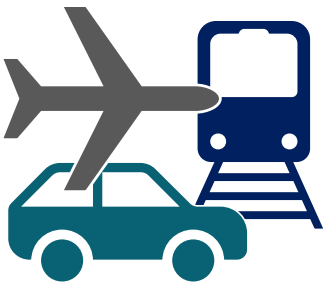


Inclusive means including everyone.

Disability-inclusive means including people with disabilities.



Infrastructure means the basic systems and services needed to make day-to-day life happen.



Transport means ways to move people from one place to another, like cars, trains and planes.

Convention on the Rights of Persons with Disabilities

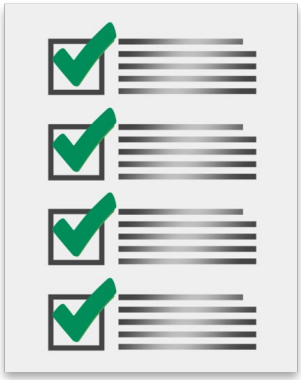


The **Convention on the Rights of Persons with Disabilities** is a legal agreement set up by the **UN** to protect the rights of people with disabilities.

It is called the **CRPD** for short.



In our report, we think about how certain rights from the **CRPD** are connected to disability-inclusive infrastructure.



The rights are called

- **Accessibility**
- **Living independently and being included in the community**
- **Personal mobility**
- **Adequate standard of living and social protection**.



We tell you more about these rights on the **next 3 pages**.



Accessibility

People with disabilities have the right to live in a world that is **accessible** to them.



Accessible means able to be used or understood by everyone.

This includes things like information, services, buildings, and technology.



Living independently and being included in the community

People with disabilities have the right to be **independent** and part of their **communities**.



Independent means having control over your own life.



Communities are groups of people who have something about them that is the same, like the area they live in or their background.



Personal mobility

People with disabilities have the right to **personal mobility**.



Personal mobility means being able to move around in a safe and independent way.



Adequate standard of living and social protection

People with disabilities have the right to an **adequate standard of living** and **social protection**.



Adequate means good enough.



Standard of living means what day-to-day life is like for a person or a group of people.

It looks at how rich or poor they are for a certain area, like a community or a country.



Social protection means systems that are set up to protect **vulnerable** people.

Vulnerable means people who might need extra support to stay safe and well.

About our report



In the next parts of this booklet, we tell you about our report.

About **human rights** **page 10**

This part of our report is about how disability-inclusive infrastructure is connected to human rights.

About **transport** **page 16**

This part of our report is about how transport can affect the rights of people with disabilities.

About **housing** **page 23**

This part of our report is about how housing can affect the rights of people with disabilities.

About **care and support systems** **page 26**

This part of our report is about how disability-inclusive infrastructure is connected to care and support systems.

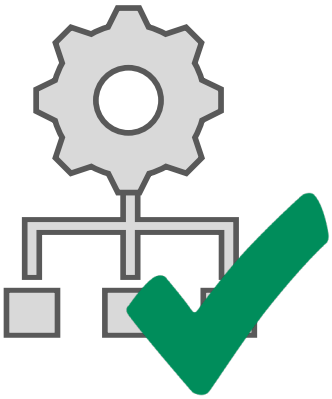
About **human rights**



- People with disabilities often do not have **access** to the right infrastructure for their needs. This is most true for children and older people.



Access means being able to use, get or understand something.



- There must be good infrastructure in communities for **care and support systems** to work well for people with disabilities.



Care and support systems are the people, services and products that help people with disabilities carry out day-to-day activities and be part of their communities.



- Disability organisations should be included in decisions about **accessibility standards**.



A **standard** is a guide for the best way to do something.

Accessibility standards are guides for the best way to make systems, services and products accessible.



- Countries should make sure businesses involved with infrastructure follow accessibility standards.



Transport and **human rights**

- Public transport must be made accessible for people with disabilities.



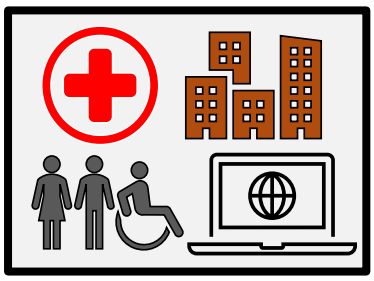
Laws need to change and more money needs to be spent to make this happen.



- Countries should have the right systems, services and products to allow people with disabilities to have personal mobility.



- **Universal design** is not used enough when transport systems, services and products are made.





Universal design means making systems, services and products that are accessible for everyone, including people with disabilities, without needing to **adapt** them.

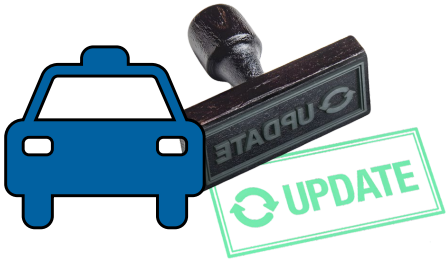
Adapt means change something to make it work in a different way.





- Accessibility for transport must include people with **non-visible disabilities**.

Non-visible disabilities are disabilities you might not be able to see but that affect day-to-day life, like autism or dementia.



- For **point-to-point** transport, countries must make sure they spend money to adapt taxis, including in **rural** areas where there is less public transport.



Point-to-point means transport that goes direct from one place to another.

Point to point transport is not part of public transport.

Types of point-to-point transport might be taxis, minibuses or ride-shares.

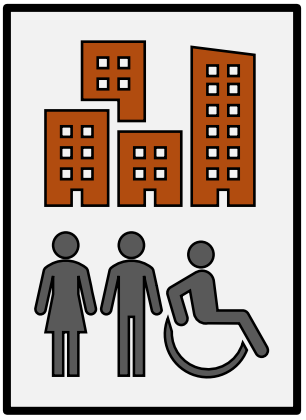




Rural means areas in the countryside.



- Countries should make sure there is accessible and safe transport for women and girls with disabilities, including in rural areas.



Housing and **human rights**

- Universal design should be used for all buildings. Accessibility plans should be made for housing.



- **Barriers** to housing for people with disabilities should be removed.

> **Barriers** are things that get in the way and stop things happening.



- Changes should be made to housing infrastructure to make sure children with disabilities can stay with their families.



- People with disabilities should have the same chances to rent or buy housing as other people.



- Refugees and migrants with disabilities should have the same right to adequate housing as other people.



- People with disabilities should not be put in **institutions** because of barriers to housing.



Institutions are places people live if they cannot live in normal housing for a certain reason.



- Countries should have better housing infrastructure for women and girls with disabilities.



Women with disabilities or women who support someone with a disability are more likely to suffer housing problems and **discrimination**.



Discrimination is when you are treated in an unfair way because of something about you, like your gender, religion or disability.

About **transport**



- It can be up to 15 times harder for people with disabilities to travel.



Barriers include

- **inaccessible** public transport
- unhelpful transport staff
- not enough public transport
- high costs.



Inaccessible means not accessible.



- Women and girls with disabilities or women who support someone with a disability face more barriers to personal mobility.



- Problems with transport are worse in rural areas.



This means people with disabilities might have to use transport that is not safe or right for them.

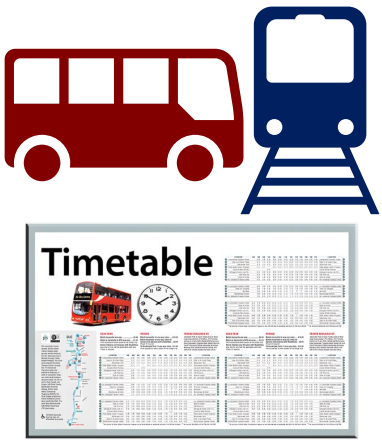


Sometimes roads in rural areas are not good enough for vehicles to travel on them.



This means people with disabilities might not be able to use any kind of transport.

Mass transport



Mass transport means any type of transport the public can travel on, like buses and trains. These types of transport usually have fixed routes and timetables.











- Barriers people with disabilities might face with mass transport include
  - not enough ramps
  - not enough space to move mobility aids, like wheelchairs or scooters
  - things in the way
  - no accessible toilets
  - taking a long time to get **accessibility features** fixed
  - inaccessible signs and information
  - broken loudspeaker systems
  - wrong information about things like timetables and costs
  - bad lighting
  - noisy and busy places
  - long waiting times.

Accessibility features are things that support accessibility, like ramps, accessible formats or types of technology.



- People with disabilities are often told they cannot get on a plane because of their disability.



- Information from busy airports shows there are problems with accessibility features. This is most true for people with non-visible disabilities.



- **Assistance services** must be booked **in advance** which makes it hard to travel without planning.



Assistance services are services that support people to travel, like having a member of staff to help you get onto a train, or a wheelchair to use at an airport.



In advance means booking something before you need to use it.



- Lots of stations and platforms are inaccessible for people who use wheelchairs. This is worse in poorer countries.



- Accessible transport has lots of **benefits**, including the extra money that is made when people with disabilities can make more trips.



Benefits are good things that happen because of a certain thing.



- Accessible transport is good for people with disabilities, but it is also good for older people, people with children and people with injuries.



- Lots of countries have a system where people can get a sticker or a badge to wear that shows they have a non-visible disability.



- Lots of countries have cheaper train and bus ticket prices for people with disabilities.



- There are good examples of disability-inclusive training for transport staff, like training given by people with disabilities or training in sign language.



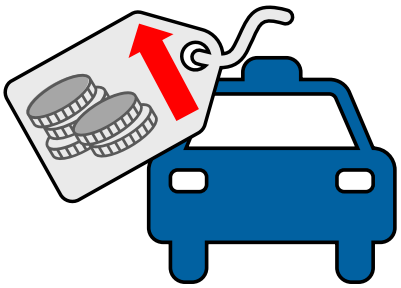
Point-to-point transport

People with disabilities might use point-to-point transport when they cannot use mass transport for a certain reason.





- Barriers people with disabilities might face with point-to-point transport include
  - needing to book in advance
  - not enough point-to-point transport in the local area
  - delays
  - bookings getting cancelled
  - high costs.



- Sometimes, point-to-point transport services charge extra for people with disabilities.

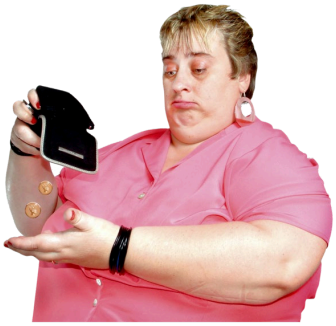


- Ride-sharing systems are often set up by families or communities. This needs to change so they are set up as part of care and support systems.



- There are good examples of point-to-point transport, like
  - trips for blind people that are the same price as a bus ticket
  - services that run all day, every day
  - services that do not need to be booked in advance.

About **housing**



- People with disabilities struggle with housing costs more than other people.



- In lots of countries, people with disabilities are less likely to have adequate housing than other people.



- Lots of shelters and services for homeless people are not inclusive for people with disabilities.



- It is harder for women with disabilities to find safe and accessible housing.

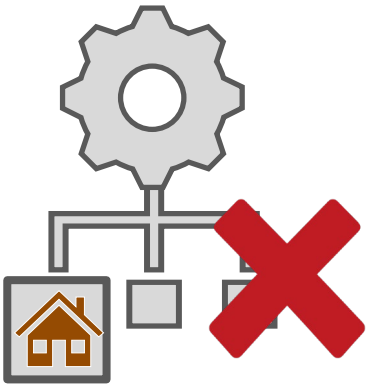


This includes women and girls with disabilities who need somewhere safe to live because of **abuse**.

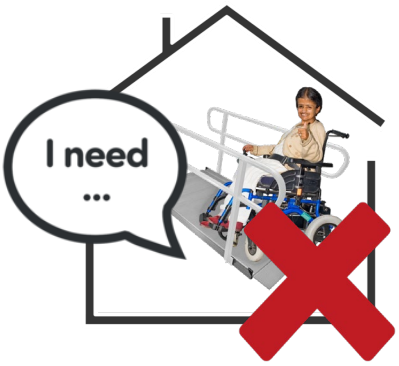


Abuse is when someone hurts you or treats you badly.

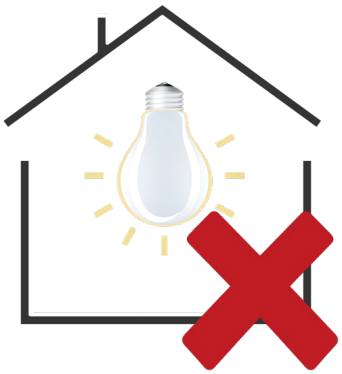
Accessibility and universal design



- Housing infrastructure is still not inclusive for people with disabilities.



Lots of people with disabilities live in housing that makes day-to-day life hard, like housing with stairs or without ramps or lifts.



Lots of people with non-visible disabilities live in housing without the accessibility features they need, like the right lighting and easy-to-use equipment.



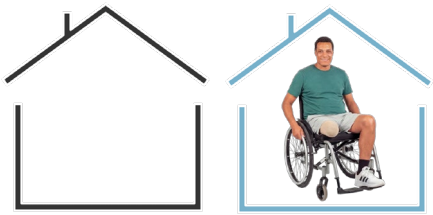
- **Research** shows that including accessibility features in plans for new buildings is cheaper than adapting them after they are built.



Research is work done to find out new information about a subject.







- There are good examples of universal design, like
  - making it against the law to not include accessibility features in housing
  - making a standard that must be followed for accessibility in new housing
  - making sure a certain amount of housing is kept for people with disabilities.



- Having technology systems in housing can support people with disabilities in their day-to-day lives.



Housing adaptations



Housing adaptations are changes made to homes to make them accessible, like ramps, grab rails, stairlifts, wet rooms or wide doorways.



- People with disabilities face discrimination when they try to rent or buy housing.

  Lots of people hide their disability when they try to buy or rent.

  They worry that asking for housing adaptations might mean they do not get housing or are asked to leave housing.





- In some countries, the law says people in charge of buildings must pay for housing adaptations needed by people who live in the buildings.



- Lots of countries have started systems to support housing adaptations, like
  - loans or **grants**
  - **insurance** schemes.



A **grant** is an amount of money given for a certain thing that does not need to be paid back.



Insurance is something you can buy to protect against certain costs you might have to pay in life.

Independent and community living



- It is important to have **community living programmes** for people with disabilities, including people with non-visible disabilities.



Community living programmes support people to live independent lives instead of living in institutions.



- Institutions are a big barrier to independent living for people with disabilities.



Lots of people with disabilities live in institutions now or have lived in them at some point in their lives.



Often this is because there is not enough accessible housing or community support.







- There are good examples of ways to support independent living, like
  - offering housing you can rent forever
  - offering housing with support when needed
  - offering housing that is good for people with non-visible disabilities
  - having services that support people to live in their communities.

About **care and support systems**



- Disability-inclusive infrastructure is one of the main things that supports people with disabilities to be independent and part of their communities.



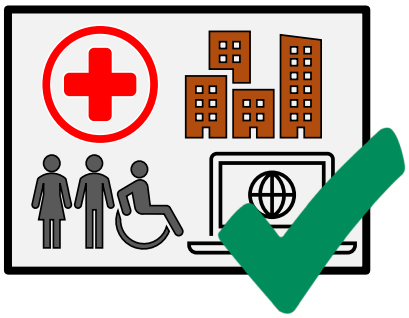
When infrastructure supports personal mobility and an adequate standard of living, it means care and support systems work in a better way for everyone.



When people are independent, they do not need as much care and support.



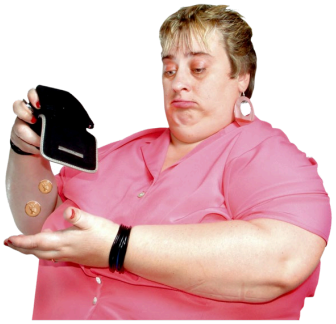
This is very important for women and girls because they give the most care and support to other people.



- Care and support systems for people with disabilities must be included in universally designed community infrastructure.



This will mean people get the right care and support when they need it, including people who give care and support.



- Information shows that people with disabilities are often poorer, find it harder to get jobs and have to pay a lot of costs because of their disability.



An important document called the **Doha Political Declaration** says countries must make sure that people with disabilities have full access to social protection and accessible support services.



- When disability-inclusive infrastructure connects with care and support systems, there are lots of benefits.



These include

- less need for unpaid carers
- better working conditions for paid carers
- better community services
- more **gender-equality**
- stronger social protection.

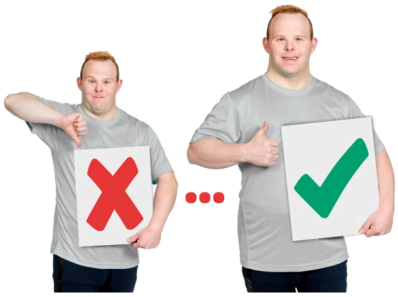


Gender-equality means people of all genders have the same chances in life.



- Countries must have laws that protect people with disabilities and make sure they are treated in the right way.

Our recommendations



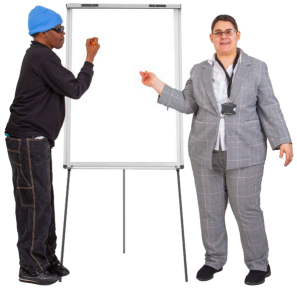
Recommendations are suggestions and advice about how to make things better.



✔ Countries should make accessibility standards for transport and housing that meet the ideas and aims in the **CRPD**.



✔ Countries should find ways to stop discrimination against people with disabilities, including for transport and housing.



They should give training to transport and housing staff. The training should be made with disability organisations.



✔ Countries should make sure transport systems are accessible for people with disabilities, including in rural areas.



✔ Countries should have rules about housing adaptations so that people and organisations who offer housing cannot discriminate against people with disabilities.



✔ Countries should **develop** their community living programmes.

> **Develop** means grow and make better.



✔ Countries should listen to recommendations made by other human rights organisations.



✔ Countries should connect disability-inclusive infrastructure to care and support systems.



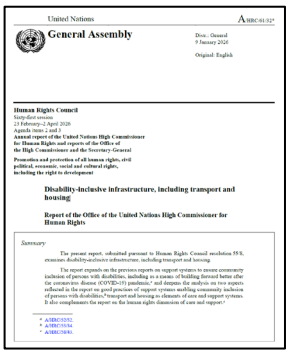
✔ Countries should make sure technology that supports accessibility is included in transport and housing systems.



✔ Countries should make sure businesses involved with infrastructure follow accessibility standards.



✔ Countries should include disability and community organisations in work done to make accessible transport, housing and care and support systems.



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Annual report of the United Nations High Commissioner for Human Rights and reports of the Office of the High Commissioner and the Secretary-General

Promotion and protection of all human rights, civil, political, economic, social and cultural rights, including the right to development

Disability-inclusive infrastructure, including transport and housing

Report of the Office of the United Nations High Commissioner for Human Rights

Summary

The present report, submitted pursuant to Human Rights Council resolution 55/8, examines disability-inclusive infrastructure, including transport and housing.

The report expands on the previous reports on support systems to ensure community inclusion of persons with disabilities, including in a context of building forward better after the coronavirus disease (COVID-19) pandemic,[1] and deepens the analysis on two aspects reflected in the report on good practices of support systems enabling community inclusion of persons with disabilities,[2] transport and housing as elements of care and support systems. It also complements the report on the human rights dimension of care and support.[3]

* A/HRC/55/52.
* A/HRC/55/54.
* A/HRC/58/54.

The full version of this document is called **Disability-inclusive infrastructure, including transport and housing**.