

Going further

Scotland's Accessible Travel Framework



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Purpose

This is a summary of Scotland's first **Accessible Travel Framework**.

Disabled people have absolute rights to live a life of equal opportunities. The ability to travel is an important enabler to access those opportunities.

The purpose of the Framework is to:

- Support disabled people's rights by removing barriers and improving access to travel
- Ensure disabled people are fully involved in work to improve all aspects of travel

The Framework has been co-produced by the **National Transport Accessibility Steering Group**.



Purpose (continued)

The Steering Group includes organisations of and for disabled people, transport service providers, local government and Transport Scotland.

The Group has worked together to get the knowledge, advice and lived experiences of disabled people and people working in transport in developing this Framework.

The Steering Group acknowledges that there are many more whom we have still to engage with and involve over the ten-year lifespan of the Framework as we take forward actions to achieve the Outcomes and Vision.



Where we are now

We know Scotland's transport system is more accessible to disabled people than before, with lots of examples of good practice across the country. However, we also know there are still problems for disabled people using the transport system.

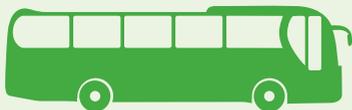
This means disabled people sometimes don't feel supported and comfortable when travelling, and sometimes can't make journeys at all or choose not to make journeys.

What the statistics say:



30% of Scottish non-disabled people used a train in the last month.

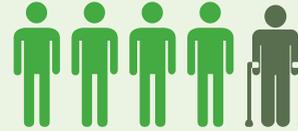
17% of Scottish people with a disability used a train in the last month.



43% of Scottish non-disabled people used a bus in the last month.

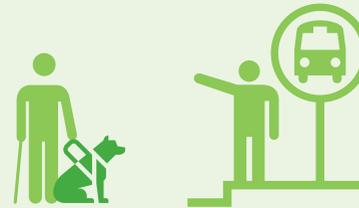
45% of Scottish people with a disability used a bus in the last month*.

* From the Scottish Household Survey 2013-14



Nearly 1 in 5 people** in Scotland have a long term activity limiting health problem or disability.

** Scotland's Census 2011



In 2014, approximately **1 in 10**[†] disabled people in the UK had difficulties getting to a rail, bus or coach station or stop and a similar proportion had difficulties getting on or off these forms of transport.

[†] Opinions and Lifestyle Survey data for the 2014 Fulfilling Potential Outcomes and Indicators Framework



After a lack of job opportunities, **difficulty with transport**^{††} was the most commonly cited barrier to work among UK adults with impairments.

^{††} 2011 Life Opportunities Survey

Listening to concerns

Some of the things disabled people told us were important:

- ▶ Ensuring that transport providers take responsibility for completion of a journey, including across different modes of transport
- ▶ Tackling disability hate crime on and around transport
- ▶ Having consistently high accessibility standards in each mode of transport going beyond basic legislative requirements
- ▶ Ensuring that all of the things relating to transport are accessible (like ticket machines)
- ▶ Getting information in the appropriate format if things go wrong during a journey
- ▶ Standardising, evaluating and making mandatory delivery of disability equality training across all transport bodies
- ▶ Being more involved in decisions on transport, both as individuals and through representative organisations
- ▶ Ensuring customer surveys and other feedback arrangements are accessible and relevant to issues affecting disabled travellers



Where we want to be

Vision

The Vision for Accessible Travel in Scotland is that

“All disabled people can travel with the same freedom, choice, dignity and opportunity as other citizens.”

The vision states in a sentence what disabled people, transport operators and providers and local and central Government want to achieve for Scotland.

Outcomes

This Framework has four outcomes.

All the work of everyone involved in transport should be geared towards achieving these four outcomes. The work to implement this Framework will help make sure this happens.

The outcomes are:

1



Outcome 1: more disabled people make successful door-to-door journeys, more often.

This outcome is about helping all disabled people use the transport system in its broadest sense, when they want and as often as they want to.

2



Outcome 2: disabled people are more involved in the design, development and improvement of transport policies, services and infrastructure.

This outcome is about the rights of disabled people to be, and the necessity of disabled people being, involved in all aspects of transport to help show what works for them.

3

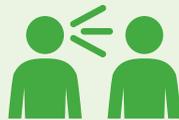


Outcome 3: everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel.

This outcome is about the importance of ensuring people working at all levels of the transport system can understand the needs and wishes of different people with different support needs.

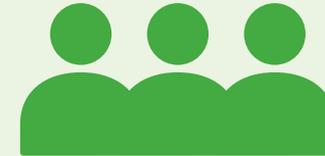
This includes needs arising from mobility, sensory and cognitive impairments, mental health problems and other often hidden disabilities.

4



Outcome 4: disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.

This outcome is about the experiences of disabled people during journeys – making sure people don't feel anxious, confused or worried, and that disabled people aren't subject to abuse or mistreatment, including hate crime.



How we will get there

The Transport Accessibility Steering Group that developed this Framework will continue, led and supported by Transport Scotland to develop, monitor and review the actions needed throughout the ten-year lifespan of the Framework.

The Steering Group will also agree relationships and reporting mechanisms with other national groups, such as the Rail Accessibility Forum and the Roads for All Forum in Transport Scotland.

The Steering Group will work to identify how they can link into, support and learn from the work taking place to improve accessibility at a local and regional level through for example, local authorities, Community Planning Partnerships, Regional Transport Partnerships and transport operator-led customer service groups.

Action Plan

A high-level action plan is included in the Framework under the headings shown at Figure 1.

Some of the things we want to do as part of the action plan include:

- ✓ Scope requirements for training with disabled people and transport providers/operators including covering hidden disabilities and basic BSL phrases
- ✓ Explore ways of making disabled people more aware about how they can influence decision-making in transport
- ✓ Specify and agree common standards of service for disabled people if their public transport journeys are disrupted
- ✓ Produce information about bus layout designs which improve accessibility, identifying specific changes and how they benefit people with different impairments
- ✓ Develop a comprehensive source of accessible information about purchasing tickets for a multi-modal journey, including pricing and concessions
- ✓ Research the current content of transport providers' customer surveys and co-produce a set of standards for surveys and other feedback mechanisms like mystery shopping

Changing cultures

All of those involved in and around transport need to view disabled people as both a key customer group and an excellent source of information when improving their services, not just in the way these are provided for disabled people themselves, but for everyone.

As mentioned in the outcomes, disabled people need to be involved from the start of discussions on the design, development and improvement of transport policies, services and infrastructure – on everything to do with their travel needs.

The Steering Group expect the very existence of the Framework should signal that necessity to all involved in transport, but we will also work through various channels to help facilitate that involvement.

Continuous engagement and participation

The first principle in everything we have done to produce the Framework has been to involve disabled people directly.

The Steering Group has co-designed and ran online surveys, and events throughout Scotland to listen to disabled people, including a major Summit held in Edinburgh.

We believe that it is vital that this engagement process continues throughout the lifecycle of the Framework.

Part of the work of the organisations on the Steering Group will be to ensure that our members are kept informed about the Framework and given a voice on transport issues right back into the centre of government.

On an ongoing basis, the Scottish Disability Equality Forum, on behalf of the Steering Group will also conduct a number of surveys and hold events to find out if disabled people think that travel in Scotland is becoming more accessible and if disabled people feel more informed.

Accessible travel hub

One of the key things we have found throughout the process has been a lack of awareness of things like the legal rights of disabled people to accessible travel, but also the various support mechanisms and guidance which already exist.

The SDEF will develop and host an online hub – **accessibletravel.scot** – which aims to draw together up-to-date information about all aspects of transport accessibility in a one stop shop so that everyone can learn from good practice, make connections and share their work. SDEF will also publish a newsletter in accessible formats to keep people up-to-date with what is happening as we implement this Framework.



How we will know we're making a difference



To ensure we can assess progress, we have developed some measurements of change. We will improve the number and quality of these measures over the lifetime of the framework, as we recognise they don't capture all aspects of accessibility.

The Steering Group will have the role of monitoring performance and taking action where appropriate to ensure positive change.

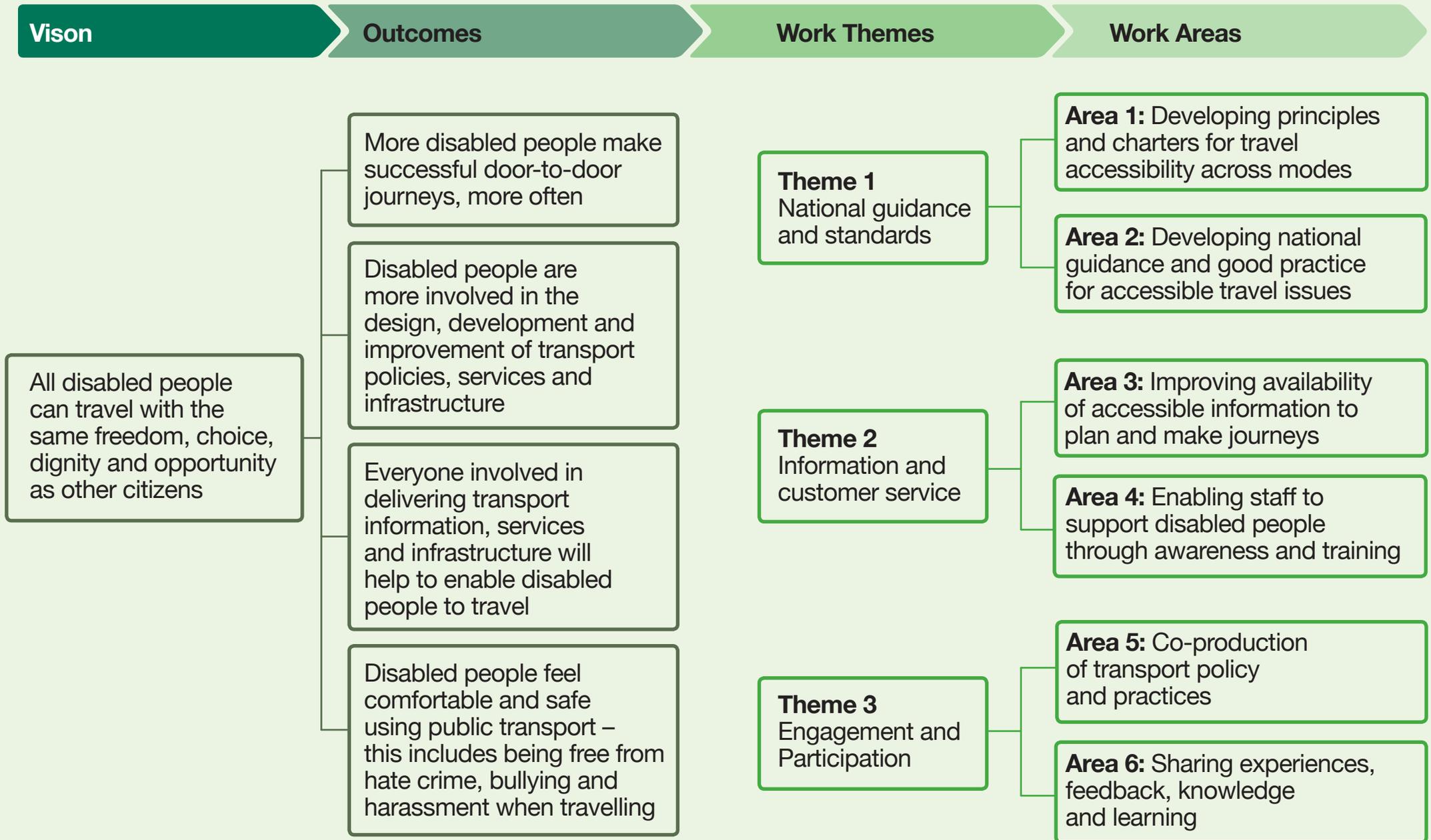
Examples of the kinds of indicators we will use include:

- Survey data about disabled people's perceptions of services, for example about whether disabled people experienced difficulties when changing between public transport modes
- Numbers of disabled people using buses, ferries and trains

We are also working with disabled people's organisations to develop ways to measure the experiences of disabled people on our transport system through targeted surveys and longitudinal panels of disabled people in Scotland. This will provide a valuable added resource to understand how we are doing.



Figure 1



Get involved

You can find out more about how to engage with this Framework on **accessibletravel.scot**, where the full Framework document is available.

You can also get a copy of the full Framework by writing to Transport Scotland, Area 2D North, Victoria Quay, Edinburgh, EH6 6QQ or calling 0141 272 7100.

This document is available in alternative formats including BSL, Braille and Easy Read. You can get these on **accessibletravel.scot** or by contacting us using the details above.

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