

# Going further

Scotland's Accessible Travel Framework





## Ministerial foreword

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“Nothing About Us Without Us!” is quite rightly the demand of disabled people to have a say in the things that affect their daily lives.

“Nothing About Us Without Us!” is also the basis for this first ever Scottish Accessible Travel Framework which has been co-produced with disabled people in Scotland.

This Framework has been created from conversations between disabled people, their representatives and people who work in transport across Scotland, and included discussions on action we, as a Government, need to take to implement the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

The Scottish Government, the Convention of Scottish Local Authorities (COSLA) and the other partners who have collaborated on this Framework believe in the absolute rights of disabled people to live a life of equal opportunities like any other citizen.

We know that accessible travel can enable people to enjoy equal access to full citizenship, so the conversations were about identifying and removing disabling barriers which prevent people travelling, or serve to make their journey an unpleasant experience. You told us this is about more than transport, and includes access to information and support, pavement obstructions, and the lack of accessible toilets in and around our transport hubs.

Of course, there already is much going on to make travel in Scotland accessible for disabled people, and this document has many good examples of schemes and initiatives already in place to enable more disabled people to make more journeys. We build accessibility into our rail and ferry franchises, we provide concessionary travel for disabled people on buses across Scotland, at all times conscious of the legislative framework and our desire to comply with it.

I know we're already doing many things to make travel more accessible, but I can't claim we've done everything to make travel more accessible, in all cases, working with disabled people. I want this Framework, not only to change things to make travel more accessible for disabled people, but, with equal importance, I want it to change the way we do things, to include disabled people in making travel more accessible for disabled people.

Continued over...

# Ministerial foreword

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Adopting the title “Going Further” is both an ambition and a commitment on our part to go beyond what the law says we must do, to help ensure we do all we can to make travel more accessible for disabled people. This ambition can only be realised with the involvement of disabled people, which is why the Framework includes a commitment to continue our conversations with disabled people about accessible travel.

We want a Scotland where “All disabled people can travel with the same freedom, choice, dignity and opportunity as other citizens” and I believe this Framework is a major step towards making that vision a reality.



**Humza Yousaf, MSP**

Minister for Transport and the Islands





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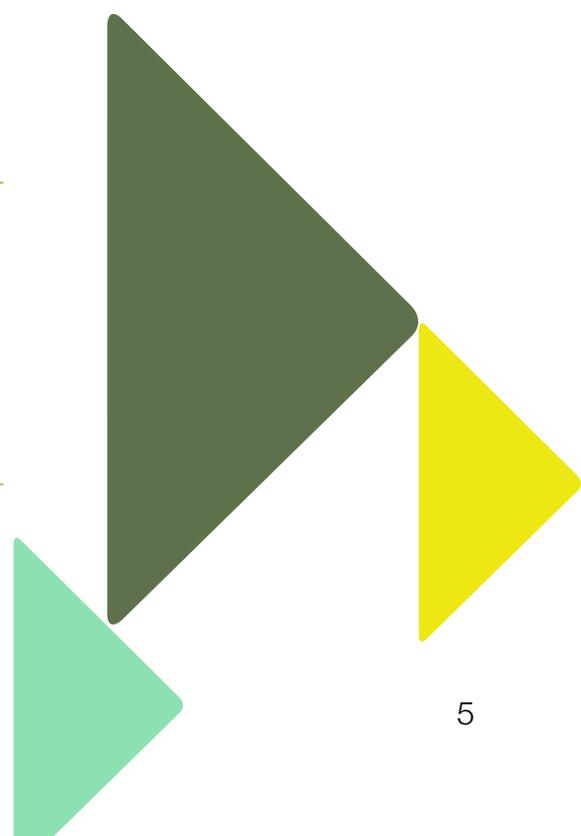
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# Introduction

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This is the first national **Accessible Travel Framework for Scotland**.

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; and
- ensure disabled people are fully involved in work to improve all aspects of travel.

We refer throughout mainly to travel rather than transport because the issues disabled people told us about include more than just getting on or off a bus or a train or a ferry, etc. The issues include accessible travel information, getting to transport, facilities around transport, people's attitudes and going between different modes of transport.

This Framework provides **a national vision and outcomes** for accessible travel, new ways of working to include disabled people and a **high-level action plan** to tackle the issues already gathered.

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

The Steering Group includes organisations of and for disabled people, transport service providers, local government and Transport Scotland. The logos of the organisations involved are on the inside front cover of this Framework.

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

We believe that some of the required changes can be made relatively quickly and easily. For instance, more information and advice is needed about things that already exist to help make access easier and we showcase examples of good practice in this and other areas in the document. Other changes are longer term and include shifting attitudes and changing cultures. For these reasons, the Framework is intended to span 10 years, with a separate action plan which will be monitored, reviewed and revised every two to three years.

All of this work will be overseen by the Steering Group, making sure that co-production with disabled people and people working in transport continues and that we all **"Go Further"** to make travel more accessible for disabled people in Scotland.

# Structure of the Framework

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1

**Part 1** describes **what** we want to achieve by way of our agreed **vision and outcomes**.

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2

**Part 2** covers **why** it is important to have a National Accessible Travel Framework for Scotland. This part includes **statistical evidence**, references to **research** and also includes the evidence from the **lived experiences** of disabled people planning a journey and travelling around Scotland.

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3

**Part 3** tells **how** we put the Framework together in the **approach** we took and will continue to take in the implementation of this Framework.

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**Part 4** describes the **strategic context** for the Framework – that is the wider political, economic, legislative and policy context.

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5

**Part 5** explains the **transport context** including by providing examples of what we do now in transport accessibility.

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6

**Part 6** describes the proposed **governance process** to ensure that action is being taken and is making a difference and the engagement process to ensure that disabled people continue to be included.

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7

Finally, **part 7** sets out the high-level **action plan** which will be **monitored, reviewed and revised** at two to three-year intervals over the course of the framework's **10-year span**.

There are also **Appendices** at the back of the document which give some more detail and information on things like the issues raised by disabled people and the membership of the transport accessibility steering group that produced this document. A glossary of relevant terms is also provided.

# Part 1



# What We Want to Achieve

## Vision

**Our vision 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.

It is influenced by the Shared Vision for Independent Living in Scotland<sup>1</sup> and also the notion of citizenship: a fair society where all of its members treat each other with respect and as equal citizens, where everyone is socially valued as having equal worth, celebrated for their diversity and able to participate in society.

During our engagement process, some people argued that the vision should be for everyone and not specifically mention disabled people. However, the majority of views recognised that there were specific barriers to be removed to make travel more accessible for disabled people. In doing this, travel would be more accessible for all.

<sup>1</sup> The Shared Vision was agreed by the Scottish Government, NHSScotland, the Convention of Scottish Local Authorities and the Independent Living in Scotland Steering Group that sets out the agreed vision that disabled people across Scotland will have. It is available to read at [www.gov.scot/Publications/2010/03/29164308/0](http://www.gov.scot/Publications/2010/03/29164308/0)

## Outcomes

The vision is supported by four outcomes. These reflect the results the partners described above want to see:

# 1



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

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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.

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# 2



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

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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.

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# 3



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

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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.

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# 4



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

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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.

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### **Delivery of vision and outcomes**

All of the work of everyone involved in transport at every level, should be aimed at helping to achieve our vision and outcomes for accessible travel. The work to implement this Framework will help to make sure that this happens.

To ensure we can measure progress, we worked with people in government and transport to find out the things already being measured. These things will give us an indication of whether we are achieving our outcomes.

We found that there were some gaps in these measurement tools. So throughout the lifespan of this Framework we will be looking at what other things we can do to find out if our outcomes are being achieved. This includes our asking disabled people directly if things are improving: more about how we are going to do that is given in Part 6 of this document.

**Appendix 1** shows each of the outcomes together with the initial set of measurements that will indicate if they are being achieved.



# Part 2



# Why We Need an Accessible Travel Framework

## The rights of disabled people

The United Nations Convention on the Rights of Persons with Disabilities (the Convention) sets a common international standard of rights and treatment of disabled people across the world and requires governments to take action to remove barriers and give disabled people real freedom, dignity and equality. It was ratified by the United Kingdom in 2009.<sup>2</sup>

The Convention makes it clear that disabled people have the same right as every other citizen to equal access to employment and healthcare and participation in learning, social, leisure and cultural activities in order to live life to the full.

In order for disabled people to do all of these things, they usually need to be able to travel in line with our vision. This means, for example, that disabled people should always be able to:

- obtain and use accessible information to plan journeys;
- get from where they live to reach public transport services unobstructed;
- access those services with whatever support and help are necessary;
- enjoy the journey in comfort and safety; and
- complete the journey satisfactorily.

## The experiences of disabled people

So the ability to travel is a great enabler, but barriers to accessible travel can leave disabled people unable or unwilling to travel. Disabled people have told us of experience of good and bad journeys as shown at Figures 1 and 2.

<sup>2</sup> More information on the Convention is available from the UN Division on Social Policy and Development at [www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html](http://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)

### Figure 1

#### Some examples<sup>3</sup> of the problems disabled people can face and their impact on disabled people:

- ▶ “Refused entry with a guide dog because pet dog already on the bus.”
- ▶ “Deafblind user on ferry to Arran – ferry is re-routed to Greenock due to bad weather conditions. The announcement is made on public tannoy system. Traveller is unaware and arrives in unknown destination.”
- ▶ “I will not use trains because I had such a bad and upsetting experience. A group of other passengers verbally abused and harassed me and my friend who has a learning disability too. We tried to get help from the train staff but we couldn't and there was no CCTV. Passenger safety needs to be improved and staff need to be aware to make us feel safe. Transport providers need to do more to support work by disability organisations to challenge hate crime and bullying as transport is a hot spot for this.”
- ▶ “I have been refused access to taxis on the grounds of ‘allergy’ to dogs. I have had a piece of paper waved in front of me to prove medical exemption but had no way of knowing whether it was a real exemption certificate as I have no sight.”
- ▶ “People who have had a bad experience are no longer using that transport.”



<sup>3</sup> The comments in this figure come from the Accessibility Summit report, available at [accessibletravel.scot](https://accessibletravel.scot)

## Figure 2

### Some examples<sup>4</sup> of good practice and suggestions for change we heard from disabled people:

- ▶ “Early intervention and engagement enables the prevention of ineffective and inefficient services.”
- ▶ “Found it helpful to be provided with printed information when enquiry made at travel point.” (Deaf person.)
- ▶ “Disabled people are the ones who best know what is required. Many providers are at fault only because of their ignorance of the difficulties involved. We have had occasions where when we have pointed out the problems the response often is ‘Oh we never thought of that’. Too often there have been many complaints about drivers especially not fulfilling their duties because it is inconvenient for the drivers. Perhaps there should be some way of monitoring the conduct of the drivers.”
- ▶ “Standardise training – so important!!!! and regularly refreshed accessible formats of surveys aren’t accessible you are missing a whole group of people who likely have valid feedback.”

## What the statistics tell us

There is evidence that disabled people do not travel as often or as far as the rest of the population, as the information at Figure 3 shows.

This can have a limiting effect both on the disabled person and on society in general. A recent estimate said UK households in which at least one member is disabled hold a combined total annual disposable income of over £200 billion<sup>5</sup>. Improving transport for disabled people potentially opens up this spend to areas such as retail and tourism.

<sup>4</sup> The comments in this figure come from the Accessibility Summit report, available at [accessibletravel.scot](http://accessibletravel.scot)

<sup>5</sup> The UK Government provided an estimate in August 2014, further details are available from the Office for Disability Issues at [www.gov.uk/government/news/high-street-could-be-boosted-by-212-billion-purple-pound-by-attracting-disabled-people-and-their-families](http://www.gov.uk/government/news/high-street-could-be-boosted-by-212-billion-purple-pound-by-attracting-disabled-people-and-their-families)

### Figure 3

#### Disabled people and transport statistics

- ▶ The last census showed that 1,040,000 people in Scotland had a long-term health problem or disability, out of a population of 5,295,400.
- ▶ In 2013-14, 83.1% of disabled people surveyed said they hadn't used a rail service in the last month, compared to 70.7% of the Scottish population not using a rail service in the last month.<sup>6</sup>
- ▶ In 2013-14, 54.5% of disabled people surveyed said they hadn't used bus services in the last month, compared to 56.6% of the Scottish population not using such services in the last month.<sup>7</sup>
- ▶ In 2014, people in Scotland with a limiting health condition are less likely to have walked or cycled in the previous week than non-disabled people. For example, people with a limiting health condition were 19.7% less likely to have walked for transport at any time in the previous week.<sup>8</sup>
- ▶ Disabled people take less time on their commute than non-disabled people, suggesting they do not travel as far for work as non-disabled people.<sup>9</sup>
- ▶ In 2014, approximately one 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. Nine per cent had difficulties crossing roads or using pavements.<sup>10</sup>
- ▶ In 2014 an estimated 48% of all adults visited the outdoors one or more times per week for leisure or recreation compared to only 36% of adults with a long-term health condition or illness.<sup>11</sup>
- ▶ After a lack of job opportunities, difficulty with transport was the most commonly cited barrier to work among UK adults with impairments.<sup>12</sup>
- ▶ A study looking at the impact of rail accessibility improvements found that 33% of wheelchair users, 19% of hearing impaired passengers and 15% of mobility impaired passengers reported increased trip making following the improvements.<sup>13</sup>

### Advantage for all

The benefits of improving accessibility for disabled people often extend to people who are non-disabled, in terms of time savings and service quality improvements that everyone values as Figure 4 shows.

6 Scottish Household Survey 2014

7 Scottish Household Survey 2014

8 Scottish Household Survey 2014

9 Scottish Household Survey 2014

10 Opinions and Lifestyle Survey data for the 2014 Fulfilling Potential Outcomes and Indicators Framework

11 Scottish Household Survey 2014

12 Life Opportunities Survey 2011

13 Steer Davis Gleave (2015). Access for all benefit research: impacts of station accessibility improvements. Available at: [www.steerdaviesgleave.com/sites/default/files/elfinder/Reporst/Access4AllBenefitResearch2015.pdf](http://www.steerdaviesgleave.com/sites/default/files/elfinder/Reporst/Access4AllBenefitResearch2015.pdf) (Accessed: July 2015).

## Figure 4

### Disabled people and transport – advantages for all

- ▶ A set of universal design measures to improve accessibility were introduced on public transport and a study found the measures have a positive effect on patronage. Even on routes with limited traffic, the study concluded universal design is profitable from a social economic perspective when calculations are based on actual passenger numbers and costs.<sup>14</sup>
- ▶ The costs and benefits were evaluated of an accessibility enhancement: changing infrastructure standards to reduce the gap between the train and platform at underground stations and widening the doors of trains. Not only did the proposed project improve accessibility, the proposed project can reduce the boarding/alighting time, which leads to an operational cost reduction and a faster journey time for all passengers. The authors concluded this makes the project economically viable in the sense that the benefits exceed the costs.<sup>15</sup>

14 Aarhaug, J. and Elvebakk, B. (2015). The impact of Universally accessible public transport – a before and after study. *Transport Policy*, 44, pp. 143-150.

15 Karekla, X., Fukiyama, T. and Tyler, N. (2011). Evaluating accessibility enhancements to public transport including indirect as well as direct benefits. *Research in Transportation Business & Management*, 2, pp. 92-100.

# Part 3



# Our Approach to Developing an Accessible Travel Framework

This Framework has been built on open, frank conversations between disabled people, their representative organisations, local and central government and people working in the transport system. The purpose of these conversations was to find out, directly from disabled people and from people who work in or know about transport, how things could be improved to make travel more accessible.

As Scotland's first ever co-produced, national Accessible Travel Framework, it is also a commitment to turn these conversations into action to improve travel for disabled people.

## Listening to concerns

The Scottish Government and the Convention of Scottish Local Authorities (COSLA) have both published draft action plans setting out how they will implement the United Nations Convention on the Rights of Persons with a Disability (the Convention).

Both action plans have been the result of conversations with disabled people and their representatives across Scotland about removing disabling barriers in society and enabling disabled people to enjoy equal access to full citizenship.

From these conversations:

- a list of **48 issues** on transport accessibility (**at Appendix 2**) was identified and forms the basis for our high level action plan shown in Part 7 of this document; and
- disabled people told us that some of the difficulties around using transport include getting to transport because of, for example, obstructions on the pavement and a lack of accessible toilet facilities around stations and on transport.

Additionally:

- Ministers receive advice from the Mobility and Access Committee for Scotland on widespread and significant issues, including issues similar to those being raised during the process of engagement on implementing the Convention in Scotland;

and significantly;

- disabled people told us of bad experiences on occasion that put people off using transport more frequently or at all.

## Scotland's Accessible Travel Framework

All of this highlighted that more could be done and things could be done differently to make travel more accessible to disabled people. It pointed to a need for better partnership working between disabled people and their representative organisations on the one hand, and the Scottish Government, local government and transport service and infrastructure providers on the other to understand and tackle the issues.

### Encouraging conversations

Transport Scotland began a conversation with disabled people, their representatives, local and central government and people working in the transport system to understand all of their interests in accessible transport. A steering group (see **Appendix 3** for details of membership) was formed comprising these groups to co-produce a Transport Accessibility Summit with the purpose of bringing together disabled people and people working in transport in Scotland to talk and listen to each other about these interests.

The main task of Summit delegates was to discuss and prioritise the 48 issues mentioned previously and shown at **Appendix 2** of this document. The 48 issues were neither vetted nor otherwise altered before being presented to Summit delegates, ensuring the process was open and transparent and that nothing which had been raised was avoided or discarded.

The Summit report is available on **accessibletravel.scot** and includes disabled people's discussion about the impact that barriers to travel have on their lives and the positive effects when these barriers are removed.

These were powerful messages and brought about a commitment from the Minister for Transport and Islands that the Summit was the beginning of continued discussion between partners to ensure that disabled people have the same opportunities to travel as anyone else.

So that those who could not attend the Summit also had the chance to contribute to the discussion, Transport Scotland asked a Disability Organisation (Scottish Disability Equality Forum) to design an accessible questionnaire. This was sent out via many of the organisations represented on the steering group. The results of the questionnaire are also available on **accessibletravel.scot**.

Some of the things disabled people said at the Summit about transport and on the questionnaire are shown in Part 2 of this document. The Summit itself received mainly positive feedback, although there were also lessons to be learned as shown at Figure 5.

## Figure 5

### Feedback we received<sup>16</sup> about the Transport Accessibility Summit:

- ▶ “Atmosphere very warm and inviting.”
- ▶ “Very well organised event. It was worthwhile and provides a sense of optimism about accessible transport for the coming years.”
- ▶ “The breadth of the topics discussed was impressive and the range of organisations extensive. I hope that this is the beginning of the increased improvement of disability groups in transport provision.”
- ▶ “As an organisation supporting people with hearing disabilities I found the morning and afternoon sessions very fast-moving. The sessions never gave enough time to process information and give full feedback.”
- ▶ “The process of prioritising two issues out of 10 or more was far too challenging for people with learning disabilities. It felt like discussion was being sacrificed for the sake of decision-making. Most of the people at my table hadn’t had the time to think about the issues before they came.”

## Working together to tackle the issues

One of the main recommendations from the Summit was to form a long-term strategic group consisting of disabled people, their representatives and people working in transport to discuss and resolve travel accessibility issues. To fulfil that recommendation, the Steering Group was reconvened and its first task was to develop this Framework including a Vision and Outcomes together with an Action Plan directly responding to the 48 issues.

The Steering group also wanted to keep up a direct engagement with a wider group of disabled people, especially those who had attended the Summit or commented on the issues. So one of the group members, the Scottish Disability Equality Forum, ran a further engagement process (including discussion events across Scotland) on the draft Vision, Outcomes and some priority actions. This provided an important check that the final Framework reflects disabled people’s needs and wishes. The report of this engagement process can be accessed at **[accessibletravel.scot](https://accessibletravel.scot)**.

The process of developing this Framework shows what can be achieved in making travel more accessible by building on conversations that reflect the views and experiences of disabled people and those working in the transport system and coming up with joint solutions. The intention is to continue this way of working, and this is reflected in the governance and engagement process discussed in Part 6.

<sup>16</sup> The comments in this figure come from the Accessibility Summit report, available at [accessibletravel.scot](https://accessibletravel.scot)

# Part 4



# How the Framework Fits in the Bigger Picture

The aspirations and ambitions of this Framework are supported at the highest levels in government through strategy, policies, legislation and participative processes.

Scotland's Economic Strategy focuses on the two mutually supportive goals of increasing competitiveness and tackling inequality and has as one of its four goals promoting inclusive growth and creating opportunity through a fair and inclusive jobs market and regional cohesion, recognising that the more diverse the economy, the more innovative and high growth it is; and the more successful it will be at recognising, attracting and growing talent.

At the heart of the Scottish Government's approach to tackling inequalities and delivering a strong economy is the need to focus government and public services on creating a more successful society where there are opportunities for all of Scotland to flourish and where the barriers to equality of opportunity and independent living are removed.

## Equality and human rights

Human rights are the basic rights and freedoms that we are all entitled to so that we can live with dignity, equality and fairness. They are universal and cannot be given or taken away.

Everyone has these rights and the United Nations Convention on the Rights of Persons with Disabilities sets out what governments have to do to make sure that disabled people have the same rights as everybody else. The Scottish Government uses the convention as the framework to improve the lives of disabled people.

Article 19 of the UN Convention on the Rights of Persons with Disabilities is about the right to live independently and be included in the community.

The Scottish Government has a clear aim: for disabled people to have the same equality and human rights as non-disabled people. This means disabled people having the same freedom, dignity, choice and control over their lives as everyone else, with rights to practical assistance and support at home, at work and in the wider community. This is a joint aim with local government and NHSScotland as reflected in the Shared Vision for Independent Living<sup>17</sup>.

<sup>17</sup> The Shared Vision was agreed by the Scottish Government, NHSScotland, the Convention of Scottish Local Authorities and the Independent Living in Scotland Steering Group that sets out the agreed vision that disabled people across Scotland will have. It is available to read at [www.gov.scot/Publications/2010/03/29164308/0](http://www.gov.scot/Publications/2010/03/29164308/0)

## Scotland's Accessible Travel Framework

The Scottish Government commitment to decisive, concerted action to promoting and protecting equality and human rights for disabled people in line with the Convention will be strengthened by the Scottish Government's Disability Action Plan. This cross-government action plan will set out the Scottish Government's approach to implementing the UN Convention on the Rights of Persons with Disabilities in Scotland over the period 2016-2020.

It will include actions to improve outcomes for disabled people, one of which is to develop this Framework for accessible travel. As with this Framework, throughout the lifetime of the Disability Action Plan, and into the future, the Scottish Government will continue to engage with disabled people and their organisations to strengthen Government policies so that they better meet disabled people's needs and wishes.

A similar plan has been drawn up by local government. COSLA and their member councils co-produced a local government action plan with disabled people's organisations to support the Convention and are committed to working with all partners to support the rights of disabled people.

COSLA recognises that local authorities have a critical role in enabling local citizens, including disabled people and people with long-term conditions, to individually or collectively participate in and contribute to the local community. COSLA have a clear commitment within the Local Government Action Plan for United Nations Convention on the Rights of Persons with Disabilities<sup>18</sup> to work with all parties to improve accessibility to all forms of transport within Scotland and are pleased that the Accessible Travel Framework outlines both the COSLA commitment and the actions agreed to realise this commitment.

## Linked Government policies and legislation

The Scottish Government is responsible for a number of policies which help to implement the Convention and ensure the Shared Vision for Independent Living is realised including:

- ▶ the refreshed employability framework Working for Growth<sup>19</sup> reinforces the need to work with delivery partners to improve the quality, variety and availability of support to disabled people to enter and remain in the workforce and we are delivering this through programmes like Scotland's Employer Recruitment Incentive;
- ▶ on health and social care, reforms give disabled people greater control over the provision of their care and support needs and gives them as much control as they want of their individual budget while our programme of health and social care integration will result in more joined-up and seamless health and social care provision for individuals, including disabled people.<sup>20</sup>
- ▶ acknowledging that a successful place is accessible to all and encourages people to connect with one another, Scottish Planning Policy<sup>21</sup> policies embed good design practice in planning policy. Creating Places<sup>22</sup> recognises that quality places are often central to community life.  
A successful place is accessible to all and encourages people to connect with one another. The Scottish Government also require more accessible buildings, including housing, to be provided through building regulations;

<sup>18</sup> Available at [www.cosla.gov.uk/sites/default/files/private/uncrpd-cosladeliveryplan.doc](http://www.cosla.gov.uk/sites/default/files/private/uncrpd-cosladeliveryplan.doc)

<sup>19</sup> Available at [www.gov.scot/Publications/2012/09/5609/0](http://www.gov.scot/Publications/2012/09/5609/0)

<sup>20</sup> Information about the Government's policies is available at [www.gov.scot/health](http://www.gov.scot/health)

<sup>21</sup> Available at [www.gov.scot/Publications/2014/06/5823/0](http://www.gov.scot/Publications/2014/06/5823/0)

<sup>22</sup> Available at [www.creatingplacesscotland.org](http://www.creatingplacesscotland.org)

- ▶ on accessible communication the Scottish Government is supporting impactful and innovative projects working at the national level to make improvements, like the contactSCOTLAND<sup>23</sup> online video relay interpreting service and the Scottish Accessible Information Hub;
- ▶ The Strategy for Justice in Scotland<sup>24</sup> and the Building Safer Communities<sup>25</sup> programme underpin our policies to ensure everyone lives free from crime, disorder and danger, including by tackling disability hate crime wherever it happens;
- ▶ the aim of the Accessible Tourism Project is to make Scotland the most accessible tourist destination in Europe by identifying the barriers faced by disabled people holidaying in Scotland and promoting the business benefits of accessible tourism to the industry. Learning from experience gained with the original Accessible Tourism pilot project in Glasgow and Strathclyde Country Park, and a smaller but equally important pilot project with the Fife Tourism Partnership, VisitScotland are now working to improve their range of accessible products for the tourist industry in Scotland.

Additionally, when reviewing policies and services or proposing changes, public bodies including the Scottish Government undertake Equality Impact Assessments that consider the impact on protected groups of people including those with disabilities.<sup>26</sup>

There is legislation to embed disability equality as a key part of our public services, for example the pioneering British Sign Language (Scotland) Act 2015 which promotes the use and understanding of British Sign Language (BSL) across the public sector and places a duty on Scottish Ministers to publish a BSL national plan by October 2017.

The Scottish Government is making sure disabled people's voices are heard by all public services by developing Community Planning approaches – bringing public services in local areas together so they work to achieve local outcomes consistent with National Outcomes, including through the Community Empowerment (Scotland) Act 2015 and Empowering Scotland's Island Communities.<sup>27</sup>

The Scottish Government has developed a systematic approach to assessing our budget decisions for their impact on all equality groups, allowing the experiences of different groups to be actively taken into account. This means that budgets can be effectively targeted to benefit specific groups, and helps to avoid or mitigate particular negative impacts. The equality assessment of the budget is presented in an Equality Statement, published each year alongside the Scottish Draft Budget.

A diagram showing where this Accessible Travel Framework fits within this wider strategic context is shown at Figure 6.

<sup>23</sup> Available at [www.contactsotland-bsl.org](http://www.contactsotland-bsl.org)

<sup>24</sup> Available at [www.gov.scot/Publications/2012/09/5924/0](http://www.gov.scot/Publications/2012/09/5924/0)

<sup>25</sup> Information about Building Safer Communities is available at [www.bsc.scot](http://www.bsc.scot)

<sup>26</sup> Public authorities have a legal duty to proactively consider equalities under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and section 149 of the Equality Act 2010

<sup>27</sup> Available at [www.gov.scot/Publications/2014/06/2708/0](http://www.gov.scot/Publications/2014/06/2708/0)

**Figure 6**

<b>Strategic drivers</b>	UN Convention on the Rights of People with Disabilities	Equality Act 2010 and other relevant legislation	Programme for Government	
<b>Strategic objectives</b>	Wealthier and Fairer		Smarter	
<b>Most relevant national outcomes</b>	<ul style="list-style-type: none"> <li>▶ We realise our full economic potential with more and better employment opportunities for our people</li> <li>▶ We live longer, healthier lives</li> <li>▶ We have tackled the significant inequalities in Scottish society</li> <li>▶ We live our lives safe from crime, disorder and danger</li> </ul>			
<b>Examples of related policies and plans</b>	Local government Delivery Plan for UNCRPD	Scottish Government Disability Action Plan for UNCRPD	Health and social care integration	National Transport Strategy
<b>National Accessible</b>				
<b>Vision</b>	All disabled people have the same freedom and choice to travel,			
<b>Outcomes</b>	More disabled people make successful door-to-door journeys more often		Disabled people are more involved in the design, development and improvement of transport policies, services and infrastructure	
<b>Partners</b>	Disabled people		National, regional and local transport providers	

Scotland's Economic Strategy		Vision for Independent Living in Scotland	
Healthier	Safer and Stronger		Greener
<ul style="list-style-type: none"> <li>▶ We live in well-designed, sustainable places where we are able to access the amenities and services we need</li> <li>▶ We take pride in a strong, fair and inclusive national identity</li> <li>▶ Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it</li> <li>▶ Our public services are high quality, continually improving, efficient and responsive to local people's needs</li> </ul>			
Community empowerment	Keys to Life strategy for learning disabilities	Scottish Planning Policy	Designing Streets
<b>Travel Framework</b>			
and the same dignity and control when travelling as other citizens			
Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel		Disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling	
National, regional and local public authorities		Disabled people's organisations and disability organisations	

# Part 5



# Where We are Now in Transport

## Overarching transport policy

Responsibility for transport provision and its governance rests with a number of organisations. Full detail of the various roles and responsibilities in transport can be found in the National Transport refresh document<sup>28</sup>.

The **Scottish Government** is responsible for overall strategy and, with the **Scottish Parliament**, for most of the regulatory framework. **Transport Scotland** is the national transport agency for Scotland, delivering the Scottish Government's vision for Transport through the **National Transport Strategy**. A fuller description of the various transport roles and responsibilities within the Scottish Government is given on [accessibletravel.scot](http://accessibletravel.scot).

This Framework will sit within the overall context of the National Transport Strategy which presents the Government's overall vision and policy framework for transport in Scotland between 2006 and 2026. It provides for:

“An **accessible Scotland** with safe, integrated and reliable transport that supports economic growth, provides opportunities for all and is easy to use; a transport system that meets everyone's needs, respects our environment and contributes to health; services recognised internationally for quality, technology and innovation, and for effective and well-maintained networks; a culture where transport providers and planners respond to the changing needs of businesses, communities and users, and where one ticket will get you anywhere.”

In early 2016 a **refresh** of the National Transport Strategy highlighted the need to continue to reduce inequality geographically and between groups such as disabled people or those with reduced mobility, people with children and older people so that they have full and equal access to transport services at every stage of the journey.

The refresh considered the roles of key stakeholders and emphasised the need for partnership working across sectors within and outwith transport: this shall be a cornerstone of the structure set up by this Framework.

Building on the refresh, the Minister for Transport and the Islands has confirmed that there will be a full **review** of the National Transport Strategy in the current session of Parliament.

<sup>28</sup> Available at [www.transport.gov.scot/report/national-transport-strategy-nts-8780](http://www.transport.gov.scot/report/national-transport-strategy-nts-8780)

## Scotland's Accessible Travel Framework

**Local transport authorities (all local authorities and currently three Regional Transport Partnerships)**, have an extensive role in respect of transport. For example, they have a duty to assess whether there is a need to provide transport that is not otherwise provided by commercial bus operators and they have the powers to procure or operate bus services. Many local authorities already consult directly with disabled people about transport and they directly support disabled people and transport. This can include the provision of supported local bus services, public transport information and infrastructure, door-to-door dial-a-bus services, social work client transport and travel training, local concessionary travel initiatives and community transport support. In addition, local authorities also have responsibility for taxi licensing.

Local authorities also have duties within their roles as **roads authorities** and **planning authorities** to make streets accessible for disabled people. One of the key issues for disabled people is the ability to get to transport, including negotiating paths which have various obstructions such as wheelie bins and advertising boards.

The space between local and national transport policy and delivery is filled at a regional level by the **Regional Transport Partnerships**. The Regional Transport Partnerships set regional transport strategies across modes and local authority boundaries, work with local authorities and others to deliver specific projects and are statutory partners in **Community Planning Partnerships** to support their consideration of transport issues and ensure regionally significant issues have a strong focus.

## Engagement, advocacy, advice and guidance

### Government

There are a range of groups that engage with and advocate on behalf of disabled people, providing help and advice to government and people working in transport about improving accessibility. A short overview is given here with more detail on the various roles and responsibilities and other forms of engagement at **[accessibletravel.scot](https://www.accessibletravel.scot)**.

The **Mobility and Access Committee for Scotland** is the national public body that provides advice to Scottish Ministers on transport accessibility for disabled people. It also works with Transport Scotland and transport providers to identify and tackle accessibility issues, for example by supporting the design on major transport infrastructure projects. Half its members, and its convener, must be disabled people.

Other groups have been set up by the Scottish Government to engage with disabled people and their representative organisations on national transport accessibility issues. Their mandate varies and they are split into modes and include the **Bus Stakeholder Group**, **Scottish Rail Accessibility Forum** and **Roads for All** which has published a Good Practice Guide<sup>29</sup> for accessible roads.

<sup>29</sup> Available at [www.transport.gov.scot/guides/j256264-00.htm](https://www.transport.gov.scot/guides/j256264-00.htm)

Recognising the heavily localised nature of much transport provision, local and regional tiers of government also support groups that facilitate work on accessibility. These take different forms depending on local needs. They include Equality Forums set up by some Regional Transport Partnerships. They also include local user groups or consultative forums focusing on transport modes and facilitated by local authorities, Regional Transport Partnerships, community planning partnerships or other local public bodies.

## Transport providers

**Transport providers** have their own mechanisms to engage with disabled people and a variety of ways have been developed to do this. For example, **ScotRail's Stakeholder Equality Group** is set up to help ScotRail deliver inclusive policies for disabled people and those with reduced mobility, as well as offer guidance on strategic matters to do with inclusion and accessibility. For example, the Group will steer strategy on where investment in improvements should be prioritised, carry out mystery shopping on Passenger Assist services to monitor performance and quality of journey experience, and help with Rail Awareness Open Days.

## Disability organisations

Individual **disability organisations**, of which there are thousands in Scotland (including user-led organisations, known as **Disabled People's Organisations**) provide a rich source of knowledge and experience of different kinds and are a key resource for all accessibility work. A guide to some Disabled People's Organisations is produced by Independent Living in Scotland and can be accessed on their website.<sup>30</sup>

The value of user-led efforts to improve access to guidance on transport accessibility can be demonstrated by the work of the **Scottish Accessible Transport Alliance**. The Alliance is a Disabled People's Organisation with members from across the country who are dedicated to improving transport accessibility. They partnered with students undertaking work on the built environment to develop **Place to Place**, a guide for disabled people about their rights when using public transport, driving, cycling or walking. This is available for everyone to access.<sup>31</sup>

New ways to find out disabled people's experiences and views, and collaborate to develop solutions, are especially exciting. An example of how this can be done in the context of accessibility for people with dementia is the **Upstream** project at Figure 7.

<sup>30</sup> [www.ilis.co.uk](http://www.ilis.co.uk)

<sup>31</sup> Available at [www.scottishaccessibletransport.org.uk](http://www.scottishaccessibletransport.org.uk)

## Scotland's Accessible Travel Framework

### Figure 7

**Upstream** ([www.upstream.scot](http://www.upstream.scot)) is a project funded by Life Changes Trust and ESP Group, a company that provides mobility services. Upstream will develop a framework for bringing people affected by dementia together with those providing mobility services. The project will create a service which shares the experiences, insights and ideas of people affected by dementia and work with them to develop and deliver new training experiences for leading mobility service providers in Scotland. This reflects the importance of ensuring staff have the knowledge and understanding to deal with all impairments. Upstream will create a model of citizen participation that brings people with valuable life experience into contact with service providers in a constructive, collaborative way, using their insights further upstream than they can be heard at present, to shape existing services and influencing the design of future services.

In addition to engagement with disabled people and their representative organisations, transport professionals can also get help to improve their service by using guidance and other documentation. This can help particularly in explaining the range of barriers faced by people with different impairments, identifying key measures to improve accessibility, and providing technical detail about relevant specifications.

Some guidance is required by law, such as guidance on accessibility at railway stations jointly produced by Transport Scotland and the Department for Transport. Other documentation can be found from a variety of sources including the public, private and third sectors and these documents take varying forms. Some examples of these are available at **[accessibletravel.scot](http://accessibletravel.scot)**.

### Compliance, complaints and customer feedback

There are various regulatory bodies within the different modes of transport which ensure compliance with legislation and contractual requirements. For example in respect of bus services:

- ▶ the **Traffic Commissioner for Scotland** deals with bus registrations and handles complaints about variations to scheduled bus timetables and condition of buses, including compliance with regulation on bus accessibility;
- ▶ **Bus Users Scotland** handles general complaints about bus services, including accessibility issues; and
- ▶ **local authorities** also handle complaints about local bus services and about bus stops and stations where appropriate.

One of the issues raised by disabled people is the need to be able to make complaints and receive advice and guidance in an accessible way. This means knowing who to contact about specific issues and being able to do so in a way that is accessible to the individual, whether that be by textphone, British Sign Language, or other formats.

This is also true of customer surveys. Many transport operators conduct surveys on the provision of their services. Disabled people need to be able to take part in these surveys to help improve transport accessibility. This means questions which are relevant to disabled people, asked in accessible formats with the ability to also respond in an accessible format.

## Travel information and journey-planning support

We know that disabled people tend to take more time to plan their journeys. The main cross-modal information service to enable journey planning on public transport is **Traveline Scotland** as illustrated at Figure 8.

**Figure 8**



**Traveline Scotland** ([www.travelinescotland.com](http://www.travelinescotland.com)) is a partnership between transport operators, local authorities and Transport Scotland. Their aim is to provide up-to-date, accurate, impartial and understandable information on all public transport services within Scotland and the rest of Great Britain. Traveline Scotland utilises timetable data from operators and local authorities to provide a personal journey planning service for local bus, coach, rail, ferry, tram and Glasgow Subway services. This is

achieved via a 24/7 telephone advice centre and online, including mobile apps. The Traveline Scotland website meets the W3C “AA” standard, with mobile apps tested against VoiceOver and TalkBack screenreading tools on their respective mobile operating systems, iOS and Android. The call centre accepts “Next Generation Text” telephone calls and offers a special level of service to ENABLE card holders.

A variety of other online information sources exist that are provided by the transport community and government that can help when people are making decisions about journeys.

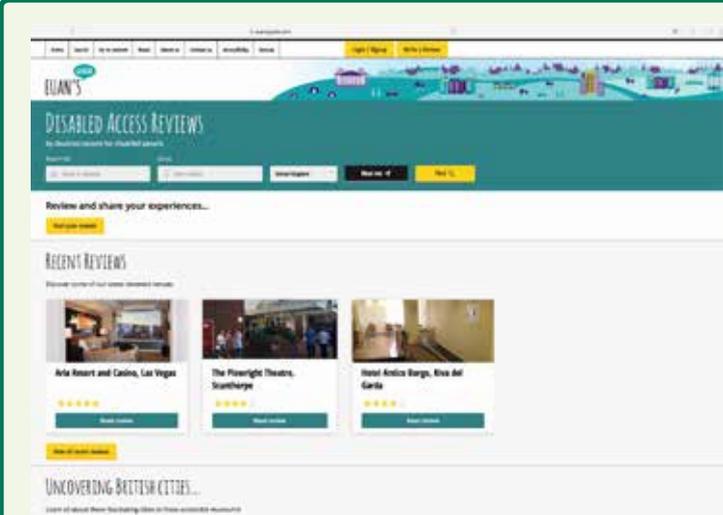
Many of the sources of information use the internet as the main method of communication. Although many disabled people can and do use computers, we know that many don’t want to or can’t. Obtaining information about accessible travel without using the internet may be more difficult and time-consuming. In the case of **ticket booking services**, there is also the risk people who don’t use the internet could face higher costs. Like all transport service and infrastructure providers, those providing information and ticket booking services are under obligations to make reasonable adjustments under the Equality Act 2010, including by ensuring their information is accessible.

Local action can take place to supplement these national information and journey planning efforts. This can include “one-stop shop” services provided in a variety of formats (including face-to-face through **travel centres**, such as those provided by **Strathclyde Partnership for Transport**) and other local information and journey-planning services.

## Scotland's Accessible Travel Framework

Individuals too, sharing their own and other people's experiences provide, an invaluable source of information, for example through **Euan's Guide** as at Figure 9.

**Figure 9**

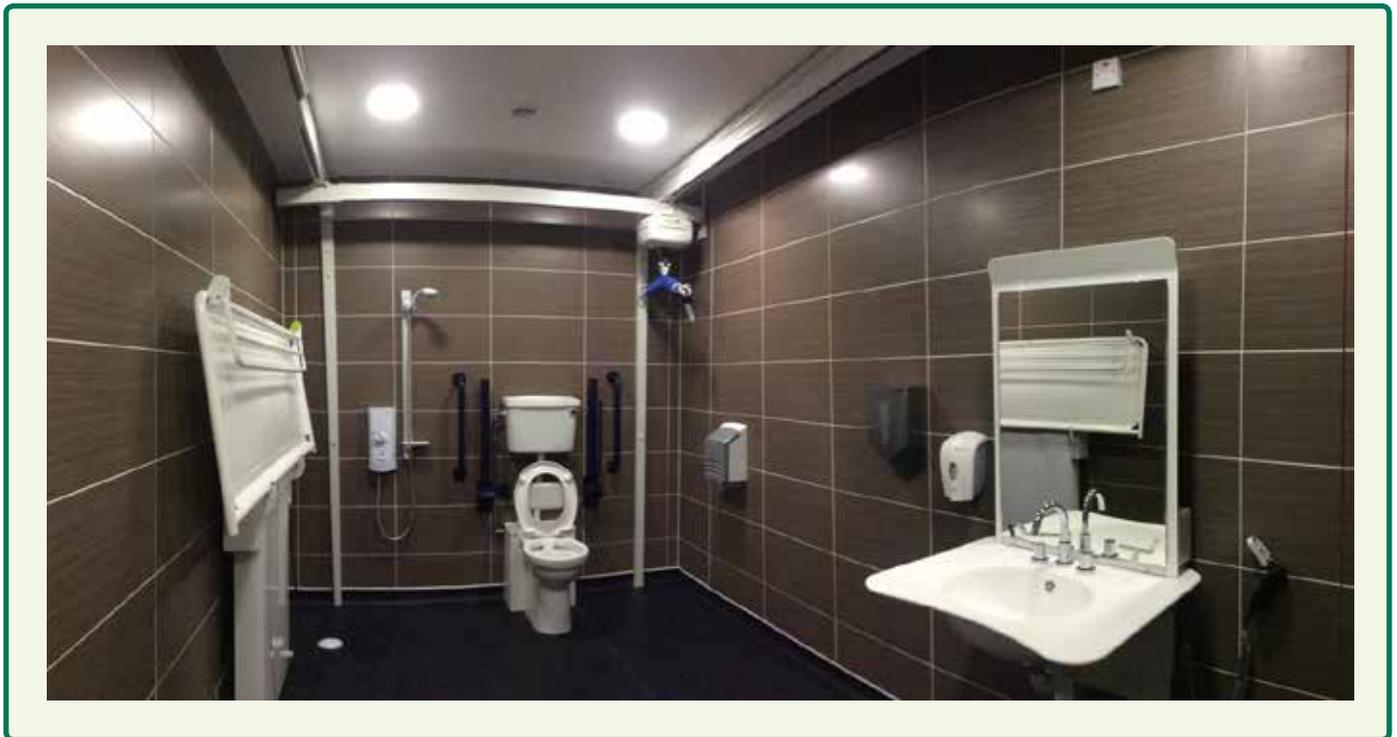


**Euan's Guide** ([www.euansguide.com](http://www.euansguide.com)) is the disabled access review website and app that aims to “remove the fear of the unknown” and inspire people to try new places. The website was founded in 2013 by brother and sister, Euan and Kiki MacDonald, after Euan became a powerchair user. After spending hours of their time making enquiries about access at places they wanted to go, the duo realised that they could not be alone in their search for disabled access information. This idea became Euan's Guide, a digital charity based in Edinburgh that is helping to open up towns and cities to disabled people everywhere. Disabled people, their friends and families can use the website to search for listings and reviews of venues across the UK and beyond, including transport. Listings include information about access features that exist at any one particular venue. The cornerstone of Euan's Guide however is its community of independent reviewers who share their photos and experiences of places they have visited. By sharing their experiences people can give others an idea of what to expect when they visit somewhere new for the first time.

Disabled people told us that planning a journey went beyond the transport part of the journey. What was also needed was information on streetscape and on facilities around transport hubs, particularly accessible toilets.

For some disabled people an accessible toilet also needs to provide changing facilities. An initiative called **Changing Places** has been set up to campaign for these to be provided across the United Kingdom. There are Changing Places toilets in Scotland including one at Glasgow Central Station as shown at Figure 10. A website and app provide locations of all Changing Places toilets around the United Kingdom ([www.changing-places.org](http://www.changing-places.org)).

**Figure 10**



For some disabled people there is a fear of travelling either supported or alone. **Travel training** provides practical and tailored help to those who need support to travel both without fear and, where possible, independently. Travel training is a term used for very many different forms of help in terms of approach used and the length of contact. While most travel training that currently exists is geared towards people with learning disabilities, it can play a role for people with any impairment, such as those who have not used public transport for many years but have lost their driving licence for medical reasons.

## Scotland's Accessible Travel Framework

In Scotland, **travel training** is delivered at the local level meaning service provision can vary. Travel training is delivered predominantly by social work and third sector organisations. An example illustrated in Figure 11 is from **Stirling Council's "Streets Ahead"** day support service for adults with learning disabilities which for the past 15 years has supported several service users with aspects of being independent in their own communities.

### Figure 11

One service user, Miss X, was very keen to travel on her own. Streets Ahead then worked to build her skills and confidence. An Occupational Therapist arranged to assess Miss X and create a route planner for her walk home. Miss X was supported to buy yak-traks for her shoes to reduce the likelihood of slipping. Risk assessments were drawn up for these, as well as road safety and getting the wrong bus. Streets Ahead continued work to resolve issues and anxieties. For example, as a safety net the service supported Miss X to keep using her mobile phone when on the bus to call home. Miss X was supported to complete ASDAN Using Public Transport module.

Over time, this support meant Miss X made the journey home on her own. After a year of successfully travelling home, Miss X had the opportunity to take a longer journey. She adapted very quickly to this and was so proud of herself for doing this so quickly and with minimal support and was enthusiastic about expanding the amount of journeys she could do by herself.

Apart from the direct measurable outcomes of increasing her travel skills, using her mobile phone and safety skills, Miss X is now a more mature and settled person. She displays responsibility, confidence and much less of the behaviour she once did, and thrives on being more independent and having time on her own. She feels much more trusted and is still looking to increase her independence in travel as well as in her daily support in activities.

In the context of travel training, supporting people through training and equipment to engage fully in **active travel** – by which we mean walking and cycling – is a feature of local work, an example of which is described in Figure 12.

### Figure 12

The **Edinburgh All-ability Bike Centre** (Edinburgh ABC) is a Cycling UK project. Started in July 2015 with funding from Transport Scotland for a pilot year, this has since been extended to a second year with joint funding from Transport Scotland and the RS MacDonald Charitable Trust. Based at Edinburgh Council's Bangholm Outdoor Centre, the project offers people the chance to try and learn cycling, and get cycling on a regular basis using a range of adaptive bikes, trikes, side-by-sides, hand cycles, tandems and regular bicycles. Riders can use the bikes as groups, families or as individuals and are aged 6–87 with a range of impairments including physical disabilities, autism spectrum conditions, learning disabilities and age-related conditions.



## Assistance and support when making journeys

Good assistance complements accessible buildings, facilities, vehicles and vessels to encourage disabled people to make journeys. Improving these elements of our transport infrastructure takes consistent effort to recognise what needs to be improved and how best to make the right investments. In particular disabled people have said that assistance needs to cover the change over between different modes of transport or different stages of a journey. Good assistance (and also information) are particularly crucial if things go wrong during a journey.

The extent to which **assistance** is provided during a journey depends on the mode being used. For example, in rail there is a service called **Passenger Assist** where staff can help passengers embark and disembark from the train, provide assistance when on the train and when moving around a staffed station. Where stations are unstaffed or inaccessible the train operator can provide alternative transport such as a taxi to take Passenger Assist users to the nearest accessible station. On ScotRail, this service ought to be booked at least three hours in advance of travel with a commitment to reduce the notice period further.

Similar services are provided on other modes of travel, such as on ferries. As the example given in the case study at Figure 13 shows, transport providers can and do achieve positive outcomes through knowledgeable and empathetic staff who are empowered to take a positive approach.

## Scotland's Accessible Travel Framework

**Figure 13**

A Senior Citizens' community group contacted CalMac as there were around 20 people in their party who were making a return trip. Although everyone in the party (travelling as foot passengers) would be able to board the vessel via the passenger access system – gangway – they wouldn't be able to carry their luggage. A local haulier's van was travelling on the day in question and the Port Manager approached the haulier to ask if the luggage could be transported in their van (which was going to be empty). Agreement was reached that the van would travel free of charge and all the luggage would go in the van and be collected from the van on arrival. For the return journey the luggage was carried in the CalMac stores van (which doesn't normally travel on the vessel but just delivers stores) and collected from the van on arrival at Stornoway. The stores van then travelled back the next day. The process went very smoothly and the Senior Citizen Community Group were very happy with the outcome.

Good assistance also depends on being able to recognise and support the needs of the individual. Disabled people told us that this can be a problem, especially if there is a hidden disability. A number of Regional Transport Partnerships have followed the lead of SEStran (South East Scotland Transport Partnership) in funding the introduction of the **Thistle Assistance Card** (shown at Figure 14) in their regions as a way to ensure transport staff understand the needs of disabled people. The card, which is supported by a wide range of voluntary organisations and by most transport service operators, is credit-card sized and comes with a supply of peel-off stickers, which advise staff of the customer's impairment and the help required in an easy-to-read format.

**Figure 14**



The importance of assistance and support that takes pains to adapt to different people's needs and wishes is illustrated by Figure 15, which provides an example of how a transport provider puts in place to specifically support people with autism.

## Figure 15

**Inverness Airport** has been making special efforts to improve the service provided for people with autism. The airport and its Passengers with Reduced Mobility service provider have worked with an autism charity to be more aware of this particular customer group and provides support on all aspects of the customer journey through the airport.

In addition, ahead of any flight, the airport will accept into the terminal people – often children – with autism to walk through the airport process. This is often at the customer's own pace and can involve multiple visits to provide reassurance. The airport will often then try and establish when the person is travelling and ensure relevant team members are made aware in case of any need to support the person. The airport has embarked on the National Autistic Society's Autism Awareness accreditation process to recognise the standards it has achieved.

# Part 6



# How We Will Deliver This Framework

We believe that there are three key challenges for this Framework to be successful.

## **Changing cultures**

- ▶ Some of the accessibility issues stem from long-term challenges that cannot be resolved quickly or by a single organisation. These include improving attitudes and behaviours of staff and the general public towards disabled people and ensuring that disabled people's transport needs are integral to decision-making, not overlooked or consulted on as an afterthought.

## **Maintaining good governance**

- ▶ The high-level actions shown in Part 7 of this document need to be prioritised, broken down and assigned for completion. They also need to be monitored and reviewed regularly to ensure that they are helping us towards achieving our vision and outcomes.
- ▶ The actions required to deliver the vision, cannot just be presented or achieved centrally, some actions are more appropriately addressed at local and regional levels, according to personal and geographical issues.

## **Ensuring continuous engagement and participation**

- ▶ The actions listed at Part 7 are only the start of the process as they respond to the 48 issues raised by disabled people as part of the Convention of Scottish Local Authorities and the Scottish Government's engagement on the United Nations Convention on the Rights of Persons with Disabilities. We need to keep listening and talking to disabled people to make sure a range of actions are taken to ensure transport is improving for them.
- ▶ Disabled people need to know how and where to access support and information in a way that is accessible to them and which genuinely enables engagement and participation.

We have many assets which can help tackle these challenges. These include people working in transport who very much want to listen and improve services for disabled people. We also have huge knowledge and passion to improve transport from disabled people, both individually and through their representative organisations. We want to use and build on these assets to achieve our vision and outcomes.

## **Scotland's Accessible Travel Framework**

### **Changing cultures**

This Framework and the way it has been produced is the first step in changing culture – helping to shape attitudes and behaviours.

#### **In society**

This Framework should be considered by all other relevant policy areas, including those mentioned in Parts 4 and 5. This is because transport is an enabler for disabled people to access many of the things which policies seek to achieve. Things such as jobs, health and social care and education all require disabled people to be able to access transport.

People's attitudes to disabled people are shaped from early years and in circumstances extending beyond travel. So to tackle things like disability hate crime we need to get to the root of people's attitudes and behaviours from when these are shaped.

We expect that this consideration will be reflected in the actions in both the Scottish Government's Disability Action Plan and in the associated Local Government Action Plan.

#### **In transport**

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

We expect the very existence of the Framework should signal this necessity to all involved in transport, but we will also work through various channels to facilitate such involvement where possible.

### **Maintaining good governance**

To ensure the actions committed to are delivered, we want to put in place a governance structure that brings disabled people and people working in transport together to ensure the right steps are taken across the system to improve accessibility. There are existing structures at the national, regional and local levels to enable this.

#### **At the national level**

The Transport Accessibility Steering Group that developed this Framework will continue in existence. The group will be supported by Transport Scotland to develop, monitor and review the actions needed throughout the 10 year lifespan of this Framework.

We propose that high-level actions will be broken down into short-, medium- and long-term actions and that action plans will be revised every two to three years.

The remit of the group will include, ensuring that the vision and outcomes of the Framework are being achieved. A key strand will also be ensuring that disabled people are included in discussions at all levels in transport.

A rolling business plan will be produced by the Steering Group that will govern its work including membership and terms of reference.

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. There will also be links to structures at local and regional levels through Community Planning Partnerships, Regional Transport Partnerships and transport operator-led customer service groups.

### **At the local and regional levels**

As mentioned in Part 5, Local authorities and some Regional Transport Partnerships, as local transport authorities, have an extensive role in respect of transport including equality duties.

The joint Scottish Government, COSLA and Regional Transport Partnership report **Develop to Deliver**<sup>32</sup> highlighted a number of key roles for RTPs in future policy and project delivery. One of key relevance to this Framework, is the suggestion that RTPs play an enhanced role in improving access to health and social care, building on the outcomes and pilot schemes established as a result of the previous Short Life Working Group on Access to Health and Social Care and other regional Health and Transport initiatives.

RTPs have recognised that they have a vital role in ensuring the new Health and Social Care Integrated Joint Boards (which are partnerships between local authorities and NHS Boards) take account of Regional Transport Strategies to deliver positive outcomes for persons with disabilities health and social care.

Both local authorities and Regional Transport Partnerships are covered by the Community Empowerment (Scotland) Act 2015. This Act included two key elements which will help to facilitate strong links between disabled people and local and regional public authorities:

- the strengthening of community planning to give communities more of a say in how public services are to be planned and provided; and
- new rights enabling communities to identify needs and issues and request action to be taken on these.

The Steering Group will work to enhance and support these links throughout localities in Scotland. This includes local authorities, Community Planning Partnerships, and Health and Social Care Integration Authorities.

As with all work to take forward this Framework, recognition of the different needs of different communities across Scotland will be key to success. Figure 16 discusses one such important difference for rural areas.

<sup>32</sup> Available at [www.sestran.gov.uk/uploads/A10\\_15\\_08\\_26\\_REPORT\\_RTPs\\_SG\\_CoSLA\\_Final\\_Draft.pdf](http://www.sestran.gov.uk/uploads/A10_15_08_26_REPORT_RTPs_SG_CoSLA_Final_Draft.pdf)

### Figure 16

The review of **Equality Evidence in Rural Scotland**<sup>33</sup> found access to transport can be particularly severe for those who do not drive in cases where public transport is not physically accessible, convenient nor affordable.

The review found there is evident good practice developing around community bus networks, lift sharing and more accessible ferries and terminals in certain areas. This has been supported by Government action, for example by supporting demand responsive transport which can provide a more cost-effective, flexible alternative to conventional bus services.

The Scottish Government created the first ever Scottish Rural Parliament. In June 2015 Scottish Rural Action produced an 18-month Action Plan and “effective and affordable transport” is a key ask within it. The Action Plan currently highlights two objectives in relation to transport infrastructure and requires partnership working:

- improved communication between transport operators and communities regarding transport developments and efforts to integrate timetables, with opportunities for communities to challenge change to services; and
- improved support for community transport initiatives.

Community Transport is a voluntary sector provision of transport which can be used by local authorities and community planning partnerships to provide flexible, accessible and responsive solutions to unmet local needs. Using everything from mopeds to minibuses, typical services include voluntary car schemes, community bus services and Dial-a Ride. Supported by the Community Transport Association in Scotland which is for, and about, accessible and inclusive transport. It provides leadership and support to a wide variety of community transport organisations who are embedded in the communities they serve. It exists to support its members and to act as the lead body representing the interests of voluntary and community transport providers. An example of how community transport is used by community planning partnerships is shown at Figure 17.

<sup>33</sup> Available at [www.gov.scot/Publications/2015/02/9989/0](http://www.gov.scot/Publications/2015/02/9989/0)

## Figure 17

The **Borders Community Planning Partnership** established a Strategic Transport Board in 2014 to determine long-term plans for community and passenger transport; coordinate transport commissioning; oversee efficiency; and steer improvement. The Board identified that a one-stop shop to access community transport would have significant benefits for all stakeholders.

Community transport providers and local authority officials partnered to plan and obtain funding to create a one-stop hub that pooled available assets. Once a plan was agreed and finance obtained, the partnership worked to align systems to make best use of available transport, reduce duplication of journeys and provide a single booking service.

Adopting this approach has meant the partnership has been unable to provide transport in just six cases. The hub can identify duplicate journeys and negotiate to change appointment times to ensure that patients attend health and social care appointments. Users have greatly praised the service and improved relationships now exist between transport partners. In a relatively short period of time, user experiences of accessing transport has been significantly improved and services can now reach many who have never previously accessed community transport. The service won the Accessibility Project of the Year Award at the 2016 Scottish Transport Awards.

Continuing to recognise, assess and respond to the different accessibility issues in urban and rural areas will be an important focus of work through the lifetime of this Framework and will be reflected in the work of the Steering Group.

The Steering Group will also work to identify how they can link into, support and learn from the work taking place at a local and regional level.

## Ensuring continuous engagement and participation

As a Steering Group, our first principle in everything we have done to produce the Framework has been to involve disabled people directly.

We believe that it is vital that this engagement process continues throughout the life of the Framework, in addition to the arrangements described above for ensuring disabled people are making the key decisions about governance.

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

## Longitudinal study

We intend to fund a process of engagement which will track a group of volunteers throughout the Framework lifespan to gain an insight into the changes they believe are (or are not) making a difference to improve accessible travel. This process will be run by the Scottish Disability Equality Forum (SDEF) and report to the Steering Group. There will also be regular discussion and engagement events held throughout the country of the type held before publication of the Framework, supplemented by online surveys which will also inform the Steering Group's work.

## Scotland's Accessible Travel Framework

### Accessible travel hub – [accessibletravel.scot](https://www.accessibletravel.scot)

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 exists. SDEF will also 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.

### Other ways to engage and participate

There are numerous structures in existence which should help enable disabled people to engage and participate in transport decisions at all levels. Throughout the span of the Framework we will investigate how these are working for disabled people and what additional information and guidance is needed to allow disabled people to fully engage and participate.

Examples are provided in Figures 18 and 19 about the kind of regular, thoughtful engagement that leads to real improvements for disabled people – some large-scale, others more modest but still important – and this is the kind of practice we want to build upon. We want all transport providers to take the initiative and have this kind of engagement as part of their work.

#### Figure 18

**NorthLink Ferries** regularly meets disability organisations and adapts their offer taking into account the needs identified. As an example:

- in specially adapted accessible cabins it was a standard to have shower heads at a standing use position. This has been changed to be at a height usable from someone in a sitting position, while at the same time fold-down shower stools were installed in all accessible showers
- a staff training session was held with Deafblind Scotland which included a walk around the vessel facilities. This identified that our positioning of some waste bins impeded the accessibility for someone who is deafblind. These bins have now been repositioned; and
- on all passenger doors on-board the NorthLink Ferries we now have tactile, Braille and visually-enhanced signage to assist with the free movement for anyone with a visual impairment. We had these signs tried, tested and approved in discussion with a member of the Mobility and Access Committee for Scotland.

## Figure 19

In 2015 **Aberdeenshire Council** embarked on an ambitious programme to develop sustainable and active travel proposals for each of the area's largest five towns. The Integrated Travel Town project aimed to engage with as wide a range of stakeholders as possible, adopting a number of approaches to assist those with access or mobility issues.

Officials attended local community group meetings, were available at venues on specified dates and times, and took stalls at community events such as farmer's markets and family-based events. Recognising that many of those with accessibility issues could find it difficult to attend these events, 23,000 households were directly mailed a pack of maps and public transport information and invited to comment by paid postage on local accessibility issues.

This was augmented with an online tool which allowed users to view online maps and pin comments virtually onto the map. This approach informed the project team of many local accessibility issues which may have been missed using traditional audit and consultation methods.

The work of delivering this Framework will help ensure that disabled people know about the existence of the various groups and mechanisms for explaining their experiences and expressing their views which exist, so that they can decide if, when and where to participate. We will also be looking at how we can support the people who run these groups and mechanisms to engage with disabled people in a way that is accessible and accommodating.

### Partners

#### Government

Scottish Government, Transport Scotland, local government and professions

#### Transport community

Transport service, information and infrastructure providers and enablers

#### Disabled People's Organisation Disability Organisations

Pan-impairment to reflect everyone with a disability including hidden disabilities and mental illness

### Examples of work through which high-level activity

- ▶ UNCRPD Disability Delivery Plan
- ▶ National Transport Strategy
- ▶ Strategic Transport Projects Review
- ▶ Creating Places
- ▶ National Planning Framework
- ▶ Regional Transport Strategies
- ▶ Local Transport Strategies
- ▶ Integration of Health and Social Care
- ▶ NHS Quality Strategy
- ▶ Keys to Life Strategy for Learning Disabilities
- ▶ Building Safer Communities

### Key challenges

#### Changing cultures

#### Governance

#### Governance

#### Engagement

#### Engagement

### Accessible Travel Framework Activities and Outputs

#### Changing cultures through:

- ▶ Scottish Government policies
- ▶ Scottish Government Disability Delivery Plan
- ▶ Local Government Delivery Plan for UNCRPD

#### Governance Process

- ▶ Monitoring and Reporting
- ▶ Commissioning Work
- ▶ Disseminating Information

#### National Action Plan

- ▶ Short-, medium- and long-term actions implemented on time
- ▶ Learning for other strands of work
- ▶ Learning for future iterations of action plan

#### Engagement Process

- ▶ Results from twice-yearly surveys open to all disabled people
- ▶ Results from a longitudinal survey with a panel of disabled people

#### Transport Accessibility Hub

Capturing existing activity, and spreading good practice through knowledge exchange

### Outcomes

**We make progress towards relevant national outcomes**

**We make progress towards accessibility outcomes**

- ▶ More disabled people make successful door-to-door journeys, more often
- ▶ Disabled people are more involved in the design, development and improvement of transport policies, services and infrastructure
- ▶ Everyone involved in delivering transport information, services and infrastructure can help to enable disabled people to travel
- ▶ Disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling

**We will know we are making progress towards accessibility outcomes because we use the following sources**

- ▶ Scottish Transport Statistics
- ▶ National Household Survey
- ▶ National Rail Passenger Survey
- ▶ National Bus Passenger Survey
- ▶ Scottish Crime and Justice Survey
- ▶ Transport provider data

**Our Vision**

# Part 7



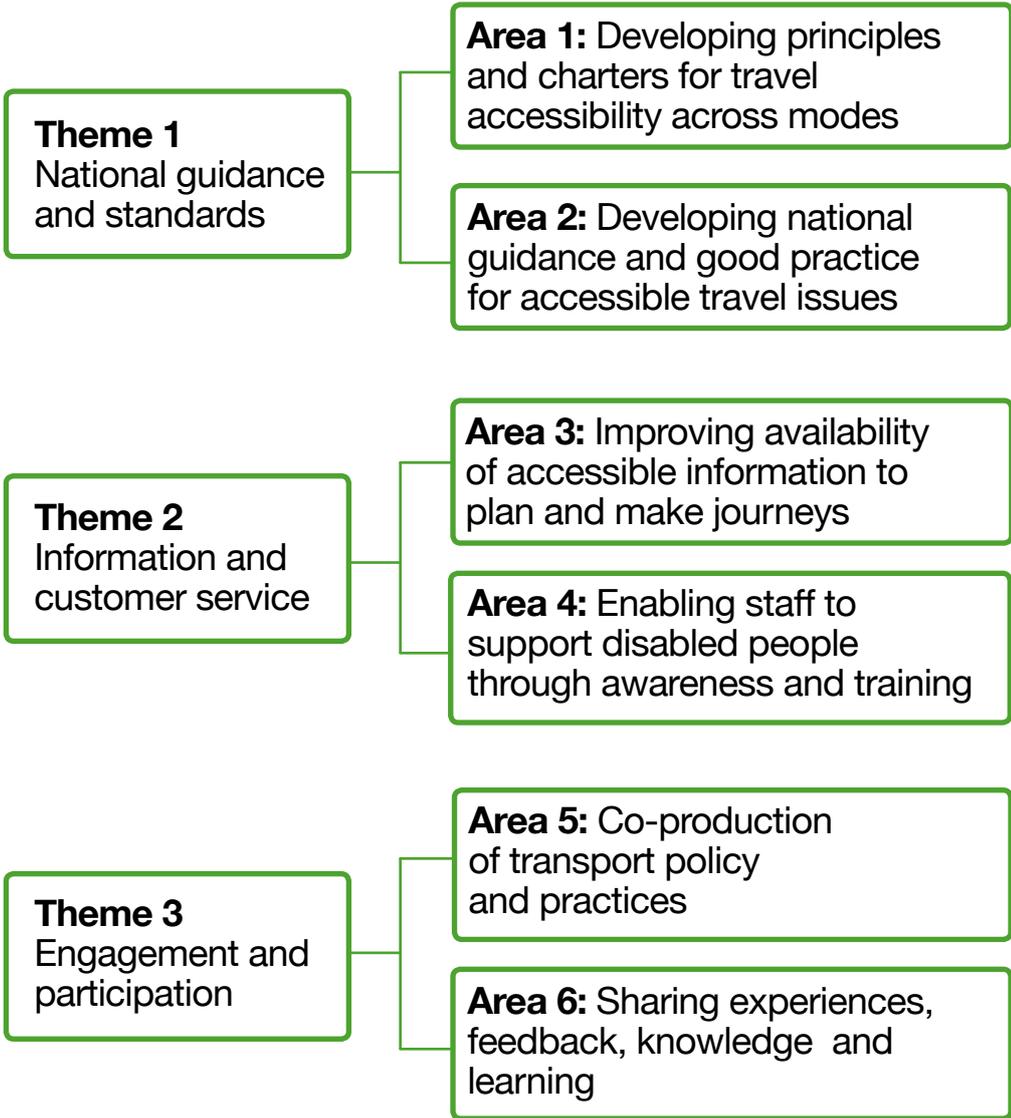
# High-level Action Plan

This part provides a high-level summary of the actions co-produced by the Steering Group arising from the 48 issues raised through the United Nations Convention on the Rights of Persons with Disabilities by disabled people.

More detailed plans will be delivered by the Steering Group for every two to three years as described in Part 6.

The plan that follows is structured into areas as indicated at Figure 20. Many of the actions cut across the different themes and areas, they are therefore allocated to the most appropriate section and shown only once.

**Figure 20**



# Scotland's Accessible Travel Framework

## Area 1: Developing principles and charters for travel accessibility across modes

### What disabled people said was important:

- ▶ Ensuring that all access needs are considered including physical, sensory, learning disabilities and mental health issues.
- ▶ Agreement on a universal symbol signage system across all modes of transport to make travelling more accessible for all (disabled people, non-English speaking, etc.)
- ▶ Developing integration of timetable information of different modes of transport
- ▶ Local and regional groups considering how to have better integration between different modes of transport
- ▶ Making the journey experience better for disabled people getting to and from (and going between) bus and train stations and ferry terminals
- ▶ Ensuring that transport providers take responsibility for completion of a journey (including across modes)
- ▶ Tackling disability hate crime on and around transport

### We want to:

- ▶ Ensure that disabled people are supported by consistency of accessible design standards within and across modes.
- ▶ Ensure that disabled people feel more confident to make journeys that involve interchange between transport services during the journey and know they will be supported if things go wrong.
- ▶ Have a Scotland-wide agreement on what to do to tackle hate crime on and around transport

### Some examples of how we intend to do this through current services and strategies:

- ▶ Baseline work on standards for accessible signage from the work being undertaken across Scotland by disability organisations
- ▶ Identify passenger assistance across the modes and how these can work together
- ▶ Ensure that any work being undertaken on transport integration includes a focus on disabled people's views.
- ▶ Work with colleagues to identify what work is being done on hate crime across Scotland to ensure a joined-up approach to tackling hate crime

### Some of the further actions we want to take:

- ▶ Undertake research to identify depth and spread of integration issues for disabled people
- ▶ Specify and agree common standards of service for disabled people if their public transport journeys are disrupted
- ▶ Develop agreements about how transport services (including special assistance and information) should integrate between modes of transport in an accessible way
- ▶ Identify best practice in accessible signage and co-produce guidance on the best design solutions for transport operators, including standard colours and symbols
- ▶ Develop a transport hate crime charter to be agreed with transport service providers providing clear, common standards and consistent processes

## Area 2: Developing national guidance and good practice on accessible travel issues

### What disabled people said was important:

- ▶ Having consistently high accessibility standards in each mode of transport (going beyond basic legislative requirements)
- ▶ Ensuring that all of the associated bits of transport are accessible (like ticket machines)
- ▶ Making stations, ferry terminals and bus stops more accessible
- ▶ Ensuring paths are clear, safe and obstacle-free
- ▶ Having a spread of accessible taxis and private hire vehicles
- ▶ Accessible vehicle and vessel design as agreed by disabled people
- ▶ Accessible toilets and Changing Places near transport hubs

### We want to:

- ▶ Work with operators to narrow the gap between minimum requirements and needs of disabled people, especially where minimum requirements may have been specified several years ago.
- ▶ Ensure that disabled people are involved from the outset whether that be in the design of a policy, transport vehicle or associated infrastructure or a transport service for disabled people
- ▶ Ensure that all the things leading to, and around, transport are also accessible

### Some examples of how we intend to do this through current services and strategies:

- ▶ Identify and fill gaps in current rail accessibility schemes, building on good practice that exists already, like the national guidance on rail station accessibility
- ▶ Help councils to standardise any medical exemption certificates for accessible taxis and make the certificates easily identifiable
- ▶ Promote Changing Places facilities via transport information channels, look into the transport facilities with Changing Places and use the learning to develop relevant information to support roll-out including clarification of relevant guidance and identification of major transport hubs
- ▶ Use the Bus Stakeholder Group to discuss how bus layout design can be used to deliver improved accessibility.

### Some of the further actions we want to take:

- ▶ Research/Develop local clear path strategies aimed at removing unnecessary street furniture and providing an accessible streetscape for everyone, and develop a tool to educate people about the impact of obstructions on disabled people
- ▶ Explore how roads authorities can take advantage of road works to make improvements which will benefit disabled people (for example dropped kerbs)
- ▶ Co-produce good practice accessible transport guide(s), including examples of good practice and information about disabled people's rights and requirements.
- ▶ Produce information about bus layout designs which improve accessibility, identifying specific changes and how they benefit people with different impairments.
- ▶ Develop guidance about taxi accessibility including designs of vehicles, vehicle quotas, training for drivers, accessible booking and licensing authority consultation practices
- ▶ Develop consistently applied accessibility standards for booking and buying tickets including provision of booking assistance at the same time as ticket booking

# Scotland's Accessible Travel Framework

## Area 3: Improving availability of accessible information to plan and make journeys

### What disabled people said was important:

- ▶ Better travel information, e.g. on time and places of available buses, increase in use of audio and visual description
- ▶ Availability of information in the appropriate format if things go wrong during a journey
- ▶ Joined-up journey information mode to mode
- ▶ Accessible end-to-end journey information about tickets, including concessions

### We want to:

- ▶ Ensure that disabled people have the information required, in the right format, to plan and undertake their journey
- ▶ Ensure that disabled people are kept informed if things go wrong during a journey
- ▶ Ensure that disabled people have the information they need to make decisions about best-value tickets

### Some examples of how we intend to do this through current services and strategies:

- ▶ Improve information for disabled people in a number of formats, including repetition of such information for reassurance, building on good practice like the Scot Talk app from Traveline Scotland
- ▶ Raise the awareness of disabled people about information services and facilities that already exist, for example Traveline Scotland, Passenger Assist services and assistance call points at stations

### Some of the further actions we want to take:

- ▶ Develop suitably located and accessible information at interchange points including multimodal accessible travel information, where relevant
- ▶ Make sure that when assistance is booked for a transport service that full information is provided – for example, when a taxi is booked as part of the rail Passenger Assist service, the contact number of the taxi operator should be included in the booking confirmation
- ▶ Ensure information about walking between locations as part of travel information – for example on journey planners – takes into account the need for step-free routes
- ▶ Ensure that announcements are made consistently and clearly during the course of a journey, including when disruptions take place and about forward travel information, where appropriate
- ▶ Develop a comprehensive source of accessible information about purchasing tickets for a multi-modal journey, including pricing and concessions
- ▶ Research the development of technology solutions for delivery of sign language interpretation and audio-visual messaging

## Area 4: Enabling staff to support disabled people through awareness and training

### What disabled people said was important:

- ▶ Standardise, evaluate and make mandatory delivery of disability equality training across all transport bodies
- ▶ Train all transport providers in human rights and their roles and responsibilities in relation to disabled people

### We want to:

- ▶ Ensure that disabled people are consistently supported to use transport through excellent customer service that meets their needs
- ▶ Support those involved in transport to know how to provide an excellent customer service to disabled people across the range of impairments, including those with hidden disabilities
- ▶ Help everyone understand what accessible means to different people and ensure that by making something accessible to one group of people, we are not excluding others.

### Some examples of how we intend to do this through current services and strategies:

- ▶ Commission research to scope content of existing equality and disability awareness training across all modes identifying current good practice and gaps
- ▶ Evidence good customer service through operator and other surveys and feedback

### Some of the further actions we want to take:

- ▶ Scope requirements for training with disabled people and transport providers/operators including covering hidden disabilities and basic BSL phrases
- ▶ Scope and co-produce the development of a cross-modal training module for all transport service and infrastructure providers in Scotland, deliverable online and in classroom-based learning and available in accessible formats
- ▶ Include components such as induction, timing of refresher courses and review/feedback of pre- and post-training customer service
- ▶ Ensure that the training meets a consistent standard and is also flexible enough to be relevant from the smallest to the biggest transport operators in Scotland
- ▶ Encourage operators to sign up to an agreed standard of customer service for disabled people which is recognised and valued across Scotland
- ▶ Encourage the roll-out of the Thistle Card throughout Scotland with associated awareness training.
- ▶ Consult and agree on a form of national recognition for excellent training and customer service to disabled people on transport

# Scotland's Accessible Travel Framework

## Area 5: Co-production of transport policy and practices

### What disabled people said was important:

- ▶ Being more involved in decisions on transport, both as individuals and through representative organisations
- ▶ Better guidance on some transport policy issues, like local demand responsive transport services, including some form of central leadership or guidance
- ▶ Solid structures with good accountability and clear pathways to local bodies and Scottish Government as this will help to effect change on a local and national level

### We want to:

- ▶ Embed the “nothing about us without us” philosophy in all we do in transport
- ▶ Avoid rework in changes to transport do not have to be reworked because the right people were not involved from the start
- ▶ Encourage representation from a wide range of people covering not just different impairments but age groups and locality
- ▶ Ensure that there is representation from a wide range of people covering not just different impairments but age groups and locality

### Some examples of how we intend to do this through current services and strategies:

- ▶ Building on existing local authority, Regional Transport Partnership and transport operator groups where transport is discussed with the public
- ▶ Using new levers to community engagement such as the Community Empowerment (Scotland) Act 2015
- ▶ Mapping existing structures to ensure a route in and out of the top tier of governance in transport accessibility for issues which are widespread and/or recurring

### Some of the further actions we want to take:

- ▶ Explore ways of making disabled people more aware about how they can influence decision-making in transport
- ▶ Encourage participation in local transport user groups by helping to publicise these, where appropriate
- ▶ Publicising good practice in local community groups and transport operator groups so that others may be encouraged to set these up
- ▶ Review our national groups for transport accessibility, ensuring that they are joined up in what they do and focused on helping to deliver the Framework's vision and outcomes
- ▶ Show leadership in Transport Scotland by involving disabled people from the outset in our transport policy making and delivery

## Area 6: Sharing experiences, feedback, knowledge and learning

### What disabled people said was important:

- ▶ Ensuring customer surveys and other feedback arrangements are accessible and relevant to issues affecting disabled travellers
- ▶ Building and using a knowledge base on things like using tenders and procurement to improve accessibility, for example by using nationally-tendered ferry contracts
- ▶ Discuss with disabled people how to influence attitudes of staff
- ▶ Consult locally and decide with disabled people on the number of Blue Badge spaces
- ▶ Providing guidance for providers and disabled people to help them understand the equality responsibilities by giving them targeted, focused information on legislation, policies, regulation, contractual obligations, etc.

### We want to:

- ▶ Ensure that disabled people know how to, and have access to, complain when things go wrong
- ▶ Ensure that examples of good practice are highlighted and shared
- ▶ Ensure a continuous improvement process considering the input of disabled people at all levels in transport from policy to delivery
- ▶ Ensure that there is representation of views and experiences from a wide source covering not just different impairments, but age groups and locality
- ▶ Provide a one stop source of information on accessible transport for providers and disabled people

### Some examples of how we intend to do this through current services and strategies:

- ▶ Record good practice in embedding accessibility in the procurement of Clyde and Hebridean ferry services and share these for all contracting work at national and local level
- ▶ Ensure that transport service and infrastructure providers know about sources of advice and help when they are dealing with accessibility issues, for example in respect of how to make information accessible
- ▶ Review the National Concessionary Bus Travel Scheme for Older and Disabled People throughout the lifetime of this Framework
- ▶ Make good use of appropriate professional bodies in health, social care and transport accessibility academia to research and report on good practice both locally and internationally

### Some of the further actions we want to take:

- ▶ Develop an easy-to-use, well-publicised and accessible way for disabled people to report concerns about street and road conditions
- ▶ 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
- ▶ Co-produce guidance, taking account of best practice about accessible formats, for customers to contact operators when things go wrong on a journey
- ▶ Support the Scottish Disability Equalities Forum to design and host a transport accessibility website which brings together information on rights, responsibilities, guidance, etc including links to other relevant websites and also provide this information in other formats as required

# Scotland's Accessible Travel Framework

## Appendix 1: Measurement of outcomes

Background to this annex is at Part 2.

Outcomes for Transport Accessibility	Initial Indicator Set for Transport Accessibility
<p>More disabled people make successful door-to-door journeys, more often</p>	<ul style="list-style-type: none"> <li>▶ Use of local bus and train services in the past month (Scottish Household Survey)</li> <li>▶ Use of ferry services (Scottish Household Survey)</li> <li>▶ Whether experienced difficulties when changing between public transport modes (Scottish Household Survey)</li> <li>▶ Statistics on multi-stage journeys (e.g. different modes used)</li> <li>▶ Factors discouraging public transport use (Scottish Household Survey)</li> <li>▶ Views on convenience accessing services (Scottish Household Survey)</li> <li>▶ Satisfaction with distance of bus stop from beginning of journey (Bus Passenger Survey)</li> </ul>
<p>Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure</p>	<p>We don't have measurement for this activity at present so we will need to start to collect information. We will do this as part of the engagement process with disabled people which is described in Part 6.</p>
<p>Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel</p>	<ul style="list-style-type: none"> <li>▶ Satisfaction with driver – helpfulness/time to get to seat etc. (Bus Passenger Survey)</li> <li>▶ Whether used assistance and satisfaction with assistance (Rail Passenger Survey)</li> <li>▶ Views on whether finding out about routes and times is easy (Scottish Household Survey)</li> <li>▶ Number of accessible buses (Scottish Transport Statistics)</li> <li>▶ Number of wheelchair accessible taxis (Scottish Transport Statistics)</li> <li>▶ Whether station met needs as a passenger with a disability or long-term illness (Rail Passenger Survey)</li> <li>▶ Views on information provided (Bus and Rail Passenger Surveys)</li> </ul>
<p>Disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling</p>	<ul style="list-style-type: none"> <li>▶ Views on toilet facilities on train/at station (Rail Passenger Survey)</li> <li>▶ Availability of staff on train and at station (Rail Passenger Survey)</li> <li>▶ Satisfaction on bus with – availability of seating; comfort of seats; amount of personal space (Bus Passenger Survey)</li> <li>▶ Percentage of buses with CCTV (Scottish Transport Statistics)</li> <li>▶ Whether feel safe and secure on trains/buses during the day/evening (Scottish Household Survey)</li> <li>▶ Views on personal safety while at bus stop/whilst on bus (Bus Passenger Survey)</li> <li>▶ Whether experienced crime while travelling or near transport facilities and whether the incident was related to disability (Scottish Crime and Justice Survey)</li> </ul>

## Appendix 2: List of issues

Background to this annex is at Part 3. This annex provides the list of 48 issues raised by disabled people with Transport Scotland and COSLA. Issues which were considered to be priorities by disabled people attending the Transport Accessibility Summit are marked accordingly.

Issue	Raised as priority
Consider how to have better integration between different modes of transport	
Ensure paths are clear of obstructions like bollards, road works and wheelie bins and are accessible for all	Priority issue
Improve accessibility at more railway stations	
Make each mode of transport more accessible to disabled people at least to but preferably beyond minimum standard and as quickly as possible	Priority issue
Consider how we influence design of buses/minibuses for people with different access needs	
Make the journey experience better for disabled people getting to and from (and going between) bus and train stations and ferry terminals	Priority issue
Ensure that transport providers take responsibility for completion of a journey	
Make tickets easier to access	
Set up working reference groups involving public transport bodies, Regional Transport Partnerships Disabled People's Organisations and local groups to inform on priority connection issues	Priority issue
Include disabled people and Disabled People Organisations in decisions on transport	
Standardise, evaluate and make mandatory delivery of disability equality training across all transport bodies	Priority issue
Train all transport providers in human rights and their roles and responsibilities in relation to disabled people	Priority issue
Seek commitments to improve effectiveness of equality training to taxi drivers to be able to assist disabled people	
Ensure customer surveys are in accessible formats and relevant to issues for disabled travellers	
Provide a guide for providers and disabled people to help them understand the equality responsibilities by giving them targeted, focused information on legislation, policies, regulation, contractual obligations, etc.	
Provide a reference guide for transport operators on what they could do to support disabled people to travel more easily	
Discuss with disabled people how to influence attitudes of staff – e.g. customer service charter?	
Use the upcoming Clyde and Hebridean ferry services tender to do more in terms of access	
Accommodate the different needs for an accessible taxi	Priority issue
Funders such as Scottish Government could offer grants to help taxi firms improve their fleet to include accessible taxis	Priority issue

## Scotland's Accessible Travel Framework

Issue	Raised as priority
Local authorities should collect information on numbers and types of accessible taxis in their area to help them identify where improvements are needed	Priority issue
Require taxis to provide evidence (for example a certificate) of their exemption from taking passengers in wheelchairs or assistance dogs	Priority issue
Use taxi licensing to ensure (20)% of taxis at any one time are accessible to wheelchair users in each local authority area	Priority issue
Consider dangers when vehicles and pedestrians share the same space without obvious dividing lines and consult disabled people for solutions	
Consider some form of central leadership or guidance for local demand responsive transport	
Address issues where there is not enough ambulance transport – especially when needed for scheduled hospital appointments	
Consider the removal of Blue Badge charges for those on low incomes – currently badges can be issued for up to three years and the local authority has discretion to charge up to £20 per badge	
Consult locally and decide with disabled people on the number of Blue Badge spaces	
Ensure that Blue Badge parking is rigorously enforced	
Ensure appropriate toilet facilities near transport hubs: changing places toilets	
Extend/improve concessionary travel to include community transport	
Provide accessible information for disabled people to help them be safer on public transport	
Tackle hate crime on public transport with help from British Transport Police	
Address low availability of sign language interpreters or people with some knowledge of signing	
Agree on a universal symbol signage system across all modes of transport to make travelling more accessible for all (disabled people, non-English speaking, etc.)	
Produce a good practice strategy for signage replacement	
Develop better travel information, e.g. on time and places of available buses, increase in use of audio and visual description	Priority issue
Develop integration of timetable information of different modes of transport	
Ensure disabled people are aware of any breakdowns or changes to travel and alternative accessible transport/assistance is provided to complete the journey	Priority issue
If an accessible bus breaks down, ensure that it is replaced by an accessible bus	
Ensure people know exactly where and when an accessible bus will be available (including accessible bus stop)	

Issue	Raised as priority
Provide a means of contacting operator in accessible format if things go wrong	
Ensure more publicity for Passenger Assist, which is a central booking system for assistance to travel by rail	Priority issue
Make booking of accessible taxis more accessible	
Taxis to be contactable by SMS, not just a phone number	
Upgrade the class 156 train which serves the Highlands to current vehicle accessibility standards (by law compliance must be by 2020)	
Pilot an accessible taxi share scheme – like car clubs – for local areas where no taxi firms have wheelchair accessible vehicles	
Give prioritisation of wheelchair users over buggies on buses – how do we achieve this?	

## Scotland's Accessible Travel Framework

### Appendix 3: Transport accessibility Steering Group membership

Organisation	Name
Association of Transport Coordinating Officers	Marion Mackay
CalMac Ferries Limited	Alastair Protheroe
CalMac Ferries Limited	Kerry-Ann Dolan replaced by Rosalind Robertson
Community Transport Association	John MacDonald
Confederation of Passenger Transport	George Mair
Convention of Scottish Local Authorities	Kieran Jackson replaced by George Eckton and Robert Nicol
Disability Agenda Scotland	Ross Gilligan replaced by Kayleigh Thorpe and Layla Theiner
Guide Dogs	Jane Horsburgh
Independent Living in Scotland	Heather Fiskin
Inclusion Scotland	Sally Witcher replaced by Iain Smith
Mobility and Access Committee in Scotland	Anne MacLean
Network Rail	Margaret Hickish
North Link Ferries	Peter Hutchinson
PAMIS	Jenny Miller
People First (Scotland)	Rhona Neill
People First (Scotland)	Keith Lynch
Regional Transport Partnerships	Alex Macauley replaced by Randal Robertson
ScotRail	Patrick Nyamurundira
Scottish Accessible Transport Alliance	Mike Harrison
Scottish Commission for Learning Disability	Andy Miller
Scottish Disability Equality Forum	Susan Grasekamp
Society of Chief Officers of Transportation in Scotland	Ewan Wallace
Spinal Injuries Scotland	Clare Byrne
Transport Scotland	Accessible transport policy team

In addition, representatives from the following organisations were part of subgroups preparing actions for Part 7 of this Framework:

Organisation	Name
Community Transport Association	Sheila Fletcher
First Group	John Birtwistle
Lothian Buses	Simon Wallis
Lothian Buses	Sarah O'Donnell
McGill's Buses	Colin Napier
Northlink Ferries	James Linklater
SPT	Graham Dunn
Stagecoach	Mark Whitelocks

## Appendix 4: Glossary

Co-production	Professionals and citizens sharing power to design, plan and deliver things together – doing things “with” people rather than “to” them (through educating or informing) or “for” them (by engaging or consulting)
Convention of Scottish Local Authorities (COSLA)	The national association of most of Scotland’s councils
Cross-modal	Every mode of travel including walking and cycling, public transport and motoring
Disabled People’s Organisations (DPOs)	Organisations run by a management or executive committee on which either all or the majority of the voting membership are disabled people.
Disability	The social model of disability makes the important difference between “impairment” and “disability”. It recognises that people with impairments are disabled by the barriers that commonly exist in a society. In simple terms, it is not the inability to walk that prevents a person entering a building unaided but the existence of stairs that are inaccessible to a wheelchair-user. In other words, “disability” is socially constructed.
Disability organisations	Organisations for disabled people – these are not necessarily controlled by disabled people as Disabled People’s Organisations are.
Framework	This Framework document comprises a vision and outcomes for accessibility, an action plan and a plan for delivery.
Hate crime	Any criminal offence motivated by malice and ill-will towards a social group. Hate crime can be motivated by disability, sexual orientation, race, religion or faith.
Indicators	Things that will indicate if our outcomes are being achieved
Outcomes	The intended consequences of action taking place to improve accessibility
Regional Transport Partnerships	Public bodies designed strengthen the planning and delivery of regional transport developments. Some Partnerships are also responsible for the delivery of transport services.
Transport Scotland	The national transport agency for Scotland
Transport infrastructure	All the structures, installations and vehicles that allow transport to operate
Transport policies	The system of rules and set by public authorities making provision about transport

## Scotland's Accessible Travel Framework

Transport services	Transport provision to members of the public by public or private operators
UN Convention on the Rights of Persons with Disabilities (the Convention)	An international convention setting standards of rights for and treatment of disabled people.
Vision	A statement encapsulating what we want to achieve

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A summary document of this framework has been produced separately and can be downloaded from [accessibletravel.scot](http://accessibletravel.scot)

Hard copies, Easy Read and other accessible formats of this Framework document, and the summary version, or any related documents referred to in these documents can be requested from Transport Scotland.

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