



Accessible Travel Framework

Committee Strategy and Programmes

Date of meeting 11 November 2016

Date of report 12 October 2016

Report by Assistant Chief Executive (Operations)

1. Object of report

To inform the Committee of the publication of “Going Further – Scotland’s Accessible Travel Framework”¹ by Transport Scotland in partnership with the National Transport Accessibility Steering Group, whose membership included representatives of disabled groups, COSLA and Regional Transport Partnerships (RTPs).

2. Background

- 2.1 The Transport Minister launched Scotland’s first Accessible Travel Framework at an event in Edinburgh on 21 September 2016. The Framework provides a 10-year blueprint aiming to improve the accessibility of Scotland’s transport system for disabled people.
- 2.2 The Framework’s publication follows a two-year process of partnership working between disabled people, disability organisations, transport operators, Regional Transport Partnerships and Transport Scotland. SPT were part of the supporting working group for the development of the Framework. Disabled people’s views, ideas and experiences were central to the development of the Framework, a key element of which is to make sure disabled people are fully included in future work to improve accessibility and transport decisions.
- 2.3 A key driver for the Framework was the report “Develop to Deliver”² prepared by the Scottish Government, COSLA and Regional Transport Partnerships that highlighted a number of roles for RTPs in future policy and project delivery. Of key relevance to this Framework from “Develop to Deliver” 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

¹ The Framework and further information on accessibility across the transport network is available at www.accessibletravel.scot

² The Committee were informed of the publication of this report in November 2015 – see http://www.spt.co.uk/documents/sp131115_agenda7.pdf .

³ See earlier report to Committee regarding the Short Life Working Group - http://www.spt.co.uk/documents/sp230813_agenda8.pdf

result of the previous Short-Life Working Group on Access to Health and Social Care³.

3. Outline of proposals

- 3.1 The Framework sets out a vision and outcomes for accessible transport in Scotland, and details a proposed action plan and governance arrangements for driving and monitoring progress. The Framework also highlights the extensive role that local authorities and Regional Transport Partnerships including SPT have to play with respect to accessible transport.
- 3.2 A summary of the Framework is attached at Appendix 1. The outcomes for transport accessibility set by the Framework are:
 - More disabled people make successful door-to-door journeys, more often;
 - Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure;
 - Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel; and,
 - Disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.
- 3.3 The Framework identifies various actions to try and achieve these which are noted in the report.
- 3.4 SPT remains committed to ensuring all passengers who travel on its services have safe and secure journeys whether by bus or by Subway. “Access for All” is a key outcome of the Regional Transport Strategy and SPT has a responsibility to publish and report on its equality outcomes. SPT has a strong track record of delivering effective solutions to maximise accessibility for the travelling public and meeting the specific needs of disabled people. Examples include:
 - Since 2008, SPT has invested £4.7m in community transport and established the West of Scotland Community Transport Network. This is assisting in the development and sustainability of the community transport sector in the west of Scotland who mainly provide transport solutions to those who cannot access mainstream public transport due to issues with accessibility;
 - SPT’s Public Social Partnership, which is working with Community Transport operators to jointly design transport services based on service user needs, with the model building in an opportunity to pilot services to ensure effectiveness;
 - Investment in low floor, accessible buses for use on SPT supported services including MyBus services;
 - Audio and visual displays at SPT’s bus and Subway stations to support the needs of people who have visual or hearing impairments;
 - Investment in bus infrastructure including bus boarders at bus stops to enable level access from pavement to bus for people with mobility challenges;

- Working with a range of disability groups on the design of the modernised Subway and renewed rolling stock to maximise opportunities for access by people who use wheelchairs;
- Tailored staff training designed to ensure we have a greater understanding of the needs of vulnerable transport users. Sense Scotland recently provided 11 bespoke one-hour sessions to 160 Subway staff to raise awareness of inclusive communication and disability issues, offering practical tips for assisting customers with various disabilities;
- SPT is participating in a new project to raise awareness and help people living with dementia stay part of, and remain engaged with, their community. The pilot project, focused on SPT bus stations, and designed by Alzheimer Scotland and Seniors Together, aims to ensure those living with the condition remain integrated with their communities. Alzheimer Scotland has also provided training to Subway staff on this issue in October; and
- SPT is working with partners on the development of Glasgow's Independent Living Strategy to support disabled people to lead more independent lives.

4. Conclusions

- 4.1 Working with a range of partners including disabled people, transport operators, Regional Transport Partnerships and the Scottish Government, Transport Scotland has published the Accessible Travel Framework aimed at improving the accessibility of Scotland's transport system for disabled people. While the reference to the role of RTPs is welcome with regard to access to healthcare and to the integration of health and social care, there is little in the Framework regarding future actions for this. While the focus on the needs of disabled people is very much welcome, SPT also believes that the Framework could have benefitted from reference to the wider access needs of other groups – e.g. parents with buggies – in line with the RTS outcome of 'Access for All'
- 4.2 SPT will continue to work closely with Transport Scotland and the National Transport Accessibility Steering Group to take the Framework forward and officers will update the Committee in future as work progresses.

5. Committee action

The Committee is recommended to note the contents of this report.

6. Consequences

Policy consequences	<i>In line with the RTS.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>The Framework supports the UK Equality Act General Duty to advance equality of opportunity across a range of protected characteristics including disability.</i>
Risk consequences	<i>None at present.</i>

Agenda 7

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Going further

Scotland's Accessible Travel Framework



Scotland's Accessible Travel Framework

Purpose

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

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

The purpose of the Framework is to:

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

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



Purpose (continued)

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

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

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



Where we are now

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

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

What the statistics say:



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

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



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

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

* From the Scottish Household Survey 2013-14



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

** Scotland's Census 2011



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

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



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

^{††} 2011 Life Opportunities Survey

Listening to concerns

Some of the things disabled people told us were important:

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



Where we want to be

Vision

The Vision for Accessible Travel in Scotland is that

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

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

Outcomes

This Framework has four outcomes.

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

The outcomes are:

1



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

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

2



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

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

3



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

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

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

4



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

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



How we will get there

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

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

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

Action Plan

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

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

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

Changing cultures

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

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

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

Continuous engagement and participation

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

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

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

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

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

Accessible travel hub

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

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



How we will know we're making a difference



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

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

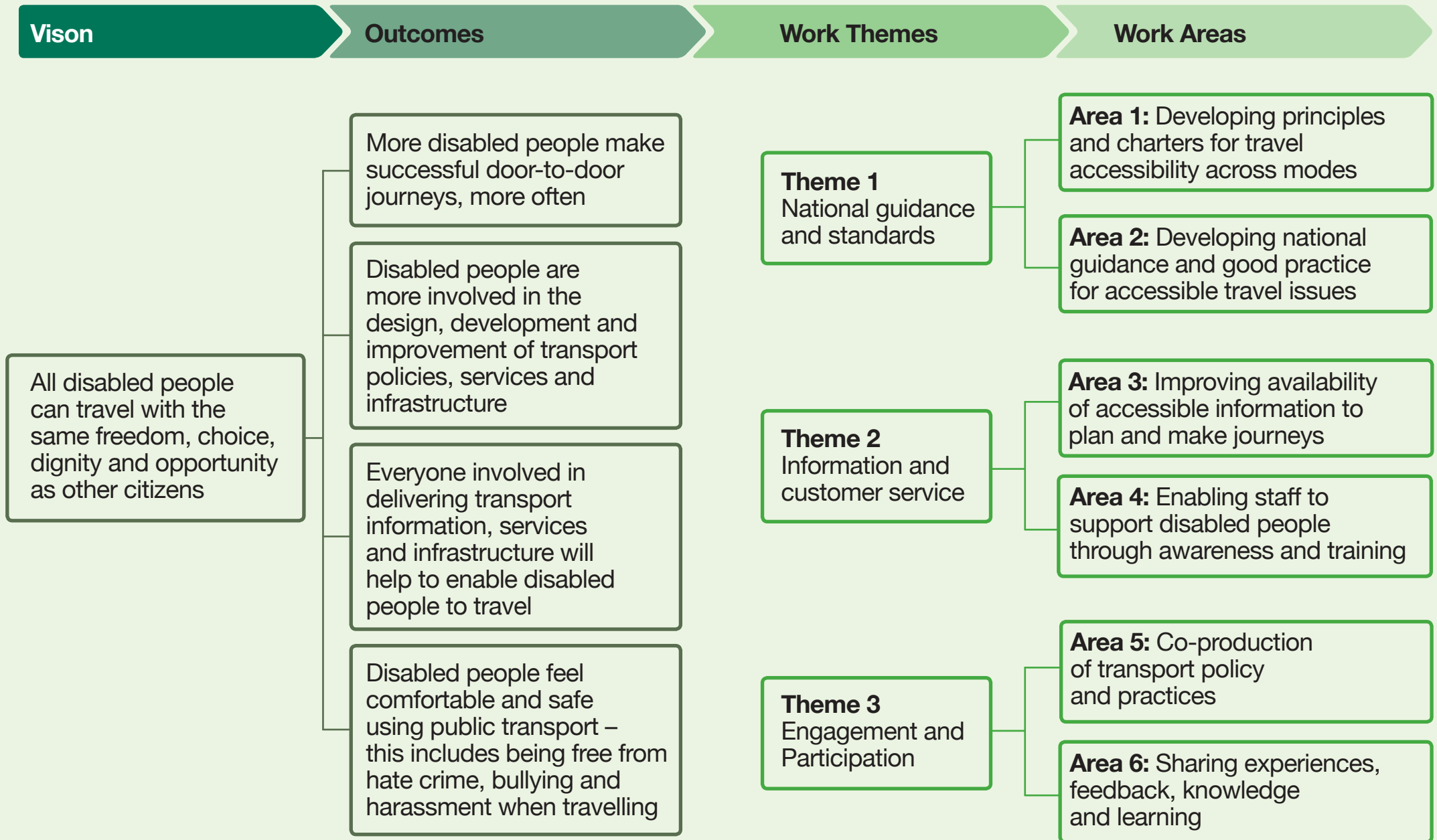
Examples of the kinds of indicators we will use include:

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

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



Figure 1



Get involved

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

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

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

ISBN: 978-1-909948-81-5

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