



### 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”<sup>1</sup> 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”<sup>2</sup> 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

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<sup>1</sup> The Framework and further information on accessibility across the transport network is available at [www.accessibletravel.scot](http://www.accessibletravel.scot)

<sup>2</sup> The Committee were informed of the publication of this report in November 2015 – see [http://www.spt.co.uk/documents/sp131115\\_agenda7.pdf](http://www.spt.co.uk/documents/sp131115_agenda7.pdf) .

<sup>3</sup> See earlier report to Committee regarding the Short Life Working Group - [http://www.spt.co.uk/documents/sp230813\\_agenda8.pdf](http://www.spt.co.uk/documents/sp230813_agenda8.pdf)

result of the previous Short-Life Working Group on Access to Health and Social Care<sup>3</sup>.

### 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>

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