

# Going further

Scotland's Accessible Travel Framework  
Easyread



# ACCESSIBLE TRAVEL FRAMEWORK

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

A summary is something that is short and tells you about the main points.



A Framework is another word for Plan. We use frameworks to help us plan our work.

We have made an Accessible Travel Framework for Scotland.

It is a plan about making it easier for disabled people to travel.



The Framework has been co-produced with disabled people.



## Co-production

Co-production means that the people responsible for developing something work with the people who will use or be affected by it as equal partners.

Disabled People's Organisations and disability groups are working with transport operators and providers, and people in the Scottish Government and local authorities as part of a Steering Group.



They will also be working with many other people across Scotland over the next ten years of the Framework.



That is why it is important for us to have a Framework which tells people what we are going to do and what difference it will make to disabled people using public transport.



## Where we are Now

We know that disabled people can travel more easily than before, but there are still barriers for disabled people when travelling.



Many disabled people still don't feel supported and comfortable when travelling.

Some people also choose not to make journeys because of these barriers.



## Scottish Household Survey

The Scottish Household Survey is a tool which is used to get information from people in Scotland. It says:

In 2013 to 2014, fewer disabled people said they had recently used a train than non-disabled people.



In 2013 to 2014, more disabled people said they had used a bus than non-disabled people.



In 2014, disabled people in Scotland said they walked or cycled less than non-disabled people.



**What disabled people told us:**

All transport providers need to make sure that people can complete their journeys.



Disabled people need to be safe when travelling. All transport providers need to stop disability hate crime.



All transport providers need to work harder to be accessible. This means they should do more to be accessible than what is required of them by law.



Ticket machines and other equipment associated with travel should be accessible.



Information should be accessible to everyone if things go wrong during a journey.



We should have a standard in disability equality training delivery and monitoring across all types of transport. For example, on a bus, train, ferry, plane, taxi or on community transport.



Disabled people should be more involved in decisions on transport, both as individuals and through disability organisations.



Customer surveys should be accessible.



Our vision is that

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

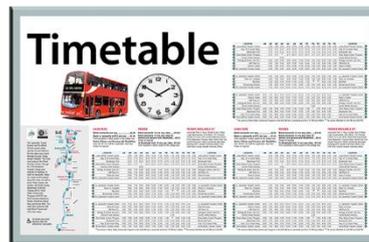
This is what disabled people, transport operators and providers and local and central Government want to achieve for Scotland.



## What we want to do

We want to make sure that more disabled people make successful door-to-door journeys, more often

This means making sure that disabled people have the support they need to travel whenever and however they want to.



## Involving Disabled People

We want to make sure that disabled people are more involved in how we plan and carry out transport services.

We have worked with our partners to hold events and surveys throughout Scotland.

The Steering Group will work to make sure that disabled people's thoughts on transport issues go right back into the centre of Government.



This means that we protect the rights of disabled people to be involved in all aspects of transport to help show what works for them.



We want to make sure that everyone involved in delivering transport services will help disabled people to travel.



This means that people working at all levels in transport services can understand the needs and wishes of different people with different support needs.



We want to make sure that disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.



This means that we will work to make sure that disabled people don't feel anxious, confused or worried when travelling or planning to travel.



It is also about making sure that disabled people are not abused or mistreatment, including hate crime.

## How we will get there

People involved in delivering transport services need to understand how important it is that disabled people are involved in making important decisions which affect them.



This includes planning, design and development of all areas around how people makes journeys.



We want the Framework to send a message to all involved in transport that we need to work together to improve how we work with disabled people to improve services.



## Governance

The Transport Accessibility Steering Group is a national group that will check what is happening with the Framework over the ten-year plan.

The Steering Group will work to make sure the actions in the plan happen.

The Steering Group will also link with local work to improve accessibility. This includes the work of Community Planning Partnerships, Regional Transport Partnerships and transport operator led customer service groups.



## How we will know we're making a difference

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

Improve training by involving disabled people, including hidden disabilities and basic BSL phrases



Agree on standards of service for disabled people if something goes wrong on their journey.

- Produce information which makes it easier to understand specific changes and how they benefit people with different support needs.



- Find out how transport providers currently ask their customers about their services and agree on standards for feedback. This could include mystery shopping and surveys.



- Find out how we can make it easier for disabled people to get involved with planning and decision-making with transport providers.



**Involve**

- Create a place where people can get accessible information about planning a journey across different types of transport. This would include buying tickets and finding out about concessions.



## Indicators

Indicators are ways of measuring how well we are doing. We will work to improve how we measure our progress and this will be monitored by the Transport Accessibility Steering Group.

We will look at things like:

- What disabled people think about services and what kind of barriers they experience to travelling
- Numbers of disabled people



using buses, ferries and trains

We are also working with a Disabled People's Organisation to make surveys and groups for disabled people to talk about how the plan is doing.

## Get involved!

### Accessible Travel Hub

A website – called a 'hub' will be available with information and guidance on accessible travel for everyone to use. There will also be a newsletter to let you know what is happening with the Accessible Travel Framework.



People can find out more about how to get involved with this Framework on the hub, [www.accessibletravel.scot](http://www.accessibletravel.scot) where a copy of the full framework 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

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