

# Transport Accessibility Summit

## Easy Read Report

### What is this report about?



This report looks at what was talked about at the Transport Accessibility Summit, which took place in Edinburgh on 24 March 2015.



The day involved small group discussions including real life experience from disabled people.

Transport providers also gave short talks.



A review by Scottish Government in 2013, found out that disabled people experience problems with using transport:

- There are fewer disabled drivers compared to non-disabled drivers
- Disabled adults are more likely to use buses
- It can cost too much money
- Transport is not available when needed
- Getting in and out of transport is a problem
- Getting to and from transport is a problem
- Staff not understanding disability issues



Transport Scotland asked Research Scotland to:

- collect evidence
- help organise the day
- write a report of the day



We now know that accessible transport is important for disabled people in Scotland.



The aim of the day was to make sure everyone had a say on how disabled people can travel like anyone else.

## How did we do this?

### Working Group



A working group was set up to organise the Summit.

The group involved Disabled People's Organisations (DPOs), Transport Providers and staff from Transport Scotland.



### Evidence review

Information was collected from the internet.

Information was collected from IDOX Information Services which collects information from all over the UK. The evidence collected is summarised below:



### What do we mean by accessible transport?

Transport accessibility is about finding ways that everyone can travel to meet their needs.

Accessible transport is important for everyone.

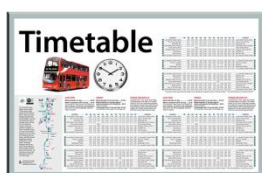
### What are the main issues?

From the evidence collected, people's views on accessibility was sorted into four areas:

- **Deliverability**

This is about things which support your ability to travel, including affordability, safety, comfort and availability.





- **Connectivity**

This is about your journey from home to destination (and back). It includes getting to the transport, using different types of transport and getting to the destination.

- **Information and assistance**

This is about getting information in accessible formats in advance of, and during journeys, to stop things going wrong. It is also about getting the right assistance and help on your journey.

- **Training and customer service**

This is about attitudes, leadership and encouragement. It asks if services should be the same everywhere and makes sure people who use services are involved in any changes to services.

## **Issues**

50 issues about accessible transport have been raised by disabled people through research and the work the Scottish Government has done with disabled people on the United Nations Convention on the Rights of Persons with Disabilities.

A lot of work has been done to improve transport accessibility over recent years. There are also groups and partnerships which talk about transport accessibility.

## **What works well in the rest of the UK?**

- Building Confidence
- Improving Connectivity and Accessibility
- Providing Information
- Easy Access Guarantee



## What works well in Europe and elsewhere?

- Accessible Ticket Systems
- Flexible Transport
- Practical Training
- Sharing Experiences



## Discussions

The Scottish Disability Equality Forum held local events about transport to talk to members of Access Panels. The events took place in:

- Aberdeen
- Borders
- Edinburgh
- Falkirk
- Glasgow
- Inverness

A discussion guide was created to make it easier for facilitators to explain the 50 issues which were put into areas for discussion:

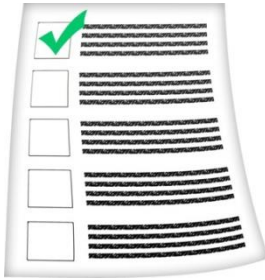
- Information and Assistance
- Training and Customer Service
- Deliverability
- Connectivity



This discussion guide was used at the Transport Summit.

During this discussion each group was asked to identify two priority issues relating to disabled people's experiences.

# Transport Summit



## Questionnaire

A questionnaire was developed by Scottish Disability Equality Forum.

This was made available as a paper document and online.

The questionnaire was sent to all disabled people attending the summit so they would know what the issues were in advance.



## Information for facilitators and note takers at the Summit

Research Scotland held a meeting on 19 March 2015 to tell everyone who would be helping at the summit what to do.

Research Scotland prepared a pack with instructions and advice on how to support the small group discussions.



## People invited

People were invited to attend the Summit through Disabled People's Organisations:

- 45 disabled people attended the Summit.
- 40 representatives from transport services attended to join in the discussions.
- Mr Derek Mackay MSP, Minister for Transport and the Islands, attended the Summit.



Mr Mackay spoke at the end of the Summit, answered questions and listened to a summary of the day. He welcomed the positive response and enthusiasm from participants. He stated that he was committed to sharing the information from the Summit and supporting the actions identified.

# What we wanted to find out



## Group Discussions

In the morning session of the Transport Accessibility Summit, the 13 groups were asked to discuss the following areas:

- Information and Assistance
- or
- Training and Customer Service.

In the afternoon the groups were asked to discuss the following areas:

- Deliverability
- or
- Connectivity

# What the report says



## Information and Assistance

The top priorities identified by groups when talking about Information and Assistance:

### Issue 1

Make travel information better. For example, timetables for accessible buses and using audio images.

### Issue 3

Make sure disabled people know about any breakdowns or changes to travel. Other accessible transport or help will be given to finish the journey.

### Issue 9

There is a central booking system to help people travel by rail called Passenger Assist. Make sure more people know about it.





There were many other issues which the groups talked about:



- To provide information to disabled passengers in accessible formats when things change – such as breakdowns or changes to the journey
- Schemes such as Passenger Assist can be hugely beneficial – but needed more promotion to be used to their full potential. Others mentioned that they also found the term 'Passenger Assist' difficult to understand.





## Training and Customer Service

The top priorities identified by groups when talking about Training and Customer Service:

### Issue 1

Include disabled people and Disabled People's Organisations (DPOs) in decisions about transport.

### Issue 3

Make sure all transport staff have disability equality training.

Other priorities identified by groups:



- Equality training should include practical aspects, for example, how to board a wheelchair onto a vehicle
- Training providers and Disabled People's Organisations must talk to each other to find out how disabled people want to get involved.
- Make funding available to Disabled People's Organisations so they can get involved





## Deliverability



Taxis were a key priority for disabled people.

There were a number of issues about taxis, and accessible taxis. Some groups put all of the taxi issues together, and made them priorities:

### Issue 9

Make sure 1 in 5 taxis that are operating at one time are accessible to wheelchair users. Use taxi licensing to manage this.

### Issue 10

An accessible taxi should cater for people with different access needs.



### Issue 11

Taxis should have a certificate to say they cannot take wheelchair users or assistance dogs.

### Issue 12

Local authorities should collect information about accessible taxis in their area. This will help them to see where they need to improve things.

### Issue 13

Try out an accessible taxi share system in areas where no taxi firms have accessible taxis.

### Issue 14

Funders like the Scottish Government could give out grants to taxi firms to get more accessible taxis.



Another priority issue was:

### Issue 6

Challenge hate crime on public transport. British Transport Police will help with this.



## Connectivity

The top priorities identified by groups when talking about Connectivity:

### Issue1

Set up a working group which will include public transport bodies, Regional Transport Partnerships, and Disabled People Organisations (DPOs).

Disabled people want to be included in decisions about transport.

### Issue 3

Make each type of transport more accessible to disabled people. It would be good if the accessibility was above the minimum standard. It should be done as quickly as possible.



### Issue 4

Make the journey to and from stations much better. This includes train stations, bus stations and ferry terminals.

### Issue 5

Make sure paths are clear and accessible for all.



# What the report says

## Priority issues



The Summit was successful in getting disabled people to think about the issues which are important to them.

The list below shows the issues in order of priority, as discussed on the day:

1. Make sure all transport staff have disability equality training
2. Include disabled people and Disabled People's Organisations in decisions about transport.
3. Set up a working group which will include public transport bodies, Regional Transport Partnerships, and Disabled People Organisations
4. Make sure disabled people know about any breakdowns or changes to travel. Other accessible transport or help will be given to finish the journey.
5. Make travel information better. For example, timetables for accessible buses and using audio images.
6. There is a central booking system to help people travel by rail called Passenger Assist. Make sure more people know about it.
7. Challenge hate crime on public transport. British Transport Police will help with this.
8. Make sure 1 in 5 taxis that are running at one time are accessible to wheelchair users. Use taxi licensing to manage this.
9. An accessible taxi should cater for people with different access needs.





10. Taxis should have a certificate to say they cannot take passengers in wheelchairs or assistance dogs.
11. Local authorities should collect information about accessible taxis in their area. This will help them to see where they need to improve things.
12. Try out an accessible taxi share system in areas where no taxi firms have accessible taxis
13. Funders like the Scottish Government could give out grants to taxi firms to get more accessible taxis



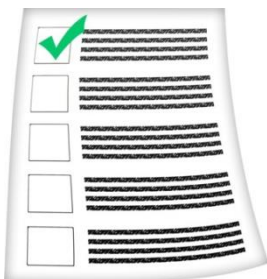
## Local events

The local events organised by Scottish Disability Equality Forum prioritised many of the same issues as above:

- Include Disabled People Organisations in decisions about transport
- Have better and more accessible travel information
- Ensure transport providers receive equality training and disability awareness training.

Some new priorities were identified from the events, which were not mentioned at the summit:

- Enforce blue badge parking spaces
- Consider the dangers of shared spaces between vehicles and people on foot.



## Online Survey

Scottish Disability Equality Forum did a survey online which also asked disabled people on their views of the 50 issues.

The survey results are available in easy-read format.



## **Feedback from the Summit**

All those who attended the summit were asked to fill in a feedback form.

Feedback was positive.

Some people thought it was difficult to talk about so many issues and prioritise them in the time they had.

Most of the people who attended the summit said they enjoyed it.

Most of the people who attended thought the talk from the Minister was interesting.