Respondent Information Form and Questions

<u>Please Note</u> this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

Scottish Council on Deafness

Title Mr ☐ Ms ☑ Mrs ☐ Miss ☐ Dr ☐ *Please tick as appropriate*

Surname

Reid

Forename

Mandy

2. Postal Address

Central Chambers Suite 62

93 Hope Street

Glasgow

| **Postcode** G2 6LD | **Phone** 0141 248 1854 | **Email** mandy@scod.org.uk |

3. Permissions - I am responding as…

| **Individual** | / | **Group/Organisation** |
| ☐ | *Please tick as appropriate* | ☑ |

(a) Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?

Please tick as appropriate ☐ Yes ☐ No

(b) Where confidentiality is not requested, we will make your responses available to the public on the following basis
Please tick ONE of the following boxes

Yes, make my response, name and address all available ☐

or

Yes, make my response available, but not my name and address ☐

or

Yes, make my response and name available, but not my address ☐

(c) The name and address of your organisation *will be* made available to the public (in the Scottish Government library and/or on the Scottish Government web site).

Are you content for your *response* to be made available?

Please tick as appropriate ☑ Yes ☐ No

(d) We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Please tick as appropriate ☑ Yes ☐ No

Consultation Questions

The answer boxes will expand as you type.

Procuring rail passenger services

The Scottish Government should work with MACS and SATA to ensure passengers, and more especially, disabled passengers (including deaf people) are involved in the procurement process. This would help to ensure the operators are fully aware of the needs of passengers from the start of any contract.

1. What are the merits of offering the ScotRail franchise as a dual focus franchise and what services should be covered by the economic rail element and what by the social rail element?

Q1 comments:

2. What should be the length of the contract for future franchises, and what factors lead you to this view?

Q2 comments:

3. What risk support mechanism should be reflected within the franchise?

Q3 comments:

4. What, if any, profit share mechanism should apply within the franchise?

Q4 comments:

5. Under what terms should third parties be involved in the operation of passenger rail services?

Q5 comments:

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 comments:

The Scottish Government should work with MACS and SATA to ensure passengers, and more especially, disabled passengers (including deaf people) are involved in the procurement process. This would help to ensure the operators are fully aware of the needs of passengers from the start of any contract.

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments:

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 comments:

Achieving reliability, performance and service quality

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 comments:

There should be no "bonuses" for doing a good job, as this is what the operators that win the franchise are paid to do. There should be a penalty clause in any franchise contract so that operators that show a poor performance can be penalised.

10. Should the performance regime be aligned with actual routes or service groups, or should there be one system for the whole of Scotland?

Q10 comments:

11. How can we make the performance regime more aligned with passenger issues?

Q11 comments:

Any franchise must work in a way that is fair and transparent and within the confines of the Equality Act 2010 to ensure that all services are fully accessible. The passenger issues that deaf people raise are – lack of visual information on trains – where the train is stopping, why the train is delayed, what is happening when passengers have to leave the train; the lack of deaf awareness of some train staff and also station staff. These things are crucial if deaf people are to safely travel be train, therefore if trains do not have these "reasonable adjustments" there should be some way for the contract provider to "punish" the operator(s).

12. What should the balance be between journey times and performance?

Q12 comments:
No comment

13. Is a Service Quality Incentive Regime required? And if so should it cover all aspects of stations and service delivery, or just those being managed through the franchise?

Q13 comments:

Should cover all aspects of stations and service delivery if there is to be a Service Quality Incentive Regime. Train operators should be working with station providers to ensure the train passengers experience and journey is as smooth as possible and is fully accessible to each individual. This is not the case at the present time.

14. What other mechanisms could be used for assessing train and station quality?

Q14 comments:

There should be an Equality audit for all the protected characteristics in the Equality Act 2010; this will ensure that the trains and stations are fully accessible to all. For the protected characteristic – disability - a regular audit (minimum every two years) by the local Access Panel and deaf organisation should ensure that they are fully accessible to all disabled people.

Scottish train services

15. Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the capacity limit? What is an acceptable limit for standing times on rail services?

Q15 comments:
No comment

16. Should the number of services making use of interchange stations (both rail to rail and rail to other modes) be increased to reduce the number of direct services? What would be the opportunities and challenges of this?

Q16 comments:

No comment

17. Should Government direct aspects of service provision such as frequency and journey time, or would these be better determined by the franchisee based on customer demand?

Q17 comments:

The Scottish Government should direct the frequency and journey time to ensure that routes that might have fewer customers but where the rail networks are much needed continue to have a decent service. This will not necessarily be the case if the franchisee is allowed to determine these based on customer demand (decreasing services can lead to greater profit – is this a good use of public money – greater payments to shareholders?)

18. What level of contract specification should we use the for the next ScotRail franchise?

Q18 comments:

No comment

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments:

Scottish rail fares

20. What should be the rationale for, and purpose of, our fares policy?

Q20 comments:

Public transport should be of benefit and affordable to the public therefore the Scottish Government fares policy should reflect this.

21. What fares should be regulated by government and what should be set on a commercial basis? Do your recommendations change by geographic area (the Strathclyde area example), or by type of journey (for example suburban or intercity)?

Q21 comments:

All fares should be regulated by government. Fares should not be allowed to increase by more than the rate of inflation.

22. How should we achieve a balance between the taxpayer subsidy and passenger revenue contributions in funding the Scottish rail network? At what rate should fares be increased, and how feasible would it be to apply higher increases to Sections of the network which have recently been enhanced?

Q22 comments:

23. What should the difference be between peak and off-peak fares? Will this help encourage people to switch to travelling in the off-peak?

Q23 comments: If more people travel off-peak than during peak hours, then people that have to travel during peak hours are being penalised by higher fares. If more people travel by train, then the need to have peak and off-peak fares should decrease. Longer trains with more carriages or more frequent train services could be the answer on the busier routes.

Scottish stations

24. How should we determine what rail stations are required and where, including whether a station should be closed?

Q24 comments: There should be some method of measuring station use along with a demographic of the passengers and this should be compared with the demographics of the area. For example, it could be that stations are not closed but become "request stops". Or some stations could be "closed" on a seasonal basis.

25. What are the merits or issues that arise from a third party (such as a local authority or local business) being able to propose, promote and fund a station or service?

Q25 comments: Merits - A more joined up service that serves the local and national communities; stations that are more "fit" for purpose; safer stations where these are unmanned at the moment.

26. Should only one organisation be responsible for the management and maintenance of stations? If this was the franchisee how should that responsibility be structured in terms of leasing, investment, and issues relating to residual capital value?

Q26 comments: Yes. It should not be a "postcode lottery" as to whether or not a station is passenger friendly.

27. How can local communities be encouraged to support their local station?

Q27 comments:

28. What categories of station should be designated and what facilities should be available at each category of station?

Q28 comments: Every station must be deaf friendly with up-to-date information in a visual format and safety measures that deaf people can access and use. Stations should also be safe for all passengers late at night and early in the morning.

Cross-border services

29. Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

Q29 comments: Yes. People who live north of Edinburgh do want to travel south of the border and should not have to travel to Edinburgh and change trains. This is especially important for older people and disabled people including Deafblind people.

30. Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

Q30 comments:

The Scottish Government should be working with the DoT to ensure cross-border services do not terminate in Edinburgh. This is discriminating against the rest of the Scottish population and should not be allowed to happen.

Rolling stock

31. What alternative strategies or mechanisms could be used to reduce the cost of the provision of rolling stock?

Q31 comments:

No comment

32. What facilities should be present on a train and to what extent should these facilities vary according to the route served?

Q32 comments:

Visual and audio information must be available and working on all trains to ensure all passengers have the same access to the same information at all times –this is a health and safety issue. All trains must have accessible toilets. All trains should have space for wheelchair users; and a separate space for parents with prams – in the same way buses are accessible to parents with prams. Where train journeys are longer, there should be a refreshment service.

Passengers – information, security and services

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Q33 comments:

These provisions should only be put in place when all trains are fully accessible for deaf people and people with a visual impairment. If WiFi is to be made available, then there should be "quiet" coaches on Scottish trains especially those where the journey is longer.

34. How should we balance the need for additional seating capacity and retain the flexibility of a franchisee to offer first-class services if commercially viable?

Q34 comments: It should be built into any contract that if passengers have to stand, then they can claim back part of their fare. Too often, passengers are standing when first class accommodation is empty. The Scottish Government could ask train operators who provide first class accommodation to provide in-depth data on the use of this accommodation by train passengers on all routes and at all times. Then a balanced judgement can be made.

What about providing "quiet" coaches on trains where the journey is longer than a couple of hours?

35. What issues and evidence should be considered prior to determining whether or not to ban the consumption of alcohol on trains?

Q35 comments:

What evidence is there that drinking alcohol on a train causes problems? Or are the problems caused by passengers who have been drinking before getting on the train? What of personal responsibility and not annoying other passengers? If passengers can be put off trains for not "having the right ticket" then surely passengers who have been drinking and are being annoying can be put off the train too. And the staff in charge of the refreshment trolleys must have the same responsibility as staff who work in bars and restaurants when it comes to serving people who have been drinking?

More information is needed before any comment can be made.

36. How can the provision of travel information for passengers be further improved?

Q36 comments: See comments above.

"The newer trains have on-board displays showing the next station and automatic announcements, and many of the older trains have been retro-fitted with these systems. ScotRail also currently provides information in the form of audible announcements on trains that do not have systems."

Audible announcements are not accessible if the passenger has little or no hearing. Too many trains do not have up-to-date and working visual displays (rolling script) about where the train is going. Some trains even have the wrong information about which stations the train is going to stop at. None to

my knowledge provide visual information when a train is delayed or when passengers have to leave the train for any reason. This needs to be sorted out – if only to comply with legislation.

"The centre can be contacted by telephone, letter or email. The current franchise agreement requires that this customer contact centre has to be delivered and maintained in Scotland."
What about being able to contact the centre by SMS?

Where there is any audio information given then there should be visual displays available so that deaf people receive the same information as their hearing peers. If information points are available, are they accessible to deaf people or only to hearing people? What about information points that ask a passenger to speak into a microphone – what about people who have other communication needs.
All information provision should be audited against the Principles of Inclusive Communication – more information available from the Scottish Government Equality Unit.

Caledonian Sleeper

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Q37 comments:

No comment

38. Should the Caledonian Sleeper services be contracted for separately from the main ScotRail franchise? Or should it be an option for within the main ScotRail franchise?

Q38 comments:

No comment

39. We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

- What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?

- What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?

- What facilities should the sleeper services provide and would you pay more for better facilities?

Q39 comments:

> If the decision is taken to terminate cross –border services at Edinburgh Waverly, will the Caledonian Sleeper Service terminate there too?

Environmental issues

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

> Q40 comments:
>
> No comment

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).
http://www.transportscotland.gov.uk/strategy-and-research/publications-and-consultations/j203179-00.htm

Does this comply with the Scottish Government accessibility guidelines? Would you have produced this document in Easy Read or BSL if asked?