



TRANSPORT
SCOTLAND
CÒMHDHAIL ALBA

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Scotland's Accessible Travel Framework

Our Delivery Plan for 2019-2020

Easy Read Version

Our Delivery Plan for 2019 - 2020

Important

This easy read booklet will explain what some words mean.

The first time we mention a word it will be in **bold blue** writing.

Then each time you see the word in the booklet it will be in **blue**

If you need to remember what the word means, go to the back of the booklet. The words and what they mean are in the word list. You can look them up in the list.

This Easy Read Guide has been produced for Transport Scotland by Values Into Action Scotland and uses Photosymbols.

Values Into Action Scotland

Hillington Business Centre

15-17 Nasmyth Road South

Glasgow G52 4RE

Our Delivery Plan for 2019 - 2020

Transport Scotland

Scotland's Accessible Travel Framework

Our **Delivery Plan** for 2019 – 2020

Contents

4	<u>Foreword</u>
7	<u>Visions and priorities</u>
8	<u>Passenger assistance</u>
8	<u>Aviation</u>
10	<u>Bus</u>
10	<u>Signs, wayfinding and information</u>
11	<u>Thistle assistance</u>
12	<u>Ensure clear pathways</u>
13	<u>Taxi and private hire</u>
14	<u>Hate crime</u>
16	<u>Word list</u>

Our Delivery Plan for 2019 - 2020

Foreword



Transport Scotland published a [framework](#) for Accessible Travel in 2016. Now they have published a [delivery plan](#) in June 2019.

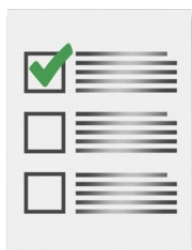


The plan is to make sure that good transport in Scotland helps people to get jobs. It will also help people to be well, not lonely or isolated. It wants to help people with disabilities to live full lives.



People with disabilities worked on the [framework](#) to help other people with disabilities to be able to travel easily across Scotland.

Some of the things that have been done up to now are:



- Halving the notice time for passenger assistance from Scotrail reduced from 4 hours to 2 hours
- Bringing this time down to 1 hour by 2021

Our Delivery Plan for 2019 - 2020



- £1 million pounds to make ferry terminals better. This includes accessible doors, Changing Places toilets and staff training every year; and
- Keeping high levels of customer satisfaction at Scotland's airports



Transport Scotland wants to do more within the 10 years of the [framework](#). This is why they now have an annual [delivery plan](#). This will help them to do the things that need to be done.

This year's plan matches with the Transport (Scotland) Bill to make transport more accessible. This includes things like:

- Stopping double parking
- Parking on pavements
- Taking away things that stop people from using public transport; and
- Making all our transport in Scotland accessible and inclusive



Our Delivery Plan for 2019 - 2020



I would like to thank everyone who has helped us to make sure the things in the plan get done. I look forward to continuing to work with all of you on our plan in 2019 – 2020.

Michael Matheson MSP

Cabinet Secretary for Transport

Infrastructure and **Connectivity**

Vision and Priorities for 2019 – 2020



Transport Scotland, Scottish Government and the Accessibility Steering Group wrote down what they want to see happening in public transport in Scotland. They took 8 themes from the Accessible Travel [framework](#). These will help to make sure all the things are done in the next 10 years.

8

The themes are:

- [Passenger assistance](#)
- [Aviation](#)
- Bus
- Signs, [wayfinding](#) and information
- Thistle assistance
- Ensure clear pathways
- Taxi and Private Hire Cars(PHCs)
- Hate Crime



What we need to do now

Passenger assistance



- Help Scotrail, CalMac ferries and NorthLink ferries to let more people know about [Passenger assistance](#)
- Look at how we make sure all transport providers train their staff

Aviation



- Work to make sure the large Scottish airports keep their excellent accessibility record
- Work with some smaller Scottish airports to see what they need to improve accessibility
- Agree what we can do to help the smaller Scottish airports
- Look at how people can use their own wheelchairs on flights
- Work with Scottish airports to look at best practice and have an Accessibility



Charter



- Get better at helping Scottish airports to encourage disabled passengers to use them
- Help the **Civil Aviation Authority** (**CAA**) to understand what Scottish customers need
- Work with others to look at quality standards for making things better - like storing wheelchairs on planes and how to handle equipment
- Making sure people with disabilities have the same rights as all other passengers
- Helping the **CAA** with their new **Aviation** guide

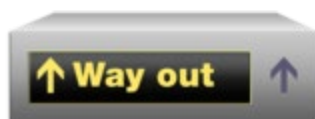
Bus



- Work with those in bus transport to get better information on the [Traveline Scotland app](#) and webpage
- Work with local authorities to make sure there is good and consistent information at bus stations and **travel hubs**
- Hold events to find out how more people with disabilities can use buses in Scotland
- Collect information on why people do not travel by public transport
- Look at how we can help bus operators to do more than the rules tell them to do now



Signs, **wayfinding** and information



- Work with partners to look at the best ways to have signs, **wayfinding** and information around our transport system

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- Work with others to help transport providers have the best designs for signs
- Work with the Accessibility Steering Group to help local authorities and institutions to have the best signs

Thistle assistance



- Develop a website so that people can get information about the Thistle Assistance Card easily
- Make sure that people get to know about the Thistle Assistance Card
- Have an app for the Thistle Assistance Card
- Work with Transport providers to make sure they all know about the Thistle Assistance Card
- Look at adding Thistle Assistance into the Smart Ticketing system



Ensure clear pathways



- Work with local authorities to make sure disabled people are consulted in designing streets
- Promote accessible and **inclusive street** design to those responsible for planning and building them
- Ban parking on pavements in Scotland
- Work with others to find out how to make streets inclusive
- Work with Access Panels and other disabled people to find out their concerns about **inclusive streets**
- Develop a good system for reporting problems on paths and pavements



Taxi and Private Hire Cars (PHCs)



- Make it easier to find out about taxis and PHCs which are available for people with disabilities
- Develop guidance to taxis and PHC's on how to make their services better
- Make sure taxi and PHC staff get training about disability
- Make sure disabled people understand their rights and know how to give feedback easily
- Help taxis and PHCs to involve people with disabilities to look at the issues such as availability
- Work with others to improve the design of accessible taxis and PHCs
- Work with others to test out the



Mobility as A Service in Scotland (MaaS)

- Work with Local Authorities to tell people about good practice in making transport better for people with disabilities



More about taxis and private hire (PHCs)



- Look at ways to make sure there are enough accessible taxis and PHCs
- Give local Authorities advice on their policies for taxis and PHCs
- Make sure that everyone understands the rights of people who travel in a taxi or a PHC

Hate Crime



- The Hate Crime Working Group will produce a draft [Charter](#) for Hate Crime and decide how it can be used all across Scotland
- Try out the [Charter](#) in South East of Scotland between 2019 and 2020
- Work with Police Scotland and decide on training for transport providers
- Disability Equality Scotland will share best practice and learning
- The Hate Crime Working Group will develop a campaign to advertise the [Charter](#) and what it is for



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- Encourage transport providers to display the Charter

More about Hate Crime

- Encouraging transport providers to find different ways to report hate crime
- The Hate Crime Working Group will look very closely at all hate crime recorded over the next year
- In 2019 The Hate Crime Working Group will raise awareness of the [Charter](#) and test it out with the transport operators

Our Delivery Plan for 2019 - 2020

Word List

Aviation

This is a word to describe aeroplanes and airports.

CAA

This stands for Civil Aviation Authority and this is the people in charge of all aeroplanes and airports.

Charter

A charter is a document which has a set of ideas of how to do something well.

Connectivity

This is a word that means being joined up. In this report it means how different transport in Scotland works better together.

Delivery Plan

This is a document that tells you how things are going to be done to make a plan happen.

Framework

A framework is an outline of a plan and how to make it work.

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Inclusive Street

"Streets that are safe, pleasant and easy to get around for everyone, including disabled people"

Infrastructure

Infrastructure is another name for all the things we need for our country to run and to help us all to live there. Transport is one part of our **infrastructure**.

Mobility as a Service (MaaS)

This is a way of making all public transport accessible for everyone so that people use cars less.

Passenger assistance

This is when anyone who travels needs some extra help from transport staff. It can be using a ramp or help to know when to get off for example.

Travel hubs

A travel hub is a place where you can easily change from one kind of transport to another; for example; from a bus to a train without having to go somewhere else to make the change.

Wayfinding

Enabling people to get where they want to go, by ensuring they have the information needed in an inclusive environment.



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CÒMHDHAIL ALBA

Transport Scotland

Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

0141 272 7100

info@transport.gov.scot

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