



Accessible Transport Strategy and Action Plan for Scotland

2015 – 2020

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A message from Terry Robinson, Chairman of SATA

We are pleased to present our Accessible Transport Strategy and Action Plan for Scotland.

Since 1995 SATA has been working with disabled people, organisations representing disabled people, local authorities, transport operators and the government seeking to provide information, guidance and advice on matters relating to transport. During these 20 years a lot has changed for the better and legislation has often helped, but there is still a lot more to do. Progress can be hampered by a lack of finance and resources, but also by a lack of leadership and confusion about a sense of direction.

What is obvious to disabled people is the lack of consistency over the country. The needs of users of transport vary according to their geographical location and meeting these needs can be challenging, but there are some things which are uniform which are implemented in different ways and with different degrees of completion in different places.

We recognised that there is a general willingness to improve but no strategy to drive its implementation. Drawing on strategies from other countries and our own experience we have drafted a Strategy for Scotland with clearly defined objectives, and followed this up with an Action Plan which lists things that need to be done and identifies the lead body for each of the actions. We initially provided a timescale over the five years 2015 to 2020, but have removed that as each organisation implementing an action needs to adjust the timescale according to how far along the implementation they already are and the availability of resources to complete it.

We are inviting the Scottish Government, Transport Scotland, local authorities and transport operators to accept ownership of the Strategy and the responsibility of implementing the Action Plan. We do not believe there is anything in this which is contrary to the aims and ambitions of these bodies, but to get results does need commitment, effort and integration from all the partners.

We would like to see significant progress within the next five years, and we would welcome feedback in that area.

Foreword

This Accessible Transport Strategy and Action Plan for Scotland (ATSAPS) has been produced by the **Scottish Accessible Transport Alliance (SATA)** (See Note 1). It aims to promote social inclusion in regard to the rights and needs of disabled people (See Note 2), to promote equality and opportunities to travel (See Note 3).

It draws on SATA's own evidence from its members and on existing accessible transport strategies and action plans.

Consultation on a first draft was with SATA members in April and May 2014. The following October it was sent for comment to a wide group of organisations (listed in the glossary) which will have responsibility for its implementation in accordance with their capabilities, obligations, powers and responsibilities. It was posted on the SATA website (www.scottishaccessibletransport.org.uk) and on Twitter. It received press coverage in The Scotsman and the Holyrood Magazine.

In the light of comments received from members and across the sector - a large majority positive - the document has been amended and divided into two parts: (A) the Strategy and (B) the Action Plan. However the Action Plan flows from, and should be related to, the Strategy.

Support for, and comments on, both the Strategy and the Action Plan will continue to be welcomed. The intention is to obtain broad acceptance for its implementation and the impetus for further work.

Introduction

The United Nations Convention on Rights of Persons with Disabilities (UNCRPD) includes the rights of disabled people to accessibility (article 9) and to live independently as part of a community (article 19). The Equality & Human Rights Commission accordingly recommends that a human rights approach should be front and centre in any strategy.

Demographic trends indicate the growing importance of the issues covered in this strategy. There are over a million people with some disability in Scotland and the prevalence of disability issues rises with age. The most commonly-reported impairments are those that affect mobility, lifting or carrying. Around a fifth of disabled people report having difficulties related to their impairment or disability in accessing transport.

Part A: The Strategy

The Scottish Government's strategic objectives and outcomes, set out in the National Performance Framework (NPF) can only be achieved fully if everyone has the best possible opportunity to travel and access the services or facilities they need. This is a fundamental requirement of making Scotland Fairer, Safer, Stronger and Healthier. It is also in accordance with the United Nations Convention on the Rights of Persons with Disabilities.

Accessible transport and universal mobility contributes to achieving several of the National Outcomes:

- We have tackled the significant **inequalities** in Scottish society.
- We live in well-designed, **sustainable places** where we are able to access the amenities and services we need.
- Our people are able to maintain their **independence as they get older** and are able to access appropriate support when they need it.
- Our **public services** are high quality, continually improving, efficient and responsive to local people's needs.

Accessible transport has a part to play in achieving the overarching goal of a sustainable economy, especially in view of Scotland's demographic profile and trends. It brings wider socio-economic benefits to, for example, older people, people travelling with children in buggies, people with luggage or shopping. Mobility for disabled or frail people enhances their independence, and is an important example of preventative spending which will make the best use of money, eliminating duplication and waste as advocated by the Christie Commission (*Commission on the Future Delivery of Public Services, 2011*).

The need for accessible transport was recognised in Scotland's last National Transport Strategy (NTS) produced in 2006 by the then Scottish Executive which included as the second of its five high level objectives the aim to promote social inclusion.

In line with these strategies, the overall aim is for Scotland:

'to have a passenger transport system which is available, accessible, affordable and acceptable for disabled people and enables them to participate fully in society, enjoy independence and experience a good quality of life'.

The ATSAPS represents the first attempt in Scotland to outline and identify the policies and actions which are needed to realise this aim by 2020 and beyond. If implemented, it can put Scotland at the forefront of European good practice in inclusive and integrated service delivery. The actions seek to

reduce the barriers to mobility which remain for disabled people.

The following broad principles are adopted:

- Working in partnership with public, private, community and statutory passenger transport providers to improve transport services, making **them easier to use and understand so that people's confidence about using them is increased.**
- Being proactive in our efforts to identify and remove barriers that prevent disabled people accessing the transport system and to ensure that further barriers are not created.
- Implementing good practice by making sure that we keep up-to-date with best practice and reflect this when developing policies and implementation plans.
- Good consultation, working openly and in partnership with people who provide passenger transport services and facilities and those who use them. Strive to maintain good communication with disabled people to listen to their views and exchange information.
- Value for money in targeting available resources towards initiatives that are affordable, sustainable and that maximise the benefits for disabled people.

Strategic objectives (SO)

The strategy identifies seven objectives. They are:

- SO1** To ensure that disabled people have an effective say in the planning, design and operation of transport services, facilities and operations.
- SO2** To ensure that the UN Convention on the Rights of Persons with Disabilities and the Equality Act requirements are met and affordable adjustments are made so that accessibility for disabled people is a condition of public money being spent on all new public transport investment, including sub-contracts, licences, franchises and other forms of procurement.
- SO3** To develop an interconnected, fully accessible public transport system in partnership with key stakeholders which will enable disabled people to travel in safety and in comfort and move easily between modes, taking into consideration those whose needs not met by the current transport network, including those living in isolated and rural communities.

- S04** To enable disabled people to travel using cars and other means of private transport, provide facilities and prevent abuse by the general public.
- S05** To address any lack of awareness or understanding that prevents or discourages disabled people from using transport services and facilities that are available to them.
- S06** To ensure that information in a range of formats is available for all public transport services to enable disabled people to plan and make these journeys easily.
- S07** To provide help with travel costs and offer practical assistance which enables disabled people to use the transport services available to them.

Measures to achieve these strategic objectives are set out in the Action Plan.

Part B: The Action Plan

The Action Plan is to implement the seven Strategic Objectives outlined in Part A, considered over the five years 2015 to 2020.

Despite significant progress and much good practice, there are five main areas which can still constitute significant barriers to be overcome if all transport services are to be available, accessible, affordable and acceptable to disabled people.

- The absence or infrequency of services, for example in isolated communities and rural areas, and those which are not interconnected.
- Physical barriers that prevent them from getting access to transport services.
- The affordability of transport services, despite 'concessions' and discounts where these exist.
- A lack of information needed by users and potential users of accessible transport services both in terms of the details provided and the way it is provided or communicated.
- Attitudinal or psychological barriers that prevent or discourage disabled people from using transport services. This could involve the behaviour and attitudes of some transport staff or concerns that people have about using transport, for example because of fear of crime, abuse or attack etc.

The actions contained within this plan seek to reduce and remove these barriers. For each action, key stakeholder organisations have been identified (in italics) to take a lead and are listed in the glossary at the end. Time-scales are not included as there is a wide variation in current implementation in different parts of the country and in different operators.

1. Actions to achieve Strategic Objective One (SO1)

To ensure that disabled people have an effective say in the planning, design, funding and delivery of passenger transport services.

1.1 Encourage a partnership approach between disabled people and public, private, community and statutory passenger transport providers to ensure that each sector can build on the experience of others in the delivery of accessible transport services, facilities and operations.

1.1.1 *Transport Scotland* to acknowledge and support examples of good partnership practice.

1.1.2 *Transport providers* to promote more training opportunities that will assist people and organisations to provide better quality, accessible passenger transport services that are responsive to the requirements of disabled people.

1.2 Consultation with disabled people and their representative organisations at an early stage in the development of passenger transport policies, projects and services and on the detailed implementation of access features incorporated in new transport infrastructure.

1.2.1 *Transport Scotland* to continue with regular meetings of the Scottish Rail Accessibility Forum and the Roads for All Forum and consider widening the scope of their remit.

1.2.2 *Transport Scotland* to establish a Scottish Bus & Coach Accessibility Forum and a Ferries Accessibility Forum which meet regularly to address access issues nationally as do the Scottish Rail Accessibility Forum and the Roads for All Forum.

1.2.3 *All local authorities and Regional Transport Partnerships* to consult regularly with local access panels and equalities forums and other stakeholders (locally, regionally and nationally) about Equality Outcomes under the Equality Act, including transport infrastructure, service co-ordination, information provision and training standards.

1.3 Support for national user-led disability organisations (such as SATA, Inclusion Scotland and SDEF) to enable them to fully represent the views of disabled people and be sources of information and advice on transport services and other related matters.

1.3.1 The *Scottish Government* to maintain financial support, research and other facilities which will enable organisations representing disabled people to perform their roles effectively.

1.3.2 *All organisations* receiving public funding for the purpose to submit and publish reports each year setting out their concerns, achievements, advice and recommendations on passenger transport access issues.

1.4 Close working between Transport Scotland and the Mobility and Access Committee for Scotland (MACS) with the Department for Transport (DfT) and the Disabled Persons Transport Advisory Committee (DPTAC), and other government departments, as they develop national strategies, standards and good practice.

1.4.1 *Transport Scotland* and *DfT* to publish and regularly review policy, standards and good practice guidance on accessible transport produced in the UK, Europe and elsewhere, and consider whether/how these can most effectively be implemented.

1.4.2 The *Mobility & Access Committee for Scotland (MACS)* to liaise closely with DPTAC and participate in meetings between advisory UK organisations to share current good practice and information.

1.4.3 The *Scottish Accessible Transport Alliance (SATA)* to update Transport Scotland and MACS on progress with its work, strategies and action plans.

1.4.4 *Transport Scotland* to identify training opportunities which are currently available between administrations.

1.5 Transport staff at all levels to be provided with appropriate disability awareness and equality training.

1.5.1 *All operators* to provide and monitor the performance and effectiveness of disability awareness and equality training for all managerial and front line staff.

1.5.2 *All operators* to involve disabled people in the provision of their training, ensuring barriers for people with hidden disabilities are covered.

1.6 Effective communication of transport strategies and plans with an understanding of the issues by key partners.

1.6.1 The *Scottish Government* and all other agencies to raise awareness of their policies, strategies and action plans with key partners in the public, voluntary and private sectors.

2. Actions to achieve Strategic Objective Two (SO2)

To ensure that the UN Convention on the Rights of Persons with Disabilities and the Equality Act requirements are met and affordable adjustments are made so that accessibility for disabled people is a condition of public money being spent on all public transport investment, including sub-contracts, licences, franchises and other forms of procurement.

2.1 Ensure that any legislative changes and regulations at UK and EU level which enhance disabled people's right of access to transport services, and the accessibility standards for passenger transport vehicles, continue to be applied in Scotland.

2.1.1 *Transport Scotland* to monitor and report on the implementation of UK and European regulations and codes of practice regarding disabled people and transport.

2.1.2 The *Equality & Human Rights Commission* to monitor and publish reports on the implementation of the Equality Act 2010 and that all public bodies, including local authorities, ensure that transport, and the duty to

promote non-discrimination and equal opportunity to travel, is given due prominence when compiling and reporting on equality outcomes in accordance with the Public Sector Equality Duty.

2.1.3 *Transport Scotland* to produce a Code of Practice aimed at developing respect for all passengers and staff on the passenger transport network.

2.2 Improve the factual base about the extent of the transport needs of disabled people to ensure evidence-based development of policies and programmes.

2.2.1 The *Mobility & Access Committee for Scotland (MACS)* and the *Scottish Accessible Transport Alliance (SATA)* to identify priorities for and fund research about the particular transport requirements of disabled people, including attitudes towards the transport system, and report to on key areas.

2.2.2 The *Scottish Accessible Transport Alliance (SATA)* and *Transport Scotland* to distribute to transport providers and others, information about good practice and research around accessible transport systems.

2.2.3 *Transport Scotland* to consider the outcomes of research on the transport needs of particular groups (disabled younger people, frail elderly, people with learning difficulties, etc.) and decide on further action.

2.3 Ensure that a key consideration for the evaluation of accessible transport initiatives includes affordability, the number of people who will benefit, the extent to which they will benefit and whether they would otherwise be denied access to transport.

2.3.1 *Transport operators* to review and publish findings on their policies and actions contained in the ATSAPS and their impact on disabled people.

3. Actions to achieve Strategic Objective Three (SO3)

To develop an interconnected, fully accessible public transport system in partnership with key stakeholders which will enable disabled people to travel in safety and in comfort and move easily between modes, taking into consideration those whose needs not met by the current transport network, including those living in isolated and rural communities.

3.1 The pedestrian and traffic environments to be design and managed in a way that enables disabled people to move around safely and with confidence.

3.1.1 *Transport Scotland* to continue to update guidance on the provision of safe, well-lit and hazard-free roads and pavements including the needs of disabled people in rural areas.

3.1.2 The *Office of the Road Works Commissioner* and *local authorities* to set standards and monitor the repair of roads and pavements to ensure that barriers and hazards are not created for disabled people.

3.1.3 *Transport Scotland, local authorities* and *Network Rail* to continue to ensure the safety of road and rail crossings for all pedestrians.

3.2 Ensure that new development in the built environment properly addresses the needs of disabled people in their design.

3.2.1 *Transport Scotland* to ensure that the needs of disabled pedestrians, cyclists and public transport users have been properly addressed in planning guidance and by developers.

3.2.2 *Transport Scotland* to note and review research and official guidance regarding the use of tactile paving, shared surfaces and Home Zones.

3.3 Ensure that good practice codes in accessible infrastructure design are followed.

3.3.1 *All transport authorities and providers* to publicise their proposals for new bus/coach, rail stations and ports or for the refurbishment of existing bus/coach, rail stations and ports to demonstrate how these provide for the requirements of disabled people and meet agreed standards in accessible design.

3.3.2 *All transport operators* to maintain high standards of accessibility based on good practice experience throughout the transport network infrastructure and report on work undertaken.

3.3.3 *All transport operators* to achieve acceptable and consistent standards for boarding, alighting and emergency procedures for disabled people.

3.4 Promote good vehicle design for all modes of transport.

3.4.1 *Vehicle manufacturers* and *converters* to disseminate guidance on the design of small buses (9-22 seats) to public, private, community and statutory sector transport providers.

3.4.2 *Transport Scotland* to promote guidance for the design of large and small passenger ships amongst ferry operators.

3.5 Promote and monitor the use of vehicles of all sizes that are accessible to people with a wide range of mobility needs on mainstream public transport and alternative transport services, especially those supported financially by central and local government.

3.5.1 *Transport Scotland* to continue to disseminate guidance on large and small vehicle access to public, private, community and statutory sector

transport providers

3.5.2 *Transport Scotland* to compile and publish information on the provision of, and progress on, the use of accessible vehicles throughout Scotland and including services to people living in isolated and rural communities.

3.5.3 *All operators* to display clear guidelines on all passenger transport vehicles and ships to inform passengers of their rights should disputes arise over access to wheelchair spaces and other facilities.

3.5.4 *Manufacturers* to implement kite marking for the carriage of mobility scooters (and buggies) on all forms of passenger transport, building on the CPT Code of Practice for the use of scooters on buses.

3.6 Improve access to public passenger transport services to maximise their use by disabled people to reduce the need for alternative transport systems.

3.6.1 *All local authorities* to develop bus corridors to support the operation of high frequency, accessible bus services.

3.6.2 *Local authorities* to review the positioning of bus stops and identify opportunities for providing hard standings at rural bus stops.

3.6.3 *Local authorities* to look for ways of improving signage and pedestrian access to bus stops.

3.6.4 *Transport Scotland* and the *Confederation of Passenger Transport* to publish reports, with data, on the introduction of Equality Act compliant buses up to and beyond 2017 and coaches up to and beyond 2020 on local and scheduled services in Scotland including those in rural areas.

3.6.5 The *Department of Transport*, the *Scottish Government* and *rail operators* to introduce new rolling stock throughout the network, increase station accessibility and deliver projects with funding under the Access for All programme.

3.6.6 The *Department of Transport*, *Scottish Government* and the *Civil Aviation Authority* to monitor and publish reports on the compliance of air transport providers with European regulation regarding the rights of disabled passengers and persons with reduced mobility.

3.6.7 *Transport Scotland* and *ferry operators* to publish annual reports on the implementation of the Scottish Ferries Plan 2013-2022 including expenditure from the Accessibility Improvement Fund.

3.6.8 *British Waterways* to publish reports on, the provision of boats and other facilities on canals and waterways to cater for disabled people and improve access to / from such boats and facilities.

3.7 Ensure that a higher proportion of taxis and private hire cars are accessible, allowing more disabled people the same opportunities, at the same cost, to travel as those without a disability.

3.7.1 *Transport Scotland* to continue to collect and publish annual data on the number of wheelchair accessible taxis and private hire cars by local authority in Scotland and also the number of taxi drivers who hold an exemption certificate.

3.7.2 *Local authorities* to publish policies and action plans which will provide for the availability of both taxis and private hire cars (based on an assessment of the varied needs of disabled people in their areas) and take measures to increase their affordability through discounted fares (e.g. Taxicard schemes).

3.7.3 *Local authorities* and *transport operators* to keep under review the provision of taxi ranks and accessible drop-off/pick-up points at bus/coach stations, rail stations, airports, ferry ports and transport interchange points.

3.8 Support alternative means of transport at reasonable fares for those people who cannot or find it difficult to use the scheduled public transport network and ensure that these services provide their users with opportunities to access business, education, recreation, shopping and health care facilities

3.8.1 *Transport Scotland, Regional Transport Partnerships* and *all local authorities* to review and report on the state of demand responsive transport (DRT) and dual-use/purpose services (e.g. taxibus and postbus).

3.8.2 *Transport Scotland* to carry out research to assess the financial, social, economic and environmental benefits of dial-a-ride, dial-a-bus, 'taxicard' and voluntary car services.

3.9 Develop a community transport sector that adopts good practice in the management and operation of their transport initiatives which focus on providing passenger transport services for people, communities and groups that experience mobility impairment.

3.9.1 The *Community Transport Association* to continue to improve the skills base of the community transport sector through an annual training programme covering good practice in the management and operation of community-based transport schemes.

3.9.2 The *Community Transport Association* to continue to promote the MiDAS (Minibus Driver Awareness Scheme) and PATS (Passenger Assistance Training Scheme) as minimum training standards for CT Schemes.

3.9.3 The *Scottish Government* to continue to provide capital funding for

community transport accessible vehicle replacement.

3.9.4 The *Community Transport Association* to promote a focus on quality in community transport so that services are provided to a high standard.

4. Actions to achieve Strategic Objective Four (SO4)

To enable disabled people to travel using cars and other means of private transport, provide facilities and prevent abuse by the general public.

4.1 Develop vehicle purchase and driving assessments to assist disabled people with personal mobility.

4.1.1 *NHS Lothian* to continue to provide an efficient driver assessment centre at the Scottish Driver Assessment Service in Edinburgh and review levels of demand for this service throughout Scotland and how these can be met.

4.2 Encourage car users to drive and park in a manner that does not compromise access to the passenger transport environment and system for disabled people.

4.2.1 *All local authorities* to enforce parking and waiting restrictions, including at bus stops.

4.2.2 *Disabled Motoring UK* to continue its 'Baywatch' campaign aimed at highlighting the abuse of parking bays provided for disabled people.

4.2.3 The *Scottish Parliament* to pursue and enact legislation to prevent vehicle parking on pavements and at dropped kerbs.

4.2.4 *Transport Scotland* to enforce waiting restrictions on trunk and arterial roads in towns and cities including enforcement at bus stops.

4.3 Ensure that adequate parking is provided for Blue Badge holders in convenient locations, to enable easy access to activities and facilities.

4.3.1 *All local authorities* to regularly review the provision of on-road and off-road car parking provision for disabled people, including park and ride, and improve them where appropriate.

4.3.2 *All operators* to review, and where possible improve, the provision of parking bays and spaces for use by disabled people at rail stations, airports, ferry ports and interchanges.

4.3.3 *All local authorities* to ensure the Blue Badge scheme is enforced

effectively

4.3.4 *Transport Scotland* and *local authorities* to update regularly all publicity leaflets and other information provided to applicants and holders about the operation of the Blue Badge scheme and ensure that these are available in a range of accessible formats.

4.4 Develop appropriate measures to enhance the safety of disabled people and older drivers.

4.4.1 *Transport Scotland* to monitor and report on measures to ensure and improve the safety of disabled and older drivers in Scotland.

5. Actions to achieve Strategic Objective Five (SO5)

To address any lack of awareness or understanding that prevents or discourages disabled people from using passenger transport services and facilities that are available to them.

5.1 Raise awareness amongst passenger transport providers and general public of the needs disabled people when using transport.

5.1.1 *Transport Scotland* and *local authorities* to provide information on the needs of disabled people when using public transport.

5.1.2 *All operators* to involve disabled people in the promotion of their services through accessible information and advertisements.

5.2 Promote independent mobility by raising awareness among disabled people about the accessible transport opportunities available to them and provide help and support to address the concerns they may have about using these services.

5.2.1 *All operators* to follow good practice in the design of bus and rail stations to improve personal security and reduce fear of crime for passengers.

5.2.2 *All operators* to use CCTV on public passenger transport vehicles to deter crime and vandalism.

5.2.3 *All operators* to provide information and advice for passengers about personal security when using public transport.

5.2.4 *Transport Scotland* to adopt a national standard to allow disabled people to be trained on how to use buses, coaches, trains, etc.

6. Actions to achieve Strategic Objective Six (S06)

To ensure that information in a range of formats is available for all public transport services, including the full range of accessible services, to enable disabled people to plan and make journeys easily.

6.1 Adopt best practice in the design of all information produced about transportation policies, initiatives and other guidance material and disseminate guidance about good practice in information design to transport providers.

6.1.1 *All operators* to introduce audio and visual announcements of travel information on buses/coaches, trains trams and ferries.

6.1.2 *All rail operators* to continue to update regularly their Disabled Persons Protection Policies (DPPP) and bus/coach and ferry operators to produce similar policies.

6.2 Ensure that all information provided about passenger transport services is made available in formats that are appropriate to the particular needs of disabled people.

6.2.1 *All operators* to provide accessible information about their services.

6.3 Ensure that information systems are in place to support the development of accessible passenger transport chains.

6.3.1 *All operators* to update accessible transport information on their websites including service changes at least 14 days before they are implemented.

6.3.2 *All operators* to provide good information about accessible public transport opportunities and passenger support services for disabled people.

6.3.3 *All operators* to provide accessible timetable information by text messaging and in real time.

6.3.4 *All local authorities* and transport agencies to produce and update national, regional and local passenger transport guides and fact-sheets and ensure these are made widely available.

6.3.5 *All operators* to extend the current provision of audio and visual information on all passenger transport vehicles, services and interchanges.

7. Actions to achieve Strategic Objective Seven (SO7)

To provide help with travel costs and offer practical assistance to enable disabled people to use the transport services available to them.

7.1 Provide a range of travel concessions for disabled people throughout Scotland.

7.1.1 The *Scottish Government* to accept all those defined as disabled under legislation as being eligible under the Scotland-wide Concessionary Fare Scheme for buses, coaches and ferries and extend its eligibility to more community transport services.

7.1.2 *Transport Scotland* to review the provision of fare concessions for disabled people on taxis, community transport and trains, which at present are provided locally or regionally by some local authorities, with a view to extending the existing national entitlement scheme for concessions on buses and coaches

7.1.3 *All operators* and *local authorities* to provide fare concessions for disabled people on rail services and to publish reports on take-up/usage.

7.1.4 *Transport Scotland* to undertake research into the level of use of the national bus concessionary fare scheme by older people and disabled people and ascertain reasons for non-use.

7.1.5 *All local authorities* to review charges made for Blue Badges and restrictions on free parking in reserved spaces.

7.2 Provide practical assistance for disabled people to travel for education, training, work and leisure purposes.

7.2.1 *Transport Scotland* and *local authorities* to increase awareness of the range of measures provide in the 'Access to Work Programme' and other measures.

7.2.2 *All operators* to continue and regularly monitor the use of personal assistance services.

7.2.3 *Local authorities* and *operators* to provide direct support to encourage individual disabled people to use accessible public transport (bus, train, tram, etc.) independently where possible, for example through 'travel training' and 'travel buddy' schemes.

Glossary: lead organisations and action references

British Waterways	SO3.6.8
Civil Aviation Authority	SO3.6.6
Caledonian MacBrayne Ltd	SO3.6.7
Caledonian Maritime Assets Ltd	SO3.6.7
Confederation of Passenger Transport (Scotland)	SO3.6.4
Community Transport Association (Scotland)	SO3.9.1; SO3.9.2; SO3.9.4
Department for Transport	SO1.4; SO3.6.6; SO3.6.5
Disabled Motoring UK	SO4.2.2
Disabled Persons Transport Advisory Committee	SO1.4; SO1.4.2
Equality & Human Right Commission in Scotland	SO2.1.2
Inclusion Scotland	SO1.3
Local Authorities	SO1.2.3; SO3.1.2; SO3.1.3; SO3.6.1; SO3.6.2; SO3.6.3; SO3.7.2; SO3.7.3; SO3.8.1; SO4.2.1; SO4.3.1; SO4.3.3; SO4.3.4; SO5.1.1; SO6.3.4; SO7.1.3; SO7.1.5; SO7.2.1; SO7.2.3
Manufacturers and converters	SO3.4.1; SO3.5.4
Mobility & Access Committee for Scotland	SO1.4.2; SO2.2.1
National Health Service (Lothian)	SO4.1.1

Network Rail (and see operators)	SO3.1.3
Office of the Scottish Road Works Commissioner	SO3.1.2
Operators, providers and agencies	SO1.1.2; SO1.5.1; SO 1.5.2; SO2.3.1; SO3.3.1; SO3,3.2; SO3.3.3; SO3.5.3; SO3.6.5; SO3.6.6.7; SO3.7.3; SO4.3,2; SO5.1.2; SO5.2.1; SO5,2.2; SO5,2.3; SO6.1.1; SO6.1.2; SO6.2.1; SO6.3.1; SO6.3.2; SO6.3.3; SO 6.3.4; SO6.3.5; SO7.1.3; SO7.2.2; SO7.2.3
Regional Transport Partnerships	SO1.2.3; SO3.8.1
ScotRail (and see operators)	SO3.6.5; SO6.1.2
Scottish Accessible Transport Alliance	SO1.3; SO1.4.3; S2.2.1; SO2.2.2
Scottish Disability Equality Forum	SO1.3
Scottish Government	SO1.3.1; SO1.6.1; SO3.6.5; SO3.6.6; SO3.9.3; SO7.1.1
Scottish Parliament	SO4.2.3
Serco NorthLink Ferries (and see operators)	SO3.6.7
Transport Scotland	SO 1.1.1; SO1.1.2; SO1.2.1; SO1.2.2; SO1.4.1; SO1.4.4; SO2.1.1; SO2.1.3; SO2.2.2; SO2.2.3; SO3.1.1; SO3.1.3; SO3.2.1; SO3.2.2; SO3.4.2; SO3.5.1; SO3.5.2; SO3,6,4; SO.6.7; SO3.7.1; SO3.8.1; SO3.8.2; SO3,9,3; SO4.2.4; SO4.3.4; SO4.4.1; SO5.1.1; SO5.2.4; SO7.1.2; SO7.1.4; SO72.1

Implementation

The Scottish Accessible Transport Alliance (SATA) will invite continued support from its members to promote and implement the strategy and action plan and keep it under review.

It will ask the Scottish Government to:

1. adopt this as a national strategy and action plan or produce something similar of its own,
 2. set a timetable for implementation by the parties involved of this or any other strategy and action plan, identify priorities for early action, and make national resources available to assist in their delivery,
 3. **appoint a representative 'implementation group', including disabled people who are both transport users and non-users of current services, to monitor progress and report back.**
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Notes

1. About SATA

The Scottish Accessible Transport Alliance (SATA) is a user-led charity (SC027600) made up of some 80 corporate and individual members active in the voluntary, public and private sectors. Its aim is to work for the provision of accessible transport in Scotland as a basic right for all people. This includes working not only for the provision of vehicles, vessels and rolling stock which are accessible but also for an integrated system of public transport with affordable services, accessible information and appropriate support for users. More information is available on its website www.scottishaccessibletransport.org.uk including details about membership.

2. About disability and accessibility

You are a disabled person under the Equality Act 2010 if you have a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities. In the public transport context this means having the ability to travel and use transport services. The social model of disability highlights the physical, communication and attitudinal barriers in the system. Making the system accessible means overcoming these barriers, either by removing them, making adjustments or providing ways round them.

The Department for Transport's action plan '*Transport for Everyone*' says:

The need for an accessible and inclusive transport network is reflected in the following facts and figures:

- *There are over eleven million people with a disability in Great Britain.*
- *In Great Britain, the most commonly-reported impairments are those that affect mobility, lifting or carrying.*
- *Around a fifth of disabled people report having difficulties related to their impairment or disability in accessing transport.*
- *The prevalence of disability issues rises with age. Around 6 per cent of children are disabled, compared to around 15 per cent of working age adults and 45 per cent of adults over State Pension age.*
- *Although the employment rate gap between disabled and non-disabled people has decreased since 2002, disabled people remain far less likely to be in employment. In 2011, the employment rate of disabled people was 48.8 per cent compared with 77.5 per cent of non-disabled people.*
- *Disabled people are significantly more likely to be victims of crime than non-disabled people. This gap is largest amongst 16-34 year olds, where 39 per cent of disabled people reported having been a victim of crime compared to 28 per cent of non-disabled people.*
- *For each age group, people with mobility difficulties are less likely to travel compared to non-disabled people.*
- *People with mobility difficulties make more trips by local bus and taxi.*
- *People with mental health difficulties find it easier to use buses as opposed to trains.*

3. About equality and the opportunity to travel

The Equalities Act 2010 in Part 2 identifies disability as a 'protected characteristic' and defines what is 'prohibited conduct'. In Part 11 it sets out what it means by the '**advancement of equality**', the **Public Sector Equality Duty** and 'positive action'. Part 12 deals with disabled persons transport giving the UK Government powers to make regulation for taxis (Chapter 1), Public Service Vehicles (Chapter 2) and rail vehicles (Chapter 3).

The Disability Rights Commission (DRC), now the Equality and Human Rights Commission (EHRC), issued a Statutory Code of Practice entitled '**Provision and use of transport vehicles**'. It said it aimed at promoting equal citizenship to ensure that by 2020 all disabled people:

- have control over their own lives
- help enjoy full membership of society
- shape the world we live in
- are equipped to play a part
- make a valued contribution
- get on in life.

The EHRC's Policy Statement on Transport and Travel said:

The transport requirements of disabled people should be met and mainstreamed and that the travel system should be designed and operated inclusively

- *the terms 'transport and travel' are used to describe all journeys and all the elements that are required to make journeys*
- *they include the use of the pedestrian environment, buses, coaches, trains, trams, tubes, taxis, community and door-to-door transport, private hire vehicles, planes and ferries*
- *the design of vehicles*
- *the operation of necessary services*
- *information and signage*
- *infrastructure and the culture of travel.*

The DRC believed that disabled people should:

- *enjoy the same rights, choice and opportunities to use the whole transport and travel environment as non-disabled people*
- *not encounter discrimination or disadvantage when making journeys*
- *be able to travel and use transport services with as much confidence as non-disabled people.*

References

- *Making the Connections* (Social Exclusion Unit. 2003)
- *Improved Public Transport for Disabled People* (Scottish Executive. 2006)
- *Transport & Social Inclusion* (pteg. 2010)
- *Mobility: Rights Obligations and Equity in and Ageing Society* (International Transport Forum. 2011)
- *Commission on the Future Delivery of Public Services.* (The Christie Commission. 2011)

- ***Equality Act 2012: Guidance*** (Disability Rights Commission 2012)
- Accessible Transport Strategy Action Plan for Northern Ireland (Dept. for Regional Development. 2012-2015)
- ***Transport for Everyone*** (UK Department for Transport. Action plan and progress reports. 2012-14)
- Public & Accessible Transport Action Plan for Edinburgh 2013-20 (City of Edinburgh Council. 2014)

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SATA is a Scottish Charity : SC 027600

Version 4.6 : 2015-03-01