



**TRANSPORT
SCOTLAND**
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Accessible Travel Framework

Delivery Plan 2024-2026

Contents

Ministerial Foreword	3
The Accessible Travel Framework	6
Why we still need an Accessible Travel Framework	7
DES Evaluation report	9
Current Status of Accessible Travel.....	11
Where Accessible Travel fits into the wider context.....	12
New Approach	13
Accessible Travel Framework Priorities 2024-2026	14
Workstream 1: Passenger Experience	15
Workstream 2: Journey Planning, Ticketing and Wayfinding.....	19
Workstream 3: Clear Pathways	21
Workstream 4: Blue Badge	22
Workstream 5: Evidence Base and Measuring Progress.....	23
Workstream 6: Transport to Health and Social Care	24
Workstream 7: A successor to the Accessible Travel Framework	25
Glossary	26
Annex A: 48 issues within the Accessible Travel Framework	27
Annex B: 16 Findings from the DES evaluation of the Accessible Travel Framework	31

Ministerial Foreword

Transport plays a vital role in all of our lives. It enables us to access work, education or training, health and social care services, to see friends and family and to take part in leisure activities. The importance of delivering an accessible transport system is greater than ever. Over 20% of Scotland's population identify as disabled, we have an ageing population, and there is an ever present need to reduce social isolation and loneliness and reduce the inequality gap. There are pressing challenges around increasing the use of public transport and reducing reliance on cars in the face of the climate emergency.



Accessibility and inclusion are at the heart of our second National Transport Strategy. This focus largely sits within the “Reduces Inequalities” priority, where we have committed to providing fair access to services we need, which are safe, easy to use and will be available, accessible and affordable to all.

We need to improve accessible transport options for all disabled people and ensure that all journeys become easier, safer and affordable. It is important that we continue to engage directly with disabled people to ensure they are able to influence and shape policy, bringing their lived experience to the table and recognising the diversity of the disabled community.

This delivery plan sets out the priorities and activities that will be the focus for the next two years, up to 2026 when the Accessible Travel Framework is due to come to a close. An important priority will be establishing what will succeed the Framework to ensure that progress continues toward more accessible travel choices beyond 2026.

I am aware that there will always be more to do in this area, but this is a welcome opportunity for me to highlight recent progress:

- In 2023, new best practice guidance for local licensing authorities and taxi operators on the licensing of taxis and private hire cars was developed, which includes a chapter on accessibility requirements.

- Following the conclusion of the Fair Fares Review in March 2024, we are exploring the feasibility of a pilot project to extend free travel on rail services for companions accompanying eligible Blind Persons Concessionary Travel cardholders.
- From December 2023 Local Authorities have been able to enforce the law banning pavement parking. This should make navigating streets whilst walking and wheeling less hazardous for disabled people and others.
- In 2022, Transport Scotland worked closely with Local Authorities, healthcare professionals and Blue Badge holders to review and re-write the guidance provided to Local Authorities to help them administer the Blue Badge scheme. There are a suite of updated application forms, streamlining the overall application process.
- In a first for concession services in the UK, from April 2024 eligible residents in Orkney and Shetland can use digital ferry vouchers, stored on their National Entitlement Card (NEC). This brings benefits of no longer having to wait for paper vouchers in the post to book or make a journey.
- We are continuing to fund Disability Equality Scotland (DES) to champion the Hate Crime Charter and to deliver training for transport staff and provide promotional materials.
- We now publish a “Disability and Transport” report, a publication intended to provide analysis of transport data for disabled people. This is a step in the right direction to “close the mobility gap” on how disabled and non-disabled people travel. I recognise that this information is essential to see whether our policies and actions are working. We have also introduced a “checking mechanism” through a newly formed Monitoring and Evaluation Group.

[Disability and Transport 2021 | Transport Scotland](#)

The priorities for action in this plan have been agreed through an extended period of engagement with disabled people. This has involved input and advice from the Mobility and Access Committee for Scotland (MACS), one to one meetings and group discussions with Disabled People’s Organisations from our National Transport Accessibility Steering Group. A series of online events and weekly polls hosted by DES have helped us better understand the impact of the pandemic on journeys,

including how confidence to travel can be strengthened. DES were also commissioned to evaluate progress on the Accessible Travel Framework to date, which has informed the new approach set out in this delivery plan.

It is important to recognise that many of the priorities are complex issues which sit across multiple policy areas within Transport Scotland and the wider Scottish Government. Many aspects are also reserved to the UK Government, but we are working to push for quicker delivery and renewed focus in these areas. Complex change can take time, constructive and open communication is at the heart of this. Ensuring that accessibility requirements are considered, including co-production with disabled people, should be normal at the outset of any new policy approach or infrastructure planning.

Finally, I would like to take this opportunity to pay particular thanks to MACS, DES, and all the members of our National Transport Accessibility Steering Group, all of whom have continued to support the development and implementation of the Framework, and it's delivery plans.

I would also like to take the opportunity to thank transport operators across all modes who continue to work towards lasting improvements for accessible travel. And to finish I would like to take this opportunity to say that I look forward to working with you all to further deliver on this important Framework.

Best Wishes

A handwritten signature in black ink, appearing to read 'Fiona Hyslop'.

Fiona Hyslop, Cabinet Secretary for Transport

The Accessible Travel Framework

Going Further was the first national Accessible Travel Framework for Scotland. It was created in 2016 from conversations between disabled people, their representatives and people who work in transport across Scotland, with the purpose of;

- supporting disabled people’s rights by removing barriers and improving access to travel; and
- ensuring disabled people are fully involved in work to improve all aspects of travel.

[Going Further: Scotland’s Accessible Travel Framework \(transport.gov.scot\)](https://transport.gov.scot)

We know that accessible travel can enable people to enjoy equal access to full citizenship. The conversations previously were about identifying and removing disabling barriers which prevent people travelling or make their journey an unpleasant experience. This is about more than travel, and includes access to vital services such as employment, education, and healthcare.

The Framework provides a national vision and outcomes for accessible travel. The vision is that “All disabled people can travel with the same freedom, choice, dignity and opportunity as other citizens.”

This vision is supported by four outcomes;

- more disabled people make successful door-to-door journeys, more often;
- disabled people are more involved in the design, development and improvement of transport policies, services and infrastructure;
- everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel; and
- disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.

Why we still need an Accessible Travel Framework

Over 20% of people in Scotland identify as disabled. Access to travel is essential for maintaining a society where disabled people, including those with hidden disabilities, are protected from discrimination, have equal opportunities and can participate in employment, healthcare, education, social, leisure and cultural activities.

The transport system should be available, accessible and affordable for all. When this Delivery Plan refers to accessibility this should be taken to mean accessibility in its widest sense, ensuring that all disabled people feel able and safe to travel.

Employment is an important aspect of travel needs of disabled people. Our public transport system should support people to remain in work and seek or gain employment. This in turn should reduce the disability employment gap, deliver a more equal and inclusive society and enable sustainable economic growth.

Figures from the latest edition of Disability and Transport report show that disabled people tend to make fewer journeys than non-disabled people (an average of 1.54 journeys per day vs 1.96) and, on average, their journeys are shorter in distance (3.2km vs 4.4km). Disabled adults are more likely to use the bus than non-disabled adults (9% of journeys vs 6%), less likely to drive (43% vs 54%), and more likely to be a car-passenger (17% vs 11%).

[Disability and Transport 2021 | Transport Scotland](#)

Some of the biggest differences between disabled and non-disabled people were that disabled people were slightly less positive about their experiences on buses and trains. The area where the difference was highest was whether individuals felt 'safe and secure on the [bus or train] in the evening' (59% of disabled people agreed they felt safe on the bus compared to 74% of non-disabled people). Another notable difference was regarding whether individuals felt that it was 'easy to change from bus to other transport' (64% of disabled people agreed, compared with 76% of non-disabled people).

While there have been changes and improvements since the ATF was launched in 2016, there is still a considerable way to go. Much of the work of implementing the ATF, is around changing attitudes, behaviours, cultures and removing barriers. This

should be seen as a continuous ongoing process to embed new behaviours and ensure disabled peoples voices continue to be heard, to influence policy and service design. There will of course be progress indicators and measures of change that we will continue to develop and monitor. These indicators need to be both qualitative and quantitative.

Our ongoing engagement with disabled people and Disabled People's Organisations has highlighted that there are many concerns around access to transport, including transport to health, transport to seek and retain employment, availability of accessible taxi services, challenges of transferring between modes, challenges around the first and last mile of any journey and safety during travel. The need for ongoing disability awareness and disability equality training of transport staff has also been identified in several forums, including that disabled people need to be involved in the development and delivery of training.

Scotland's Access Panels

Access Panels are groups of disabled people who volunteer their time to improve the accessibility of their local area for disabled people. There are currently 35 Access Panels across Scotland which operate under Disability Equality Scotland as an umbrella body. This Delivery Plan recognises the important role played by Scotland's Access Panels and will look for opportunities to use their experience and expertise to make travel more accessible.

Further information on Access Panels can be found via the following web link:

<https://accesspanel.scot/>

DES Evaluation report

A review of the progress of the Accessible Travel Framework (ATF), was commissioned by Transport Scotland, and conducted by Disability Equality Scotland (DES) between August 2022 and March 2023, and was published in December 2023. It evaluates the performance of the ATF seven years on from its launch in 2016.

[DES: Accessible Travel Framework: Evaluation Research Project Report](#)

The scope of this review was to:

1. Assess the current monitoring and evaluation arrangements.
2. Gather valuable feedback as evidence and a vital resource.
3. Develop a richer and more up-to-date understanding of the priorities of disabled people traveling in Scotland currently.
4. Reflect on how the work of the framework could be monitored in the future.

The review was supported by a short life project working group comprised of DES, MACS and Transport Scotland's Accessible Travel and Research, Statistics and Evaluation teams. The review has used the lived experience and testimony of disabled people in Scotland, to consider the impact, priorities, and changes to the experiences of travel in Scotland, through the implementation of the ATF.

While there are some positive developments noted over the span of the ATF, the 16 findings (listed in Annex B); 31 recommendations and 6 key recommendations set out a number of areas for change and further development across the ATF.

Some of the key findings highlight the need to:

- Improve collaboration and accountability to support ATF delivery.
- Improve data collection to track progress and improve understanding of travel experience.
- Consider that disabled people often do not experience the different components and challenges of the transport system in isolation, but that these can be interlinked.
- Enhance and seek to roll out passenger assistance and staff training across all transport modes.
- Recognise that it takes time to effect change across larger stakeholders.

The six key recommendations are that:

1. There should be improvements in the quantity and quality of data collection in relation to disabled passenger experiences.
2. Co-production, consultation and open dialogue between TS, transport providers and Disabled People's Organisations should be ensured for future delivery plans.
3. All travel modes should be supported to continue to improve passenger assistance services.
4. A rural "Accessible Taxi Services" plan should be developed to address the specific barriers disabled people face when trying to access taxis.
5. All members of staff working in accessible travel should receive disability equality training.
6. Inclusive communication should be prioritised for all delivery projects.

Transport Scotland acknowledges these six recommendations. This delivery plan, and the work of the accessible travel team, includes steps to consider these recommendations. We will also seek to monitor whether there is improvement in these areas. Some aspects of delivery and legislative competence related to the recommendations are out with what Transport Scotland can deliver. However, we will seek to change what is within our scope and seek to engage across wider policy areas and to influence and promote spend on accessibility.

Many of the issues in the DES report were also identified by a report by Transport for All: [Are we there yet? Barriers to transport for disabled people in 2023](#), the scope of which was trips made in England.

The DES evaluation report has influenced the content and direction of this delivery plan, and the new approach that Transport Scotland is taking to delivery and oversight. This is set out in further detail in the New Approach section.

Current Status of Accessible Travel

Since the publication of the Accessible Travel Framework in 2016 there has been progress in a number of areas. In addition, there are areas which have increased attention and focus, or new projects, which were not considered in the ATF.

Developments include:

- From December 2023 local authorities have been able to enforce the law banning pavement parking.
- Funding under the UK Access for All programme is improving accessibility at Scotland's railway stations with step-free access at 31 Scottish stations by March 2024.
- In 2023, new UK legislation came into force to require the provision of real-time audible and visible information on buses informing of the route, next stop, and diversions consistently for disabled people.
- Transport Scotland continues to support the Hate Crime Charter through funding Disability Equality Scotland for training for transport staff and promotional materials.
- Living Streets' bus stop bypass report – this will be subject to careful consideration as to how the recommendations will be taken forward and resulting updates to Cycling by Design guidance.
- Active and sustainable travel is an area of increasing focus and interest, with the need to ensure that any new developments are as accessible as possible. Many journeys begin or end with a portion of walking or wheeling so understanding what barriers there are to walking and wheeling, and how to remove these will be explored as part of the Clear Pathways workstream and as we explore what will succeed the Accessible Travel Framework.
- Clyde Metro will be a transformative project for the Glasgow City Region. In recognition of the step change in accessibility that the Metro can provide, the project will embed accessibility considerations from the outset and will work collaboratively with a wide range of stakeholders including MACS to achieve this.

Where Accessible Travel fits into the wider policy context

Accessibility and inclusion are at the heart of the National Transport Strategy sitting within the "Reduces Inequalities" priority. This priority sets out that we will provide fair access to services which will be easy to use and affordable to all.

Scotland's Accessible Travel Framework was designed to work alongside the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The purpose of the convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. The general obligations of the convention include requiring states to take all appropriate measures to eliminate discrimination on the basis of disability, to provide accessible information and to promote training of professionals and staff working with persons with disabilities.

[Convention on the Rights of Persons with Disabilities | OHCHR](#)

The Equality Act 2010 ("Equality Act") provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. Section 149 places a duty on public authorities, and others who exercise public functions, to have due regard to the need to:

- eliminate discrimination, harassment and victimisation and any other conduct that is prohibited under the 2010 Act;
- advance equality of opportunity between persons who share a protected characteristic and those who do not;
- and to foster good relations between persons who share a protected characteristic and those who do not.

This is known as the Public Sector Equality Duty (PSED).

New Approach for Delivery and Monitoring

Conclusions from the DES Evaluation Report, and from ongoing engagement with stakeholders is that there was a need to improve the delivery and the monitoring of impact of the Accessible Travel Framework (ATF). This has led to the development of a new approach. This new approach will encompass all current and future Transport Scotland led (and Scottish Government where relevant) project work on accessible travel in Scotland until the end of the ATF in 2026. It will also pave the way for what lies beyond that timeline.

Work is now organised into seven broad themes as set out in the New Priorities section. Transport Scotland has also instigated an internal Delivery Board to provide corporate oversight, leadership and direction of the ATF. This delivery board reports to a new Strategic Board which brings together Transport Scotland and external stakeholders to provide increased governance and act to address barriers to progress.

The four outcomes set out in the Accessible Travel Framework still remain valid. The new approach will help to address these outcomes.

Outcome 1: more disabled people make successful door-to-door journeys, more often.

Outcome 2: disabled people are more involved in the design, development, and improvement of transport policies, services, and infrastructure.

Outcome 3: everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel.

Outcome 4: disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.

48 issues were originally identified in the ATF. Many of these remain relevant. These are listed in Annex A.

Accessible Travel Framework Priorities 2024-2026

This final Delivery Plan, and the priorities within it, have been agreed in co-production with our National Transport Accessibility Steering Group the Mobility and Access Committee for Scotland (MACS), and by policy officials from across Transport Scotland and Scottish Government.

The priorities set out here each have a number of activities listed. Many activities are longer term or ongoing and will require monitoring to understand whether progress or continual improvement is being delivered. Other activities are more focussed and may be achieved within a shorter timescale. This activity list will be a “live” list and will be subject to updating and change if new activities arise which are agreed by the steering group.

Currently identified measures of success are listed for each workstream. Work is also underway with workstream five: evidence base and measuring progress to further identify sources of evidence. When these are identified they will be incorporated into the measures of success for each workstream. This work and these activities are key to measuring progress, which needs to be underpinned by SMART outcomes (Specific, Measurable, Achievable, Realistic and Time-bound).

Workstream I: Passenger Experience

This workstream seeks to improve the pre-boarding and on-board experience for disabled passengers across all modes. Improving the passenger experience requires supporting the needs of individuals, recognising these needs can often be intersecting, and includes hidden disabilities.

This is a priority as improving the passenger experience should give confidence and enable disabled people to make more journeys and have more choice. This workstream is split into five sub-workstreams: bus, rail, ferry, aviation, and taxi.

Activities

1.1 Bus

- a) Analyse whether evidence supports work to promote driver and station staff disability awareness and disability equality training, including lived experience in the development of any training.
- b) Work with the Department for Transport and stakeholders to support the Public Service Vehicle Access Regulations (PSVAR) review and understand how the findings of the recent Call for Evidence will be taken forward.
- c) Continue to support Bus Users Scotland and look for opportunities to raise their profile and of the services they provide.
- d) Identify other priorities for disabled bus users and look for opportunities to incorporate them into Transport Scotland specific programmes.
- e) Assess the viability of piloting a passenger assistance service at selected bus stations, with a potential focus on stations recognised as inter modal transport connection hubs.

1.2 Rail

- a) Future station infrastructure projects will consider accessibility from the outset.
- b) Continue support for passenger assistance including both “turn up and go” and advance booking with 1 hour notice for Scotrail services.
- c) Complete roll-out of platform ramps.

- d) Support and collaborate on the ScotRail rolling stock replacement programme to ensure carriages are accessible and that new carriage designs support level boarding.
- e) Work effectively with Network Rail and ScotRail to ensure current and planned projects observe, share progress and promote learning made with accessibility.
- f) Develop the feasibility of a pilot project to extend free rail travel for companions accompanying eligible Blind Persons Concessionary Travel cardholders.
- g) The Clyde Metro project will embed accessibility considerations from the outset, working collaboratively with a wide range of stakeholders including MACS.

I.3 Ferry

- a) Continue to improve accessibility on Scotland's ferry network as well as promoting accessibility throughout all vessel and infrastructure projects in collaboration with respective port owners.
- b) Continue to support and promote accessibility in the concessionary travel scheme for island residents.
- c) Inform the Islands Connectivity Plan Strategic Approach on relevant accessibility priorities.

[Islands Connectivity Plan \(transport.gov.scot\)](https://transport.gov.scot)

I.4 Aviation

- a) Continue to convene and support the Scottish Airports Accessibility group.

I.5 Accessible Taxis

- a) Run a further survey in 2024 on provision of accessible taxis and training provided for licence holders in each Local Authority in Scotland as a follow up to the 2021 survey.
- b) Explore options around accessible transport in rural areas. As part of this, gather data from disabled people with lived experience to learn about specific barriers disabled people face with accessible taxis in rural areas.

- c) Seek opportunities to promote disability awareness training for accessible taxi drivers.

I.6 All modes

- a) Promote Thistle Assistance Programme, Sunflower Lanyard and Keep Safe.
[Thistle Assistance](#)
[I Am Me Scotland - Disability, Hate Crime, Disability, Charity](#)
- b) Continue to support and promote the Hate Crime Charter with Disability Equality Scotland who are leading on awareness raising.
[Tackling Hate Crime on public transport | Transport Scotland](#)
- c) Encourage the consideration of Changing Places Toilets provision at any new infrastructure projects including transport termini.
- d) Work across the Scottish Government to understand the barriers relating to travel that prevent disabled people from seeking and retaining employment to reduce the “Disability Employment Gap.”

Measures of Success

This workstream will deliver towards all 4 outcomes: outcome 1 (more successful journeys); outcome 2 (disabled people are more involved in the design, development, and improvement of transport policies, services, and infrastructure); outcome 3 (everyone involved in transport will help to enable disabled people to travel) and outcome 4 (disabled people feel safe to use public transport).

The remit of Workstream 5 (monitoring and evaluation) includes the ongoing monitoring of delivery under the ATF and will explore appropriate monitoring data. Measures of success that are being explored include a wide variety of indicators. These might include:

The numbers of disabled people making journeys and the number of successful journeys.

The numbers of people making journeys with assistance.

The number of training events and numbers of staff trained in different modes.

Attitudes and behaviours of transport staff towards disabled people becoming more positive, evidenced by passenger satisfaction surveys.

The number of complaints to Bus Users Scotland (and if these reduce).

The number of complaints to Rail Passenger Assist (and if these reduce)

The successful introductions of capacity for wheelchair occupancy.

Real-time bus location information and “Alert me to my stop” features.

Completion of rail accessibility infrastructure projects.

Numbers of Thistle Assistance Cards and Sunflower Lanyards and awareness of these by travel operators and improvements to journey experiences of passengers displaying these.

Travel hubs which are signed up to Keep Safe.

Operators signed up to the Hate Crime charter.

Workstream 2: Journey Planning, Ticketing and Wayfinding

This workstream aims to ensure that digital and non-digital information resources, are fit for purpose so that disabled travellers can make more journeys.

This is a priority as ensuring travel information is accessible and fit for purpose should enable more disabled people to make more successful journeys.

Activities

- 2.1 Continue to support and raise awareness of the Accessible Travel Hub hosted by Disability Equality Scotland.
- 2.2 Ensure that the interests of disabled people are taken into account, and that accessibility benefits are achieved, during work to develop or update TS-funded digital travel planning applications and resources including Traveline and projects delivered under the Mobility as a Service (MaaS) investment fund.
- 2.3 Understand and seek opportunities to reduce the possible impact of the proliferation of travel planning apps for disabled people.
- 2.4 Ensure that non-digital resources (such as phone help lines, printed timetables and travel updates) are accessible and available so that anyone who is digitally excluded can still make journeys and has access to information.
- 2.5 Ensure that the National Transport Accessibility Steering Group is kept informed on the advice of the National Smart Ticketing Advisory Board and delivery of measures in the Smart, Digital, Integrated Ticketing and Payments Delivery Strategy to improve the accessibility of smart ticketing.
- 2.6 Act where relevant, or otherwise monitor action of others, following the findings of the National Smart Ticketing Advisory Board's advice to improve the accessibility of smart ticketing.
- 2.7 Explore options to improve the accessibility of the national concessionary travel scheme, including the provision of a new digital solution in addition to a smartcard.

Measures of Success

This workstream will deliver towards outcome 1 (more successful journeys) and outcome 2 (disabled people are involved in design and development of travel services).

Measures of success will include:

Number of hits to the Accessible Travel Hub.

Increased information shared on the Accessible Travel Hub to recognise best practice examples.

Evidenced involvement of disabled people in the Traveline refresh.

The uptake and use of the Traveline app and website following relaunch including information on the use of increased accessibility options.

Feedback on the experience of disabled people using journey planning apps.

Workstream 3: Clear Pathways

This workstream seeks to work towards making paths and pavements clear and accessible for all. We recognise these ambitions as strongly linked to the first and last mile of journeys by more sustainable modes linked to the transport hierarchy and the ambition of reducing car km by 20% by 2030.

[A route map to achieve a 20 per cent reduction in car kilometres by 2030](#)

It is a priority pathways are usable for all to enable more disabled people to make more successful and safer door to door journeys, and to encourage active travel, and for enabling connections between travel modes.

Activities

- 3.1 Publish report on consultation on Inclusive Design for Town Centres and Busy Streets Guidance and engage with working group to determine next steps.
- 3.2. Develop and implement a strategy to make existing and planned footpaths and laybys on the trunk road network accessible.
- 3.3 Promote Equality Impact Assessment (EQIA) best practice across Transport Scotland and beyond. This includes involving “experts by experience” in the impact assessment as the norm.
- 3.4 Monitor annual data from local authorities to understand impacts of the pavement parking ban.

Measures of Success

This workstream will deliver towards outcome 1 (more successful journeys) and outcome 2 (disabled people are involved in design and development of travel).

Measures of success will include:

Publishing the report on the consultation on Inclusive Design for Town Centres and Busy Streets Guidance.

Monitoring the effectiveness of the pavement parking ban via data and information from local authorities. Interpreting qualitative evidence from Disabled People’s Organisations will also be an important source of information.

Feeding into the 20% reduction route map, including behavioural change projects.

Workstream 4: Blue Badge

This workstream seeks to ensure there is continuous improvement in the delivery of the Blue Badge policy. The scheme is designed to help disabled people who have severe mobility problems lead independent lives and improve the safety of disabled people who are at risk in traffic.

Transport Scotland is responsible for the national policy and legislation that governs the Blue Badge scheme. However, the day-to-day administration and enforcement is the responsibility of individual local authorities. In 2022, Transport Scotland completed an extensive review and updated local authority guidance to promote consistency in the delivery of the scheme. This included successfully streamlining the processes for those applying under the 'not for reassessment' heading and the redesign of all paper application forms.

Activities

- 4.1 Work closely with local authorities, independent mobility assessors and healthcare professionals to continuously improve the administration of the Blue Badge scheme and ensure continuity across Scotland.
- 4.2 Work with the Department for Transport to improve and streamline the Digital Blue Badge Service for both applicants and Scottish local authorities.
- 4.3 Work with Social Security Scotland to understand any implications for Blue Badge as benefits are devolved and transitioned from the Department for Work and Pensions.

Measures of Success

Measures of success will include:

An improved digital service, identifying administration improvements through our local authority partners.

Establishing a Scottish Independent Mobility Assessors Network to share best practice and ensure assessment consistency across Scotland.

This workstream delivers towards outcome 1 (more successful journeys), and outcome 3 (everyone involved in transport will help to enable disabled people to travel).

Workstream 5: Evidence Base and Measuring Progress

This workstream seeks to ensure that baseline data is gathered and understood, and that effective monitoring is in place. Improved data collection will mean it is easier to track progress and improve understanding of travel experience of disabled people. This workstream cuts across and interacts with many of the other workstreams as robust data is essential to understand what progress is being made with the ultimate aim of “reducing the mobility gap.”

Activities

- 5.1 Work with Transport Scotland analysts and stakeholders to design and implement baseline data collection.
- 5.2 Continue to provide grant funding for DES to support continued outreach through regular polls and online events.
- 5.3 Consider and act as appropriate on DES ATF evaluation project recommendations relating to monitoring and evaluation.
- 5.4 Establish an annual reporting cycle to report progress to Accessible Travel Delivery Board, the Steering Group, and Ministers.

Measures of Success

Measures of success will be:

A robust data set, updated annually, that can be used to track progress.

Specifically, this will track a range of indicators including numbers of disabled travellers across different modes, frequency of travel, distance travelled and improvements in journey experiences.

Measuring the training delivered to those working in accessible travel, and qualitative data on the experience of disabled people during journeys.

This will help to chart progress towards achieving all 4 of the outcomes.

Workstream 6: Transport to Health and Social Care

This workstream seeks to ensure there is support for disabled people to travel safely to appointments. There is ongoing work related to this across Transport Scotland and Scottish Government, which is set out in the Transport to Health Delivery Plan. The Accessible Travel team will keep a watching brief on this work and update the National Transport Accessibility Steering Group on progress made.

Activities

- 6.1 To continue to support and engage with Regional Transport Partnerships (RTPs) on policies related to transport to health and to ensure these are reflected in their regional transport strategies.
- 6.2 To continue close working between Transport Scotland, Health and Social Care colleagues and MACS to continue to deliver progress around agreed commitments for transport to health.
- 6.3 Exploring the feasibility of expansion of Tactran's MaaS app journey planner specifically developed to help reduce the number of people missing appointments due to insufficient travel information.
[NHS Enable \(gonhstayside.co.uk\)](https://www.gonhstayside.co.uk)

Measures of Success

This workstream will deliver towards outcome 1 (more successful journeys).

Measures of success will include:

Having Transport to Health embedded in regional transport strategies.

A reduction in numbers of missed appointments due to transport difficulties would also be a measure of success that is aspired to. Further data is required in order to allow this monitoring.

Workstream 7: A successor to the Accessible Travel

Framework

The Accessible Travel Framework was set up to span 10 years, so will end towards the end of 2026. While progress has been made and will continue to be made over the next two years we also need to look beyond the end of the Framework in 2026. We need to ensure that change continues to be implemented and there will be an ongoing commitment to improve the travel experience for disabled people across all travel modes. Continuing to take account of the whole journey, including the first and last mile and the connections between travel modes will also be important. It will be important to include concerns, feedback and ideas from as wide a range of disabled people as possible, recognising the diversity within the disabled community.

Activities

- 7.1 Collaborate with disabled people's organisations to produce a project route map by end of 2024.
- 7.2 Gather baseline data through a questionnaire survey in 2025.
- 7.3 Ensure that any new approaches have a lifespan beyond the current ATF.
- 7.4 Ensure that disabled people's voices and views are included as any successor to the ATF is developed.

Measures of Success

Success will be the co-production of a successor to the Accessible Travel Framework, ensuring that accessible travel continues to be a focus across all travel modes beyond 2026.

Engagement with Disabled People's Organisations and co-production with as wide a range of disabled people as possible will also be fundamental to the success of setting up a successor to the ATF. This supports our original commitment to "nothing about us without us."

Effective monitoring from the start of the successor to the Accessible Travel Framework will also be required.

Glossary

National Transport Accessibility Steering Group

A stakeholder group consisting of transport providers and disability groups, chaired by Transport Scotland Accessible Travel Policy Team

Changing Places

Changing Places toilets have specified modifications which meet the needs of individuals with learning or physical disabilities

Department for Transport (DfT)

The Department for Transport is the English equivalent of Transport Scotland.

Disability Equality Scotland (DES)

DES are a membership organisation for disabled people and disability groups/organisations.

Mobility and Access Committee for Scotland (MACS)

MACS are an advisory body who advise Scottish Minister in accessible travel issues

National Concessionary Travel Scheme

The Scheme provides unlimited free bus travel across Scotland on eligible services for older and disabled people.

National Entitlement Card (NEC)

The NEC allows older and disabled people to access transport on eligible modes free of charge.

Regional Transport Partnerships (RTPs)

The collective name for Scotland's seven Transport Partnerships

Annex A: 48 issues within the Accessible Travel Framework

Improve accessible transport options for Disabled People

- Improve accessibility at more railway stations.
- Make each mode of transport more accessible to disabled people at least to, but preferably beyond, minimum standard and as quickly as possible.
- Consider how we influence design of buses/minibuses for people with different access needs.
- Standardise, evaluate, and make mandatory delivery of disability equality training across all transport bodies.
- Train all transport providers in human rights and their roles and responsibilities in relation to disabled people
- Seek commitments to improve effectiveness of equality training to taxi drivers to be able to assist disabled people.
- Provide a guide for providers and disabled people to help them understand the equality responsibilities by giving them targeted, focused information on legislation, policies, regulation, contractual obligations, etc.
- Provide a reference guide for transport operators on what they could do to support disabled people to travel more easily.
- Use the upcoming Clyde and Hebridean ferry services tender to do more in terms of access.
- Accommodate the different needs for an accessible taxi.
- Funders such as Scottish Government could offer grants to help taxi firms improve their fleet to include accessible taxis improve their fleet to include accessible taxis.
- Local authorities should collect information on numbers and types of accessible taxis in their area to help them identify where improvements are needed.
- Require taxis to provide evidence (for example a certificate) of their exemption from taking passengers in wheelchairs or assistance dogs from taking passengers in wheelchairs or assistance dogs.
- Use taxi licensing to ensure (20)% of taxis at any one time are accessible to wheelchair users in each local authority area.
- Consider some form of central leadership or guidance for local demand responsive transport.

- Address issues where there is not enough ambulance transport – especially when needed for scheduled hospital appointments.
- Ensure appropriate toilet facilities near transport hubs: changing places toilets.
- Extend/improve concessionary travel to include community transport.
- Address low availability of sign language interpreters or people with some knowledge of signing.
- Upgrade the class 156 train which serves the Highlands to current vehicle accessibility standards (by law compliance must be by 2020).
- Pilot an accessible taxi share scheme – like car clubs – for local areas where no taxi firms have wheelchair accessible vehicles taxi firms have wheelchair accessible vehicles.
- Give prioritisation of wheelchair users over buggies on buses – how do we.

Ensure that journeys become easier and safer

- Consider how to have better integration between different modes of transport.
- Ensure paths are clear of obstructions like bollards, road works and wheelie bins and are accessible for all.
- Make the journey experience better for disabled people getting to and from (and going between) bus and train stations and ferry terminals.
- Ensure that transport providers take responsibility for completion of a journey.
- Make tickets easier to access.
- Ensure customer surveys are in accessible formats and relevant to issues for disabled travellers.
- Consider dangers when vehicles and pedestrians share the same space without obvious dividing lines and consult disabled people for solutions.
- Ensure that Blue Badge parking is rigorously enforced.
- Provide accessible information for disabled people to help them be safer on public transport.
- Tackle hate crime on public transport with help from British Transport Police.
- Agree on a universal symbol signage system across all modes of transport to make travelling more accessible for all (disabled people, non-English speaking, etc).
- Produce a good practice strategy for signage replacement.
- Develop better travel information, e.g. on time and places of available buses, increase in use of audio and visual description.

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- Produce a good practice strategy for signage replacement.
- Develop better travel information, e.g. on time and places of available buses, increase in use of audio and visual description.
- Develop integration of timetable information of different modes of transport.
- Ensure disabled people are aware of any breakdowns or changes to travel and alternative accessible transport/assistance is provided to complete the journey.
- If an accessible bus breaks down, ensure that it is replaced by an accessible bus.
- Ensure people know exactly where and when an accessible bus will be available (including accessible bus stop).
- Provide a means of contacting operator in accessible format if things go wrong.
- Ensure more publicity for Passenger Assist, which is a central booking system for assistance to travel by rail.
- Make booking of accessible taxis more accessible.
- Taxis to be contactable by SMS, not just a phone number.

Provide a platform for Disabled People to influence policy

- Set up working reference groups involving public transport bodies, Regional Transport Partnerships Disabled People's Organisations, and local groups to inform on priority connection issues.
- Include disabled people and Disabled People Organisations in decisions on transport.
- Discuss with disabled people how to influence attitudes of staff.
- Consider the removal of Blue Badge charges for those on low incomes.
- Consult locally and decide with disabled people on the number of Blue Badge spaces.

Annex B: 16 Findings from the DES evaluation of the Accessible Travel Framework

The following reflect the key findings from the Accessible Travel Framework (ATF) Evaluation Research Project: 2016 to 2023; commissioned by Transport Scotland and conducted by Disability Equality Scotland.

[Disability Equality Scotland: Accessible Travel Framework: Evaluation Research Project Report | Transport Scotland](#)

The key findings reflect the main contents of the report and are subsequently supported by a number of key recommendations and are presented in no particular order of importance:

- Feedback has suggested that there has been a failure to collaborate systematically concerning the ATF and a failure of accountability mechanisms.
- The review recognises that there have been a number of confounding variables in relation to the implementation of the ATF and to transport in Scotland more generally – particularly over recent years.
- The review also recognises that ‘transport’ encompasses a wide expanse of integrated components, including (though not exclusively): Clear Pathways; Hate Crime; Journeying between different modes of transport; and Journey Planning. Although relatively easy to approach the development of such examples in isolation, the reality for the disabled person is that these components are very often inter-linked.
- The review found that there was a general lack of information available concerning the ATF for it to collate and consider. Therefore, there is a need to improve the quantity, quality, timing, and scheduling of data collection (both quantitative and qualitative) within the area of disabled travel.

- Overall, there is evidence to reflect that some progress has been made concerning elements of the ATF priority actions put forward in the last five years. Whether there is a causal relationship between this progress and the ATF is questionable. It is proposed that on the evidence available, overall progress of accessible travel for disabled people has been challenging to fully identify.
- It is recognised that developments have been made in recent years to improve the experience of accessing transport services - however it is acknowledged that passenger assistance and staff training remain vital to be carried forward and enhanced further.
- Although sporadic at present, all members of transport staff working within accessible travel should receive disability equality training.
- It has been identified that historic Transport Scotland delivery plans have not distributed priorities and actions equally across all areas of the ATF.
- In order to further support disabled people, the ATF should prioritise inclusive communication for all delivery projects – including those delivered by stakeholders.
- There is a need for a shift in approach and language of project documents, moving away from progress or completion, to progress and on-going development/continuation, in consultation with disabled people and DPOs.
- The Accessible Travel Hub should be utilised and enhanced as a central resource for disabled people.
- The review has also recognised emerging issues associated with transport, in particular:
 - Active and sustainable travel.
 - Clear pathways.
- Evidence has suggested that there is an observed length of time taken to effect changes across larger stakeholders.

- Previous regional engagement exercises, and feedback opportunities are perceived as vital to implementing progress of the ATF.
- Provision should be made to adequately store the data collected and reported upon within this report.
- In association with the creation of future delivery plans, Transport Scotland should engage in a series of co-production activities, to create progress indicators for the actions within each new ATF priority.



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