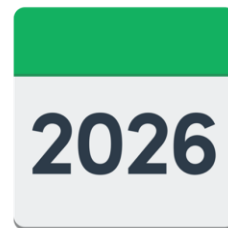


# Transport Scotland



## Accessible Travel Framework Delivery Plan 2024 to 2026



## Easy Read



## About this document



This is an Easy Read document.



It is a plan for work that will happen on the **Accessible Travel Framework** from 2024 to 2026.



The **Accessible Travel Framework** is Scotland's plan to make travel better for disabled people.



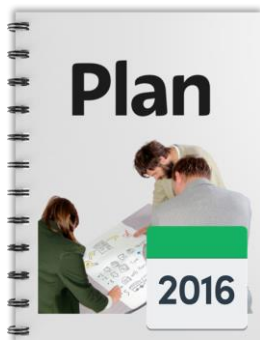
The aim is that all disabled people can travel with the same:

- freedom
- choices
- chances
- respect



as other people.

## Why we still need an Accessible Travel Framework



The first Active Travel Framework was written in 2016.



But we still need a Framework now.

This is because 2 people in every 10 people in Scotland have a disability.



A report called the Disability and Transport Report 2021 says that disabled people:

- travel less
- make shorter journeys
- use the bus more
- drive less

than people who are not disabled.

## A report by Disability Equality Scotland

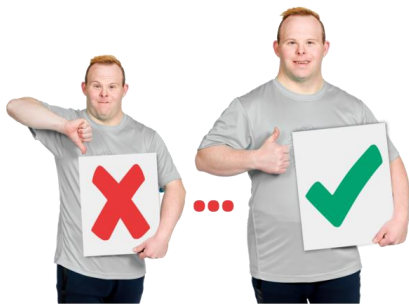


In 2022 Transport Scotland asked Disability Equality Scotland to see how work on the Accessible Travel Framework was going.



Disability Equality Scotland asked disabled people in Scotland about:

- their travelling experiences
- their thoughts
- any changes they had noticed while travelling



The report said that lots of things needed to be better.

There were 6 main things that need to be better:



- better facts and information collected about disabled passenger experiences

- better working together by all the travel organisations



- better passenger assistance in all types of travel



- a better plan for taxis in rural areas



- better training for all transport staff about disabilities



- sharing project information in lots of different ways, like braille, Easy Read and British Sign Language



Information

## Good work that has happened so far



Since 2016 there have been lots of things made better for disabled people's journeys in Scotland.

These include things like:



- stopping people parking on pavements



- making 31 train stations easier to use with routes that have no steps or stairs



- putting up to date journey information onto buses – which can be listened to or read



- training transport staff about **the Hate Crime Charter**



The **Hate Crime Charter** is an agreement that hate crime is wrong.

And that it needs to be reported every time.



- making sure that cycling, walking and wheeling are planned for carefully in all new projects

## Our new work



We need to make more actions happen from the Accessible Travel Framework.



We need to do better checks on how it is changing travel for disabled people.



This Delivery Plan is for all our projects now and after 2026 when the Accessible Travel Framework ends.



## Work that will happen from 2024 to 2026



From 2024 to 2026 will work in 7 teams called Workstreams.



Each Workstream will have one focus to make journeys better for disabled people.

## Work on Passenger Experience



Workstream 1 is about **Passenger Experience**.

This means the different choices that someone has when they travel – and how their journey goes.



This Workstream is going to make disabled people's journeys better:

- at the start before they have got on their bus, train, ferry, plane or taxi
- during their journey



1 of the aims for bus travel is to work with an organisation called Bus Users Scotland, and tell more people about their services.



1 of the aims for rail travel is to put platform ramps at 82 more train stations.



1 of the aims for ferry travel is to have cheaper digital ferry tickets for people who live on Scottish islands.



1 of the aims for plane or helicopter travel is to keep the Scottish airports sharing their best ways of making travel accessible.



1 of the aims for **accessible taxis** is to look for ways to offer accessible taxi drivers equality training.



**Accessible taxis** are taxis with the right space for someone in their wheelchair.



In this document, **equality** means treating people fairly and giving people the same choices and chances.

## Work on planning journeys and using tickets



Workstream 2 is about:

- planning journeys
- using tickets
- following signs and information



This Workstream is going to make sure that journey information works well and is useful.

This means information which is digital – like websites and apps.



Also information which is not digital – like phone lines.



1 of the aims is to make it easier to use **smart tickets**.

**Smart tickets** are digital train tickets stored on smart phones.

## Work on paths and pavements

3



Workstream 3 is about **Clear Pathways**. This means making sure that paths and pavements are clear and that everyone can use them.



1 of the aims is to look at each local council's information to find out how the pavement parking ban is changing people's journeys.

# Work on Blue Badges



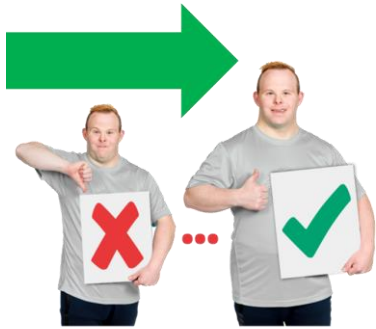
Workstream 4 is about **Blue Badges**.



A **Blue Badge** is a blue card that lets disabled people park close to where they are going.



This Workstream is going to support local councils to do a better job in dealing with Blue Badges.



1 of the aims is to help make the Digital Blue Badge Service work better for disabled people and for local councils.



## Work on collecting data and checking how things are going



Workstream 5 is about:

- collecting facts and information about disabled people's journeys
- sharing these facts and information
- checking how things are going



1 of the aims is to work with Transport Scotland to design new ways to collect facts and information about disabled people's journeys.



## Work on Transport to Health and Social Care

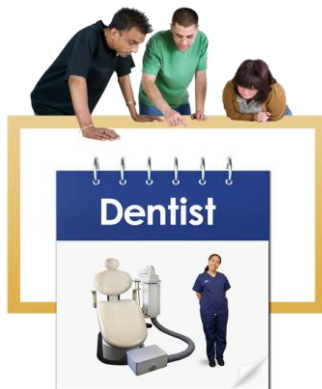
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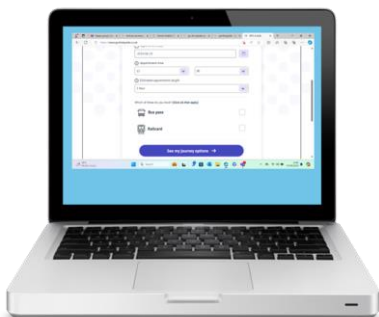
Workstream 6 is about **transport to health and social care**.

This means the ways that disabled people in Scotland reach their:

- health appointments
- health care
- social care



This Workstream is going to make sure that there is help for disabled people to get to their appointments safely.



1 of the aims is about an online journey planner.

This will help fewer people miss their appointments because they could not get the right travel information.

## Work on what happens after 2026



Workstream 7 is about planning for what happens after the Accessible Travel Framework ends in 2026.



This Workstream is going to make sure that good changes keep happening after 2026.



1 of the aims is to make sure that disabled people are part of any new work that happens next.

## More information



If you want to find out more about our Delivery Plan, please email [accessibletravel@transport.gov.scot](mailto:accessibletravel@transport.gov.scot)

Some images: Canva / CalMac

