PLACE TO PLACE

A Web Guide Updated

About Mobility, Transport and Disabled People in Scotland
2016

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1 Introduction

This paper was originally written in 2005 for the students on a course in Inclusive Environmental Access and Design at Heriot-Watt University's School of the Built Environment in Edinburgh (www.sbe.hw.ac.uk) - now the School of Energy, Geoscience and Society. The aim was to provide background and supporting information about mobility and transport when designing and developing the urban and rural environment with the requirements of disabled people in mind. It addressed the need for them to get to and from public open spaces and parks, leisure amenities, service outlets etc. as well as get around them. Sources for reference were given which could be followed up.

The paper was edited and updated in 2008 as a 'web guide' for members of SATA (www.scottishaccessibletransport.org.uk) or anyone wanting help in accessing the wealth of information on the subject that this available on the internet or from organisational sources, especially those concerned with the planning and delivery of transport services. There was a further updating in 2009 and this was placed on the SATA website under 'publications'.

The aim is to review it on a regular basis and incorporate additional references as they become known. This is now the latest 2016 update. Other general sources of information and links on accessible transport are listed in Appendix 9.1

2 Mobility and transport needs, policy and legislation

2.1 Mobility and Transport Needs

A disabled person is defined under the Equality Act 2010 as someone with 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 which prevent people from travelling or make it difficult. 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' published in December 2012 said:

'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.

Information from Department for Transport (DFT):

www.gov.uk/government/organisations/department-for-transport
http://www.gov.uk/government/publications/accessibility-action-plan

Using the definition of disabled people in the *Disability Discrimination Act 1995*, research by Reid Howie Associates for the Scottish Executive (now the Scottish Government) in 1998 and 2004 reported that Scotland had an estimated 1 million disabled adults, which is 20% of the population.

The population is getting older and impairments increase with age. Also people experience multiple impairments, for example combining mobility and reach/grip difficulties. Research suggests that as many as a third have four or more separate and limiting difficulties, and these may have variable impacts over time. In transport terms, most disabled people cannot travel far without pausing for a rest. For many it is likely to be 30-50 yards. A London travel survey identified that about a third of disabled people could only stand for less than 5 minutes, with about 1 in 10 able to stand for a minute or less.

However, these may have varying impacts over time. In transport terms, most disabled people cannot travel far without pausing for a rest. For wheelchair users this is on average about 150 yards. For many, it is likely to be 30-50 yards. A London travel survey found that about a third of disabled people could only stand for less than 5 minutes, with about one in ten able to stand for a minute or less.

Transport Provision for Disabled People in Scotland. Progress since 1998. Reid Howie Associates 2004 (www.reidhowieassociates.co.uk)

Research for the Disabled Persons Transport Advisory Committee (DPTAC) (www.gov.uk/dptac) found that for disabled people transport is the single most prominent concern at the local level. *(Attitudes of Disabled People to Public Transport.* MORI for DPTAC 2001-2) (www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee)

Using the social rather than the medical model of disability, no one need be 'transport disabled'. It says that disability is caused by the way society is organised rather than a person's impairment. The aim is to identify and remove all barriers to mobility and provide extra assistance when necessary.

Research by Reid Howie Associates in 1998 Reid-Howie Associates found that

- the main barrier facing many disabled people is the simple lack of accessible transport vehicles
- when disabled people transfer between transport modes this often requires a substantial wait
- attitudes of public transport staff and disabled people's experience of this can be a significant contributory factor in whether they are likely to attempt to travel at all
- many disabled people live on low income and transport cost can represent a relatively high percentage of that income.

In fact, disabled people:

- travelled one third less often than all transport users
- drove cars 47% less often than the general public, 79% never drive and 60% have no car in the household
- used taxis 67% more often
- found travel to work difficult (23%)
- did not have a local authority bus concession (52%)
- did not hold a disabled person's rail card (90%)

Transport Provision for Disabled People in Scotland. Progress since 1998. Reid Howie Associates 2004 (www.reidhowieassociates.co.uk)

A survey by Capability Scotland in 2004, *The Influence of Public Transport Provision on the Social Exclusion of Disabled People*, found that the bus/coach and car/van were the most popular form of transportation amongst disabled people and their carers. Taxis were also popular being used as a regular form of transport by 20% of the respondents. However, 2/3rds felt that the cost of taxis meant they do not go out as often as they would like. Fifteen percent had cancelled a hospital or doctor's appointment because of problems with public transport. (www.capability-scotland.org.uk)

The most recent 2011 census report (www.scotlandcensus.gov.uk) shows that there

are some 1.6 million people with one or more categories of long term health conditions in Scotland. For 49% (776,000) their general health is good or very good, for 33% (557,000) it is fair, and for 18% (292,000) it is bad or very bad. Of the latter, 43% had a physical disability, 33% a mental health condition and 25% were blind or partially sighted.

2.2   UK Policy

UK Government policy for transport is contained in the following statement:

"The Government is committed to comprehensive civil rights for disabled people. An integrated transport policy, which encompasses accessible public transport, public transport infrastructure and a barrier free pedestrian environment, is fundamentally important to delivering commitment."

In the 2010 *The Government's Ten-year Transport Plan* (DETR 2000), the Government said "Building in accessibility for disabled people in all investment is a condition of public money being spent. Local authorities and transport operators should ensure that the transport needs of disabled people are factored into their plans and that the full benefits of improved public transport are accessible to all".

The Department for Transport produced an Accessible Transport Action Plan for 2010-15 and now issues progress reports.
(www.gov.uk/government/organisations/department-for-transport)

Under reserved and devolved powers, the parliaments in Westminster and Holyrood have enacted legislation to give effect to this policy, notably the Disability Discrimination Acts in 1995 and 2005, the Equality Act 2010, and the Transport (Scotland) Acts of 2001 and 2005.

The *Transport Act 1985* established the Disabled Persons Transport Advisory Committee (DPTAC) (www.gov.uk/dptac), and the Mobility and Access Committee for Scotland (MACS) (www.transportscotland.gov.uk/public-transport/macs) was established under the *Transport (Scotland) Act 2001*, both to advise Ministers on policy and practice.

The Inclusive Mobility and Transport Advisory Committee (IMTAC) advises Ministers in Northern Ireland. It has produced a number of reports on a wide range of topics and in 2005 published an *Accessible Transport Strategy* (www.imtac.org.uk)

2.3   UK disability rights legislation

Disabled people should be able to enjoy the same rights, choices and opportunities to use the whole transport and transport environment as non-disabled people.

In October 2012 the Equality Act which simplified and streamlined the law regarding discrimination, bringing together 116 pieces of legislation, including the

Disability Discrimination Act 1995.

The powers exercised by the Disability Rights Commission were to be exercised by the Equalities and Human Rights Commission. () It published *Technical Guidance* and a number of *Statutory Codes of Practice* including one on *Services, public functions and associations.*

Transport policies and provision were largely restated.
(See www.gov.uk/government/policies/accessible-transport)

It became unlawful to discriminate in the provision of goods, facilities and premises including transport services. It covered such things as information and ticketing as well as infrastructure such as waiting rooms at airports, ferry terminals, bus stations, railway stations etc. because transport vehicles were not sufficiently adapted to provide access, the "use of any services so far as it consists of the use of a means of transport" was originally exempted. However, this issue was addressed by allowing the government to bring in regulations specifying vehicle accessibility standards. This it has done for trains, buses and coaches – but not yet for taxis-setting time limits for compliance.

From October 2004 physical features needed to be removed or modified to provide access. the Secretary of State was given powers to lift exemptions, in whole or in part, in respect of transport providers operating certain types of vehicles. *Regulations* were made covering buses, coaches, private hire vehicles, taxis, trains, trams light rail, rental vehicles and breakdown recovery services. The Disability Rights Commission (now the Equality and Human Rights Commission) issued a code of practice: *Provision and Use of Transport Vehicles, Code of Practice. Supplement to Part 3 Code of Practice, Disability Discrimination Act 2005.* It also published a series of practical guides to avoid disability discrimination in transport. (www.equalityhumanrights.com)

National regulations did not apply to aircraft or shipping vessels which were subject to international provisions but operators still had the duty to avoid discrimination and make reasonable adjustments to timetables, booking facilities, waiting rooms etc at airports and ferry terminals. There are also both UK and European non-statutory codes and guidance.

Accessibility standards for land based public transport vehicles have been or will be determined:

- since December 1998 trains adapted or new have had to be compliant
- since December 2000 all new single and double decker buses as well as coaches with more than 22 seats have had to be accessible to ambulant disabled and sensory impaired people
- since January 2005 all new buses and coaches have had to be accessible to wheelchair users
- between 2010 and 2020 it was intended that all new taxis in certain

areas would have to meet specifications yet to be determined.

- since 2015 all single deck buses less than 7.5 tonnes have had to be compliant

- by 2016 all single deck buses more than 7.5 tonnes have had to be compliant

- by 2017 all double deck buses will have to be compliant

- by January 2020 all single and double deck coaches will have to be compliant.

2.4   Duty to promote disability equality

Under the Equality Act 2010, a 'General Duty' is placed on all public authorities - the *Duty to Promote Disability Equality*. Included in this duty is the need to promote equality of opportunity between disabled people and other people. They also need to take steps to take account of people's disabilities, even those where that involves treating them more favourably than others. This General Duty applies to every public authority and includes any person "certain of whose functions are of a public nature" i.e. exercising a function on behalf of the Government. In relation to policy development and service delivery, the Duty will (inter alia):

- ensure that policy makers consider disabled people and impact upon them at the outset - that they 'build in' for disability

- encourage better co-ordination across departments and functions e.g. special planning and transport infrastructure, or planning of transport to ensure equal access for disabled people

- increase involvement of disabled people in policy making

As well as the General Duty, there are 'Specific Duties' on certain listed authorities (among them local authorities, regional transport partnerships and health boards) to prepare and publish a Disability Equality Scheme, and then be accountable to the Equality and Human Rights Commission for its implementation, with published outcomes and progress reports every two years.

Research in 2014 by Not for Profit Planning showed that only 14 out of 32 local authorities made reference to accessible transport in their Equality Outcome reports.

The Equality and Human Rights Commission and the Scottish Government have taken steps to improve the collection of evidence and the publication of outcomes through the Improving Equality Outcomes Project and the Equality Evidence Toolkit (April 2015).

2.5 Scottish policy and legislation

In February 2000 the Scottish Executive in its *Integrated Transport Policy Proposals* set out to ensure that there was:

- integration within and between different modes of transport
- integration between transport and environment
- integration between transport and land-use planning
- integration of transport and other policies for education, health and wealth creation

To promote a more inclusive society, the Executive took powers in the *Transport (Scotland) Act 2001* to set a minimum level of travel concession for pensioners and people with a disability.

The provisions of the *Transport (Scotland) Act 2001* included powers for Scottish Ministers to:

- require public bodies to submit joint transport strategies and ticketing schemes
- introduce road users charging schemes
- introduce travel concession schemes
- make grants for transport related purposes
- establish a committee (subsequently the Mobility and Access Committee for Scotland (MACS) set up in 2002) to consider matters relating to the transport needs of disabled people and give advice to Scottish Ministers
- permit local traffic authorities to designate 'Home Zones' to improve safety and the environment.

In the 1998 research by Reid Howie Associates for the Scottish Executive, referred to above, it was recommended that:

- public transport policy and coordination should be sensitive to the needs of disabled people
- there should be physical access to services, including using appropriate facilities independently and privately.
- staff with an understanding of disability issues should be available.
- there should be clear information in relation to services and their accessibility
- there should be consultation with transport and infrastructure providers and policy makers

The statement in the Scottish Executive's 2004 Transport White Paper, *Scotland's Transport Future*, said the vision was:

"An accessible Scotland with safe, integrated and reliable transport that supports

economic growth, provides opportunities for all and is easy to use; a transport system that meets everyone's needs, respects our environment and contributes to health; services recognized internationally for quality, technology and innovation, and for effective and well- maintained networks; a culture where fewer short journeys are made by car; where we favour public transport, walking and cycling because they are safe and sustainable; where transport providers and planners respond to changing needs of business, communities and users; where one ticket will get you anywhere."

Other Scottish Executive commitments were:

- a national scheme of free off-peak bus travel and some ferry travel for older and disabled people from April 2006 building on the national minimum standard for free off-peak bus travel for older and disabled people begun in September 2002

- start a concessionary scheme for young people

- assess how to make public transport more accessible for disabled people

Since its establishment in 2002, the Mobility and Access Committee for Scotland (MACS) (www.transportscotland.gov.uk/public-transport/macs), has published the following guidance documents:

A Minimum Training Standard for Staff Assisting Disabled People

Transport Strategies: Planning for Inclusion

Valuable for Anyone, Valuable for Everyone: Accessible Information About Travel

It has also produced a series of policy statements on travel by train, bus/coach/minibus, taxis/phcs, and demand responsive transport (DRT). Annual reports, meeting minutes and other documents are published on its website. (www.transportscotland.gov.uk/public-transport/macs)

The *Scottish Rural Transport Action Guide* published in 1996 by the (then) Scottish Office Central Research Unit gave practical advice on how to address a community's transport needs. (See the publications archive section of the SATA website).

A Rural Transport Handbook was the result of work carried out in the European project ARTS, Actions on the Integration of Rural Transport Services, and aimed to assist in the planning, operation and evaluation of rural transport systems. (www.rural-transport.net)

Following the *Transport (Scotland) Act 2001*, local authorities were required to produce Local Transport Strategies and under the *Transport (Scotland) Act 2005* Statutory Regional Transport Partnerships were formed with the base requirement to produce Regional Transport Strategies. (www.scotland.gov.uk/topics/transport/regional-partnerships/contacts)

Consultation was a requirement in the formation and implementation of these

strategies which need to contain specific proposals for equality, social inclusion and accessibility. Central to all strategies is the development of integrated and improved public transport.

The 2005 Act also provided for the appointment of a Road Works Commissioner to work with the road works community to oversee improvements to the planning, coordination and quality of road works in Scotland and the creation of a Road Works Register to provide real-time information on road works (www.roadworksscotland.org).

The Scottish Government's strategic objectives and outcomes were originally set out in the National Performance Framework (NPF) in 2007 and refreshed in 2011. It set out 7 Purpose Targets, 16 National Outcomes and 50 National Indicators. (www.scotland.gov.uk/About/Performance/purposestratobjs)

It says we can only fully achieve them 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 and Stronger and Healthier. 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 also has a part to play in achieving the overarching goal of a sustainable economy, especially in view of Scotland; demographic profile and trends. 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 Scottish Government produced its National Transport Strategy in 2006 and it was refreshed in 2016 (www.transport.gov.scot/strategy/national-transport-strategy)

Consultation on an Accessible Transport Strategy and Action Plan for Scotland was undertaken by the Scottish Accessible Transport Alliance (SATA) in 2014 and published in 2015 (www.scottishaccessibletransport.org.uk/atsaps.php). The Scottish Government consulted on its own accessible transport plan in 2015 and aims to publish it in 2016.

2.6 International and European disability rights.

The United Nations issued the Declaration on the Rights of Disabled Persons in December 1975 and declared 1981 to be the International Year of Disabled People.

In May 2008 the United Nations Convention on the Rights of Persons with Disabilities (www.un.org/disabilities/convention/) came into force. In Article 9 on Accessibility it states:

> To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:
>
> - Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
> - Information, communications and other services, including electronic services and emergency services.

The European Congress on Disabled People made the Madrid Declaration in March 2002 in advance of the European Year of Disabled People in 2003. See the European Disability Forum (website www.edf-fph.org) to read the Madrid Declaration and get other information on disability rights.

The European Union ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRDP) in December 2010 with 96 countries doing so worldwide. (See also the Council of Europe's European Convention on Human Rights www.coe.int/social.cohesion/soc-sp/)

The Scottish Government is to produce a UNCRDP Delivery Plan for 2016-2020.

For general information on disability rights see www.disabilityrightsuk.org

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3 The transport environment and infrastructure

A good general source for advice and specification on the pedestrian environment, public transport buildings and infrastructure is *Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure,* written by Phillip Oxley for the Mobility and Inclusion Unit at the Department for Transport (DfT) and first published in 2002. The shortened title, *Inclusive Mobility*, is used when referred to below. (Downloads are available as PDF and RTF files from

www.gov.uk/publications/inclusive-mobility

The Scottish Government has adopted Design Standards based on Inclusive Mobility - see www.transportscotland.gov.uk. The website provides information on government projects, public transport and access to a wide range of services by road, rail, water and air as well as cycling and walking. In 2013 it published *Roads for All: a Good Practice Guide for Roads*.

The British Standards Institute published a Code of Practice, BS 8300 : 2009, on the Design of buildings and their approaches to meet the needs of disabled people. It explains how the built environment can be designed to anticipate, and overcome, restrictions that prevent disabled people making full use of premises and their surroundings, including rail, road, sea and air travel buildings and associated concourses and car parking buildings. (www.bsi-global.com)

In 2007 the Department for Transport published *Manual for Streets* www.gov.uk/government/oranisations/department-for-transport as a planning and management guide. It was intended as a companion document to the first policy statement on the subject, *Designing Places,* published in 2001. It applied formally only to England and Wales but contained useful guidance on the design of residential streets and neighbourhoods in Scotland. In 2008 the Scottish Government produced a consultation document based on *Manual for Streets* and two years later it published *Designing* Streets (www.ciht.org.uk) as a policy statement.

In 2010 the Chartered Institute for Highways and Transportation (CIHT) produced its own *Manual for Streets 2.*

Under the Equality Act 2010 local authorities must consider the needs of disabled people concerning the design and maintenance of streets)

The Scottish Disability Equality Forum (SDEF) is a government-funded disability-led charity supporting local Access Panels to address access issues and monitor plans for new and adapted buildings and infrastructure including those that are transport related. ()

The concept of Home Zones was conceived and developed in the Netherlands in the 1970s (www.homezones.org/concept) and from 1999 six local authority areas in Scotland were designated for trials. In 2007 the Scottish Government published an evaluation report. (www.scotland.gov.uk/socialresearch).

The Guide Dogs Association has campaigned against street clutter, pavement parking and streets with level surfaces which are shared between pedestrians and motorists and which blind and partially sighted people find hard to negotiate (www.guidedogs.org.uk)

The OPENspace Research Centre at the Edinburgh College of Art has a number of publications about access in the countryside including *Site Finder: Assessing* the countryside *Visitor's Wayfinding Experience*. (www.openspace.eca.ac.uk)

3.1 Walking

Based on research in the late 1980s, *Inclusive Mobility* quotes the following travel distances:

Recommended average distances without a rest-

- wheelchair users   150 metres
- visually impaired   150 metres
- mobility impaired using sticks   50 metres
- mobility impaired using a walking aid   100 metres

These will be affected by gradients, weather conditions, individual circumstances, etc.

Inclusive Mobility Chapter 3 covers footways, footpaths and pedestrian areas, i.e. their width, gradients, fencing and railing, seating, barriers, ramps, steps, street furniture, street works, colour contrast, surfaces, obstructions, road crossings, dropped kerbs and raised crossings. Chapter 4 covers tactile paving surfaces.

The Scottish Government published its National Walking Strategy in 2014

Living Streets (www.livingstreets.org.uk) is the UK charity for everyday walking. In Scotland it led an alliance of sixteen major charities to campaign in support of the Responsible Parking (Scotland) Bill in the Scottish Parliament in 2010 to restrict parking on kerbs and pavements and double parking. It was re-introduced as the Footway Parking and Double Parking (Scotland) Bill in 2015.

The Fieldfare Trust (www.fieldfare.org.uk) promotes countryside access for disabled people by providing advice and training services backed by research. National Standards for accessibility are set under the *BT Countryside for All* projects.

3.2 Cycle paths

In 2002 the Scottish Executive commissioned Sustrans to audit all traffic-free sections of the National Cycle Network to produce information for path users and providers. Its report in 2004 entitled *National Cycle Network in Scotland: Auditing Access for Disabled People*, describes how the audit was carried out and the result recorded, interpreted and documented. It also contains recommendations and guidelines for auditors. The aim was not to dictate which routes disabled users should or should not use but instead to present sufficient information to enable users to make their own decisions about whether a route was suitable for them or not, based on their knowledge of their own ability. (www.sustrans.org.uk)

In 2013 the Scottish Government published a Cycling Action Plan for Scotland - see www.transportscotland.gov.uk under 'Environment: cycling and walking' and

Cycling Scotland (www.cyclingscotland.org)

3.3 Car parking

Recommendations for car parking spaces are given in Chapter 5 of *Inclusive Mobility.* (www.gov.uk/publications/inclusive-mobility)

The Blue Badge scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as passengers. The scheme also applies to registered blind people and people with severe upper limb impairments who regularly drive vehicle but cannot turn a steering wheel by hand. It allows badge holders to park close to their destination but the national concession apply only to on-street parking under certain conditions (e.g. displaying the badge or not parking where there is a ban on loading and unloading). It is not a license to park anywhere. It does not apply to private roads or in-off street car parks although some may provide spaces for disabled people. For general information visit www.direct.gov.uk and
www.scotland.gov.uk/topics/transport/road/BlueBadgeScheme

For travel abroad see the AA website
www.theaa.com/motoring_advice/overseas/blue-badge-users.html and the FIA website www.fiadisabledtravellers.com

A parking and motoring guide for Blue Badge holders, the *Gowrings Mobility UK Road Atlas* produced in January 2000 has been discontinued but see the PIE Service on-line map website at www.parkingforbluebadges.com .

The availability of public parking is a matter for local authorities. This includes parking at rail stations but after consultation and research between 2009 and 2014 the Scottish Government produced a Rail Station Parking Strategy.
(www.transportscotland.gov.uk/report/rail-station-parking-strategy-5952)

3.4 Taxi ranks

Recommendations for taxi ranks are given in Chapter 7 of *Inclusive Mobility*.
(www.gov.uk/publications/inclusive-mobility)

It says wherever feasible taxi ranks should be provided close to railway, bus and coach stations and all major attraction such as retail areas. They should be well signposted and allow passengers to board from the footway onto the nearside of the vehicle.

The provision of ranks for licensed taxis is a local government responsibility. Private hire cars (phcs) are not able to use them and must be pre-booked. See section 6.3 below.

3.5 Bus stops

Recommendations for the bus stops are given in Chapter 6 of *Inclusive Mobility*. (www.gov.uk/publications/inclusive-mobility) It says that in residential area stops should be located so that nobody is required to walk between 200 to 400 metres from home taking into consideration slopes, crossing places, etc. It covers bus stop and shelter design, seating and time table information.

In 2006 Transport for London published *Accessible bus stop design guidance* (www.tfl.gov.uk/cdn/static) covering policy, design, construction, layout, location, shelters etc.

4 Transport related buildings

Recommendations for access to and within all transport related buildings, together with facilities within or associated with them, are given in *Inclusive Mobility* www.gov.uk/publications/inclusive-mobility.

4.1 Rail stations

Standards for rail stations and their facilities are set out in the *Train and Station Design for Disabled Passengers: A Code of Practice*. This Code was first issued in February 2002 by the Strategic Rail Authority (SRA). Under the Railways Act 2005 its functions were transferred to the Department of Transport (DfT) which in 2008 has produced a revised version to take account of minimum European standards set out in *Technical Specification for Interoperability: Persons with Reduced Mobility (PRM TSI).* From July 2008 these standards applied across the Trans-European Network (TEN). Under the Railways Act 2005 Scottish Ministers were given the power to produce their own code of practice to apply to Scottish services and stations in Scotland served by Scottish services. However, in November 2011 the Department of Transport and Transport Scotland produced a joint Version 03 of the Code.

The Code of Practice sets out the regulatory framework and requirements for using the railway, including pre-travel information, locating the station, inside the station, getting to the platform, boarding, travelling and arriving. There are technical standards for such things as car parks, pedestrian routes, lightening levels, information displays, announcements, ticket offices and machines, seating, toilets, lifts, ramps, platforms etc. Details on staff training and how to help disabled people during emergencies are contained in a companion document *How to write your Disabled Persons' Protection Policy –*
www.gov.uk/government/organisations/department-for-transport
All railway companies must update their policies annually.

An *Access for All Fund* provided by the Department for Transport under its 'Railways

for All' strategy 2006 distributed over £370 million up to 2014 for improvements at selected stations, 80% for capital measures such as step free access, customer information and public address systems and 20% on revenue for things like increased staffing. This is in addition to improvements delivered through franchising, major projects, investment in rolling stock, maintenance and renewal. The Fund's projects in Scotland totalling £41m have been delivered in association with Transport Scotland. The next funding programme will run to 2019. In addition, there is a Small Schemes Fund for station improvements amounting to £0.8m a year.

(www.transportscotland.gov.uk/accessibility)

Under the terms of their franchises, train operators are required to produce and annually revise *Disabled People's Protection Policies* (DPPPs) following guidance from the SRA in April 2002. In October 2004 First Group (First ScotRail) became operationally responsible for 341 of the stations in Scotland owned by Network Rail and its DPPP provides brief station facility information on all of them. (www.firstscotrail.com). Over the course of the seven-year franchise it was committed to a £40 million investment programme of station refurbishment in which improvements to accessibility will be integral. In April 2008 the Scottish Government extended the franchise to November 2014. From April 2015 the franchise was awarded to Abellio) for up to ten years with a review in year five and a decision to terminate at seven years or continue for ten. ScotRail's Disabled Persons Protection Policy for 2015 can be found on its website www.scotrail.co.uk and it includes access details on all its rail stations.

Network Rail is directly responsible for the management of Edinburgh Waverley and Glasgow Central and has a generic *Disabled People's Protection Policy* for all its managed stations (www.networkrail.co.uk). It has also been involved with the Scottish Government, Transport Scotland, regional and local authorities in developing recent rail projects such as the Airdrie-Bathgate Rail Link between Edinburgh and Glasgow opened in 2010, and the Borders Railway between Edinburgh and Galashiels/Tweedbank opened in 2015. The Glasgow Airport Rail Link (GARL) is due to be completed by 2025. (www.transportscotland.gov.uk/projects)

The Association of Train Operating Companies (ATOC) (www.atoc.org) provides information on the accessibility of stations and services operated by all UK rail transport operators and details can be obtained through National Rail Enquires. (www.nationalrail.co.uk/stations_destinations/disabled_passengers/access)

The Scottish Government has consulted on a Rail Station Parking Strategy (2009) and following research into future demand produced a report in 2014.

In March 2005 the SRA issued a consultation document *Railways for All* seeking views on a 10-year strategy to make the railway more accessible for everyone. It said that by 2015 it "expected to see only relatively low use stations remain inaccessible to disabled people". The Scottish Government is now responsible for the majority of rail powers in Scotland.

4.2 Sea ports and terminals

Shipping vessels were exempt from UK legislation under part 5 of the DDA 1995 on the grounds that international standards need to be set. However the provisions of Part 3 applied to infrastructure at ports and are covered by the Equality Act 2010.

In November 2000 the Disabled Persons Transport Advisory Committee (DPTAC) (www.gov.uk/dptac) published *The design of large passenger ships and passenger infrastructure: guidance on meeting the needs of disabled people.* It covered in some details access to and within terminals as well as pre-journey information, shore to vessel transition, lights, steps, stairs and ramps on vessels, information and announcements, management and training. The document expanded on guidelines from the International Maritime Organisation (IMO) (www.imo.org) in June 1996 entitled *Recommendation on the Design and Operation of Passenger Ships to Respond to Elderly and Disabled Persons' Needs*. The Maritime and Coastguard Agency (MCA) also issued a *Marine Guidance Note* (MGN31) to naval architects and ship designers, owners, operators and builders. (www.mcga.gov.uk)

Caledonian Maritime Assets Ltd (CMAL) (www.cmassets.co.uk) is responsible for the vessels, ports and infrastructure used by Caledonian MacBrayne Ferries Ltd (CalMac)(www.calmac.co.uk) the major operator of services to the western islands under franchise from the Scottish Government. It owns the 30 vessels operated by CalMac and is responsible for the 24 ports and harbours they serve and the infrastructure. It holds the Scottish Government's Ferries Accessibility Fund, established in 2014 for the lifetime of the Ferries Plan to 2022, which is managed by a Fund Management Group within the Transport Scotland Ferries Unit.

Serco Group plc, an international servicing company, has the franchise to operate NorthLink Ferrries to Orkney and Shetland from Aberdeen and Scrabster (www.northlinkferries.co.uk). Aberdeen harbour is an independent Trust Port (www.aberdeen-harbour.co.uk).

4.3 Airports

Recommendations on access to and within transport buildings together with facilities, signage etc given in *Inclusive Mobility* is applicable to airports.

www.gov.uk/publications/inclusive-mobility

Individual airports have website containing information for people needing special assistance such as:

Aberdeen: www.aberdeenairport.com
Edinburgh: www.edinburghairport.com
Glasgow: www.glasgowairport.com
Inverness: www.invernessairport.com

The Department for Transport (DfT) (www.dft.gov.uk) published Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – *Code of Practice* in 2008. (www.ukaccs.info/accesstoairtransportfordisabled.pdf)

The Civil Aviation Authority (CAA) (www.caa.co.uk) published *Accessible Air Travel* in 2010 following the EU regulation 1107/2006 governing EU airports and EU based airlines.

4.4   Modal interchanges

Ideally terminals should be located near each other to provide easy interchange between road, rail, sea and air services. Where at a distance, special links and arrangements facilitate interchange between them, for instance fully wheelchair accessible bus and rail services between city centres and airports. The fully accessible tram link to Edinburgh Airport was completed in 2014. The Glasgow Airport Rail Link (GARL) is due to be completed by 2025. (www.edinburghtrams.com)

Car parking, taxi and bus facilities should be provided at all sizable interchanges, with the information about them available in various formats.

For the design of interchanges see Chapter 8 of *Inclusive Mobility*. Regarding information for travellers see Traveline.

The matter was also covered in a 2013 report of the House of Commons Committee *Access to transport for disabled people*

5 Aids to mobility

5.1   Signage, information and lighting

Recommendations for signage and information are given in Chapter 10 of *Inclusive Mobility* (www.gov.uk/publications/inclusive-mobility) whilst lighting is covered in Chapter 11. It stresses the importance of good, clear, well-positioned signs directing people to services and facilities and including information such as distances. Audible information is essential for those with visual impairment and lighting can have both positive and negative effects.

The British Standards Institute (www.bsigroup.com) has a *Code of Practice* for *the Design of Road Lighting* (BS 5489-1-2013).

The Royal National Institute for the Blind (RNIB) has a Wayfinding Project to assist blind and sight impaired people, and has installed the REACT guidance system at a number of rail stations, bus stops and other transport facilities. www.rnib.org.uk

5.2 Walking aids

There are very many personal aids to walking from sticks and crutches to frames and four-wheeled walkers. Some are provided under the NHS or can be bought on the market and selections can be seen at Mobility Centres across the UK. The one in Scotland is located at the SMART Centre at the Astley Ainslie Hospital in Edinburgh (www.smart.scot.nhs.uk).

5.3 Manual wheelchairs

Measurements regarding wheelchair use are given in Chapter 2 of *Inclusive Mobility.* (www.gov.uk/publications/inclusive-mobility) However these were based on research in 1999 and the dimensions of what is known as the 'reference wheelchair' which can be carried on low floor buses is given on the UK Government website www.dft.gov.uk

There is information for users in Rica's publication *Public Transport. A guide for older and disabled people.*

For powered wheelchairs and scooters see Section 6.1 below.

National Rail, the collective name for UK train operating companies, provides information on dimensions for access to train services (www.nationalrail.co.uk/stations_destinations)

6 Transport vehicles and services

The introduction to *Inclusive Mobility* (www.gov.uk/publications/inclusive-mobility) gives the following warning:

> "Part V of the DDA enabled regulations to be made concerning access onto and within buses, coaches, taxis and trains. The amount of space that is available, particularly in taxis and smaller buses, is quite restricted and because of this dimensions required by the regulation, for example to accommodate a passenger in a wheelchair, are limited. Generally there is more space in the built environment. People who wish to travel by public transport, particularly those who use a wheelchair, should not be misled into believing that a wheelchair that can be used in the pedestrian environment will necessarily be usable on public transport vehicles".

Advice is available in *Get Wheelchair Wise* from the Accessibility and Equalities Unit of DfT. (www.dft.gov.uk/transportforyou/access/miu)

The publication by Rica (Ricability) *Public Transport. A guide for older and disabled people* covers all forms of *transport*. (www.rica.org.uk)

6.1   Powered wheelchair and scooters

More use is now being made of powered chairs and scooters either on a temporary or regular basis. The Rica publications just referred to above includes information and advice on their use on public transport., as does the UK government website which also refers to the Confederation of Public Transport (CPT) Code of Practice on carriage.

The Queen Elizabeth's Foundation Mobility Centre has a publication *How to Choose a Powered Vehicle* and the Disabled Living Foundation has free fact sheets in print or to be downloaded from its website www.dlf.org.uk

National Rail provides information on dimensions etc for access to train services (www.nationalrail.co.uk/stations_destinations), as does ScotRail. (www.scotrail.co.uk/facilties/disability-and-inclusion/mobility-scooters)

Visitors and other indoor and outdoor attractions can have chairs and scooters available for visitors to use. Shopmobility schemes exist in major shopping centres and malls. (www.justmobility.co.uk/shop).

6.2   Cars

Cars provide convenient and personal door to door transport for a wide range of disabled people whether as drivers or passengers. For many people, they are the only form of transport available or accessible. There are an estimated 250,000 drivers and passengers in the UK who have a disability and this is likely to increase. However there are barriers created by the management and operation of roads and parking systems whilst the design of vehicles can restrict access.

Disabled Motoring UK has advice for disabled motorists on its website www.disabledmotoring.orgincluding getting a Blue Badge and what to do at filling stations.

The Ins and Outs of Choosing a Car. *A guide for older and disabled people* and *Getting a Wheelchair into a Car* are among a number of publications by Rica, the trading name of the Research Institute for Consumers Affairs. It is a charity that researches and publishes information on products and services for older and disabled people (www.ricability.org.uk).

Mobility Centres around UK give practical advice and assessment. There is a Mobility Centre Forum at www.mobility-centres.org.uk. For impartial advice there is the South East Mobility and Rehabilitation Technology (SMART) Centre based on the Edinburgh Astley Ainslie Hospital (www.smart.scot.nhs.uk) where the Scottish Driving Assessment Service is based.

The Motability organisation has information on vehicle suitability on its website www.motability.co.uk and its Motability scheme provides affordable vehicles on contract hire or hire purchase or other useful services. More than 65,000 disabled people currently benefit from the scheme but need to qualify under the UK Government's Personal Independence Payments (PIP) provisions at the higher rate.

The Queen Elizabeth Foundation (www.qef.org.uk) provides practical advice, assessment and training for those wishing to drive or increase their mobility.

The Scottish Government's agency Transport Scotland has a guide entitled *The Blue Badge Scheme* which provides information on parking concessions for people with restricted mobility. (www.bluebadgescotland.org)

6.3   Taxis and private hire cars

The *Civic Government (Scotland) Act* 1982, as amended (including by the DDA 1995), makes provisions in Section 20 for the licensing of taxis and private hire cars (PVCs) in Scotland.

In October 2003 the UK Government announced proposals for implementing the taxi provision of the DDA 1995. These would allow it to set standards for wheelchair access and a range of other features to help disabled people use taxis. In England and Wales 'First Phase' areas of high use were to be targeted for their introduction over a 10-year period from 2010 to 2020. Voluntary guidance would be issued for other areas in the first instance. In Scotland and Northern Ireland were to have separate consultations.

In February 2009 the Department for Transport issued a *Consultation on Improving Access to Taxis. Policy* (www.gov.uk/government/oranisations/department-for-transport). It asked for views on the potential impacts, costs and benefits of various courses of action including regulation, and it included an impact assessment and draft technical specifications for interim and advanced standards. The Department said it intended to issue best practice guidance later that year. However since then the Department said it had received a number of representations making the case for a broader range of disabled people's needs to be met in any regulations, rather than restricting the requirements only to wheelchair users. It had been looking at how this could be achieved but said it was a complex matter. As a result, regulations have not been made. Accessible taxi policies remain a matter for individual local licensing authorities in line with previous guidance issued by the Department for Transport. In September 2003 the Department suggested that local authorities should develop local accessibility policies for taxis.

In Scotland figures from the Scottish Government (www.transport.gov.scot/report/j415388-04.htm) show in Table 1.4 that in 2015 there were 10,540 licensed taxis in Scotland. in Edinburgh, Glasgow, the Lothians and South Ayrshire 100% are wheelchair-accessible, and so are 50% in Dundee

and Aberdeen City but in many areas the number is between 1-10%.

A previous survey report by the Scottish Accessible Transport Alliance (SATA) in 2001, *Accessible and Affordable Taxis in Scotland*, had borne out the spread elsewhere was patchy and also the variety of licensed vehicles outside of Edinburgh and Glasgow. SATA's research revealed that less that half of local authorities operated a taxi concession scheme and in the Strathclyde area there were none.

Scottish Government figures (see above) show that in 2015 there were 10,681 licensed private hire cars (PHCs) operating in Scotland. They are spread more evenly than licensed taxis but only 267 had access for wheelchair users and large areas had very few accessible vehicles (e.g. Dumfries & Galloway has only 7 wheelchair-accessible vehicles). In 2001 the Disabled Persons Transport Advisory Committee (DPTAC) produced a leaflet *Advice for Taxi Drivers and Operators* which was updated in 2010. In 2003 it published a good practice guide *Making Private Hire Services More Accessible to Disabled People* which covered booking, vehicle and driver identification, driver training, personal security and affordability issues. (www.gov.uk/dptac) The Northern Ireland Mobility and Transport Advisory Committee (IMTAC) has *A Code of Practice for Taxis Drivers (*www.imtac.go.uk). The Scottish Government published its Best Practice Guidance in December 2007 which it updated in April 2012.

6.4 Demand responsive and community transport

There are now generically named Demand Responsive Transport (DRT) services using a variety of vehicles. Included are dial-a- ride, dial-a-bus, ring and ride, flexible route bus services, taxibus, car schemes, etc. Some have been operating for many years in the voluntary, public and private sectors. There are schemes aimed at co coordinating local services and supporting them with information and training.

In November 2004 Scottish Government research identified 145 schemes by location, organizational characteristics, service design, legislation and resourcing. Most set out to meet identified local needs which were not provided for by conventional transport. The majority were not available to the general public being specialist services for elderly and mobility impaired people. However the extreme rural areas of Highlands, Argyll and Bute and Shetland have a high proportion of non-specialist services reflecting the need to develop solutions where conventional services are not a sustainable transport option. In-depth case studies were also undertaken and the government has funded a number of pilot schemes.

Examples of DRT services are the Dial-a-Ride and Dial-a-Bus services operated by

- HcL (formerly Handicabs [Lothian]) (www.hcltransport.org.uk)
- Order of Malta Dial-a-Journey (www.dial-a-journey.org)

- Dial-a-Ride and Ring & Ride in Fife (www.fiifedirect.org.uk) and the
- MyBus services run by the Strathclyde Partnership for Transport (www.spt.co.uk)

In 2012 the Community Transport Association published *The State of the Sector Report for Scotland* (www.ctauk.org/UserFiles/Documents/In%20Your%20Area/Scotland/Scotland_State-of_Sector_20C.pdf*)* identifying over 180 providers, mostly small voluntary organisations spread throughout the country. This was followed by another survey in 2014 and a further *State of the Sector Report* in 2015. (www.ctauk.org/userfiles/PDFFlipper/State-Of-The-Sector-Scotland)

In April 2013 the Scottish Parliament published *An Introduction to Community Transport* - see SPICE Research Briefing on www.scottish.parliament/|Research/Briefing.

6.5 Minibuses

There are some 80,000 to 100,000 small buses in the UK either operated as public transport providing local education, social and other services, or as community transport under Section 19 or Section 22 of the *Transport Act* 1985. There is no all-embracing legislation covering specifications for the small bus sector but DPTAC has published *Accessibility Specifications for Small Buses Designed to Carry 9-22 Passengers* in order to promote best practice (www.gov.uk/dptac). The Community Transport Association (CTA) (www.ctauk.com) also has a large number of publications including the following:

Accessible Minibuses

Community Buses - The Operation of Local Bus Services by Community Groups Minibuses and the Law

Minibus Management

6.6 Buses and coaches

Everyone should be able to use bus and coach services, including bus stations and information. For many people this is currently not possible due to barriers created by design, management and operation of local bus and coach services and surrounding infrastructure. DPTAC publications have included:

Recommended Specification for Small Buses Used to Operate Local Services (Revised July 1995)

Recommended Specification for Low Floor Buses (www.gov.uk/dptac).

Issued under DDA 1995 Part 5, the *Public Service Accessibility Regulations* 2000

apply to all buses and coaches operating to a published timetable with a capacity exceeding 22 passengers.

- all single deck buses less than 7.5 tonnes had to be compliant by 1st January 2015
- all single deck buses more than 7.5 tonnes had to be compliant by 1st January 2016
- all double deck buses will have to be compliant by 2017
- all single and double deck coaches will have to be compliant by 1st January 2020

6.7 Trains

The construction and the use of new rail vehicles is governed by technical accessibility regulations made under Part 5 of the DDA. The *Rail Vehicle Accessibility Regulations* (RVAR).

Under Section 182 of the Equality Act 2010 the time when all new trains coming into service was extended from December 1998 to 2008 and then to 2010. The end date by which all trains in service must be accessible has been set for 2020.

Among the RVAR requirements are:

- the provision of travel information which can be seen as well as heard
- a minimum number of designated spaces for wheelchair users
- boarding devices for wheelchair users
- priority seats
- accessible toilets
- contrasting features such as handrails and doors

Where appropriate and possible, RVAR standards will also be adopted for existing trains when refurbished. Under the 2003 *Rolling Stock Strategy* produced by the Strategic Rail Authority (SRA) – now under the Railways Act 2005 the direct responsibility of the Department for Transport (DfT) and Scottish Ministers - refurbishment programmes must take into account the views of the interested parties including disability groups. By 2008 over 4,700 rail vehicles, including almost half of the heavy rail fleet, were subject to RVAR. Most older vehicles have some access features improved to the standards when they have undergone refurbishment or refresh work.

As mentioned in Section 4.1 above, standards for rail stations and their facilities are set out in detail in the *Train and Station Design for Disabled Passengers. A Code of Practice*. However, unlike the earlier 2002 edition, standards regarding boarding and travelling on the train are not included but contained in the applicable vehicle regulations. These have to be met by train operators as a condition of their licence

and from July 2008 they are to reflect European standards under the Rail Vehicle Accessibility (Interoperability Rail System) Regulations 2008. Thirty-eight new Class 380 electric trains which meet this standard have since been brought into service in the west of Scotland.

European accessibility standards for people with restricted mobility were set for light rail and heavy rail. By November 2014 53% of all passenger rail vehicles in Great Britain had been built or refurbished to accessibility standards.
(See www.gov.uk/government/publications/accessible-rail-transport)

6.8 Trams

The introduction of new European standards covering heavy rail vehicles in July 2008 meant that the Rail Vehicle Accessibility Regulations (RVAR) 1998 had to be amended to remove these vehicles from its scope. In April 2009 the Department for Transport then consulted on proposals to amend the regulations to cover light rail vehicles, including trams, and with an end date of 2020 by which they must be accessible. (www.gov.uk/government/oranisations/department-for-transport).

Using experience in Europe and other cities in the UK, the City of Edinburgh Council reintroduced trams in Edinburgh in 2014 running between the city centre and the airport. It says modern trams are comfortable and clean, smooth running, energy and space efficient. They are also safe, reliable and accessible. Originally three lines were proposed, the airport one, a northern circular route serving Leith and Granton, and a third to the southern outskirts. (www.edinburghtrams.com)

6.9 Subway

The RVAR regulations also apply to vehicles used on underground rail services. The only subway system in Scotland is in Glasgow and is managed by Strathclyde Partnership for Transport (SPT) (www.spt.co.uk). It was built in 1896 and has 15 stations. Its platforms and trains are on a small scale and their enlargement would be very costly. Presently it carries some 13 million passengers a year. Access for people with wheelchairs, scooters and buggies is not advised but there is an on-going £288 million development project, launched in 2009, to provide new trains, new look stations, improved infrastructure and smart ticketing. Improvements to accessibility are new escalators throughout, lifts at St Enoch and Govan stations, tactile maps, induction loops at booking offices and better signage.
(www.spt.co.uk/subway/modernisation)

Describe Online (www.describe-online.com) has a useful guide for blind and partially sighted people (www.spt.co.uk/subway/describe)

6.10 Ships

As mentioned above, shipping vessels are exempt from Part 5 of the DDA, 1995 on the grounds that international standards need to be set. However in November 2000 the Disabled Persons Transport Advisory Committee (DPTAC) published *The Design of Large Passenger Ships and Passenger Infrastructure: guidance on meeting the needs of disabled people* which covered shore to vessel transition, on-board accommodation, lifts, steps, stairs and ramps on vessels, information and announcements, management and training. (www.gov.uk/dptac)

The document expanded on guidelines from the International Maritime Organisation (IMO) in June 1996 entitled *Recommendations on the Design and Operation of Passenger Ships to Respond to Elderly and Disabled Persons' Needs.* The Maritime and Coastguards Agency (MCA) (www.mcga.gov.uk) issued a *Marine Guidance Note* (MGN31) in 1997 to naval architects and ship designers, owners, operators and builders. A further Marine Guidance Note (MGNXX) *Designing and Operating Smaller Passenger Vessels: Meeting the Needs of Persons with Reduced Mobility* was published in 2003.

Caledonian MacBrayne Ferries Ltd (CalMac) (www.calmac.co.uk) operates services to the Western Isles See also www.cmassets.co.uk.
Serco plc operates Northlink services to Orkney and Shetland
(www.northlinkferries.co.uk).

P&O ferries P&O Ferries (www.poferries.com) sail between Scotland and Northern Ireland.

Information about ferry services is on the Transport Scotland website under 'Water' www.transportscotland.gov.uk.

6.11 Planes

Like shipping, air carriers are not subject to UK equality legislation but there are now *European Union Regulations Concerning the Rights of Persons with Reduced Mobility When Travelling by Air* which give them the same rights as other citizens to freedom of movement, freedom of choice and non-discrimination. The regulations apply to all main airports and air carriers and set quality standards for assistance, staff training and redress.

The Equality and Human Rights Commission www.equalityhumanrights.com has a guide *Your rights to fly - step by step guide,* Last updated in 2015. (www.equalityhumanrights.com/your-rights/service-users/transport-and-travel/rights-fly)

In 2002 the European Civil Aviation Conference (ECAC) published *European Voluntary Commitments on Air Passenger Rights*, including a protocol for people with reduced mobility www.ecac-ceac.org (PRM), and in 2003 a *Code of Conduct in Ground Handling of Persons with Reduced Mobility.*

The Department for Transport published Access to Air Travel for Disabled *People* and *Persons with Reduced Mobility* – Code of Practice in 2008 which was aimed at helping the aviation industry improve its services. It has a useful section on air transport for users on its website.
(www.gov.uk/transport-disabled/planes)

In 2007 DPTAC published A Design Specification for On-Board Wheelchair for Commercial Passenger Aircraft (www.gov.uk/dptac). Rica has a section on air travel on its website.

7 Support Services

7.1 Travel cards and ticketing

The Thistle Travel Card Scheme was developed by the charity ENABLE with funding from the Scottish Executive. It was introduced in September 2002 and is designed to indicate to transport staff that the holder may need extra help such as needing more time to find a seat, counting money, checking the destination and operating equipment. It is particularly useful for people with learning difficulties, dementia and epilepsy (www.enable.org.uk). The card was discontinued when government funding was withdrawn but the idea was taken up in 2011 by the South East Scotland Regional Transport Partnership (SEStran) with its Thistle Assistance Card over 8,350 of which had been distributed by 2013-14. (www.sestran.gov.uk) The First Group has its own nation-wide Better Journey Card and Safe Journey Card which can be downloaded from its website. (www.firstgroup.com). A version of the SEStran card has also been produced by the Tayside and Central Transport Partnership (Tactran) (www.tactran.gov.uk).

ScotRail has a Passenger Assistance Card with useful contact details on which the user can also write messages.
Link by way of www.scotrail.co.uk/plan-your-journey/accessible-travel

Tickets and smart cards, which permit through inter-modal travel, reduce difficulties in negotiating terminal and interchanges. Ticket machines and barriers when not staffed can present obstacles for many people especially blind people and wheelchair users. Wide gates at main line rail stations are staffed.

Smart and integrated ticketing will be delivered across the main transport services over the next 4-5 years and information is given to the Transport Scotland website www.transportscotland.gov.uk/public-transport/smart-and-integrated-ticketing)

7.2 Fare concessions and assistance

In December 1999 the (then) Scottish Executive announced the introduction of free travel for blind people throughout Scotland on rail, bus, ferry and underground

services, delivered by a voluntary partnership between the Executive, local authorities, Strathclyde Passenger Transport and transport operators. It then took powers in 2001 to specify a minimum level of travel concessions within Scotland for all pensioners and those with a disability. Under the *Transport (Scotland) Act* 2005 this was extended in a Scotland Wide Free Bus Travel Scheme to provide travel by scheduled bus (and some ferry) services for the over 60s and certain eligible disabled people from April 2006. Disabled people who meet the eligibility requirements can travel with a companion.

It was reviewed in 2008-9 and eligibility extended to include from April 2011 HM service personnel and veterans under the age of 60 who were seriously injured in service and resident in Scotland. A Scotland-wide Concessionary Travel Scheme for Young People providing discounted fares was introduced in January 2007. (www.youngscot.org). Both schemes are administered by the Scottish Government's transport agency Transport Scotland. (www.transportscotland.gov.uk) The National Entitlement Card (NEC) providing access to the scheme is now held by some 1.4 million people.

Local authorities provide a range of concessions on transport but where they exist they can differ widely in scope and provision. Some have 'Taxicard' schemes providing taxi fare reductions. Transport operators themselves also offer concessionary fares and discounts, for example on the railways and ferries - the former through Network Rail (www.networkrail.co.uk) and the latter negotiated by Mobilise now named Disabled Motoring (formed by a merger of the Disabled Drivers Association and the Disabled Drivers Motor Club) for its members. www.mobilise.info (www.disabledmotoring.org)

ScotRail operates a Passenger Assist service with a helpline on 0800 912 2901 and a Text Relay service for the Hard of hearing. Assistance must be booked at least 4 hours in advance or 24 hours online. It has a free app to download and a 'Snapp it' uploading facility for users to record experiences. www.scotrail.co.uk/facilities/disability-and-inclusion

UK-wide, National Rail provides information on assistance and other matters on www.nationalrail.co.uk/stations_destinations/disabled_passengers www.disabledpersons-railcard.co.uk/travelling-by-rail/arranging-assistance

7.3 Information

Transport and travel information for disabled people to help them make informed decision and choices can be obtained from a variety of sources.

Transport Scotland has information on its website The UK Department for Transport has information on and has published a number of editions of its guide *Door-to-Door* www.transportscotland.gov.uk.

The Scottish Accessible Transport Alliance (SATA) has this publication and a number

of others on its website www.scottishaccessibletransport.org.uk

SCOPE provides information about DIAL UK, a network of local disability information and advice centres run by and for disabled people, with publications including a user guide *Transport and Travel for Disabled People.* (www.scope.org.uk)

Local authorities provide information about their transport and travel services with links to national services. Examples are the Aberdeenshire Council Public Transport Unit (www.aberdeenshire.gov.uk/publictransport/) and Fife Transportation Services (www.fifedirect.org.uk/). Most produce guides and leaflets covering concessionary travel, parking, escort services, accessible vehicles and public transport.

Transport operators have a range of information on their websites which can be accessed direct or via Traveline Scotland (www.travelinescotland.com). Transport Direct is Britain's free online journey planner (www.transportdirect.info). Information on urban and regional transport in Europe is provided by ELTIS, the European Local Transport Information Service and interactive portal. (www.eltis.org)

The website www.disabledtravellers.com/ provides links to airline and other websites.

The Community Transport Association (CTA) provides an advice, information and training services for its members and holds conferences. (www.ctauk.org)

The Mobility and Access Committee for Scotland (MACS) published guidance in 2003 on accessible information about travel *Valuable for Anyone, Valuable for Everyone.* Aimed mainly at transport providers, it deals with information people need when planning and booking, making the journey, dealing with service changes, reaching potential users and receiving complain. (www.transportscotland.gov.uk/public-transport/macs)

The Scottish Accessible Information Forum (SAIF) (www.saifscotland.org.uk) was set up in 1995 as a result of a report *Enabling Information.* It asserts the right of disabled people and carers to have access to timely and accurate information about a wide range of services. It believes that rather than being forced to rely on others, disabled people should receive information directly and in their preferred format. Publications have included:

> *Standards for Disability Information and Advice Provision in Scotland (Revised 2004)*

> *Barrier Free Information, A Practical Guide on How to Develop a Local Accessible Information Strategy*

> *The Social Model of Disability by Grant Carson*

SAIF also publishes annual reports and provides in house training and short online courses

A code of good practice *Printed Public Transport Information* is produced by the Association of Transport Coordinating Officers (ATCO). (www.atco.org.uk)

On-line audio guides to public places are useful for visually impaired people and others needing help to negotiate public places such as rail and bus stations. Visit the Described On-Line website www.describe-online.com

Disability Information Scotland (formerly named UPDATE) is Scotland's national disability information service. details of its services are on www.update.org.uk disabilityscot.org.uk including guides on Travel *Concessions* for www.gcil.org.uk *Disabled People* and *Blue Badge Parking*.

Inclusion Scotland has an on-line A-Z Directory of *Disability and Equality Groups and Organisations.* (www.inclusionscotland.org/dir)

Advice on equality issues can be obtained from the Equality Advisory and Support Service (EASS) (www.equalityadvisoryservice.com)

The Good Access Guide (GAG) (www.goodaccessguide.co.uk) and the Rough Guide to Accessible Britain (www.accessibleguide.co.uk) provide information on travel, local attractions, accommodation etc.

7.4 Training

Disability awareness and equality training for transport staff and all levels is now seen as a key factor in the development of accessible services. The Mobility and Access Committee for Scotland (MACS) published a *Recommended Minimum Training Standards for Staff Assisting Disabled People* (*MACS 2004*). It says "Good communication is key to passenger safety, comfort and satisfaction. It is particularly important that employees or contractors receive appropriate training if they are to ably assist disabled people". The standards cover attitudes and communication, providing physical assistance, handling mobility aids, assisting with special equipment or aids.
(www.transportscotland.gov.uk/public-transport/macs)

Online disability awareness training is available from Equo. (www.equo.co.uk) GoSkills, the training arm of the Confederation of Passenger Transport (CPT), sets standards for the staff training in the bus and coach industry (www.goskills.org). Some local authorities provide training for taxi drivers and the Northern Ireland Transport Advisory Committee (TAC) has a training course for taxi drivers with an accreditation scheme based on a *Code of Practice for Taxi Drivers.*
(e-mail address: tac@disabilityaction.org).

In their *Disabled Person's Protection Policies (DPPPs)* rail industry operators are committed to providing staff training in accordance with the former Strategic Rail Authority's Code of Practice *Train and Station Services for Disabled Passengers.* Details on staff training and how to help disabled people during emergencies are

contained in *How to write your Disabled Persons' Protection Policy*

The Community Transport Association (CTA) (www.ctauk.org) has developed MIDAS, the nationally accepted training and assessment scheme for all types of minibus drivers, and PATS the passenger's assistant training scheme. It also has an Advice Line and produces a number of advice leaflets. Its many publications include:

> ** The Bus and Coach Driving Manual*
>
> ** Minibuses and the Law,*
>
> ** Minibus Management and Accessible Minibuses*

The National Register of Access Consultants (NRAC) is a resource for those seeking advice on how to develop inclusive environments. As well as the register of accredited access auditors and consultants, it has information on training courses. (www.nrac.org.uk)

The Glasgow Centre for Independent Living has a GCIL Equality Academy which offers a package of services including access audits and equality training (www.gcil.org)

7.5 Co-ordination: representative bodies

Some of the main ones are:

Association of Transport Coordinating Officers (ATCO) (www.atco.org.uk) is an organisation of local authority staff in key rolls for policy development and joint working both within the authorities and in the wider transport field.

Community Transport Association (CTA) (www.ctauk.org) represents local community transport organisations.

Confederation of Passenger Transport (CPT) (www.cpt-uk.org) is the trade association representing the bus, coach and light rail industries.

Confederation of Scottish Local Authorities (CoSLA) (www.cosla.gov.uk) is the representative voice of Scottish local government and the employers' association for Scottish Councils.

Lothian Community Transport Services (www.lcts.org.uk) provides a range of services for community transport organisations, including information and training, in Edinburgh, Midlothian, West Lothian and beyond.

Scottish Accessible Transport Alliance (SATA) is a disability user-led organisation with some 80 corporate and individual members. www.scottishaccessibletransport.org.uk

Scottish Regional Transport Partnerships:

Highlands and Islands	(HiTrans www.hitrans.org.uk)
North East of Scotland	(Nestrans - www.nestrans.org.uk),
Shetland	(Zettrans - www.zettrans.org.uk)
South East of Scotland	(SEStran - www.sestran.gov.uk),
South West of Scotland	(Swestrans - www.swestrans.org.uk),
Strathclyde Partnership for Transport	(SPT - www.spt.co.uk),
Tayside & Central Scotland	(Tactran - www.tactran.org.uk).

Scottish Taxi Federation (STF): www.scottaxifed.org

Information about a range of transport agencies and services is on the Transport Scotland website www.transportscotland.gov.uk

7.6 Research

Over the past few years research has been sponsored by the Department for Transport and DPTAC for example work undertaken by MORI (now Ipsos Mori (www.ipsos-mori.com) and Rica (www.ricability.org.uk). Also by the Scottish Executive for example undertaken by Reid-Howie Associates (www.rhassoc.co.uk), Capability Scotland (www.capability-scotland.org.uk) and TNS consortium (www.tnsglobal.com).

The Scottish Government lists its research and survey findings on its website including annual transport statistics and data on transport and travel.

The Scottish Transport Studies Group (www.stsg.org) provides a forum for the exchange of research findings.

Scottish research reports have included:

Actions Required to Improve the Mobility of Disabled People. TAS and DHC 2006

How to Plan and Run Flexible and Demand Responsive Transport. DHC, TAS & University of Aberdeen 2006.

Tackling the Abuse of Off-Street Parking for People with Disabilities. TTR 2007

Mind the gap: the next step. Disabled people's experience with Scottish public transport. Ryan McQigg. Leonard Cheshire Disability. 2008/9

Out and About, Door to Door. A history of HcL/Handicabs (Lothian) - the first 30 years. Alan Rees MBE 2013

The Role of Transport Investments in Delivering Social Outcomes. Edited by Brian Weddell, Alex Davidson and Derek Halden. STSG 2014

European research has been done under the ECLIPSE programme (www.eclipse-

eu.net), EuroAccess (www.euro-access.org) and Public Transport Access (www.ptaccess.eu).

The Transport Research & Innovation Portal (TRIP) (www.transport-research.info) provides an overview of research activities at the European and national levels.

Some charities have research units, for example RNIB's Scientific Research Unit (www.tiresias.org) and universities have transport research departments or associated units, for example:

Aberdeen University's Centre for Transport Research (CTR) www.abdn.ac.uk/ctr
Leeds University's Centre for Disability Studies (www.disability-studies.leeds.ac.uk).

Napier University's Transport Research Institute (TRI) www.tri.napier.ac.uk

Universities' Transport Studies Group

As part of a project funded under the UK Government's 'Strengthening Disabled Person User-Led Organisations (DPULO) Programme', Brian Masson MMTS, project worker with the Scottish Accessible Transport Alliance (SATA), undertook a literature review in 2013-14 (www.scottishaccessibletransport.org.uk)

8 Conclusion

As indicated in these pages, there is no shortage of information, advice, guidance, policies and strategies. Information is increasingly and readily available on the internet. We are continuously adding to our knowledge and understanding. However the actual experiences of disabled people show that there is still a long way to go towards implementing their findings and recommendations. The continuing story is of problems and difficulties for many when attempting to travel or in the process of travelling, so much that they are prevented from doing so or are reluctant to try.

Physical barriers are often the easiest to break down. Some have been, as with transport vehicles for instance, and will be removed as regulations take effect. Comprehensive audits of the transport environment and infrastructure are important to achieved better access. More difficult to counteract are people's lack of awareness and knowledge: the bewildering array of information presents it own problems. Still more challenging are insensitive attitudes and prejudices. These can be confronted legally under the Equality Act but will also rely on personal communication and formal education and training programmes.

The future of an integrated inclusive public transport system requires an understanding and input from users to the way vehicles, training and services are designed. At present there is not enough opportunity for disabled people to work pro-actively with operators and authorities from the start, and from then on for issues to be identified and addressed by working in partnership.

9 Appendices

9.1 General websites for publications, information etc.

Equality and Human Rights Commission:

www.equalityhumanrights.com

Northern Ireland Government: www.nidirect.gov.uk

Scottish Accessible Transport Alliance (SATA):

www.scottishaccessibletransport.org.uk (*)

Scottish Government: www.scotland.gov.uk

Transport Scotland: www.transportscotland.gov.uk/accessible-transport

UK Government: www.gov.uk

* The SATA website has this Place to Place publication and a list of archive publications deposited with the National Library for Scotland and the Edinburgh Central Library.

9.2 Legislation and regulation

Civic Government (Scotland) Act 1982

Disability Discrimination Act *1995 (Repealed)*

Disability Discrimination Act 2005 (Repealed)

Disability Discrimination (Transport Vehicles) Regulations 2006

Equality Act 2010

Rail Vehicle Accessibility (Interoperability Rail System) Regulations 2008

Transport Act 1985

Transport (Scotland) Act 2001

Transport (Scotland) Act 2005

9.3 Organisation websites

Abellio ScotRail .... www.abellio.com
Access All Areas .... www.access-auditing.com
Accessibility and Equalities Unit ....
.... www.dft.gov.uk/transportforyou/access-transport
Advanced Training Services .... www.advancedtrainingservices.co.uk
Association of Transport Co-ordinating Officers (ATCO) .... www.atco.org.uk

Association of Train Operating Companies (ATOC) .... www.atoc.org
Automobile Association.. www.theaa.com

British Standards Institute .... www.bsi-global.com
Bus Users UK and Scotland .... www.bususers.org

Caledonian MacBrayne... www.calmac.co.uk
Caledonian Maritime Assets Ltd (CMAL) .... www.cmassets.co.uk
Capability Scotland..................................... www.capability-scotland.org.uk
Centre for Transport Research (CTR) Aberdeen University .. www.abdn.ac.uk/ctr
Chartered Association of Building Engineers (CABE) .... www.cbuilde.com
Chartered Institute of Highways and Transportation (CIHT) .... www.ciht.org
Civil Aviation Authority (CAA) .... www.caa.co.uk
Community Transport Association (CTA)............................... www.ctauk.org
Confederation of Passenger Transport (CPT) .... www.cpt-uk.org
Convention of Scottish Local Authorities (CoSLA) .... www.cosla.gov.uk

Department for Transport (DFT)
 .... www.gov.uk/government/oranisations/department-for-transport
Department for Transport Equalities Team
 ....www.gov.uk/government/groups/policy/accessible-transport
Department for Work and Pensions (DWP)www.gov.uk/government/department-for-work-pensions
Describe Online .... www.describe-online.com
Dial – see Focus on Disability
Disabled Living Foundation (DLF) .... www.dlf.org.uk
Disabled Motoring UK .... www.disabledmotoring.org
Disability Information Scotland .... www.disabilityscot.org.uk
Disability Rights Commission (DRC) - see
Equality and Human Rights Commission
Disability Rights UK.. www.disabilitrightsuk.org
Disabled Persons Transport Advisory Committee (DPTAC)..... www.gov.uk/dptac

ECLIPSE... www.eclipse-eu.net
ENABLE .... www.enable.org.uk
Equality Advisory and Support Service (EASS) .. www.equalityadviseservice.com
Equality and Human Rights Commission (EHRC) www.equalityhumanrights.com
Equo .... www.equo.co.uk
Euan's Guide .... www.euansguide.com
Euro Access... www.euro-access.org
European Civil Aviation Conference (ECAC) .... www.ecac-ecac.org
European Conference of Ministers of Transport (ECMT) - see
International Transport Forum

Federation Internationale de l'Automobile (FIA) .... www.fia.com
Fieldfare Trust .... www.fieldfare.org.uk
Fife Ring and Ride.. www.fifedirect.org.uk
First Group... www.firstgroup.com
Focus on Disability .... www.focusondisablity/dial-uk
Glasgow Centre for Inclusive Living (GCIL)............................ www.gcil.org.uk

Good Access Guide (GAG) .... www.goodaccessguide.co.uk
Guide Dogs .... www.guidedogs.org.uk

HcL/Handicabs (Lothian) .... www.hcltransport.org.uk
HiTrans (Highlands and Islands Strategic Transport Partnership)
.... www.hitrans.org.uk

IMTAC .... www.imtac.org.uk
Inclusion Scotland (IS) .... www.inclusionscotland.org
Inclusive Mobility and Transport Advisory Committee (IMTAC)
for Northern Ireland .... www.imtac.org.uk
Independent Living in Scotland (ILiS) .... www.ilis.co.uk
International Maritime Organisation (IMO) .... www.imo.org
International Transport Forum .... www.internationaltransportforum.org
Ipsos Mori... www.ipsos-mori.com

Leeds University Centre for Disability Studies www.disability-studies.leeds.ac.uk
Living Streets .... www.livingstreets.org.uk
Lothian Community Transport Services (LCTS)....................... www.lcts.org.uk

Malta Dial-a-Journey.. www.dial-a-journey.org
Maritime and Coastguards Agency (MCA)........................... www.mcga.gov.uk
Mobility and Access Committee for Scotland (MACS):
.... www.transportscotland.gov.uk/public-transport/macs
Mobility Aid Information Services .... www.mobinfo.co.uk
Mobility and Inclusion Unit (MIU) - see Accessibility and Equalities Unit
Mobility Roadshow .... www.mobilityroadshow.co.uk
Motability.. www.motability.co.uk
MORI - see Ipsos Mori

National Federation of Shopmobility UK (NFSUK) www.sightlinedirectory.org.uk
National Rail and National Rail Enquiries .... www.nationalrail.co.uk
National Register of Access Consultants (NRAC).................... www.nrac.org.uk
Nestran (North East Scotland Transport Partnership) .... www.nestran.org.uk
NorthLink... www.northlinkferries.co.uk
National Trust Scotland... www.nts.org.uk
Network Rail.. www.networkrail.co.uk

OPENspace Research Centre.............................. www.openspace.eca.ac.uk
Order of Malta Dial-a-Journey................................. www.dial-a-journey.org

P&O Ferries.. www.poferries.com
Public Transport Access... www.ptaccess.eu

Queen Elizabeth's Foundation for Disabled People .... www.qef.org.uk

Real Time Information Group (RTIG) .... www.rtig.org.uk
Rica (Consumer research for older and disabled people) .... www.rica.org.uk
Royal National Institute of Blind People (RNIB) .... www.rnib.org.uk
RNIB Scientific Research Unit (Tiresias) .... www.tiresias.org

RNID (Action on Hearing Loss)......................www.actiononhearingloss.org.uk

School of Energy, Geoscience, Infrastructure and Society, Heriot Watt University
....www.sbe.hw.ac.uk
Scope (The Charity) .... www.scope.org.uk
ScotRail ....www.scotrail.co.uk
Scottish Accessible Information Forum (SAIF).............www.saifscotland.org.uk
Scottish Accessible Transport Alliance (SATA)
....www.scottishaccessibletransport.org.uk
Scottish Disability Equality Forum (SDEF)............................www.sdef.org.uk
Scottish Government (SG) .... www.gov.scot
Scottish Road Works Commissioner ....www.roadworksscotland.gov.uk
Scottish Taxi Federation (STF) .... www.scottaxifed.org
Scottish Transport Studies Group (STSG) ....www.stsg.org
SEStran (South East Scotland Transport Partnership) ....www.sestran.gov.uk
Shopmobility ....www.shopmobility.org.uk
Sightline Directory .... www.sightlinedirectory.org.uk
SMART Centre .... www.smart.scot.nhs.uk
Stagecoach Bus ....www.stagecoachbus.com
Strathclyde Partnership for Transport (SPT) ....www.spt.co.uk
Sustrans Scotland ....www.sustrans.org.uk
Swestrans (South West of Scotland Transport Partnership)
.... www.swestrans.org.uk
Tactran Tayside and Central Transport Partnership)........... www.tactran.gov.uk
Total Mobility (UK) Ltd ....www.keepactive.co.uk
Transform Scotland ....www.transformscotland.org.uk
Transport Focus .... www.transportfocus.org.uk
Transport Scotland ....www.transportscotland.gov.uk
Traffic Commissioners:
Traveline Scotland..www.travelinescotland.com

UPDATE see Disability Information Scotland
Universities' Transport Studies Group ....www.utsg.net

Young Scot.. www.youngscot.org
ZetTrans (Shetland's Transport Partnership) ....www.zettrans.org.uk

INDEX of PUBLICATIONS

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