EQUALITIES & ACCESS TO HEALTHCARE FORUM

Conference Room 2, Victoria Quay, Edinburgh, EH6 6QQ
Friday 3rd November 2017 – 2:00pm

_____

AGENDA

1. Welcome & Apologies

2. Minutes from 27 Jan 2017 and actions arising

3. Review of Forums – Report by George Eckton

4. Regional Hate Crime Charter and Reporting App – Report by Catriona MacDonald

5. Thistle Assistance Card and App update – Verbal Report by Keith Fisken

6. Transport Bill Parking Proposals: NHS parking – Verbal Report by Mark Craske

7. Consultation updates – Verbal Reports by Lisa Freeman and Catriona MacDonald

   a) Local Bus Services
   https://consult.scotland.gov.uk/transport-scotland/improving-bus-services/
   b) Smart Ticketing
   https://consult.scotland.gov.uk/transport-scotland/smart-ticketing-in-scotland/
   c) Concessionary Travel
   https://consult.scotland.gov.uk/partnerships-and-concessionary-travel/national-concessionary-travel-scheme/
   d) Low Emissions Zones
   https://consult.scotland.gov.uk/transport-scotland/building-scotlands-low-emission-zones/
   e) A Healthier Future
   https://consult.scotland.gov.uk/health-and-social-care/a-healthier-future/

8. NHS Journey Planner – Verbal Report by George Eckton http://nhs.travelinescotland.com

9. Equality Outcomes 2017 -2021 update – Verbal Report by George Eckton
   http://www.sestran.gov.uk/publications/equalities-outcomes-2017-2021/

10. SEStran Brand Identity – Verbal Report by Keith Fisken

11. Projects Update Verbal report by Catriona MacDonald

12. AOCB

27th October 2017

Telephone: 0131 524 5150 or E-mail: reception@sestran.gov.uk

Agendas and papers for all SEStran meetings can be accessed on www.sestran.gov.uk

EQUALITIES & ACCESS TO HEALTHCARE FORUM

FRIDAY 27TH JANUARY 2017

CONFERENCE ROOMS 3, VICTORIA QUAY

Present

John Jack (Chair) (JJ)	SEStran
John Ballantine (JB)	SATA
Nikki Boath (NB)	SEStran
Karen Brown (KB)	NHS Lothian
Mark Craske (MC)	NHS Forth Valley
Lesley Crozier (LC)	East & Midlothian Councils
William Dove (WD)	NHS Fife
George Eckton (GE)	SEStran
Danny Gillan (DG)	NHS Lothian
Mike Harrison (MH)	Midlothian Access Panel
John Macdonald (JMacd)	CTA
Andrew McLellan (AMcL)	East Lothian Council
John Moore (JM)	LCTS
Emily Whitters (EW)	SEStran

Apologies

Cllr Lesley Hinds	City of Edinburgh Council
Cllr Derek Rosie	Midlothian Council
George Curley	NHS Lothian
Elaine Law	Fife Council
Gordon Mungall	West Lothian Access Panel
Moira Mungall	West Lothian Access Panel
Dennis Wilson	

Ref		Actions
1	**Introduction**	
	JJ welcomed everyone to the meeting and conducted round the table introductions.	
2	**Matters Arising from Minutes of Previous Meeting**	
	Minutes of last meeting were approved. Matters arising from minutes of last meeting: 2. Thistle Card Update Including App Development Gordon was not present at the meeting and this action needs to be followed up. 4. Review of SEStran Liaison Structures This has been done.	**Lisa Freeman**

	6. Board Diversity/Succession Plan Gordon was not present at the meeting and this action needs to be followed up.	**Emily Whitters**
	7. Thistle App KB reported that more information was required for symbols as there are a variety of disability symbols.	**Karen Brown/Lisa Freeman**
	14. AOCB – Waverley Station- Taxis GE reported that he had contacted Network Rail regarding accessibility at Waverley Station and the reason given by Network Rail was security issues. GE stated that an email had been circulated to the Forum before Christmas in relation to this matter.	
3	**Equality Outcomes 2017 – 2021 Progress Report**	
	EW presented a progress report. EW highlighted to the Forum the 2 key requests from the Outcomes responses which were: • greater inclusion of learning disability groups and local groups • to address information gaps for certain groups who cannot access RTPI and a request for non-technical provision of data. EW requested input from the Forum to consider ways in which SEStran could progress the provision of non technical RTPI data. LC questioned why the socio-economic characteristic has not been included. GE stated that SEStran are awaiting clarification from Scottish Government with regard to this characteristic.	**Equalities & Access to Healthcare Forum**
4	**Scottish Government Consultation on Gender Representation on Public Boards (Scotland) Bill**	
	EW presented a paper. EW requested views and comments from the Forum. A general discussion took place and the principles of the paper were fully supported by the Forum.	
5	**Board Diversity Succession Plan/Board Observers**	
	EW presented a report. JB questioned how many Observers have been appointed to date. GE stated that Gordon Mungall had volunteered to become an Observer as stated in the last Equalities Forum meeting held in October. GE advised that it wasn't appropriate to offer this to Gordon Mungall until a role description had been drawn up. GE also commented that SEStran hope to seek gender balance by appointing one male and one female Board Observer in accordance with Changing the Chemistry.	
6	**National Transport Strategy 2 Pre- Consultation**	
	GE presented a paper. JM suggested linking SEStran's Equality Outcomes to feed into the National Transport Strategy's outcomes. MH highlighted that SATA will be submitting their own response.	
7	**Responsible Parking Consultation**	
	GE gave a verbal update. The consultation has not yet been finalised. GE highlighted that as soon as the consultation is available it will be fed back to the Equalities and Access to Healthcare Forum.	
8	**SEStran Model 3 Update**	
	GE presented a report. JMcD asked if support from all councils was necessary. GE advised that it is the decision of the SEStran Partnership Board. JMcD asked if any other RTPs are looking to change models.	

	GE suggested that Tactran may change their model.	
9	**SEStran Projects Update**	
	GE gave an update of SEStran Projects on behalf of Lisa Freeman.	
10	**Business Plan 2017/18**	
	GE offered a verbal report. GE communicated that all Forums are being given the opportunity to put forward ideas and actions to be included in SEStran's Business Plan. One idea put forward by AM was Green Travel Plans. GE highlighted that a letter will be sent out to regional stakeholders outlining and offering SEStran's expertise in Tripsharing, Active Travel, Cycle Training, Travel Planning etc. GE reported that Peter Jackson from Cycling Scotland has been appointed as a Cycling Officer at SEStran. DG requested Peter Jackson's contact details and GE will send these to DG.	**George Eckton**
11	**AOB**	
	There was no other business.	
12	**Date of Next Meeting**	
	A discussion took place regarding the frequency of the Equalities & Access to Healthcare Forum. The general consensus was that 2 meetings should take place this year. The date of the next meeting will be confirmed in due course.	

4

New Forums Remit

1. INTRODUCTION

1.1 The Partnership Board agreed the proposals for a Review of Forums and the paper includes for comment the draft proposed remits for the retained Equality and Healthcare forum.

2. FUTURE PROPOSALS

2.1 The Chair and Vice-Chairs have proposed that whilst recognising the previous views expressed, the wider corporate demands placed on the limited SESTRAN staff resource pointed to the need for a change in structure to enable prioritisation of resource. The Chair and Vice-Chairs therefore proposed. And it was agreed that we would have:

- 2 regional consultative forums:
  - "Integrated Inclusive Growth" forum looking at the passenger transport aspects bus, rail, mobility as a service, airport surface access and sustainable transport issues; and
  - an "Economic Growth and Resilience" forum which will have a focus on all forms of freight, business needs in line with the Enterprise and Skills review recommendations and sustainable logistics;

- The Equalities and Healthcare forum would continue as a primarily stakeholder and officer group to deliver our Equality Outcomes and legislative requirement to consult Health Boards and those who represent those with or share a protected characteristic.

- In terms of the Chief Officers group, it provides a clear opportunity for developing a key stakeholder lead input to the work of SEStran and was recommended and agreed to be retained, with perhaps greater integration across wider infrastructure and land-use planning considerations, consistent with the City Deal, Enterprise and Skills review and Planning Review. This would remain a lead officer group of the 8 councils meeting with the SEStran team of officers and relevant executive stakeholders. This forum would continue to be an officer only group focused on operational and implementation of strategic matters.

2.2 It was agreed that this new structure seeks to balance a continuous improvement approach to engagement, recognises the demands on all stakeholders' time and would be proposed to be reviewed by the Board in Winter 2018/19 prior to the completion of NTS2. This will enable a period of identifying potential overlaps, further efficiencies and striking the right balance between operational and strategic for our liaison/consultative structures. The proposed draft remits of the two regional consultative

forums are attached for comment alongside a copy of the Equality and Healthcare forum remit.

3.   CONCLUSION

3.1   The Forum are asked to comment upon the proposed remit for this forum, as well as any comments on the 2 other regional forums and note that Chief Officers and Equality/Healthcare Forum were agreed by the Board to be retained.

George Eckton
Partnership Director
27th October 2017

Economic Growth and Resilience Forum

The forum exists to be a mechanism for consulting with regional stakeholders beyond those represented by members and advisors around the board table of the South-East Scotland Transport Partnership. This forum seeks to recognise the suggestion from Scottish Ministers that within each region there will be many other individuals and groups with an interest in transport and useful contributions to make to the achieve of the vision and goals of the Regional Transport Strategy.

The guidance on RTP Membership and RTS's highlight that it is good practice to keep in touch with the wider community and highlight that a consultative forum offers one means of engagement. The proposal is that the forum meets regularly (twice a year) and is an open forum for any interested parties to attend.

Key topic areas:
- Freight
- Labour Market Accessibility and key networks
- Trunk Road Network congestion.

The forum aims to ensure relevant technical and policy transport issues are brought to the attention of regional stakeholders across Scotland and aims to enable wider community input to the activities of the wider Partnership. It seeks to develop policy and technical updates for stakeholders with a specific South East of Scotland context and generally provide a platform for greater stakeholder engagement across the region. The purpose of the forum will be to inform and seek to contribute to the delivery of key outcomes outlined in the annual Business Plan for the Partnership as well as the contributing to the Board's awareness of progress with key RTS deliverables.
The remit of the "Inclusive Growth" forum will vary according to regional circumstances, but generally it includes the following elements:

- to collect and maintain information relating to regional transport network;
- to review the existing "commercially focussed" infrastructure and identify priorities for maintenance, upgrades and new investments;
- to explore and promote the potential for increased use of non-road freight transport e.g. rail and water modes;
- to work through partnerships to resolve commercial transport problems and avoid new ones arising,
- to enable implementation of initiatives emerging from our EU funded research and development projects and
- to share information and methodologies with other Regional stakeholders and other South East Scotland Transport Partnership forums e.g. Passenger and Equalities/Healthcare groups.

Integrated Inclusive Growth Forum

The forum exists to be a mechanism for consulting with regional stakeholders beyond those represented by members and advisors around the board table of the South-East Scotland Transport Partnership. This forum seeks to recognise the suggestion from Scottish Ministers that within each region there will be many other individuals and groups with an interest in transport and useful contributions to make to the achieve of the vision and goals of the Regional Transport Strategy.

The guidance on RTP Membership and RTS's highlight that it is good practice to keep in touch with the wider community and highlight that a consultative forum offers one means of engagement. The proposal is that the forum meets regularly (twice a year) and is an open forum for any interested parties to attend.

Key topic areas:
- Active and Sustainable Travel infrastructure
- Transport Network Integration of Services: Bus, Rail, Air, Active
- Marketing for Behavioral Change initiatives

The forum aims to ensure relevant technical and policy transport issues are brought to the attention of regional stakeholders across Scotland and aims to enable wider community input to the activities of the wider Partnership. It seeks to develop policy and technical updates for stakeholders with a specific South East of Scotland context and generally provide a platform for greater stakeholder engagement across the region. The purpose of the forum will be to inform and seek to contribute to the delivery of key outcomes outlined in the annual Business Plan for the Partnership as well as the contributing to the Board's awareness of progress with key RTS deliverables.
The remit of the "Inclusive Growth" forum will vary according to regional circumstances, but generally it includes the following elements:

- to collect and maintain information relating to regional transport network;
- to review the existing "passenger/commuter focussed" infrastructure and identify priorities for maintenance, upgrades and new investments;
- to explore and promote the potential for increased use of non-car based transport e
- to work through partnerships to resolve passenger/commuter transport problems and avoid new ones arising,
- to enable implementation of initiatives emerging from our EU funded research and development projects; and
- to share information and methodologies with other Regional stakeholders and other South East Scotland Transport Partnership forums e.g. Passenger and Equalities/Healthcare groups.

Equality and Healthcare Forum

The role of the forum is to encourage and advocate for a co-ordinated approach to the promotion of equality and accessibility of access to health services across the South East of Scotland. The forum will seek through its work to embed and mainstream good practice in equalities and access to healthcare within the normal business of its members. This could include:

- Engage actively with all communities
- Challenge discrimination, harassment and victimisation wherever we can
- Tackle prejudice and promote understanding and inclusion
- Promote awareness, understanding and inclusivity
- Improve accessibility to key health and transport networks across the South East of Scotland

The Forum will act as a channel of communication and consultation between the Board, Performance and Audit Committee and across to other Partnership consultative forums on equality and diversity issues.

The remit of the Equalities and Access to Healthcare Forum is to raise awareness and promote the mainstreaming of equality and diversity issues in the work of the Partnership and its partners, by:

- Providing a forum for discussion on equality and diversity issues
- Promoting the mainstreaming of equality and diversity issues across Partnership and in support of the Partnership's values and strategic commitment
- Contributing to the delivery and development of South East Scotland Transport Partnership Actions and Policy via communication and consultation through this Forum into the Board, Performance and Audit Committee and across to other Forums
- Ensuring that membership of the Forum has representation across the Support Groups as appropriate
- Providing annual reports to Performance and Audit/Board, including recommendations on equality matters, and bringing matters of concern on equality issues to its attention, as appropriate
- Actively supporting initiatives designed to promote equality of opportunity across the Partnerships and its partners.
- Developing an annual action plan for its work.

The Forum will expect to meet at least twice a year and in between meetings may conduct some business via correspondence. The Group's membership is an open forum including all NHS Health Boards in the South East of Scotland. Section 8(2) of the Transport (Scotland) Act 2005 places each Health Board under a duty to, so far as possible, perform those of its functions and activities which relate to or which affect or are affected by transport consistently with the transport strategy of the (or, as the case may be, each) Transport Partnership in relation to which it is specified. The forum also seeks to enable the Partnership and its partners to better perform the public-sector equality duty. The Scottish specific duties outlined in May 2012 and subsequent regulations outline that Scottish public authorities including the Partnership must have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. The forum is a key mechanism to engage with those who have a protected characteristic and those groups which represent those who have protected characteristics.

Review of Forums

1. **INTRODUCTION**

1.1 Between June 2016 and March 2017, on several occasions, the previous Board discussed a proposed review of the consultative structures of the Partnership[1]. Previously, SEStran managed consultative forums on Bus, Rail, Air and Sustainable Transport, alongside an Access to Healthcare Forum, a Freight Quality Partnership, a Chief Officers Liaison Group and an Equalities Forum. The previous Board was unable to conclude the process, given the forthcoming Council elections, following a mandate given to the Director in June 2016.

1.2 There is a clear distinction between Committees and Forums. The current committee structure consists of the Performance and Audit Committee, which reports to the Partnership Board and a Succession Planning Committee. There is no suggestion of change to this committee structure, with the exception of the Appointments Committee, detailed in Item XX. The present structure provides a clear mechanism for transparency and audit of the Partnership's activities in respect of policies, succession planning and appointments. The purpose of this paper is to describe the new office bearers' proposals for the introduction of a new forum structure.

2. **SUMMARY OF PREVIOUS COMMENTS**

2.1 At the August 2017 Partnership Board meeting, views were expressed suggesting that the previous forums offered the opportunity to scrutinise or challenge public transport operators. However, as a Model 1 RTP SEStran is not empowered with those direct responsibilities and the office bearers feel a change in the consultative forum structure would promote a greater degree of partnership working with the operators; a view which has also been expressed by various stakeholders. For example, ScotRail has asked for a wider integrated forum to fulfil their stakeholder engagement responsibilities, as distinct from a stand-alone "rail forum". They wish to develop links with Bus and Active Travel groups. Outlined elsewhere on the agenda is the Scottish Government's plans to move away from "silo/sole subject" groups and the structure of the NTS2 consultation. As outlined in Item 10, the Policy and Projects report, includes a description of a more integrated consultative approach to transport policy formulation, nationally. In response to a question from the Performance and Audit Committee on how influential SEStran could be in national debates, the Partnership Director stated that having a consultative structure, which is seen as relevant and reflective of direction of travel, would assist SEStran in being able to influence and lobby

---

[1] March 2017 paper http://sestran.gov.uk/wp-content/uploads/2017/03/1487862669.pdf
Dec 2016 paper pages 91-94 http://sestran.gov.uk/wp-content/uploads/2017/02/1480082271.pdf
September 2016 pages 137-141 http://sestran.gov.uk/wp-content/uploads/2017/02/1474022237.pdf
June 2016 http://sestran.gov.uk/wp-content/uploads/2017/02/1465893699.pdf

effectively. This view was accepted by the Committee and is recommended to the Board.

2.2 At the last meeting of the Board, a view was expressed that 2/3 meetings a year of all 7 forums should not place a strain on SEStran's resources and that officers did not need to attend. However, current guidance suggests that officers should attend such meetings to ensure representation of the Partnership. Furthermore, SEStran officers have taken on a significant number of projects in recent months, following approval from the Board and this, added to a consultative calendar requiring officers to service multiple sole policy forums, is likely to prove inefficient, resource intensive for stakeholders and critically not in the best interest of the Partnership. Constituent council Officers have also stated that fewer meetings would enable them to effectively support the forums, from an individual council viewpoint. This again was the stated view of Chief Officers at their August 2017 meeting. The Partnership Director has also requested that digital knowledge hubs are set up for each previous forum to allow continuation of discussions and knowledge exchange on specific policy areas, which is now common practice across local government to enable information exchange with a reduced need for meetings, recognising the pressure on officer resources throughout local government and reducing the need for travel but enabling dialogue.

2.3 There is clearly a need for forums going forward to be strategically inputting to a work plan and enabling and contributing delivery of the Annual Business Plan. This should enable the Board to see the strategic impact of their work and facilitate the structures going forward to agree measurable outcomes for clarity / future decision making. Allowing the big picture to be pulled together and the delivery of Regional Transport Strategy through these consultation structures to be clearly assessed by the Board. Having this direction and impact now will save board time and focus discussions on key issues which have been subject to integrated debate at relevant forums.

3. FUTURE PROPOSALS

3.1 The Chair and Vice-Chairs have proposed that whilst recognising the previous views expressed, the wider corporate demands placed on the limited SESTRAN staff resource pointed to the need for a change in structure to enable prioritisation of resource. The Chair and Vice-Chairs therefore propose:

- 2 regional consultative forums, more in line with the original guidance issued in 2005/06 by the Scottish Government. In recognising the wider legislative requirement to consult on the RTS, the office bearers propose that there should be an:
  - "Integrated Inclusive Growth" forum looking at the passenger transport aspects bus, rail, mobility as a service, airport surface access and sustainable transport issues; and
  - an "Economic Growth and Resilience" forum which will have a focus on all forms of freight, business needs in line with the Enterprise and Skills review recommendations and sustainable logistics;

- These regional consultative forums will be chaired by the SEStran Vice Chairs and in their absence by the Partnership Director and meet twice a year (one forum Spring/Autumn and the other forum Winter/Summer) with a work programme informed by the Business Plan for the year. The membership would as with the current liaison structures be open to all to attend and the changes would seek to strengthen the work and direction of our external liaison towards the achievement of identified strategic outcomes.

- The Equalities and Healthcare forum would continue as a primarily stakeholder and officer group chaired by the Partnership Director to deliver our Equality Outcomes and legislative requirement to consult Health Boards and those who represent those with or share a protected characteristic. Albeit, the group would remain open to all in terms of ability to attend but there has been limited board member attendance in recent meetings. It would still be the intention to ensure that any issues raised are mainstreamed into the other forums/groups to fulfil our Equality duties.

- In terms of the Chief Officers group, it provides a clear opportunity for developing a key stakeholder lead input to the work of SEStran and should be retained, with perhaps greater integration across wider infrastructure and land-use planning considerations, consistent with the City Deal, Enterprise and Skills review and Planning Review. This would remain a lead officer group of the 8 councils meeting with the SEStran team of officers and relevant executive stakeholders. This forum would continue to be an officer only group focused on operational and implementation of strategic matters.

3.2 Within the context of the Edinburgh City Region Deal, there are emerging specific pieces of work that constituent councils wish SEStran to progress around the move towards a wider Regional Partnership. It is proposed by the Chairs and Vice-Chairs that this change seeks to balance a continuous improvement approach to engagement, recognises the demands on all stakeholders' time and would be proposed to be reviewed by the Board in Winter 2018/18 prior to the completion of NTS2 and presumably the commencement of the new RTS. This will enable a period of identifying potential overlaps, further efficiencies and striking the right balance between operational and strategic for our liaison/consultative structures.

4. CONCLUSION

4.1 The Board are asked to agree the proposals from the Chair and Vice-Chairs to introduce a new consultative structure for the new session of the SEStran Board and that meetings will be organised for Autumn/Winter 2017/18.

George Eckton
Partnership Director
27th October 2017

On behalf of the Chair and Vice-Chairs of SEStran

Policy Implications	Maximise the potential for partnership working on the delivery of policy.
Financial Implications	Potential to reduce the amount of officer time and financial resource spent on stakeholder engagement, whilst providing an integrated and inclusive forum.
Equalities Implications	Proposal would seek to retain and mainstream equalities policy development.
Climate Change Implications	The proposals will reduce the number of meetings, reducing the travel associated with SEStran activities in line with our Climate Change Duties as a public body.

Regional Hate Crime Charter & Reporting App

1. INTRODUCTION

1.1 This paper provides an update to the Forum on SEStran's work so far developing a regional hate crime charter for public transport in partnership with Police Scotland, Transport Scotland and Disability Equality Scotland.

2. ACCESSIBLE TRAVEL FRAMEWORK

2.1 Transport Scotland co-developed a 10-year plan; the Accessible Travel Framework seeking to improve accessible travel in Scotland. One of the core outcomes of the Accessible Travel Framework is to ensure disabled people feel comfortable and safe using public transport – this includes being free from hate crime, bullying and harassment when travelling.

3. REGIONAL HATE CRIME CHARTER FOR PUBLIC TRANSPORT

3.1 SEStran (South East Scotland Regional Transport Partnership) is a member of the Hate Crime Working Group, chaired by Transport Scotland and is working with partners Police Scotland and Disability Equality Scotland, to develop a regional hate crime charter for public transport tackling hate crime in relation to all five protected characteristics under current legislation:
- Race;
- Religion;
- Transgender identity;
- Sexual orientation;
- Disability.

3.2 City of Edinburgh Council recently launched a Hate Crime Charter for Public Transport with partners Edinburgh Trams, First Scotland East, Scotrail Alliance, British Transport Police and Police Scotland. SEStran aims to build upon Edinburgh's work and pilot a similar charter on a regional scale. The first stage will involve a pilot charter in three local authorities (West Lothian, Fife and Clackmannanshire).

3.3 The Charter will aim to design and implement policy and guidance which challenges hate crime on the transport network, encourages reporting and thus prevention of hate crime on public transport.

3.4 The programme of work is expected as follows:

- Contact local authorities
- Poll transport operators (gauge current levels of training and willingness to participate)
- Meet with representative groups (work through the Charter and processes we are putting in place i.e. empowering bystanders, responsibilities of drivers, reporting and prevention, etc.)
- Agreement with local authorities and operators
- Operator training from Police Scotland
- Launch

4. SURVEY FOR OPERATORS

4.1 SEStran has drafted a survey which aims to gauge current levels of understanding and any previous training undertaken by transport operators in relation to hate crime. The survey will also ask if operators are willing to participate in the Charter. We anticipate that this will involve hate crime training (if required), review and implementation of company procedures to report and challenge hate crime on your network, formal signing of the charter, and launch of the charter (including a joint communication and marketing campaign with all partners). Once approved, this questionnaire will be sent to all operators.

5. CONCLUSIONS/RECOMMENDATIONS

5.1 Members are invited to note the contents of this report.

Catriona Macdonald
Projects Officer
27th October 2017

Concessionary Travel and Low Emission Zones

1. **INTRODUCTION**

   1.1 This report provides the Forum with an update on the following consultations:
   - Concession Travel
   - Local Bus Services in Scotland
   - Smart Ticketing
   - Low Emissions Zone

2. **CONCESSIONARY TRAVEL**

   2.2 On the 25th of August, the Scottish Government announced its consultation on Free Bus Travel for Older and Disabled People and Modern Apprentices[1] . This consultation describes the issues that face the scheme and asks its respondents to consider these in the light of the consultations proposals. Responses to this consultation is to be used to inform the development of future rules and guidance on the National Concessionary Travel Scheme in Scotland.

   2.3 The scheme was developed to give older and disabled people improved access to services and promote social inclusion. With the aim of improving health and promoting modal shift from the private car. Over 1.3 million bus pass holders benefit from the concessionary scheme and make around 145 million bus journeys each year, which currently costs around £192 million a year. This usage represents a third of all bus journeys made in Scotland.

   2.4 It is stated within the consultation that each year, around 70,000 people in Scotland reach the age of 60 (the age they are entitled to a National Entitlement Card). These numbers year on year, including the fact that people are living longer and healthier lives, means that the costs for the Scheme is likely to increase further.

   2.5 The paper seeks to invite comment from members, which will be incorporated into a response from SEStran and signed off by the SEStran Chair under delegated powers. It is requested that any comments are to be sent to lisa.freeman@sestran.gov.uk by the 13th of November.

3. **LOCAL BUS SERVICES IN SCOTLAND & SMART TICKETING**

   3.1 The Local Bus Services in Scotland Consultation recognises that bus patronage is declining in Scotland. The consultation proposes the following:

---

[1] https://consult.scotland.gov.uk/partnerships-and-concessionary-travel/national-concessionary-travel-scheme/user_uploads/consultation-on-free-bus-travel-for-older-and-disabled-people-and-modern-apprentices.pdf - Consultation on free bus travel for older and disabled people and modern apprentices

- Existing sQPs (statutory Quality Partnerships) are not as flexible as they should be and future needs for bus services should be developed with operators. Proposals for more integrated, genuine partnership-focused 'Service Improvement Partnerships' (SIP) are proposed based on a joint review of the local bus service network;
- QCs (Quality Contracts), as a form of franchising, are considered over complex and resource intensive. A more flexible, simpler and more customised approach to franchising which can be used for smaller scale scenarios such as routes and small networks is considered. One possible process highlighted is based on the principles of an Outline Business Case (OBC) to identify a preferred option which evidence regarding the costs and benefits. Approval for a local franchise is then carried out by an independent panel, by Scottish Ministers or by another individual such as the Traffic Commissioner.
- In order to clarify the powers of transport authorities who wish to run bus services, it is proposed to legislate to enable them to be able to run bus services directly and/or to be able to set arms-length companies (i.e. Lothian Buses).
- Clear, high quality and up to date information is essential for the smooth running of bus services. The consultation paper proposes to make provision to require the operators of local services to provide information on routes, timetables, punctuality and fares for public access, in order to ensure consistency of approach and opportunities for innovative developments in both use and access to information. A central data hub or 'one-stop-shop', available to third parties is proposed along with legislation to ensure that authorities have the power to obtain the information about revenue and patronage of services being deregistered where required.

Consultation questions are available in **Annex 1**.

3.2 The Future of Smart Ticketing in Scotland Consultation is based on the assumption that legislation may be necessary to achieve full operator participation in national and regional smart ticketing schemes and that some form of recognised and formalised governance may be necessary to support this on an on-going basis. In line with Transport Scotland's Smart Ticketing Delivery Strategy (2012), it is proposed that:
- there is an agreed common infrastructure in place, adopted by all participating operators and, secondly, a consistent, simple and easy to use customer offering;
- there then needs to be a means of ensuring that integrity and relevance of national and key regional smart ticketing schemes is maintained and an orderly and planned migration in due course to more advanced technologies as these emerge;

Consultation questions are available in **Annex 2**.

3.3 Members are invited to submit comments on the two consultations by the end of November 2017 to Catriona.macdonald@sestran.gov.uk.

4. LOW EMISSIONS ZONES

4.1 The Cleaner Air for Scotland (CAFS)[2] Strategy has seen the establishment of a Governance Group with wide ranging representation, to oversee its progress. The group consists of several subgroups focusing on specific topics, and now wishes to receive further input from other Stakeholders.

4.2 The 'Building Scotland's Low Emission Zones' consultation[3] was launched on the 6th of September, and invites views on how the Scottish Government can, with the help of local authorities, identify and put in place the first new LEZ by 2018, creating a legacy on which other areas can build.

4.3 With Local Authorities, the Scottish Government has committed to introduce LEZs into Scotland's four biggest cities between 2018 and 2020 and into all other Air Quality Management Areas by 2023

4.4 Members are invited to submit their comments to lisa.freeman@sestran.gov.uk by the 24th of November.

3. CONCLUSIONS/RECOMMENDATIONS

3.1 Members are invited to submit their comments to SEStran Officers for collation by the dates specified.

Catriona Macdonald
Projects Officer
27th October 2017

Lisa Freeman
Strategy & Projects Officer
27th October 2017

---

[2] http://www.gov.scot/Resource/0048/00488493.pdf - Cleaner Air for Scotland (CAFS)
[3] https://consult.scotland.gov.uk/transport-scotland/building-scotlands-low-emission-zones/user_uploads/low-emission-zones-consultation-2.pdf - Building Scotland's Low Emission Zones Consultation

Policy Implications	Possible changes in eligibility for the Concessionary Travel Scheme
Financial Implications	Potential changes in Concessionary Travel eligibility could have implications on individual Local Authority budgets
Equalities Implications	Concessionary Travel to be given to Modern Young Apprentices and companion travel for eligible disabled children under five who are not currently covered by the scheme
Climate Change Implications	Changes to Concessionary Travel eligibility could have an overall impact on bus patronage. LEZs to be implemented in Scotland's four largest cities by 2020 and into all other air quality management areas by 2023

Annex 1 – Consultant Questions – Local Bus Services in Scotland

Partnerships

Question 1 - Do you think that legislation (either via the existing sQP model or another) is required to secure the benefits of partnership working? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Yes, although voluntary partnerships can be successful, statutory partnerships lower the level of risk if the objectives of the partnership are enforceable by contract. Standards can also be imposed through a contract, however a certain amount of flexibility is still required to accommodate circumstances (e.g. smaller operators)

Question 2 - Do you feel that statutory Quality Partnerships as defined in the Transport (Scotland) Act 2001 provide the right framework for partnership working? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Timescales of three years minimum and seven years maximum seem appropriate as they allow time for any obligations or standards to be implemented during the partnership.

Question 3 – Do you agree with our proposals for Service Improvement Partnerships as outlined in pages 32-35? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Question 4 – If a new form of statutory Partnership is introduced, do you agree that statutory Quality Partnerships as defined in the Transport (Scotland) Act 2001 should be replaced (i.e. they would no longer be available as a tool for LTAs)? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Local Franchising

Question 5 – Do you think that local authorities should have the power to franchise bus services (either via Quality Contract or another system)? Please answer Yes ☐, No ☐. Please explain your answer to this question:-

Question 6 – Do you think that the existing Quality Contracts require change to make franchising a more viable option? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Question 7(a) – Do you think that there should be any consent mechanism for an authority to begin the process of assessment for franchising? Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Question 7(b) – Do you think that there should be a requirement for independent audit of the business case for franchising?   Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Question 7(c) – Do you think that there should be an approval process beyond that of the local authority itself, before franchising can take place?   Please answer Yes ☐, or No ☐. Please explain your answer to this question including (if yes) what kind of approval process:-

Transport Authority Run Bus Services

Question 8(a) – Do you think that transport authorities (including 'model III' RTPs) should be able to directly run bus services?   Please answer Yes ☐, No ☐. Please explain your answer to this question:-

Question 8(b) – Please describe the circumstances in which this might be appropriate:-

Question 8(c) – What, if any, safeguards do you think should be put in place to ensure that no operator has an unfair advantage in a deregulated market? Please explain your answer to this question:-

Question 9(a) – Do you think that transport authorities (including 'model III' RTPs) should be able to set up arm's length bus companies to operate local bus services? Please answer Yes ☐, No ☐. Please explain your answer to this question:-

Question 9(b) – Please describe the circumstances in which this might be appropriate:-

Question 9(c) – What if any safeguards do you think should be put in place to ensure that no operator has an unfair advantage in a deregulated market?

Question 9(d) – What, if any, checks and balances do you think should be put in place for a transport authority looking to set up an arms' length company to run buses? Please explain your answer to this question.

Open Data

Question 10 – Do you agree with our proposals to require the operators of local services to release open data on routes, timetables, punctuality and fares in a specified format? Please answer Yes ☐, No ☐. Please explain your answer to this question:-

Question 11 (a) – Do you think that data provided by operators should be stored in a central data hub?   Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

Question 11(b) – if you do not support the use of a central data hub how do you think data should be stored/ made available? :-

Question 12 – Do you support proposals for transport authorities to have the power to obtain, information about revenue and patronage of services being deregistered, and where appropriate disclose this as part of a tendering process?   Please answer Yes ☐, or No ☐. Please explain your answer to this question:-

 Other

 Question 13 – Please provide any other comments or proposals around the regulation of bus services in Scotland that were not covered in the above questions.

 Question 14 - Are there any likely impacts the proposals contained within this consultation may have on particular groups of people, with reference to the 'protected characteristics' listed above? Please answer Yes ☐, No ☐. Please be as specific as possible:-

 Question 15 - Do you think the proposals contained within this consultation may have any additional implications on the safety of children and young people? If yes, what would these implications be? Please answer Yes ☐, No ☐. Please be as specific as possible:-

Question 16 - Do you think the proposals contained in this consultation are likely to increase or reduce the costs and burdens placed on any sector? Please answer Yes ☐, No ☐. Please be as specific as possible:-

Question 17 - Are there any likely impacts the proposals contained in this consultation may have upon the privacy of individuals? Please answer Yes ☐, No ☐. Please be as specific as possible:-

 Question 18 - Are there any likely impacts the proposals contained in this consultation may have upon the environment? Please answer Yes ☐, No ☐. Please be as specific as possible:-

Annex 2 – Consultant Questions – The Future of Smart Ticketing in Scotland

Do you think our intention to have a consistent smart payment option available across Scotland and on all main public transport modes would promote use of public transport in Scotland? Yes ☐ No ☐ Please explain your answer.

Do you agree that the scope of smart ticketing should – for now – be limited to the modes and services outlined above? Yes ☐ No ☐ Please explain your answer.

Question 3 - epurse

a) Are you in favour of a clearly defined national epurse scheme? Yes ☐ No ☐

b) Should all relevant bus, rail, ferry, tram and subway operators be expected to participate in a national epurse scheme? Yes ☐ No ☐

c) Should participation in a national epurse scheme be monitored and controlled? Yes ☐ No ☐

d) Should sanctions be imposed for non-compliance in a national epurse scheme? Yes ☐ No ☐ Please explain your answers.

Question 4

a) Are you in favour of a clearly defined multi-modal, multi operator regional smart ticketing scheme? Yes ☐ No ☐

b) Should all relevant bus, rail, ferry, tram and subway operators be expected to participate in a multimodal, multi operator regional smart ticketing scheme? Yes ☐ No ☐

c) Should participation in a multimodal, multi operator regional smart ticketing scheme be monitored and controlled? Yes ☐ No ☐

d) Should sanctions be imposed for non-compliance in a multi-modal, multi operator regional smart ticketing scheme? Yes ☐ No ☐ Please explain your answers.

Question 5

Are you in favour of new legislation that requires transport operators to participate in national and regional smart ticketing schemes? Yes ☐ No ☐

Please explain your answer.

Question 6

To ensure delivery of a consistent approach to meet the expectations of passengers now and in the future, should we establish a single governance group so that the technology implemented across Scotland for smart ticketing schemes is controlled? Yes ☐ No ☐

Should such a governance group be established formally and supported by legislation? Yes ☐ No ☐

Should such a governance group have a role in advising on development, implementation or administration of smart ticketing schemes? Yes ☐ No ☐

Are there any other areas that a governance group should have a role in? Yes ☐ No ☐ Please explain your answers.

Question 7

Do you have any other comments about any of the issues raised in this consultation? Yes ☐ No ☐ If so, please use the box below to provide details.

Question – Equality Impacts

Are there any likely impacts the proposals contained within this Consultation may have on particular groups of people, with reference to the 'protected characteristics' listed above? Please be as specific as possible.

Question – Children and young people

Do you think the proposals contained within this Consultation may have any additional implications on the safety of children and young people?

Question – Business impacts

Do you think the proposals contained in this Consultation are likely to increase or reduce the costs and burdens placed on any sector? Please be as specific as possible.

Question – Privacy impacts

Are there any likely impacts the proposals contained in this Consultation may have upon the privacy of individuals? Please be as specific as possible.