

**Mobility & Access Committee Scotland (MACS) Main Committee  
meeting.**

**Minutes of meeting held on Tuesday 15 December 2009  
Conference Room 2, Victoria Quay.**

**Present:**

Anne MacLean, Convener

**Members:**

Andrew Holmes (AH)  
Steven Boyd (SB)  
James Glover (JG)  
John Ballantine (JB)  
Heather Fiskien (HF)  
Clare Byrne (CB)  
Bob Benson (BBenson)  
Muriel Masson (MM)  
Annette Monaghan (AM)  
Jane Horsburgh (JH)  
Jane Steven (JS)  
Shonagh Terry (ST)

**Secretariat:**

Bill Brash, (BBrash) Sponsor Team Leader.  
Judith Ballantine, Secretary.  
Jean Goldie, Assistant Secretary.

**Observers:**

Caroline Britt, (CB (DPTAC)) Disabled Persons Transport Advisory  
Committee  
Archana Patel, (AP) Disabled Persons Transport Advisory Committee  
  
Hugh Flinn, (HF) Passengers' View Scotland  
  
Brian Juffs, (BJ) Scottish Government Senior Bus Policy Adviser

**Palantypist:**

Cheryll Holley

**Apologies:**

Grahame Lawson.

## **Minutes of the last meeting held on 25 August 2009**

1. It was agreed that the minutes were a true and accurate record of the meeting.

## **Matters arising from the minutes of the last meeting**

2. There were no matters arising.

## **Work Programme/sub-group allocations**

3. Anne MacLean (The Convener) explained that each of the subject areas on the Work Programme required one Member to take lead responsibility and at least one other Member to assist. She noted that all administrative duties and working arrangements would need to be established by group Members once it was clear who would be taking forward specific pieces of work.
4. The Convener discussed each of the work streams in turn and asked for volunteers to assist where lead Members had already been established. This resulted in the following provisional arrangements being made:

### Transport Scotland's Integrated Ticketing consultation:

Lead: Grahame Lawson

Assisting: Shonagh Terry

### National Transport Strategy (NTS) Stakeholder Group:

Lead: Anne MacLean

Assisting: Andrew Holmes

### Scottish Government Ferries Review:

Lead: Shonagh Terry

Assisting: John Ballantine; Muriel Masson

### Glasgow Airport Rail Link (GARL):

Lead: Muriel Masson

Assisting: Clare Byrne; Heather Fiskien; Jane Steven

#### Edinburgh Trams:

Lead: Jane Steven

Assisting: Jane Horsburgh; John Ballantine

#### UK Government's Single Equality Duty Bill:

The Convener noted that she had recently attended events run by Capability Scotland and Inclusion Scotland specifically in relation to the general duties included in the Bill. She advised that the Equalities aspect of the bill does not include a duty to promote a positive attitude to disabled people in the way that the current legislation does.

The Convener stated that the consultation on the specific duties proposed in the Bill would close on 15 January 2010, and because of this there was a need to consider these in detail as soon as possible. James Glover (JG) suggested that he provide an initial paper on this and share it with other Members. JG would be assisted in this where required by Andrew Holmes (AH) Heather Fiskien and Bob Benson, and the group agreed to provide the MACS Secretariat with a copy of the draft response by close of play on 12 January 2010.

**ACTION – JG.**

#### Concessionary Fares:

The Convener asked Brian Juffs (BJ) if he would consider participating in this working group. He agreed that he would.

Lead: Heather Fiskien

Assisting: Bob Benson; Muriel Masson; Brian Juffs

#### Disabled Persons' Parking Places (Scotland) Act 2009:

Lead: Secretariat

#### Glasgow Commonwealth Games 2014:

Lead: Grahame Lawson

Assisting: Annette Monaghan; Jane Horsburgh; John Ballantine

#### Forth Replacement Crossing:

Lead: Steven Boyd

Assisting: John Ballantine; Bob Benson; Jane Horsburgh

### Designing Streets:

Lead: Jane Horsburgh

Assisting: Andrew Holmes; Shonagh Terry; Anne MacLean.

CB (DPTAC) outlined DPTAC's current thinking on Shared Space. She said that while their view had not changed, DPTAC were looking to form a more measured one. They had concluded that their current thinking which sought a moratorium on all new Shared Space developments was too heavily weighted towards the work of Guide Dogs, and that DPTAC actually needs to make better links in relation to this with the Department for Transport.

They will support ways to make better use of tactile paving and delineators. She advised that the updated statement will take account of recent comments made and will hopefully demonstrate a more balanced view towards the use of Shared Space. The Convener asked CB (DPTAC) to confirm that DPTAC were removing the word "moratorium" from their original statement. CB (DPTAC) advised that they would be. The Convener went on to say that she thought Scotland was in an easier position than England, due to the Minister for Transport also having portfolio responsibility for Planning. Jane Horsburgh (JH) went on to speak about Designing Streets and also changes made to Shared Space in Kensington and Chelsea.

### Cycling Action Plan:

It was agreed that this would be removed from the Work Programme, as there was no further action required for MACS Members.

### National Conversation:

Lead: Bob Benson

Assisting: Steven Boyd; Andrew Holmes; Grahame Lawson

### Regional Transport Partnerships/Strategies:

Lead: Andrew Holmes

Assisting: James Glover; Heather Fiskin; John Ballantine

### Strategic Development Plans (including Single Outcome Agreements as they are covered by Community Planning Partnerships):

Leading: Jane Steven

Assisting: Andrew Holmes; Bob Benson; James Glover

Demand Responsive Transport & Community Transport:

Lead: Andrew Holmes

Assisting: Jane Steven; John Ballantine; Muriel Masson; Brian Juffs.

Department for Transport's Improving Access to Taxis Consultation:

Lead: John Ballantine

Assisting: Clare Byrne; Muriel Masson

Making better use of existing technologies:

Lead: Heather Fiskien

Assisting: Steven Boyd; Jane Horsburgh

Promoting Disabilities & Awareness:

Lead: Bob Benson

Assisting: Shonagh Terry; Steven Boyd

SG Low Carbon Vehicles Equalities Focus Group:

Lead: Annette Monaghan

Assisting: Bob Benson; Muriel Masson; Shonagh Terry; Grahame Lawson

Scottish Rail Accessibility Forum:

Lead: Muriel Masson

Assisting: Jane Steven; Muriel Masson; John Ballantine; Clare Byrne

Roads for All Forum:

Lead: Jane Horsburgh

Assisting: Andrew Holmes; Muriel Masson

Glasgow Subway:

Lead: Heather Fiskien

Assisting: Annette Monaghan; Andrew Holmes

## Passengers' View Scotland (PVS):

Bob Benson

## Single Equality Duty Bill:

James Glover

It was agreed that the Secretariat would look at the list of work streams and consider how best to allocate the duties against the Work Programme.

### **Action Secretariat**

*[Following the meeting the Secretariat consolidated the list of work streams to try and ensure that every member led on one work stream and supported on two. A copy of the finalised list is attached at Annex A.]*

## **Introduction from Janet Egdell, Head of Transport Strategy**

5. Janet Egdell, the recently appointed Deputy Director of Transport Strategy introduced herself to the Members. She advised that she had been in post for approximately 6 weeks, and was looking forward to hearing more about the various work streams with which MACS is involved. She noted the importance of contributing to the National Transport Strategy and Climate Change work streams. A discussion then ensued about Single Outcome Agreements, devolved budgets, and Regional Transport Partnerships.

## **Presentation from Brian Juffs, Senior Bus Development Adviser**

6. BJ outlined his current remit, as well as setting out some of the work he was involved in prior to joining the Scottish Government.

7. He noted that he met previously with Passengers' View Scotland (PVS) and was happy to share his thoughts with MACS in the same way (Annex B). He highlighted which organisations he thought were of significance to MACS, as well as the importance of considering Single Outcome Agreements in tandem with MACS work streams. He shared with the group his views on the National Transport Strategy, as well as an insight in to the Concessionary Fares Travel Scheme, and on this basis he offered to assist MACS wherever possible.

8. He also noted his interest in the Commonwealth Games and how this will fit in to MACS' plans, with the legacy aspect being of particular importance. He also went on to discuss the Forth Replacement Crossing and the need to make sure that the approaches to the crossing are as accessible as the crossing itself. He noted Demand Responsive Transport and the need to always make information readily available in socially inclusive formats. He talked about the benefits of on-line mapping and how including bus stops would be advantageous. He suggested that John Elliot of Traveline Scotland should address a future MACS meeting.

### **ACTION – Secretariat**

9 BJ went on to talk about the fact that commercial bus services are becoming less common and what could be done to address this. He also touched on the experiences of other parts of the UK and Scotland. This led to summing up how important Demand Responsive Transport is in Scotland, and why he would like MACS to be more involved. JB agreed that DRT is a good idea in theory but he thought that resources were not well used. BJ noted that the ECAS 'Try A Bus Day' had attempted to try and address some of these issues, however the obstacles which need to be overcome do not just relate to the buses, they arise before a person even gets to the bus stop. The next most important requirement is the provision of well-trained staff. BJ advised that they were holding a forum in late January/early February, which AH advised that he would be interested in attending on behalf of MACS.

10. The discussion moved on to how best to persuade all operators to share resources. The Convener noted that one of the main problems was for small companies and how they are unable to operate outwith the local authority area which grants their funding. AH advised that he would approach the umbrella organisation which contains disparate community transport members.

**ACTION – AH**

11. JG supported the comments on Traveline, and pointed out that the collaborative arrangements between Traveline and NHS Greater Glasgow and Clyde Health Board have made a significant difference, as they are a virtually no-cost solution with huge benefits. However, he thought that there might be too much faith placed in the hope that voluntary groups would step in to the breach.

12. BJ noted the significance that local political influence has in this sphere. HF asked whether she might suggest that the solutions lie with disabled persons themselves. BJ agreed, and thought that any reputable operator would take this on board. The Convener agreed that solving this problem would go a long way to encouraging people to favour the use of public transport instead of cars.

13. The Convener thanked BJ for his presentation and also for his offer of ongoing assistance to MACS. Secretariat agreed to provide BJ's contact details to Members.

**ACTION - Secretariat**

**Wash Up session from Induction Day held on 27 October**

14. BBenson thought that the induction session had been very useful, and that it would be helpful to follow it up with an additional session where Members could engage more with each other.

15. He also pointed out that some of the material in the MACS Induction Pack contained out of date references. The Secretary advised that she would check this and correct any inaccuracies.

**ACTION – Secretariat**

## **Any other business**

### Transerv:

16. The Convener outlined the recent situation where Transerv had contacted local business owners in the Highlands about unregulated signage on trunk roads. JH noted Transport Scotland's DDA good practice publication, which appeared not to have been adhered to at local level. One particular communication from Transerv demonstrated this. The Convener was concerned about the manner in which this had been handled. She wished to know if other Members had experienced the somewhat heavy-handed approach in order that she had some evidence on which to base an approach to Transport Scotland.

17. JG suggested that an approach should be made to the Scottish Disability Equality Forum. AH thought that this problem would feature more often in the Highland Council area than anywhere else, therefore an approach should perhaps be made to them instead. He went on to say that while the Roads (Scotland) Act 1984 requires anyone exhibiting a sign on a trunk road to secure permission to do so, this can be difficult to enforce.

### Business Cards:

18. It was generally agreed that it would be helpful to provide business cards for MACS Members. There was some discussion about how much detail they should contain. Some Members were content for cards to contain their phone number and personal e-mail address. It was agreed that all Members should e-mail the Secretariat with their preferences, to see if a consensus could be reached.

### **ACTION – all Members**

## **Written reports from Members on meetings they have attended**

19. The Convener asked if Members wished to make any comments on the reports that had been circulated prior to the meeting. JB stated that he would pursue any further action on the Taxi Consultation with DPTAC.

20. Members discussed MM's report and BBenson noted its high standard. AH asked whether there was any further information emanating from the latest GARL meeting regarding parking facilities. MM said that she had highlighted this because it was not mentioned on the day. She felt that there was a need to continue to include the issue of parking. It was agreed that this was an issue which MACS should continue to pursue.

21. MM went on to say that the Scottish Rail Accessibility Forum (SRAF) were very positive about MACS, but would like us to get involved in several different aspects of their work, therefore there was a need to be clear about what this contribution should be and who MACS should be involved with.



22. MM then went on to talk about “Stations Made Easy”, a National Rail Enquiries Website and said that a representative would be happy to meet with MACS to have further discussions with Members or give a presentation.

23. The meeting went on to discuss BBenson’s report, with particular reference to the Bus Passengers’ Platform and the Code of Practice they were developing. BBenson advised that the Code of Practice will be finalised this week, shared with Members of Passengers’ View Scotland, the Confederation of Passenger Transport, and finally, with BJ’s help, all bus operators. It is hoped that a comprehensive Code of Practice will reduce the number of complaints.

### **Secretariat Update.**

24. BBenson noted point 4 (Independent Living) and asked what this would mean for Transport generally? He wondered to what extent this had now become policy and to what extent does this influence MACS’ work.

25. HF noted that the Scottish Government has signed up for this and thought that this should be an item on the agenda at a future meeting. She said that she would be happy to report to the Independent Living core reference group on the work of MACS.

### **ACTION – Secretariat**

26. BBrash advised that a letter was issuing to all local authorities to highlight the existence of the Independent Living work, and that it has the strong support of the Scottish Government.

27. BBrash advised that the MACS Secretariat met the Clerk of the Transport Infrastructure and Climate Change Committee on 11 December and had a discussion with regard to how both Committees might engage. He noted that the impending pertinent issues are: active travel; concessionary fares; access to the Southern General Hospital in Glasgow; the function of Regional Transport Partnerships; the Forth Replacement Crossing; climate change and high speed rail. The TICC will contact the MACS Secretariat and who will decide how to respond.

28. Annette Monaghan (AM) suggested that it might be helpful for new members to have a checklist of issues which could be used when attending events or dealing with MACS related work streams. The Secretariat agreed that they would produce a document from relevant EQIAs.

### **ACTION – Secretariat**

29. HF suggested that we ask the organisations that we are dealing with what their EQIA contains, in order that we can work consistently with them.

30. JH stated that Lothian Buses were considering whether audio-visual systems used in England would work on their buses. She thought it would be very helpful to establish what Lothian Buses’ thoughts are as to how this will progress, and ask them if they wish to speak at a future MACS meeting.

31. HF asked why the suggested list of improvements to the Glasgow Subway were so narrow. BBenson believed that this was down to budget constraints, although the aim would be to apply improvements to all stations eventually.

### **Designing Streets – presentation from Sandy Robinson (SR), Scottish Government Directorate for the Built Environment**

32. SR advised that he was looking to finalise the draft text of Designing Streets. In order to do this it would be helpful to have sight of MACS comments by early January.

33. He went on to give a brief outline of the history of street design and the impact that it has had on the environment in which we currently live. From a design point of view he noted that there is a desire to move away from current design of cul de sacs etc to less isolated dwellings. As well as this there is the need to promote active travel, and a locally distinctive sense of place.

34. He noted MACS' response to the Designing Streets consultation in March 2009. 5 key policies had emerged which form the basis for future design. These include:

- the need to consider place before movement;
- the re-iteration of Scottish Planning Policy (SPP) documents;
- the creation of "Designing Policies" which will become a counterpart document to Designing Streets;
- the need to make design multi-disciplinary; and
- planning and road construction processes must take place simultaneously.

35. Sandy went on to acknowledge that amongst the design community there is an attitude that new design should always include shared space. He agreed that there are both good and bad examples of shared surface areas, and that balanced decision making is required. He thought that local solutions should be developed and applied in a local context. Streets need to look distinctly Scottish and in addition to that there is the need to combat climate change and obesity. He asked Members whether they had any questions.

36. The Convener advised SR that MACS would respond to the current consultation and that she hoped that wider disabled groups in addition to Access Panels would be consulted.

### **Action – JH**

37. JH thought that it would be interesting to see how Transport Scotland's DDA good practice document dovetails with Designing Streets. She also asked how the Polnoon document would sit alongside it. It was agreed that it would be helpful to have consistency and continuity in all these documents.

38. SR stated that the Planning Advice Note (PAN) on Community Consultation was currently being revised. It will explicitly state that other quality audits must be carried out and consideration of all street users must be taken in to account.

39. The Convener noted that Communities Scotland had issued a document entitled National Standards for Community Engagement which should offer some clarification. Secretariat agreed to place this on the MACS website.

**ACTION – Secretariat**

40. AH thought that Shared Space was merely another trend in architecture and design. SR agreed that a change in approach was needed. HF noted the importance of making sure that design carries through to successful and consistent delivery, and is not compromised by the planning permission process.

**Date and time of next meeting**

41. The next meeting will take place on Tuesday **26 January 2010** at 11.00am, in Victoria Quay, Edinburgh.

42. Bill Brash advised that he would invite Alastair Richards from Edinburgh Trams and John Elliot of Traveline Scotland to speak at the next meeting.

**ACTION - Secretariat**

MACS Secretariat  
January 2010

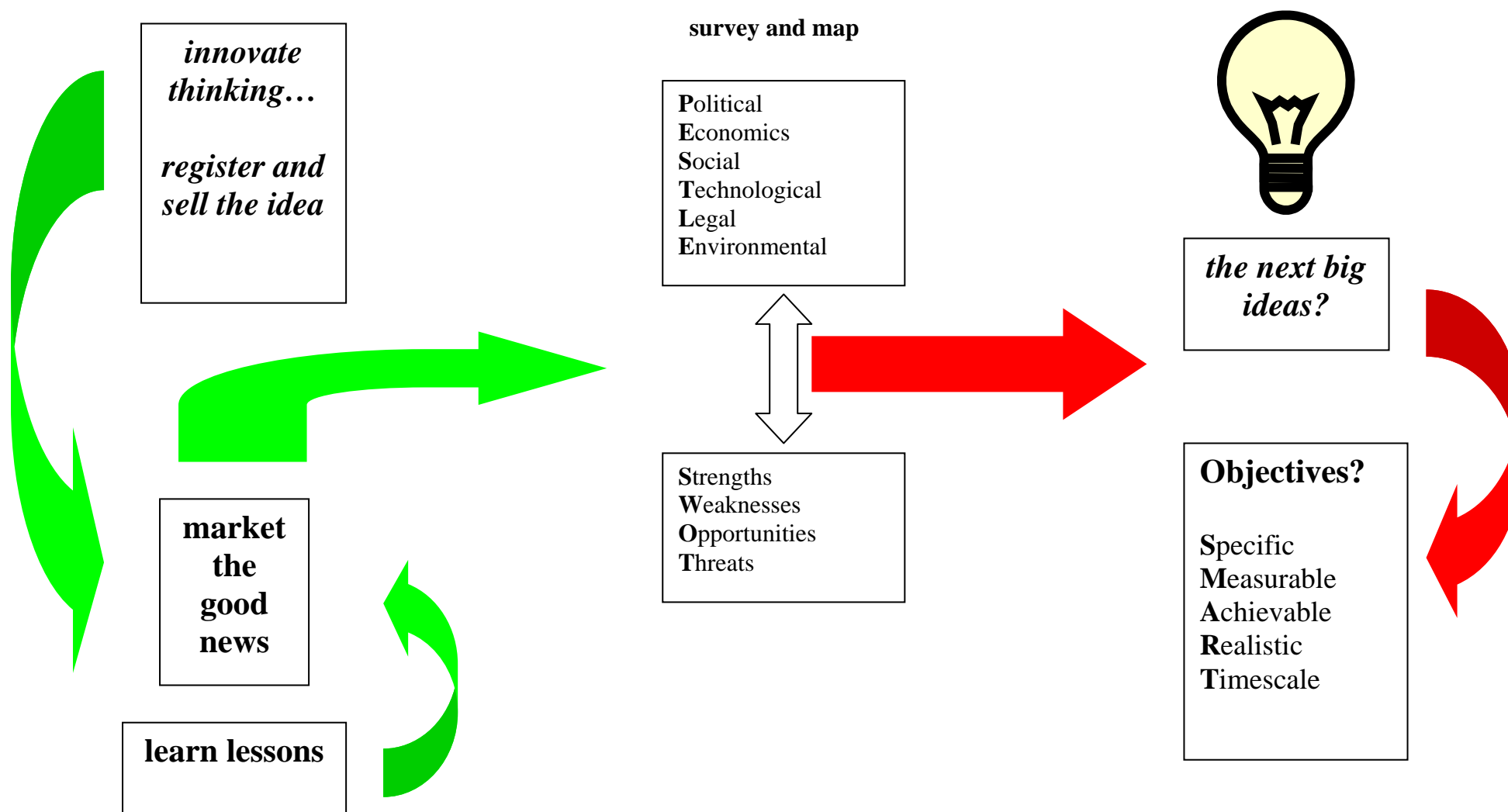
# ANNEX A

2010						2011		2012
<b>Data Sharing</b>	Participate in DfT Database Workshops.	Comment on DfT's Data Sharing WG papers.	Liaise with DfT & Welsh on Database requirements.	Consult LAs on requirements for GB database. Consult with other relevant bodies on links to database e.g. DWP.	Require acceptance of GB database from Ministers and LAS. Carry out EQIA.	Consult WG, DfT & Welsh on specification and procurement of database.	Consult WG, DfT & Welsh on building, developing & testing database. Draw up Guidance.	Roll out Change Management.
<b>Badge Security &amp; Fees</b>	Liaise with DfT & Welsh on fees.	Consult WG and LAs on fees.	Consider changes to legislation. Liaise with SGLD.	Consult Ministers on legislation changes. Carry out EQIA	Liaise with WG, DfT & Welsh on Smart Technology and design of badge.	Consult LAs on Smart Technology, design of badge and central issue of badges.	Consult WG, DfT & Welsh on specification, procurement,	Draw up Guidance. Roll out Change Management.
<b>Independent Medical Assessments</b>	Research with WG on change to policy. (DfT issued guidance in early 2008 requiring use of IMAs –	Liaise with WG, DfT & Welsh on appeals policy.	Liaise with LAs & Health Boards	Consider changes to legislation. Consider changes to financial procedures for assessments.	Consult Ministers on legislation and procedural changes. Carry out EQIA.	Take forward legislation. Liaise with SGLD.	Draw up Guidance.	Roll out Change Management.

	we did not update our guidance.)			Liaise with SGLD.				
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2010				2011				2012
<b>Enforcement Powers</b>	Consult with WG on policy changes.	Liaise with DfT & Welsh.	Consider changes to legislation.  Liaise with SGLD.	Consult LAs, Police & Justice Directorate.  Carry out EQIA.	Consult Ministers on legislation changes.	Draw up Guidance.	Train Police & LAs.	Roll out Change Management.
<b>Eligibility Criteria</b>	Draft legislation to take on 'missed' DfT 2007 changes.  Liaise with SGLD.	Consult with WG, DfT & Welsh on adding children under three.	Consider changes to legislation to add children under three. Liaise with SGLD.	Agree legislation changes with Ministers.  Carry out EQIA.	Consult with WG, DfT, Welsh & MoD on adding Serious Disabled Service Personnel.	Consult Ministers on legislation changes.  Carry out EQIA.	Draw up Guidance.	Consult with WG, DfT, Welsh & LAs on adding those with severe mental impairments.
<b>Information</b>	Update Blue Badge leaflets to correct current errors.	Restructure the SG Blue Badge website.	Keep Ministers updated on reform progress.	Consider training requirements for Police & LAs.	Draft comprehensive guidance for LAs.  Update leaflets.	Update SG Blue Badge website.	Undertake awareness roadshows.	Media campaign.

# to boldly go ... by bus



## Scanning of the Environment

Political	Economic	Social	Technological	Legal	Environmental
SNP minority government	Macro and global	Health	Accessible bus	Powers devolved to Scotland	Pollution and health improvement
Government's purpose and agenda	Micro and local	Education Implications of scholars' transport	Integrated ticketing and solutions	Transport Act (Scotland) 2001 & 2005	Congestion
CoSLA Concordat SOAs = local decision making	Value added imperative for all stakeholders	Demography and accessibility mapping Ageing population	Pre-travel information and planning	RTPs, RTSs and funding streams	Bus advantages = emissions per passenger
Westminster	Concessionary fare scheme = £190M lever	Unemployment	In-travel information	Land use planning and developer contributions	"Green gain" from Climate Change (Scotland) Act
Run-up to election in 2011 and then beyond? Oppositions' policies?	BSOG and influence from climate change policy = £65M lever Nett cost of fuel to bus operators over time	Personal safety	Fares information	Traffic Commissioner General policy Policy specific	Weather and climate change behaviour drivers
Unknown – unknown	Bus group finances and non-bus influences	Access to bus stops and interchanges	Integration – modal and inter-operator	VOSA	Climate change = marketing "hook"
BAP/SOA matrix and post BAP changes	Local bus networks optimised – degree of stability?	DDA Certainty of accessibility?	Other public transport resources – LA, NHS, education, DRT, CT	Policy guidance, influence and other "tools"	SUSTRANS and similar lobbies and funding

Red = Difficult to Change: Blue = Could Influence: Green = Can Change



Political	Economic	Social	Technological	Legal	Environmental
Priority on road = journey times. Journey time and mode speed = choice and behaviour	DDA compliance imperative = bus group capital expenditure	Cultural and attitudinal change to bus over time? Focus on younger generations?	Rail and tram	OFT and Competition Commission	Government influence on bus operators?
Car parking policy	Tourism	Perception of bus travel leading to behaviour and choices	Hybrid drivelines and “eco” fuels	EU Training Directive et al	
Stakeholder mapping and engagement	Frequency	Hours of employment	Park and Ride opportunities	Transport Scotland	
European Union influences	Coverage – Monday to Friday, evenings and weekends		Personal and portable information access devices	Regional Transport Strategies	
Modal share and modal shift – investment and subsidy?	EU and economic development funding		On bus technologies	Control of trunk roads and divergent priorities. LA influence?	
Lack of consistent product offering due to differences in performance and strategy between operators	Affordability		Street signing		
Quality? Key Performance Indicators?					
Government policy and machinery alignment optimised?					

Note: PESTLE is a basic strategic scanning process to develop a map of the environment in which organisations are located. It can facilitate diverse stakeholders to agree a common view of the landscape to enable mutually shared strategies and tactics to be developed from a common perspective. It is not a strategy or a tactic in its own right.