

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

**Minutes of meeting held on 17 April 2012  
Conference Rooms 2, Victoria Quay**

**Present:**

Anne MacLean, Convener

**Members:**

John Ballantine (JB)  
Bob Benson (BB)  
Clare Byrne (CB)  
Heather Fiskien (HF)  
Andrew Holmes (AH)  
Jane Horsburgh (JH)  
Grahame Lawson (GL)  
Muriel Masson (MM)  
Annette Monaghan (AM)

**Secretariat:**

Linda Craik (LC), Secretary  
Jean Goldie, Assistant Secretary

**In attendance:**

Jill Mulholland, Head of Sponsor Team (JM)  
Laura Harrison, Palantypist  
Hugh Flinn, PVS (Observer)

**Item 1. Welcome, Introductions and Apologies**

1. The Convener welcomed the members, along with Hugh Flinn from PVS and Laura Harrison, the Palantypist, to the meeting. Apologies were noted from James Glover and Jane Steven. Jill Mulholland was introduced and welcomed as the new Head of the MACS sponsor team, replacing Fiona Locke who had moved to a new post. The Convener noted the Committee's appreciation for the work and assistance which Fiona had given to MACS and for all her support in the tasks that they had undertaken. Members echoed the Convener's sentiments and wished Fiona the best of good luck in her new job.

**Item 2. Minutes of the previous meeting/matters arising**

2. The Minutes of the previous meeting were agreed without amendment.

***Action point 1: Secretariat to post the minutes of the 24 January 2012 meeting onto the MACS website.***

### **Points of Action from meeting held on 24 January 2012**

3. LC indicated that she was in the process of following up the action points in relation to meetings with planning officials and hoped to be in a position to conclude this in the near future.

***Action point 2: Secretariat to complete action points in relation to meetings between MACS and planning officials.***

4. The Convener drew members' attention to the response which the Committee had received from David Middleton, Chief Executive of Transport Scotland, in relation to the lack of reference to the needs of disabled travellers in the Rail 2014 consultation. Members felt that the response did not fully address the issues that they had raised and it was agreed that they should pass their comments on this to MM who would prepare a draft letter of response to Mr Middleton.

***Action point 3: Members to feed comments on the Rail 2014 response letter from David Middleton to MM to allow her to prepare a draft reply for consideration by the Convener.***

5. With regards to Action Point 8 of the previous meeting, GL informed the Committee that he had been invited to be a member of the Commonwealth Games 2014 Access Group and that the first meeting would take place on 1 May 2012.

6. The Convener thanked the members for their input and attendance at the meeting with Edinburgh Airport officials on 8 February 2012, following which the waiting times for disabled travellers had been extended and signage in the car parks had been improved. These changes had been reported in several newspapers and had indicated that MACS' involvement played a key role in these improvements taking place.

### **Item 3. Convener Update**

7. Congratulations on being appointed to serve a second term of appointment on the MACS Committee were given to JB, JG and AH. Members noted that the Minister had also invited the Convener to serve a second term, and she had duly accepted.

8. The Convener gave members a brief overview of her appearance, along with a member of Passengers' View Scotland, Passenger Focus and two rail pressure groups, before the Infrastructure and Capital Investment Committee at the Scottish Parliament on 14 March 2012, to discuss the Rail 2014 consultation. Members had received a copy of the transcript of this meeting and agreed that it was a well conducted and useful session.

9. Members noted that the Convener, accompanied by JH, had attended a meeting with the Minister for Housing and Transport on 8 March 2012, to discuss the MACS Annual Report for 2010-2011 and to update him on the work currently being undertaken by the Committee. This included the Rail 2014 consultation,

Commonwealth Games 2014, information in relation to rail station upgrades, bus forums and issues in relation to roads and pavements.

10. The Convener indicated that she had raised with the Minister the lack of feedback received from Transport Scotland on the recommendation contained within the Annual Report. Following discussion on this matter, it was agreed that the Secretariat would raise this issue with Transport colleagues.

11. It was noted by the members that the Convener had written to Passenger Focus regarding the lack of information contained in their annual surveys about the experiences of disabled travellers. Following a brief discussion on this matter, it was agreed that the Committee would find it beneficial to invite a representative from Passenger Focus and from the Transport Scotland Analytical Services Division (ASD) to attend a future MACS meeting to see if there was any way in which MACS might give useful input to the questions being asked in future surveys.

**Action point 4: Secretariat to seek feedback from Transport Scotland colleagues on the recommendation contained in the MACS Annual Report.**

**Action point 5: Secretariat to invite Passenger Focus and ASD to present at a future MACS meeting.**

#### **Item 4. Secretariat Update**

12. The members of the Committee agreed that the update paper provided by the Secretariat on general transport issues was useful but that they would also find it helpful if more information in relation to disability issues could be included in future.

13. JM thanked everyone for their warm welcome to the MACS meeting and gave a brief overview of her role and responsibilities within Transport Policy Directorate. She acknowledged the good work that MACS were doing and indicated that it would not be a problem to revamp the Secretariat update paper to give 3 or 4 main headings with more specific, relevant information under each of these.

14. HF stated that there still seemed to be areas of Transport Scotland and the Scottish Government that were not aware of MACS and the assistance that they could offer in respect of advising on issues which were of concern to disabled travellers. Secretariat asked for members to send in their comments and views on this to help them to prepare a draft letter for the Convener to issue to relevant parties to raise the MACS profile.

**Action point 6:**

- (i) Secretariat to revamp their Transport Issues update paper and to include where possible issues relating to disabled travellers.**
- (ii) Members to provide comments on raising the MACS profile to the Secretariat to assist in the preparation of a letter to TS and Scottish Government officials.**

**Item 5. Guest Speaker – Patrick Nyamurundira, First Scotrail**

15. The Convener introduced and welcomed Patrick Nyamurundira from First Scotrail to the meeting.

16. Mr Nyamurundira provided some background information on First Scotrail's Disabled Persons' Protection Policy (DPPP) and explained that this formed part of their licence and set out the services that disabled customers could expect when travelling with First ScotRail. Members noted that part of the DPPP covered car parks, blue badge spaces and facilities and accessibility at stations.

17. Committee members raised a number of issues in connection with the DPPP which included:

(i) the need for “help points” in stations to assist passengers to obtain information about the nearest accessible station and the commitment by First Scotrail to transport passengers to the nearest accessible station;

(ii) the possibility of information being available by SMS to assist those with hearing impairments that were unable to use the existing facilities provided at some stations;

(iii) the lack of assistance available to accompany disabled passengers from the station to the nearest taxi rank; and

(iv) the need for regular auditing of the DPPP to ensure that it was fit for purpose and being implemented effectively.

18. Mr Nyamurundira indicated that he would look into the issues that the members had raised and report back on progress with these. He was in a position to state that, with regards to the auditing of DPPP, the Policy was reviewed yearly and each station was visited by both auditors and Transport Scotland to ensure that the DPPP policy was being properly implemented.

19. The Convener thanked Mr Nyamurundira for taking the time to attend the MACS meeting and for the useful information which he had provided.

**Item 6. Guest speaker – Chris Clark, Rail Accessibility Manager, Transport Scotland**

20. Chris Clark, Rail Accessibility Manager at Transport Scotland was welcomed to the meeting by the Convener and invited to speak to the members about rail station accessibility.

21. Mr Clark thanked the Members for the opportunity to attend the meeting and indicated that he and other Transport Scotland colleagues were happy to share as much information as they could on accessibility issues with the MACS Committee.

22. Information on the number of accessible and inaccessible stations in Scotland and the actions which would be needed to address the various issues in connection to this matter were discussed at length. Members acknowledged the fact that substantial investment would be required to bring some stations up to date and make them accessible to all and that this might not happen in the short term.

23. The Convener indicated that, if MACS were to be in a position to influence the decisions taken by Transport Scotland and the Scottish Government on investment in railways/stations, it would need to be provided with all the relevant background information in a format and timescale that allowed for proper consideration of the issues.

24. Members raised a number of specific accessibility issues, in particular at rural stations and Mr Clark indicated that he would look into these as soon as possible.

25. The Convener thanked Mr Clark for attending the meeting and reiterated the need for MACS to be kept informed and consulted on relevant issues for improvements to rail stations at the earliest possible stage in the planning process.

**Item 7. Guest speakers – Carol Deveney (Network Rail), John Wilson (Network Rail) and Juliet Donnachie (Station Manager, Waverley Station)**

26. Invited speakers from Network Rail and Waverley Station, Edinburgh, were welcomed to the meeting and introduced by the Convener to the MACS members.

27. Following a short presentation from Carol Deveney, members were invited to highlight any issues or concerns they had in relation to the proposed banning of private vehicles and taxis from Waverley Station.

28. Members raised a great number of pertinent questions with the speakers which included:

(i) *“How is the Station going to address the fact that many disabled passengers cannot get assistance out of the station, so it will make it impossible for them to get to the assistance point which is being proposed by Network Rail/Waverley Station?”*

Carol Deveney stated that they were looking at the possibility of having a taxi rank and drop off point at the Market Street entrance to the station and an assistance point at New Street.

(ii) *“How many taxi spaces would be available in the rank and would there be parking spaces provided for blue badge holders?”*

Carol Deveney indicated that the intention was that 12 spaces would be provided in a taxi rank and that parking would be available in the New street car park.

(iii) *“Would any final decision on the banning of vehicles be postponed until all objections had been fully considered?”*

The speakers informed the Committee that investigations into the various statutory powers in place would need to be fully considered before any final decisions were taken.

29. Following further lengthy discussion on the proposed banning of vehicles from Waverley Station, it was agreed that Network Rail would arrange a meeting with the City of Edinburgh Council officials to discuss this matter and that MACS would be invited to attend this discussion.

30. The Convener thanked the speakers for their attendance and for the very useful discussion that had taken place.

***Action point 7: Network Rail/Waverley Station to arrange a meeting with Edinburgh Council officials to discuss the proposed banning of vehicles from Waverley Station and to ensure that a MACS representative is included in the invitation to this.***

#### **Item 8. Member's reports on events attended – matters arising**

31. Member's reports on meetings and events which they had attended were noted by the Committee.

#### **Item 9. Oral Update from Workstreams**

32. BB spoke to the draft Framework for Equality template and members agreed that this would be a useful document to ensure that the Committee could identify outcomes from the work that it was carrying out. Some members raised concerns at the language being used in the template and the level of detail required to complete it and agreed that this could be adjusted to suit the styles of the individuals who were completing it.

33. JH gave members an update on issues in relation to level surfaces, Roads for All and the Forth Replacement Crossing. The Committee noted that there was a forthcoming Active Travel conference being held in Glasgow and AM agreed to be the MACS representative at this event.

***Action point 8: Secretariat to arrange attendance for AM at the Active Travel Conference in Glasgow.***

34. AH made reference to the comments which had been provided to the Bus Passengers' Platform (BPP) secretariat in connection with the Good Practice Guide for Bus Operators that the BPP Committee were drafting. Members agreed that this document would require further work to ensure that it was a useful tool for bus operators and users.

35. MM gave a brief summary of the work that she was currently undertaking in relation to the Rail workstream, which included attendance at the Scottish Rail Accessibility Forum, the Rail 2014 consultation, parking issues at Waverley Station and Glasgow Central Station and her attendance at the Edinburgh Glasgow Improvement Programme meeting that afternoon.

36. CB spoke about her recent attendance at a Blue Badge improvement service conference and indicated that this had been a well attended and very worthwhile event.

37. HF asked for the Secretariat to provide a list of possible contacts in connection with the new Planning and Infrastructure workstream which she and AM would be leading on.

***Action point 9: Secretariat to provide list of contacts to HF and AM in connection with the Planning and Infrastructure workstream.***

38. GL informed members that he would be attending a Commonwealth Games 2014 group meeting on 1 May 2012.

39. JB indicated that the issue to abolish/replace DPTAC was still ongoing and that no final decision had yet been reached.

#### **Item 10. Agenda Items for Future Meetings**

40. It was suggested by the Convener that it would be useful for the members of each workstream to arrange to meet with relevant Directors in Transport Scotland to discuss items of interest and to raise the issue of integration between the various modes of public transport.

***Action point 10: Members of each workstream to arrange to meet with relevant Directors within Transport Scotland.***

41. JM indicated that she would be happy to raise any specific issues which MACS might have with the Chief Executive of Transport Scotland and would make enquiries to see if it would be possible for MACS to attend a future meeting of the Transport Scotland Management Team.

***Action point 11: JM to make enquiries about the possibility of MACS attending a TS Management Team meeting.***

42. The Convenor informed the Committee of the publication of the Report of Findings on the VisitScotland Accessible Tourism Involvement Events and JH agreed to send this to the Secretariat for distribution to the MACS Members. BB suggested that a future meeting with Chris McCoy, the Equalities Manager, might be worth considering once members had had the time to consider the report.

***Action point 12: Secretariat to circulate the VisitScotland Accessible Tourism Involvement Events report to MACS members.***

43. CB agreed to co-ordinate member's comments on the Proposed Responsible Parking Bill and put together a final response for the Convener's approval.

***Action point 13: Members to pass comments on the Responsible Parking Bill to CB.***

#### **Item 11. Any other business**

44. The Convener indicated that this would be the last MACS meeting being attended by Jean Goldie who was leaving the Scottish Government. On behalf of the Committee, the Convener thanked Jean for all the hard work, often above and beyond the call of duty, which she had put into supporting the work of MACS and stated that she would be greatly missed by all the members. Ms Goldie responded that she has greatly enjoyed being Assistant Secretary to the Committee and wished them well in their future work.

**Item 12.      Date of next meeting**

29.      Members noted that the next meeting would take place on Tuesday 24 July 2012 at 11:00 am in Conference Room 2, Victoria Quay.

30.      The date for the remaining meeting for 2012 was agreed as follows:

Tuesday 23 October 2012

The Convener closed the meeting by thanking everyone for their attendance and for their ongoing hard work and commitment to the work of the Committee.

**MACS Secretariat  
May 2012**