

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

**Minutes of meeting held on Tuesday 23 October 2012
Conference Room 4&5, Victoria Quay**

Present:

Anne MacLean (Con) Convener

Members:

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

Secretariat:

James Walker, (JW) Secretary
Wendy Nicol, (WN) Assistant Secretary

Guests:

Grahame Beale (GB), TS Finance and Analytical Services
John Scott (JS), ODS Consulting

In attendance:

Jill Mulholland (JM), Head of Sponsor Team
Laura Harrison, Palantypist

Item 1. Ministerial Visit

1. The Minister arrived at 10.30 and was introduced to Anne MacLean, Convener of MACS and to all committee members present with whom he had brief individual discussions. The Minister thanked the committee giving recognition of their expertise offered to the Government. The Minister also thanked the committee for the MACS Annual Report 2011-12.
2. The Minister spoke to the committee about the expertise they offered on the Blue Badge Scheme and the current changes and forthcoming changes anticipated with the Blue Badge Reform Bill being taken through Parliament by Dennis Robertson MSP.
3. The Minister spoke about the Rail 2014 Consultation and specifically the West Coast Mainline franchise and the implications on the franchising process.
4. The Minister then offered an opportunity to the committee members to raise questions. AH commented that communications between Transport Scotland and MACS could be improved and MACS expertise could be better utilised. AH also said that funding for the Scottish Bus Network and Community Transport was not good and that more responsibility for Community Transport needed to be taken. AH suggested a toolkit could be set up to help improve services in these areas. The Minister suggested that COSLA might be a more appropriate route for discussions on Community Transport and DRT since Local Authorities had more direct contact. The Convener intervened to say that JH and herself were working to improve involvement with all areas of Transport Scotland.
5. The Minister spoke about the Greener Bus Fund. JH commented that the fund should increase accessibility in areas such as DRT, school buses, coaches and ambulances.
6. BB spoke about the Station Improvement Programme and asked the Minister about resources available for investment in stations. The Minister spoke about EGIP and said that £650 million will be invested from 2014 to improve the Glasgow to Edinburgh service. Further to this the Minister spoke about the Station Investment Fund of £30 million and said that Local Authorities and Regional Transport Partnerships would be involved as well as private developers. The Minister said that Transport Scotland would be looking at the bids. The Minister spoke about Awards for All funding which is currently available to improve stations and that Transport Scotland nominate specific stations for improvement.
7. The Convener thanked the Minister for attending at the start of the meeting.

Item 2. Welcome and Introductions and apologies

8. The Convener extended a welcome to everyone at the meeting. She introduced, Grahame Beale, TS Finance and Analytical Services, Laura Harrison; Palantypist and John Scott from ODS Consulting and thanked him for the Blue Badge Research findings presentation he was about to deliver.

9. The Convener informed the Committee that JS was very ill in Australia and that she had sent an email to her from the Committee. She also congratulated; BB, CB, JH, MM, HF, GL and AM on their recent reappointments to the MACS Committee.

Item 3. Presentation from ODS Consulting – Blue Badge research findings

10. The Convener welcomed John Scott (JS) from ODS Consulting who gave a presentation on research findings of “The Use and Value of the Blue Badge Scheme” survey. The key aims of the research were to find the current usage, views on the administration/management of the scheme, misuse, links with other transport provision and the future of the scheme.

11. The methodology and key findings were presented and included; current usage, restrictions, misuse, enforcements, entitlement and suggested improvements to the display, cost and rules and regulations, disability awareness training, penalties for misuse, improved customer service and more effective enforcement.

12. The presentation was well received by the Committee and a question and answer session followed. CB asked if the findings showed that people were reading the Blue Badge Reform leaflets. JS (ODS) stated that although Blue Badge users say they understand the regulations the research suggested that they do not and that awareness of the new leaflets needed to be raised.

13. JH commented that she found the findings interesting particularly the value of Blue Badges being recognised and the misuse. JH asked if there were findings on Local Authority administration. JS (ODS) said that it was difficult to get information relating to Local Authorities as the environment was ever changing and service provision was judged to be inconsistent by the survey participants.

14. JB spoke about fraud and misuse and JS (ODS) said that photographs on the new Blue Badges would cut fraud. The Convener raised the issue of the vulnerability of visually impaired holders and JS (ODS) said that a small number of holders had been challenged about their use of the Blue Badge as their disabilities were not immediately apparent.

15. GL thanked JS (ODS) for the presentation and research findings and said that he looked forward to the publication of the full report. JS (ODS) the

report was due to be published at the end of October 2012. The Convener thanked JS (ODS) again for the presentation.

Item 4. Minutes of the previous meeting and matters arising

16. The Minutes of the previous MACS meeting were agreed subject to an amendment to item 64 which should have read SRAF.

Action point: 1 Secretariat to correct title.

17. Action point 3 of the previous minutes was not completed.

Action point: 2 Secretariat to carry forward Action point 3 from previous meeting and confirm meeting dates with Planning officials as soon as they are available.

18. Item 21 of the minutes the question was raised about whether the Health and Community Transport Policy document is to be signed off.

Action point: 3 Secretariat to find out what is happening and inform the Committee.

Action point: 4 Secretariat to arrange publication of the Minutes of Meeting 24 July 2012.

Item 5. Convener Update

19. The Convener informed the Committee that the MACS Annual Report 2011-12 had been laid in Parliament. The Convener referred to a comment GL had made in his raising MACS profile submission about the delay in finalising the Annual Report and said that next year's Annual Report would have to be in final draft by the July 2013 MACS meeting.

20. The Convener informed the Committee that she had also responded to the OCPAS Consultation relating to the new code of practice.

21. The Convener spoke about the Fulfilling Potential Document Issued by the DWP which seemed to infer that the EU regulations on buses and coaches would be implemented although DoT was consulting on an 8 year delay as allowed for in the regulation. She thanked JB for the response he had completed on MACS behalf for DPTAC on the issue.

22. The Convener spoke about the Rural Bus Corridor Project, she had participated in as an adviser which has raised the profile of MACS As this had led to invitations to speak to various local groups about MACS.

Item 6. Secretariat Update

23. JM made reference to Action point 5 of the previous meeting in which it was stated that the Secretariat would request directorate input into future

Secretariat Updates. JM said that this would make the update more relevant and also raise the profile of MACS within Transport Scotland. Work is ongoing to make these changes.

Action point: 5 Action point to be carried forward to points of action table as an ongoing task.

24. JM spoke about the agenda item 9 Raising MACS Profile. JM said that forward work plans had been discussed with the Convener at her annual appraisal. JM said that MACS could be involved in the draft consultation of the Blue Badge Members Bill and their involvement and expertise could be recognised as an achievement to show Transport Scotland.

25. JM said that the Transport Scotland Business Plan and the corporate plan would be made available to committee members as the plans are relevant to MACS and also mention MACS. JM said that the plans set out high level objectives and these could be discussed at the next meeting.

Action point: 6 Secretariat to remind Convener that this will be discussed as an agenda item at the next MACS meeting.

26. The Convener added that the turnaround of the Blue Badge draft Consultation would need to be Speedy as the timescale was very short and the Blue Badge workstream would send comments directly to the Blue Badge Team.

27. JG, AH, JH and the Convener thanked JM for the update and AH added that the plans also need to relate to Planning and Health Directorates. JM agreed that there were many policy overlaps that cross cut directorates and that Transport Scotland could be brought into these areas.

Item 7. Members reports on events attended

28. GL said that he had attended the Commonwealth Games Access Meeting. He also informed the Committee that he had attended a reception at the Scottish Parliament which had some interesting speeches but that no reference or leaflets related to paralympic events.

29. BB spoke about his recent attendance at the AbilityFest event in Glasgow. BB said it had been a good opportunity at the MACS stand to be able to tell people about the work of MACS and to gather information on the areas on which MACS may want to focus. BB added that the Blue Badge information on the stand was very popular and that the event was a very positive experience for MACS. JM added that there was enough of a budget available to purchase banners and other advertising for future events.

30. JB spoke about his attendance at the Transport Scotland seminar in Glasgow on European Maritime Passengers Rights. Slides of the seminar have been promised to JB and he will pass them on in due course to committee members. JB said that the final version of the Ferries Review will

be published later this year after one further meeting of the reference group. AM added that she was also on this reference group.

31. CB said that the Blue Badge update will be ready for the next MACS meeting on 22 January 2013.

32. MM spoke of a planned visit to Glasgow Central Station at the end of August 2012 which did not take place and a meeting with FirstGroup which was cancelled. MM referred to her meeting with Rail Directorate when she raised her unhappiness with the terminology used in the Analysis Report. MM said she had read the Passenger Rights document, and had a major discussion on franchise, training and education. MM said that the invite to tender deadline is fast approaching and that there may not be time for MACS to respond.

Action point: 7 MM to follow up the meeting with Glasgow Central Station.

33. HF said that she had attended the ILIS meeting with the Scottish Government and that she would feedback to Transport Scotland.

34. The Convener reported that prior to the announcement of the lifting of the ban on taxis using Waverley Station she had had a lengthy conversation with Network Rail. She had impressed on them the extra cost they would have to meet, providing assistance at New Street Car Park and Market Street drop off points which were a considerable distance from the main concourse. JG made the point that Equalities and Human Rights legislation should be used to see how it might relate to franchising and agreed this with MM so that they could draft a letter for the Convener to send to the Rail Franchise team.

Action point: 8 JG and MM to draft a letter for the Convener to send to the Rail Franchise team.

35. There was a general discussion around Best Value and audit processes and it was agreed that given JG's experience with equality audits, he would discuss with JM disability equality in Audit Terms of Reference. It was also agreed that the secretariat would send a copy of the consultation document on tendering to JG.

Action point: 9 Secretariat to send copy of consultation document on tendering to JG.

Action point: 10 JG to discuss with JM disability equality in Audit Terms of Reference.

36. The Convener reissued the Secretariat duties document for members. MM requested that the MACS Welcome Pack be reissued including updated addresses and telephone numbers.

Action point: 11 Secretariat to reissue MACS Welcome Pack.

Item 8. Oral update from Workstreams

37. Ahead of the updates from Workstreams the Convener reminded members that all reports should be submitted to the Secretariat 7 days in advance of future meeting dates.

8a Scottish Airports – Information for passengers with disability

38. AM referred to the paper on information of services available and discussed improvements to existing information. AM and HF are going to draw up a checklist to look at how public transport users summon assistance. There was a general discussion around the issues of Pre-booked assistance, accessible information and the distance of drop off points.

Action point: 12 AM and HF to draw up a checklist of 5 questions and to compile a list of issues to highlight to Airport Authorities.

8b Scottish Government's Policy on Architecture and Placemaking

39. JH spoke of a new policy document adding on Placemaking. The document is being developed but it needs to include more groups to promote inclusion. JH said that when the official consultation is closed the group will reconvene.

8c Glasgow 2014 Commonwealth Games Accessibility Reference Group

40. GL referred members to paragraphs 13, 14 and 15 of the report which draw attention to the action points to press on issues for the disabled outside Glasgow. GL also asks if there are enough accessible buses and that it is not yet clear how everything is being pulled together. GL said that he would need to approach the Scottish Government for information.

Action point: 13 Secretariat to give contact details within the SG for the Commonwealth Games to GL.

8d DPTAC Main Committee Meeting

41. JB said that the European Maritime Rights was an item under AOB.

8e Planning and Infrastructure – RTP Strategies Review

42. HF and AM said that they had had a meeting with Joanne Gray (TS) relating to the RTP Survey. The survey response deadline is the 16 November 2012 and it should give some useful information that would help MACS promote itself with RTPs. Joanne Gray of Transport Scotland said she would assist with the reminders to RTPs if they did not respond.

Action point: 14 AM to ask Joanne Gray to send reminder at the beginning of November.

8f Scottish Rail Accessibility Forum

43. MM reported that Network Rail had agreed to let some taxis and handicabs into Waverley and 30 minute free parking at New Street car park as well as a drop-off zone on New Market Street with a help point. MM said that a Waverley Station User Group had still not been created but it was decided not to take forward by SRAF.

44. MM spoke about the Access for All Main schemes and progress at Hyndland station, Linlithgow, Perth, Montrose, Dyce, Shotts, Newton and Dunblane stations. The 2012/13 programme of works has now been approved by Transport Scotland.

45. MM spoke about a presentation given by Allan Anderson on the Rail 2014 Consultation and it is hoped that the conditions of the franchise bids would go out to MACS and PVS early in the New Year. MM said that Alastair Young gave a presentation on Proposed Changes to TSI: PRM which expect to be implemented during 2013/14. Comments made by MACS have been taken on board. There is a forthcoming meeting in Lille on the 22 May 2013 and discussions will include; wheelchair space, door widths of trains, audible warning signals, lighting, platform width and tactile paving. The draft (3) TSI: PRM text will be consulted on in due course and Alistair Young will give an update when the consultation is released.

46. MM also outlined issues for transport users and included the hazard of brass studding in tactile paving used at many railway stations, although the brass studs have now been removed from Glasgow Queen Street. The members agreed that not only was the studding dangerous for disabled people but for all pedestrians. The other issues discussed were; the replacement of rolling stock, inaudible PA systems and the lack of tactile paving on platforms 8 & 9 at Queen Street.

47. MM said she will try to organise Glasgow Central visit, to be attended by CB and Michael Igoe. MM recommended that a letter be sent to SRAF and Network Rail in relation to Waverley Users' Group and that the TSI:PRM consultation be responded to when released.

8g Roads for All Forum

48. GL said that there was a lack of guidance To Local Authorities and they should be reminded that the Good Practice Guide should be adopted. The Convener said she hoped pressure would be put on Highland Council to carry on the work from the pilot scheme on the Rural Bus Corridor Project Committee.

8g PVS Review

49. BB reported on a number of action points from the PVS Observer report. The Convener noted that MACS was not a member of the Bus Stakeholder Group but requested Terms of Reference, Agenda and Minutes of the last meeting as MACS would be interested in being on the group since they had suggested Such a group when the first MACS Annual Report was presented to the Minister.

Action point: 15 Secretariat to send Terms of Reference, Agenda and meeting Minutes of the above group to the Convener.

Rail Oral Update

50. MM to provide written report

Action point: 16 MM to draft letter before December on behalf of the Convener to send to Chris Clark regarding the Waverley Users Group.

51. The Convener added that Passenger Focus and Analytical Services (TS) should be invited along to the next MACS meeting in January 2013. It was added that VisitScotland should also be invited to attend a MACS meeting at some point in the future to discuss their accessible tourism report. JH informed the Committee that an Accessible Tourist Event would be taking place in March 2013. AM mentioned the VisitScotland awards for accessibility and suggested we find out now about this

Action point: 17 Secretariat to invite Passenger Focus and TS Analytical Services to the MACS meeting in January 2013

Action point: 18 AM to find out about the VisitScotland Award for Accessibility.

Item 9. Raising MACS Profile

52. The Convener noted that 3 responses had been received from GL, BB and JB. She noted that there were some common themes especially in relation to the Annual Report. The Convener noted that attendance at events had been suggested and informed the members that MACS Committee members might have to take this forward as the Secretariat may not be available to assist at all events. The Convener said that the STUC Disabled Workers Conference next year would be a good opportunity for MACS to raise its profile and also inform the participants about Appointments to the MACS Committee. A general discussion took place with many positive suggestions towards raising the profile of MACS. GL said he was willing to keep a focus on consultations that we might contribute to and other committee members to alert the Secretariat to events we might attend. The idea of contributing to the newsletters of groups representing disabled people was rejected on the basis that we would not have editorial control.

Item 10. Any Other Business

10a UK Government Consultation on Maritime Passenger Rights

53. JB said he has asked for comments and guidance as DPTAC are asking that MACS feed in their views directly. The Convener asked that the Ferries Workstream send their comments to JB to draw together comments but she would check the protocol and the final document should come to her before submission.

Action point: 19 Ferries Workstream to send comments to JB on the Maritime Passenger Rights Consultation. Comments to be cleared by the Convener who would check the protocol.

10b Advertising on Bus Windows

54. JG spoke about advertising on bus windows and a general discussion took place about the matter. The advertising was mainly used in Aberdeen and it was noted that the RNIB have not received any formal complaints. AH said that although the advertising wasn't a huge issue it would be worthwhile keeping an eye on the issue.

Action point: 20 JG to send note to AH relating to advertising on bus windows

10 c It was agreed that MACS send flowers to JS since we had been able to get her address in Australia. The Convener said she would organise this.

Item 11. Date of next meeting

55. Members noted that the next meeting would take place on Tuesday 22 January 2013 at 11.00 am in Conference Room 2, Victoria Quay.

The Convener closed the meeting, thanking everyone for their attendance and for their work during the year and their commitment to the aims of the Committee.

**MACS Secretariat
October 2012**