



# **The Mobility and Access Committee for Scotland**

Annual Report  
2015-16

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## Introduction from the Convener

The Mobility and Access Committee for Scotland (MACS) was established in 2002. MACS believes in a Scotland where anyone with a mobility problem due to some physical, mental or sensory impairment can go when and where everyone else can and has the information and opportunities to do so.

Our aims are:

- to give Scottish Ministers advice on aspects of policy affecting the travel needs of disabled people;
- to take account of the broad views and experiences of disabled people when giving advice;
- to encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities;
- to work closely with the Scottish Government and ensure our work programme complements the work being undertaken by the Disabled Persons Transport Advisory Committee (DPTAC), the Scottish office of the Equality and Human Rights Commission and other organisations, voluntary and statutory agencies;
- to promote the travel needs of disabled people with transport planners and operators so that these are fully taken into account in the delivery of services; and
- to monitor and evaluate the effectiveness of our work against the above aims and objectives in improving travel opportunities for disabled people in Scotland.

Following the Transport Accessibility Summit held in March 2015, a Steering Group was set up to take forward the priorities identified on the day. The Convener represents MACS on this group and a brief summary of its work to date is set out in this report (see paragraphs 68-69).

Due to the necessity of altering the date of the January 2016 meeting, the Minister for Transport and Islands was unable to attend, however at the launch of the refresh of the Transport Strategy he took the opportunity of commending MACS for its work, making special mention of our encouragement of disability awareness training for all staff across the full range of transport operators (see paragraph 67).

As a number of the Committee members will be standing down this year, work has started on a further appointment round with shortlisting and interviews to be held in the summer period.

At the end of 2015 we lost Robert Wyllie as Secretary on promotion and we congratulate him on that. Fortunately he remains within the Transport Scotland Accessibility Team so we will still benefit from his expertise. Robert was replaced as secretary by Aysha Miah who we welcome to the team and hope she enjoys a fruitful and friendly relationship with us.

I would like to thank Jill Mulholland, Robert Wyllie, Sharon Grant and Aga Lysak for their continued advice and guidance during the year. I would also like to thank the Committee members for all their hard work and for their support during the year.

We look forward to a continuing good working relationship with the Minister, the committees of the Scottish Parliament and with the other Directorates within Transport Scotland.

**ANNE MACLEAN OBE**

## Workstream reports

### RAIL

1. The Rail Workstream continues to address a broad range of issues relating to access and communication matters with an increasing focus on strategic issues, new franchises and major station projects across Scotland. We are grateful for the assistance of the Rail Directorate in Transport Scotland.

#### Edinburgh Haymarket station

2. The City of Edinburgh Council is in consultation regarding a proposal to create new cycle routes between Roseburn and Leith. Workstream members from Roads and Active Travel and Rail met representatives of the City of Edinburgh Council in January 2016 to discuss these proposals. At Haymarket, the proposals would increase the distance which a passenger has to walk from leaving the station across the main road to the taxi rank on the other side. The distance of some 50 metres significantly disadvantages disabled travelers, particularly those who require assistance and carrying of luggage, as they are beyond the station perimeter and not eligible for rail passenger assistance.

Recommendation 1: MACS to monitor and seek change to the proposed access arrangements due to these challenges caused by changing position of the taxi rank.
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#### Edinburgh Waverley station

3. MACS continues to engage with the Edinburgh Waverley station manager, Virgin Trains East Coast and Network Rail on accessibility problems following the decision to exclude taxis and cars from the station. We have participated in several meetings about capacity improvements, including platform extensions to accommodate new longer trains on the Edinburgh Glasgow Improvement Programme and East Coast Main Line (part of the new Intercity Express Programme) about relocated compactors and escalators.

4. Detailed discussions with station staff have also included proposals to address problems encountered at Market Street with the drop off and pick up for cars and the taxi rank. We are now

seeing the benefits of these changes with a proposal to move the taxi rank to New Street and provide 40 minutes free waiting time which will go some way to addressing previous difficulties. MACS commend the improvements made at the Calton Road entrance, which include a covered waiting area, a call button, CCTV link to the Passenger Assistance reception area and a digital departure screen. These have improved facilities for disabled people.

5. MACS was invited to attend the opening of the revamped First Class passenger lounge at Edinburgh Waverley station. The improved layout, comfort and aesthetics were tabled as part of the takeover of the East Coast Main Line franchise by Virgin Trains in April 2015. A number of changes indirectly improve accessibility including colour-differentiated areas for different passenger needs and sound-dampening in the new business work area.

6. Participation in Passenger Assist continues to be a franchise requirement for all Train Operating Companies. MACS has identified problems with booking online for a companion, and the website 'Stations Made Easy' which is not kept updated.

Recommendation 2: MACS to continue to engage in discussions in any new proposals at Edinburgh Waverley and assess their impact on disability access.

Recommendation 3: Passenger Assist will require continual liaison through MACS with East Coast who are responsible for the coordination and delivery of this vital service out of Edinburgh Waverley. MACS will continue to press for changes to the online booking service to reflect the overall improvements in Passenger Assist generally.

### **Dundee station**

7. The construction of the new station is proceeding. ScotRail have offered to refurbish and improve the access standards of the existing toilets.

Recommendation 4: MACS will continue to monitor facilities at Dundee station for disabled people as developments proceed.

## Glasgow Queen Street station

8. MACS has been represented at the two meetings of the Queen Street Area Passenger Forum, which was set up by Transport Scotland in 2015 to bring together parties to the Queen Street station and surrounding area (including Buchanan Galleries) redevelopment. The body will consider how to work together to improve the passenger experience overall – including that of disabled passengers – throughout the predicted disruption of the redevelopment works.

9. The Forum was assured that project managers have incorporated lessons learned from the work carried out at Waverley, Haymarket and the Winchburgh Tunnel closure and there appears to be a clear commitment to communication with a wide range of passengers, including the ‘difficult’ to reach ones.

10. Network Rail conveyed that they have consulted widely with accessibility representatives across the wider spectrum of disability and have engaged an accessibility consultant in an advisory capacity. They showed an understanding that disabled passengers and others requiring assistance were not just people with mobility problems, and indicated that they wanted to work closer with MACS given their experience.

11. A variety of concerns were raised by MACS, particularly about access to taxi ranks and deployment of assistance staff, with ScotRail giving a commitment that extra staff will be available throughout the disruption. The work is due to be finished by March 2019.

Recommendation 5: MACS to continue to assess the impact on the facilities for access for disabled people during Queen Street disruption.
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## Edinburgh Gateway station

12. MACS was consulted by and continue to work with Network Rail as work continues on the new Edinburgh Gateway station. This work is critical given the added complexities that stem from multiple operators and stakeholders who will run and interact with the station. The issues around transfer between modes, especially at unsocial hours, will be a concern. It is envisaged that this

engagement will intensify towards the end of the 2016-2017 financial year when the station is planned to open.

Recommendation 6: MACS to continue its work with Network Rail related to the development of the new Edinburgh Gateway station.

### **Borders Railway**

13. The new Borders Railway has been successful in attracting a lot of passengers but there are various issues which have detracted from that success, such as no toilets being provided at any of the new stations, overcrowding, lateness, trains failing to stop at advertised stations and seats being positioned so that the passenger cannot see the station name when arriving at a station. The Committee has recently written to the Managing Director of the ScotRail Alliance raising these issues.

Recommendation 7: To continue to monitor changes at Borders Rail and recommend toilets should be installed at key stations and especially the terminus.

### **Caledonian Sleeper**

14. MACS has been able to experience current Serco Caledonian Sleeper services and comment on the facilities and services for disabled people on board, which generally overall are very positive. Concerns were noted about the poor assistance offered by station staff at Euston. Serco are aware of these concerns and have indicated they will try to deal with the issue.

Recommendation 8: To continue to monitor the Caledonian Sleeper services.

### **Infrastructure and Capital Investment Committee**

15. MACS provided evidence, both in writing and in person to the Scottish Parliament's Infrastructure and Capital Investment Committee on access to Scotland's urban rail stations (see also paragraph 72). The submissions were well received and MACS will in future use key points raised as benchmarks when focusing work on other stations and projects. A document has been produced by MACS, which extrapolates these issues. This work will also prove useful in future engagements with third parties as it

details the most important aspects surrounding accessibility applicable to any station.

### **Key issues and barriers to access for disabled people at stations**

16. From the work carried out (see paragraph 15), it was noted that a number of commonalities relating to issues of concern to disabled people were present at multiple locations.

17. Although the concerns raised related solely to major urban stations, it was felt that many of these issues could be applicable, to some extent, at all stations. Issues covered include land ownership and responsibility, intermodal issues, onward travel by taxi; physical obstructions, staff presence, passenger information announcements, lighting and walking distance.

Recommendation 9: A new rail accessibility toolkit document will be circulated by MACS to companies involved in developing rail stations in Scotland.

### **ScotRail Design Consultation on 'Assist Mode'**

18. MACS, together with other interested stakeholders were invited by ScotRail to engage and provide feedback on a new assistance mode within on-board lavatories scheduled for introduction on new trains from 2017. The new 'Assist Mode' will allow disabled passengers who require an assistant when using the lavatory on board Class 385 trains to do so with a degree of dignity by allowing the assistant to enter and exit the unit through a narrowed door opening which restricts the view of the disabled passenger by others in the train coach or passers-by.

19. There are significant concerns over the lack of additional vertical grab rails to provide stability when moving around the unit, particularly when the train is moving.

Recommendation 10: MACS to continue engagement with ScotRail to inform any future work on this or similar issues.

## Scottish Rail Accessibility Forum

20. MACS has provided on-going support through its regular attendance and contribution to the Forum through which Transport Scotland, Network Rail, ScotRail, other train operating companies and disability bodies interact to address access matters.

21. MACS continues, through the Forum, to push for greater involvement of disabled people to influence the criteria and monitor stations identified for improvement through the Access for All programme in Scotland, to meet national targets and promote social inclusion. MACS are concerned at the impact of the Hendy Report that the funding for Access for All programme has been postponed to the next Network Rail Control Period 6 ending in 2024. MACS are however pleased to learn that ScotRail will be continuing to invest in improving stations in Scotland.

Recommendation 11: MACS to press for greater clarity around future funding for the Access for All programme.

## Disabled People's Protection Policy Reviews: ScotRail

22. MACS responded to the ScotRail draft Disabled People's Protection Policy: 'Making Rail Accessible: Guide to Policies and Practices, and Helping Older and Disabled People' in March 2016 and, overall, welcomed their commitment to continuously improving service provision for older and disabled travellers.

23. Many of the issues raised by MACS in our original expectations of franchisee response in 2013 and our consultation response on disability policies in 2014 are now being addressed. MACS welcomed ScotRail's commitment to improvement and highlighted the following:

- Stakeholder Equality Group enhancing their level of engagement with disabled customers,
- Providing funds for research and promotions, including access audits, the quality of the journey experience, and rail awareness,
- Passenger Assistance Conference in partnership with key groups and organisations,
- Passenger Assist advanced booking, and tracking throughout the journey.

- Blue Badge parking – improved provision and specific manager oversight,
- Training of ScotRail staff in disability and equality awareness training by disabled facilitators, and
- Annual review of the policy.

24. MACS is, of course, strongly focused ultimately on the benefits for disabled people and overcoming barriers to accessibility. This will require ScotRail to publish an Annual business plan on business objectives, targets and outcomes, with an action plan and timescales emerging from these policy commitments. Through this approach we believe that ScotRail will underpin its aspirations as an exemplar service organisation on disabled accessibility both for itself and as a model for other rail operators.

Recommendation 12: To monitor the implementation of a ScotRail annual Business Plan

### **Disabled People's Protection Policy Reviews: Transpennine Express**

25. MACS was asked to consider the Disabled People's Protection Policy and associated documents produced by the new holders of the Transpennine Express franchise. Comments were submitted in time for the start of the new franchise on 1 April 2016 and were acknowledged by the Train Operating Company concerned as being positive and helpful.

### **ScotRail Stakeholder Equalities Group**

26. MACS were invited to join and have agreed to sit as an observer on the new ScotRail Stakeholder Equalities Group. This group will inform the delivery of ScotRail's products and services to ensure they meet the needs of disabled passengers and those who require additional assistance when travelling. Although MACS will not contribute to this directly (to ensure impartiality and avoid conflicts of interest) it will gain valuable insight into developments by ScotRail with which it can then engage further if necessary.

Recommendation 13: MACS to assess the ongoing impact and added value of the ScotRail Stakeholder Equalities Group.

## **Association of Train Operating Companies and Network Rail social media survey**

27. A paper, auditing the presence and circulation of information relevant to disabled passengers via social media by train operating companies in Scotland, was completed by MACS and distributed to relevant personnel within each company. The paper identified that at present no information relevant to disabled passengers is circulated using social media despite the high prevalence of use by this audience, in contrast to information relating to disruptions, ticketing, special offers etc. It is hoped that this paper will draw attention to the need for better access to information that can improve the journey experience for disabled passengers as well as offering a more direct and spontaneous way to ask questions or request assistance if required. As a result of this paper ScotRail and Virgin Trains are now in process of updating their websites to comply with the latest W3C accessibility standards. Transport Scotland has demonstrated willingness to ensure other companies and appropriate personnel are informed.

Recommendation 14: To monitor use of social media by rail operating companies in the provision of information to disabled travellers in Scotland.

### **Rail conference**

28. MACS attended the 8<sup>th</sup> Annual Scottish Rail Conference in Edinburgh which gave useful insight into the latest industry developments and issues of concern. These included the drive to increase the use of smart ticketing, 'joined-up' travel and more efficient ways of accessing information relevant to passengers. The former is of concern to MACS, as it is vital that any new initiatives incorporate accessibility and ease-of-use by all passengers to ensure disabled passengers are able to take advantage of any benefits on the same terms as their non-disabled peers.

### **Engagement and consultation**

29. MACS has produced a draft document as a basis for future guidance on appropriate elements around engagement and consultation with transport operators and providers, policy makers and Government to improve travel opportunities and overcome

barriers. The draft paper was presented to a meeting of the Scottish Rail Accessibility Forum in autumn 2015 and will be an important milestone in developing more effective communication mechanisms around the parameters and expectations from formal consultations. This work is ongoing given the complexity of working with partners and stakeholders, not least being a recognition of the contribution of disabled people in the design and benefits in shaping new services and facilities.

Recommendation 15: MACS to continue to take forward this strategy as a strategic tool across workstreams and explore usage with new developments and transport operators.

## **ROADS AND ACTIVE TRAVEL**

### **Forth Replacement Crossing**

30. MACS attended one meeting of the Forth Replacement Crossing Access Forum in the past year. At that meeting in April 2015, we were given an update on all access matters relating to the project. We were then physically shown around the various areas of the project where access issues have arisen during the planning and implementation phase of the project. The Access Forum for the Forth Replacement Crossing is still live but given that most access issues have been resolved there are fewer meetings required than there were during the planning process. Meetings of the Forum are now called as and when required.

Recommendation 16: MACS will continue to respond to requests for advice and guidance on access issues and Equality Act compliance on the Forth Replacement Crossing from designers and Transport Scotland.

### **Roads for All Forum**

31. As there have been a number of staff changes within Transport Scotland, only one meeting has taken place during the past year. This has caused some uncertainty with regards to the convening of meetings, but we understand that by mid-2016 these issues will have been resolved resulting in the new person responsible, from Transport Scotland, taking up the post of Chairperson of the Forum. The principal work undertaken on the

Roads for All Forum is the updating and the promotion of Transport Scotland's *Good Practice Guide*.

Recommendation 17: MACS will continue to be represented on the Roads for All Forum, when meetings resume after the post of Chairperson has been resolved by Transport Scotland, will continue to assist on the upgrading of the *Good Practice Guide* including the recent interim changes to the Tactile Surfaces Guidance and the new Guidance on Tactile Surfaces that is due to begin this year and to contribute to promoting the *Good Practice Guide* to local authorities, consultants, contractors and COSLA.

### **Designing Streets, Shared Spaces and Shared Surfaces**

32. Access issues regarding designing streets, shared spaces and shared surfaces are dealt with on a project-to-project basis by the workstream:

- In the past year MACS responded to the Department of Transport's consultation on interim changes to the Tactile Surfaces Guidance.
- In the past year we have been heavily involved in the Roseburn to Leith Walk cycle path upgrades in Edinburgh. These improvements to the major Roseburn to Leith Walk cycle scheme will introduce floating bus stops, the re-siting of the taxi rank, uncontrolled crossings across the cycle lane and the introduction of Copenhagen crossings. We have raised concerns of the possible negative effects to disabled people of some aspects of this project and the need for such projects to adopt inclusive design principles. We highlighted Transport Scotland's *Good Practice Guide* as a reference to be used when considering inclusive design.
- It had been reported that Falkirk Council have been successful in banning A-Boards from streets.
- MACS responded to a call from the Scottish Parliament's Public Petitions Committee, to submit evidence on a petition calling for a moratorium of Shared Spaces. The Committee has carried over this petition into the next Parliamentary term (see also paragraph 71).

33. At a seminar organised by Napier University's Transport Research Institute, we were informed that the Equality and Human Rights Commission will be interested to hear of cases where street works fail to comply with the requirements of the Equality Act. They may consider taking forward such examples through the courts, in order to establish more case law in this area of work.

Recommendation 18: MACS will continue to respond to appropriate schemes and consultations to give advice on access and the Equality Act as requested on a project-by-project basis.

### **Haudagain improvements**

34. The project is part of the improvements of the Aberdeen Western Peripheral Route, estimated to be completed in 2018. This includes trunk roads such as the A90 and A96 and a considerable number of roads that come under local authority control. An Access Forum has been established consisting of Bon Accord Access Panel, North East Sensory Services and MACS to advise on accessibility issues.

35. There have been no meetings of the Haudagain Project Access Forum in the past year because of the policy stage at which consultants and Transport Scotland now are. A summary of all objections have been given to the Minister for Transport and the Islands after the draft compulsory purchase orders have been issued to determine the extent of land required. The Minister will then make a decision as to how the scheme shall proceed.

Recommendation 19: After the Minister for Transport and the Islands has finalised his deliberations MACS will continue to give advice and guidance to the designers, consultants, Transport Scotland and the contractor when the Haudagain Access Forum is re-convened.

### **Roads Maintenance Review Stakeholder Group**

36. There have been two meetings of the Roads Maintenance Review Stakeholder Group in the past year. The group is made up of civil engineers, representatives from local authorities, members of the Society of Chief Officers of Transportation in Scotland, Transport Scotland and other interested organisations, including MACS.

37. The Roads Collaboration Group was formed and is a parallel and contributing group to the Roads Collaboration Programme. It is concerned with the sharing of services at a local authority level. It has now been recognised that the collaboration group need to work closer with the roads maintenance review stakeholder group to achieve parity and equity across local authorities in line with trunk roads.

38. One of the more significant achievements this year is the move from looking at roads and pavements from a solely technical perspective, to also taking into consideration the socio-economic benefits that a well-constructed and maintained road contributes to local communities and to society in general.

39. There has been a temporary disruption of Road Maintenance Review Stakeholder Group meetings as the Convener of SCOTS who has recently retired usually chairs the meetings. However, once SCOTS elect a new Convener it is expected that meetings will resume thereafter.

Recommendation 20: MACS will continue to be represented on the Roads Maintenance Review Stakeholder Group to influence and promote better access for disabled people during planned and unplanned roads maintenance on both trunk roads and local authority roads.

### **Active travel**

40. Following the publication in June 2014 of the Scottish Government's national walking strategy, *'Let's Get Scotland Walking'*, MACS participated in the national stakeholder event to develop and prioritise the walking action plan. The national walking partnership organisation, Paths for All, led the development of the detailed action plan, which was out for targeted consultation in March 2015. Since then work has taken place through the National Walking Strategy Delivery Forum that is a broad group of people committed to acting as walking champions.

41. MACS is represented on the Delivery Forum to ensure that the needs of people with mobility difficulties are included such that they are able to participate whatever their ability in order that they

can benefit from the positive health outcomes that can come from walking as an activity.

Recommendation 21: MACS will continue to be involved in the implementation of the National Walking Strategy to ensure the needs of those with limited mobility are catered for in the action plan going forward.

## **Parking**

42. MACS submitted a response in support of Sandra White MSP's Footway Parking and Double Parking (Scotland) Bill. The Scotland Act 2016 will now include powers to deal with such parking.

43. The Footway Parking and Double Parking (Scotland) Bill passed the stage one debate in the Scottish Parliament on 1st March. The Transport Minister reiterated that, if re-elected, the aim would be to take forward this bill as a Government Bill.

Recommendation 22: After the next Scottish Parliamentary Elections MACS will be looking to engage with the progress of a future Parking Bill.

## **Dualling of the A9 from Perth to Inverness**

44. As this is a relatively new project to date there has only been the inaugural meeting of the Access Forum for the dualling of the A9. MACS was in attendance. Transport Scotland and the civil engineering consultants will call further meetings as and when they are required. As the project progresses, further meetings will depend on what areas the dualling is being created and what access issues are likely to arise.

Recommendation 23: MACS will continue to be involved in all access and equality matters relating to disabled people in the dualling of the A9 as and when requested by the consultants and Transport Scotland as this project progresses.

## **Blue Badge**

45. The MACS Blue Badge workstream had been dissolved as it was considered that the changes to the blue badge scheme in

Scotland have been completed. However, following the implementation of the recent Blue Badge legislation, a petition was received by the Scottish Parliament asking for legislation to be amended to extend the Blue Badge scheme to people with severe mental and cognitive impairment and also to those who do not qualify under the existing welfare benefits, i.e. under 16s and over 64s.

46. MACS has been involved in the short life working group to consider an extension of the Blue Badge Scheme and the development of eligibility criteria. Following an intense piece of work, while it was anticipated that this would involve a relatively minor change, it became apparent that the same assessment criteria for those with physical impairments could not easily be replicated for those with cognitive impairments. Therefore criteria have been developed which in most cases will enable a desk-based assessment to be carried out. It was, however, agreed to test this in the form of a yearlong pilot that will begin on 1 April 2016.

47. MACS have assisted with the development of the pilot including drawing up of the policy guidance and application form. We presented, at implementation training sessions to local authorities, on the benefits to those whose lives are impacted by severe mental impairment, in particular children and older people.

Recommendation 24: MACS will continue to participate in the evaluation of the pilot and further developments relating to the extension of the Blue Badge Scheme.
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## **BUS, TAXI, TRAM AND COMMUNITY TRANSPORT**

48. The worksteam has had a change in lead over the past year. Nevertheless, we still continue to see our core task as monitoring the National Transport Strategy, and its recent refresh as they apply to the areas we cover. We have also been mindful of the need to have the Accessible Transport Strategy and Action Plan for Scotland as a main reference point.

### **Taxis**

49. Access and driver training continue to be the main issues of concern to MACS. We have been represented at meetings relating

to the access issues and continue to monitor progress or otherwise in that sphere. The proposal for the development of a standard training programme which complies with the requirements of the Equality Act will include taxis in its remit.

50. MACS intend to investigate concerns over the potential adoption of 'wheelchair-accessible' only taxi fleets by some local authorities given that these vehicles are widely considered not to be suitable for all disabled passengers owing to steep ramps and steps. It is felt that passengers should always have the choice over the type of vehicle in which they wish to travel based on their individual needs.

Recommendation 25: MACS to monitor and investigate the access issues relating to taxis and to press for a more robust training programme for taxi and private hire car drivers.
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## **Buses**

51. MACS attended a consultation meeting at the Strathclyde Partnership for Transport (SPT) offices in Glasgow which was called to consult on the possible reintroduction of the Thistle Assistance Card. This was based on the model currently in use in the Highland region.

52. Initial discussion revolved round the use of symbols and whether or not they were appropriate. It was felt that the support required did not always depend on the perceived disability and more thought should be given to ways for service users to be able to have the means of accessing the correct support. That then led on to the subject of training for staff and how that was carried out. In the case of SPT it was carried out internally but was not measured against any recognised quality standards. Discussion followed on the need for more robust training for transport staff across all areas.

53. MACS attended the Scottish Passenger Transport conference in Edinburgh where a strong emphasis was placed on a future exemplified by smart ticketing and integrated transport, particularly relating to bus and community transport linking in to existing rail services. This insight will prove useful to MACS in light of potential future engagement with upcoming city scape developments in Stirling and Aberdeen.

Recommendation 26: To consider setting national standards for equality training across all areas of transport delivery.

### **Community and demand responsive transport**

54. The report commissioned by Transport Scotland in 2015 has clearly demonstrated that Community Transport (CT) offers a wide range of economic, social and health benefits. It goes on to report that from a social perspective, the contribution of CT across a wide range of policy areas is clearly beneficial. Moreover, by tackling issues such as poor accessibility, social isolation etc., CT is making an important contribution to reducing inequalities, a key item on the Scottish Government policy agenda.

55. MACS attended the Community Transport Association conference in Edinburgh which highlighted the challenges facing the sector in the present economic climate. It also focused on the good practice demonstrated by service operators in an attempt to mitigate these whilst maintaining a level of service provision.

56. At the conference the Transport Minister confirmed that CT had an essential role to play in delivering the Strategic Objectives laid out by the Scottish Government which were designed to improve the lives of people within communities across Scotland. He made particular mention of the integration of Health and Social Care which is ongoing and within which transport would be a key feature.

Recommendation 27: To monitor the inclusion of CT in the delivery of the integrated Health and Social Care Partnership initiatives.

57. The Scottish Government intends a more focused approach to delivery of European Regional Development Fund (ERDF) and Europe Social Fund (ESF) monies through fourteen strategic interventions across the country.

58. The main aim for the use of ERDF monies is to deliver low carbon emissions across all varieties of transport leading to a more sustainable transport infrastructure. Of considerable interest to MACS is that ESF monies are to be deployed to deliver greater social inclusion, contribute to the move to reduce poverty and combat discrimination. The improvement in financial inclusion

particularly within disadvantaged communities will also be a feature of ESF projects.

Recommendation 28: To monitor the inclusion of CT in the move to deliver greater social inclusion.

## Trams

59. Members of MACS made comments to Edinburgh Trams on the inclusion of motorised buggies and scooters on the trams. A pilot scheme was introduced which requires buggy and scooter users to register with the scheme. The pilot will be reviewed in due course.

Recommendation 29: MACS will monitor the Edinburgh Trams mobility scooter pilot scheme.

## General

60. MACS have taken the considered decision, in light of the transition in leads, operating climate, deregulated nature of the bus and community transport industry and the unique challenges this poses, to restructure its way of working in this area and to develop a more strategic focus for greater collaboration with both Transport Scotland and relevant industry stakeholders. We intend to reorientate our efforts in alignment with the priorities set out in the latest National Transport Strategy Refresh and in particular with three key themes:

- Health and social care integration
- Accessibility to include bus, tram, community transport and taxi, as well as bus stations
- Training and disability awareness.

61. It is felt that this will create a more robust and attainable work programme that continues to deliver on the aims of objectives of MACS and within its operating remit.

## **LIAISON**

### **Bus Stakeholder Group**

62. The Group only met once during the period of this report where Confederation of Passenger Transport confirmed that they would continue to work with MACS on accessibility, especially in the field of driver training. Concerns have been raised about the design of the new buses being used by Stagecoach in certain areas of Scotland and the MACS Convener will meet with the Bus Policy team to discuss this matter.

### **National Transport Strategy**

63. The National Transport Strategy was first published in 2006 and a decision was taken to refresh this strategy.

64. The Convener attended a number of meetings of the group and was able to ensure that accessibility was a key issue across a range of transport modes. It was agreed that transport and accessible transport played a key role in tourism; for young people regarding cost and access to jobs and leisure; the growth of rural communities for connectivity and economic growth; employment, especially in rural areas and the link between accessibility and inequalities. As well as regular meetings, a workshop was held in October 2015 at which all the above issues were discussed.

65. There were five high level objectives of which MACS had a greater interest in two. The first was to promote social inclusion by connecting remote and disadvantaged communities and increasing the accessibility of the transport network and the second was to improve integration by making journey planning and ticketing easier and working to ensure smooth connection between different forms of transport.

66. A statement in the strategy makes clear that transport tackles inequality between groups by removing barriers and improving access to transport so that disabled people and those with reduced mobility have full and equal access to transport services at every stage of their journey. The strategy highlights that better accessibility of public transport is also delivered for rail through the 'Access for All' programme and for ferries through the

Ferries Accessibility Fund. The new 25% discount for Blue Badge holders applied on the Road Equivalent Tariff is also important.

67. The Strategy refresh was launched in January 2016 by the Minister for Transport and Islands at which the Convener of MACS took the opportunity to stress the important role Community Planning Partnerships played – because of local knowledge – in helping deliver accessible transport. At the launch, the Minister praised the work of MACS, especially in the field of encouraging disability awareness training among operators across the range of transport types through the various forums on which we sit.

### **Transport Accessibility Steering Group**

68. Following the Transport Accessibility Summit held in March 2015, a Steering Group was set up to take forward the work from the Summit covering four themes: Transport Connectivity and Physical Improvements, Deliverability, Information/Assistance and Training and Customer Service. The Group met regularly during 2015/16 and the Convenor represented MACS. The Group comprised a range of Disabled People's Organisations, operators, COSLA and was chaired by Jill Mulholland, head of the MACS Sponsor Team. In August 2015 a Transport Accessibility Workshop was held which covered a range of issues including:

- How do we make travel information better for disabled people?
- How do we make journeys to and from bus stops, rail stations and ferry terminals better for disabled people?
- How do we make sure each type of transport is always accessible to disabled people?
- How do we make sure that disabled people feel safe and comfortable when travelling?
- How do we make sure that disabled people are given excellent customer service when travelling?
- How do we encourage more disabled people to travel?

69. In March 2016 a joint meeting was held between the Steering Group and the Transport Accessibility Policy Group. This meeting took the form of subgroups divided on the lines of four themes identified from the Summit held in March 2015. Timelines were also discussed and were broken down into short, medium

and long term. The Convenor has not sat on any of the subgroups but at this meeting she participated in the Information/Assistance section. Notes will be circulated to participants when available.

### **Meeting with new members appointed to MACS**

70. Following an appointment round held in July 2015, four new members were appointed to MACS. We take this opportunity to welcome them and hope they find this role in helping to improve access to transport rewarding. The Convener met with them in October 2015 along with Jill Mulholland and Robert Wyllie. The aim of the meeting was to explain in more detail how MACS worked, the role of workstreams and the way Committee meetings were structured.

### **Public Petitions Committee**

71. In February 2016 MACS responded to a petition calling on the Scottish Parliament to urge the Scottish Government to place a moratorium on all shared spaces schemes until safety and equality concerns had been acknowledged. We provided background information on our role and referred the Committee to a Local Transport Note on shared space to which the petitioners referred. This is a note issued by the Department of Transport to English local authorities so it would be for DPTAC to comment. However, we pointed out that the note rightly stressed that stakeholder engagement played a pivotal role in the development of shared space schemes and such schemes were more likely to be successful if engagement was inclusive. This is the role of local authorities who in Scotland should engage with local Disabled People's Organisations and the local Access Panel.

### **Infrastructure and Capital Investment Committee**

72. Following our response to the Infrastructure and Capital Investment Committee's survey of access to Scotland's Major Urban Rail Stations (see paragraph 15) MACS were invited to appear before the Committee to give oral evidence in May 2015. The Convener with Hussein Patwa attended in person. Full details of our evidence are available on the Scottish Parliament website and are also available in hard copy from the Scottish Parliament.

### **Meeting with Highland Alliance**

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73. Following the Accessible Transport Summit held in March 2015, the Convener was invited to address the Highland Alliance in April 2015 on the work of MACS. The Alliance is a body covering the Highland Council area made up of all the local Access Panels in that area. It was a good opportunity to promote the work of MACS and to tell the members of the appointment round taking place later in that year.

### DPTAC

74. MACS has continued to play a role on DPTAC. The MACS representative took part in five DPTAC Main Committee Meetings during the year as shown in the following table:

Date of Meeting	Main items discussed
15 April 2015	Hovercraft design, work planning and rail franchising
25 June 2015	Rail franchising
28 July 2015	DPTAC priorities and the Buses Bill (which applies to England and Wales only.) This meeting included a discussion with Andrew Jones MP, the Parliamentary Under Secretary of State in charge of DPTAC.
23 September 2015	The new DfT Accessibility Action Plan (the delivery of which DPTAC has offered to monitor)
14 January 2016	The structure of DPTAC and updating the Accessibility Action Plan

75. MACS attended two meetings of the DPTAC Rail Group by telephone namely those of 17 November 2015 and 23 February 2016. MACS was involved in considering Disabled People’s Protection Policies (including that of ScotRail), the accessibility of the Caledonian Sleeper and the report to the Secretary of State regarding Network Rail by its Chairman, Sir Peter Hendy (“the Hendy Report”). The Hendy Report and its implications in postponing accessibility improvements dominated the Rail Group meeting on 23 February. In March the House of Lords Select Committee Report into the Equality Act 2010 and Disability involved a lot of work. On 21 March, at the request of a Vice-Chair of DPTAC, MACS took part in the Quantum demonstration of securing wheelchairs in buses.

## **Scottish Transport Conference**

76. MACS representatives from the Liaison work stream attend the 2<sup>nd</sup> Annual Scottish Transport Conference 'A faster, smarter, safer, stronger future' in April 2015 in Edinburgh. MACS took the opportunity to highlight concerns around attitudes towards disabled people and incidents of hate crime and accessibility of smart ticketing.

77. The speech by the Minister for Transport and Islands highlighted his attendance at the Transport Accessibility Summit in March and he added that he had benefited from hearing directly from disabled people about their transport experiences and that he was 'looking forward to making progress on the accessibility agenda' through good practice sharing, procurement to support accessibility and through legislation, if necessary.

78. MACS noted that the Alliance which has now been formed to bring Abellio ScotRail and Network Rail under one management team to deliver more aligned and integrated services could have potential to address the gaps between service silos, through which disabled people's access and confident travel can fall down. MACS networked with Scottish Accessible Transport Alliance Secretary, CalMac and David MacBrayne CEO and Commercial Director and with Virgin Transport Group.

## **House of Lords Select Committee on the Equality Act 2010 and Disability**

79. In March 2016, the House of Lords Select Committee on the Equality Act 2010 and Disability published its investigation into the impact of the Equality Act 2010 on disabled people. This includes a section specifically looking at transport which includes findings around issues such as retrofitting and taxis, for example.

80. They specifically recommend that all new rail infrastructure must build into its designs for stations and vehicles step-free access/easier access for wheelchairs, retrofitting of stock with audio/visual annunciators must be prioritised (also for all new vehicles) and that training for all rail, bus and coach staff be made a legal requirement.

81. Whilst the report's recommendations cover England, and in some themes this is extended to Wales, it does not make recommendations on areas which are devolved to the Scottish and Welsh administrations. However, it does clearly say that 'where our recommendations to the Government deal with such (devolved) matters, we hope that the Scottish and Welsh Ministers will bear them in mind and, where they see fit, make appropriate changes to their laws and practices'.

Recommendation 30: Scottish Ministers review the findings in relation to transport and assess where related recommendations could also be applied in Scotland and take action to do so.

### **Delivery Plans on the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**

82. MACS were kept informed of work on the Scottish Government's Delivery Plan for the UNCRPD and Transport Scotland took part in a bespoke session at the Disabled People's First Annual Summit in Edinburgh in December 2015 around the draft plan. The consultation on the draft plan is now closed and submissions are being analysed. The final plan is expected in summer 2016.

Recommendation 31: The transport elements in the forthcoming plan should be reviewed and discussed by MACS when the final plan is launched and any further action agreed at that point.

83. Also in December, the Convention of Scottish Local Authorities (COSLA) published their Delivery Plan for the UNCRPD.

Recommendation 32: The transport elements in the COSLA UNCRPD Delivery Plan should be reviewed and discussed by MACS, links made with the Scottish Government plan and any further action agreed at that point.

### **FERRIES**

84. MACS has been working closely with colleagues in the Ferries Team in Transport Scotland in connection with the Ferries Accessibility Improvement Fund and work in connection with the

tendering process for the Clyde and Hebrides Ferry Services Contract (CHFS).

### **CHFS contract**

85. The Scottish Government made clear in its 2012 Ferries Plan that they intended to use the tendering process for the Clyde and Hebrides Ferries Services contract (CHFS) to improve accessibility on ferry services. MACS have assisted with the following.

#### *CHFS Health, Accessibility and Social Care Working Group (HAS)*

86. HAS was set up by Transport Scotland to provide a forum for communication and discussion throughout the CHFS tender project; and discuss the development and progress of tender documentation with a particular focus on references to address health, accessibility and social care issues for Clyde and Hebrides ferry services users.

87. MACS attended the two meetings of HAS, advising the Ferries Division of Transport Scotland on which factors they thought should be taken into account to improve accessibility when considering the tenders for the contract.

88. MACS have advised on the suitability of documents about accessibility referred to in the contract papers.

#### *Independent Procurement Reference Panel*

89. This panel was set up to provide assurance to Scottish Ministers and the broad ferry user community that the procurement process for the Clyde and Hebrides Ferry Services contract was being taken forward in a fair, transparent way which did not discriminate against either participant. Panel members were drawn from a selection of key stakeholder groups with a direct interest in the services to be provided by the new operator and the impact of those services on island communities. MACS represented disabled stakeholders on this panel.

## **Ferries Accessibility Fund**

90. The Ferries Accessibility Improvement Fund, a feature of the 2012 Ferries Plan, was launched by Scottish Ministers to stimulate and support works to enhance the accessibility of ports.

Decisions on funding are taken by a Fund Management Group comprising representatives from Transport Scotland and MACS.

The Accessibility Improvement Fund was agreed at £500k for 2014-15. Operators are expected to match the Scottish Government contribution so that projects are financed on a 50:50 basis. This means that the total resource is up to £1 million.

91. In autumn 2014 the Fund Management Group met and agreed the application pack, evaluation process, criteria and external advice and timetable for 2014-15. Applications were invited from operators and local authorities and in December 2014 the first applications were received and assessed. In January 2015, the results of this first funding round were agreed.

92. Since 2015 MACS have continued to participate in the Fund Management Group for the Ferries Accessibility Improvement Fund, working with Transport Scotland colleagues with setting the criteria on which grants could be awarded from the Fund and considering which further applications should be granted. Work has slowed down since the latter half of 2015 as funds available for grants were restricted meantime but new funds have been released such that the Fund Management Group is expected to resume considering grant applications in the second half of 2016.

## **David MacBrayne Ltd**

93. Transport Scotland intend to undertake an appointment round for new non-executive directors of David MacBrayne Ltd (CalMac Ferries Limited's parent company) this year and the lead of MACS ferries workstream has been asked to sit on the appointment panel. We were pleased at this recognition of the importance of accessibility issues and the input of MACS into this process.

## Ongoing engagement

94. Members have worked at building good working relationships with staff from service providers CalMac Ferries Limited and Serco Northlink Ferries, considering and commenting on publications etc. with a view to helping them widen their accessibility policies beyond merely statutory requirements.

95. This has been 'at arms-length' during the tendering process for the CHFS contract, but we would hope these relationships can be resumed now the successful bidder has been announced – and before a further process begins for the Northern Isles Ferry Services.

Recommendation 33: MACS continues to build good working relationships with ferry service providers with a view to helping them widen their accessibility policies on ferries and in ports beyond merely statutory requirements.

## PLANNING AND INFRASTRUCTURE

96. The Planning and Infrastructure workstream leads met in Autumn 2015 to undertake a horizon scanning exercise, thus ensuring that we remain alert to developments which could impact on the scope of MACS to foster positive impact for disabled people's equal access to transport and travel opportunities. No opportunities were identified at that time, and it was agreed to keep this under review.

97. Consideration was given to revisiting the review of Regional Transport Partnerships (RTPs) and their approaches to Public Sector Equality Duties under the Equality Act 2010 which was undertaken in 2013/14. However, it was agreed at time not to repeat that exercise as there was unlikely to be new outcomes. MACS' offer of support to RTPs, within the scope of MACS own remit, remains open to RTPs.

98. In late 2014-15 we commented on the South East Scotland Regional Transport Strategy. No further draft plans have been commented on in this period. MACS remains alert to the limited capacities of RTPs to address equalities. MACS remains

supportive of their work in this regard and will continue to monitor and comment on revised Plans to ensure that RTPs are alert to their duties and to provide appropriate signpost and other support.

Recommendation 34: MACS to remain alert to new draft Regional Transport Strategies and review these with particular reference to Public Sector Equality Duties, equalities and in particular, accessibility and inclusivity for, and the outcomes of disabled people.

99. At the January 2016 meeting MACS agreed to write to RTPs to determine their role in Health and Social Care Integration and their realisation of the opportunities this presents to improve disabled people's transport in relation to their health, social care support and independent living outcomes. The Planning and Infrastructure workstream has met to agree a process for this and is preparing a letter to be sent to RTPs in early 2016/17. The responses to this letter will be analysed for Scotland and, if relevant, recommendations will be made to MACS for further action to support RTPs to take account of Health and Social Care Integration and the transport needs of disabled people.

Recommendation 35: MACS will complete the exercise above and will analyse the results, making recommendations as appropriate to the Minister, Transport Scotland and RTPs, as well as integration Joint Boards as appropriate.

## **Annex A: List of recommendations**

Recommendation 1: MACS to monitor and seek change to the proposed access arrangements due to these challenges caused by changing position of the taxi rank.

Recommendation 2: MACS to continue to engage in discussions in any new proposals at Edinburgh Waverley and assess their impact on disability access.

Recommendation 3: Passenger Assist will require continual liaison through MACS with East Coast who are responsible for the coordination and delivery of this vital service out of Edinburgh Waverley. MACS will continue to press for changes to the online booking service to reflect the overall improvements in Passenger Assist generally.

Recommendation 4: MACS will continue to monitor facilities at Dundee station for disabled people as developments proceed.

Recommendation 5: MACS to continue to assess the impact on the facilities for access for disabled people during Queen Street disruption.

Recommendation 6: MACS to continue its work with Network Rail related to the development of the new Edinburgh Gateway station.

Recommendation 7: To continue to monitor changes at Borders Rail and recommend toilets should be installed at key stations and especially the terminus.

Recommendation 8: To continue to monitor the Caledonian Sleeper services.

Recommendation 9: A new rail accessibility toolkit document will be circulated by MACS to companies involved in developing rail stations in Scotland.

Recommendation 10: MACS to continue engagement with ScotRail to inform any future work on this or similar issues.

Recommendation 11: MACS to press for greater clarity around future funding for the Access for All programme.

Recommendation 12: To monitor the implementation of a ScotRail annual Business Plan.

Recommendation 13: MACS to assess the ongoing impact and added value of the ScotRail Stakeholder Equalities Group.

Recommendation 14: To monitor use of social media by rail operating companies in the provision of information to disabled travellers in Scotland.

Recommendation 15: MACS to continue to take forward this strategy as a strategic tool across workstreams and explore usage with new developments and transport operators.

Recommendation 16: MACS will continue to respond to requests for advice and guidance on access issues and Equality Act compliance on the Forth Replacement Crossing from designers and Transport Scotland.

Recommendation 17: MACS will continue to be represented on the Roads for All Forum when meetings resume after the post of Chairperson has been resolved by Transport Scotland, to continue to assist on the upgrading of the *Good Practice Guide* including the recent interim changes to the Tactile Surfaces Guidance and the new Guidance on Tactile Surfaces that is due to begin this year and to contribute to promoting the *Good Practice Guide* to local authorities, consultants, contractors and COSLA.

Recommendation 18: MACS will continue to respond to appropriate schemes and consultations to give advice on access and the Equality Act as requested on a project-by-project basis.

Recommendation 19: After the Minister for Transport and the Islands has finalised his deliberations MACS will continue to give advice and guidance to the designers, consultants, Transport Scotland and the contractor when the Haudagain Access Forum is re-convened.

Recommendation 20: MACS will continue to be represented on the Roads Maintenance Review Stakeholder Group to influence

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and promote better access for disabled people during planned and unplanned roads maintenance on both trunk roads and local authority roads.

Recommendation 21: MACS will continue to be involved in the implementation of the National Walking Strategy to ensure the needs of those with limited mobility are catered for in the action plan going forward.

Recommendation 22: After the next Scottish Parliamentary Elections MACS will be looking to engage with the progress of a future Parking Bill.

Recommendation 23: MACS will continue to be involved in all access and equality matters relating to disabled people in the dualling of the A9 as and when requested by the consultants and Transport Scotland as this project progresses.

Recommendation 24: MACS will continue to participate in the evaluation of the pilot and further developments relating to the extension of the Blue Badge Scheme.

Recommendation 25: MACS to monitor and investigate the access issues relating to taxis and to press for a more robust training programme for taxi and private hire car drivers.

Recommendation 26: To consider setting national standards for equality training across all areas of transport delivery.

Recommendation 27: To monitor the inclusion of CT in the delivery of the integrated Health and Social Care Partnership initiatives

Recommendation 28: To monitor the inclusion of CT in the move to deliver greater social inclusion.

Recommendation 29: MACS will monitor the Edinburgh Trams mobility scooter pilot scheme.

Recommendation 30: Scottish Ministers review the findings in relation to transport and assess where related recommendations could also be applied in Scotland and take action to do so.

Recommendation 31: The transport elements in the forthcoming [accessibility] plan should be reviewed and discussed by MACS when the final plan is launched and any further action agreed at that point.

Recommendation 32: The transport elements in the COSLA UNCRPD Delivery Plan should be reviewed and discussed by MACS, links made with the Scottish Government plan and any further action agreed at that point.

Recommendation 33: MACS continues to build good working relationships with ferry service providers with a view to helping them widen their accessibility policies on ferries and in ports beyond merely statutory requirements.

Recommendation 34: MACS to remain alert to new draft Regional Transport Strategies and review these with particular reference to Public Sector Equality Duties, equalities and in particular, accessibility and inclusivity for, and the outcomes of disabled people.

Recommendation 35: MACS will complete the exercise above [preparing a letter to RTPs on health and social care integration]and will analyse the results, making recommendations as appropriate to the Minister, Transport Scotland and RTPs, as well as integration Joint Boards as appropriate.

## Annex B: Workstreams

MACS established workstreams in order that it would most effectively target its resources in the areas where it felt able to have most influence for the disabled traveller and where the Committee felt its priorities lay. These were the workstreams for the 2015-16 reporting period:

Workstream	Members
Rail	Hussein Patwa John Ballantine Marsali Craig Sheila Fletcher John Whitfield Jane Steven Bob Benson
Roads and Active Travel	Keith Robertson Jane Horsburgh Anne MacLean Cecil Meiklejohn Jane Horsburgh Hilary Stubbs David Hunter
Bus and Community Transport	Margaret Follon Andrew Holmes Heather Fiskin Jane Steven Hussein Patwa Sheila Fletcher

Liaison	Anne MacLean Bob Benson John Ballantine Heather Fiskin Andrew Holmes Keith Robertson
Ferries	Marsali Craig Annette Monaghan John Ballantine Keith Robertson Hilary Stubbs
Planning and Infrastructure	Heather Fiskin Cecil Meiklejohn Annette Monaghan Jane Horsburgh Margaret Follon David Hunter John Whitfield

## **Annex C: Members' details**

**Anne MacLean OBE** was a trustee of RNIB Scotland until October 2012 and a Committee Member of Sight Action until May 2012. She chairs Inclusion Cairngorm, a body which gives advice to the Cairngorm National Park Authority on equality and human rights issues. She was formerly a National Officer with the National Union of Civil and Public Servants (now PCS).

Anne has chaired a number of committees within the voluntary sector, mainly covering Housing and Social Care. She was appointed as Convener in January 2009 and reappointed in January 2012.

**John Ballantine** is a retired solicitor and member of the Equalities Law sub-committee of the Law Society of Scotland. He is the Treasurer of the Scottish Accessible Transport Alliance (SATA) and a member of the Edinburgh Access Panel. He was appointed to the Board of the Lothian Centre for Integrated Living on 26 March 2014. These posts do not attract remuneration.

John was also a member of the Disabled Persons' Transport Advisory Committee (DPTAC) and was appointed in July 2009 as the MACS representative and re-appointed in July 2012 for the period initially until 31 March 2013 which has now been extended until 31 December 2013. John was appointed in January 2009 and was re-appointed in January 2012.

**Bob Benson** has extensive experience within local authority, public and third sector bodies and organisations. He was appointed in 2012 for a four year term as a Board member of the Scottish Fire and Rescue Service. This public appointment is remunerated at a rate of £280 per day. He stood down in September 2012 from the Equality and Human Rights Commission's Scotland and Disability Committees after serving two terms. He was previously first Scotland Director of the Disability Rights Commission (DRC) and had prior to this served as the Scottish representative on the UK Disability Rights Task Force which advised on the terms of reference and legislative framework for the DRC.

Previously he was appointed as a member of the Disability Employment Advisory Committee (DEAC), which reported to the UK Minister for Disability. He was also Executive Director for Community Development in England and Wales with Scope, and Director, Disability Scotland. He is a trustee of Foundation Scotland a charitable philanthropic grant giving organisation and currently is Chair of their Innovation and Impact Committee. Bob was appointed in October 2009 and re-appointed in October 2012.

**Marsali Craig** is a Trustee and Director of the MS Society and a Director of Aberdeen based North-East Sensory Services. Marsali has professional skills and experience as a Social Worker and as a Solicitor and has a wide personal experience of travelling as a disabled person. Marsali was appointed in October 2013.

**Heather Fiskin** works as a Project Manager for Independent Living in Scotland. The project was previously hosted by Equality and Human Rights Commission until March 2012. Heather was previously employed in a variety of roles in the Disability Rights Commission including policy, practice development and introducing the Disability Equality Duty to Scotland. She was previously a Trustee of the RNID (Royal National Institute for Deaf People) and has worked as an Inclusive Design Consultant. Heather now sits on the Board of the National Registers of Communication Professionals working with Deaf and Deafblind People. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University. Heather was appointed in October 2009 and re-appointed in October 2012.

**Margaret Follon** is the Head of the Access Centre at West Lothian College in Livingston. She is responsible for the management of the staff who deliver courses for students with additional support needs, ESOL courses, adult learning in the Community and core skills across the College. She is a member of the College Equalities Committee and is responsible for the implementation of the College support for learning service.

Margaret has been a member of the Equality Advisory Group to the Scottish Parliament for two years and was part of a subcommittee who advised on the new entrance. In September 2009 Margaret developed a spinal abscess which left her initially unable to walk and requiring a long period of rehabilitation. Unable to return to her third floor flat, she was re-housed in a ground floor

adapted home with the help of Housing Options Scotland a charity who support disabled people to access the right house in the right place. Margaret is now a board member of the organisation. Margaret was appointed in October 2013.

**Sheila Fletcher** has wide experience in the provision of public transport and associated infrastructure, having worked for over 25 years in the public and third sector. She is secretary of the Ross and Cromarty Access Panel and serves on the boards of the Bradbury Centre (Bonar Bridge), Rossshire Voluntary Action and the Scottish Disability Equality Forum. In her working life with the Community Transport Association, Sheila supports third sector transport providers throughout Scotland but mostly in the Highlands and Islands as she is based near Inverness. She is also involved with groups who provide day care in the community. She is a member of the Chartered Institute of Logistics and Transport.

Sheila was appointed to MACS in October 2015.

**Jane Horsburgh** is Policy Manager for Guide Dogs Scotland. She was previously a board member of MACS from 2005 to 2008 and was involved in the Department for Transport's Research on Designing for Disabled People in Home Zones. She is a member of the Scottish Accessible Transport Alliance, and a previous member of Angus Access Panel.

Jane was appointed in October 2009 and re-appointed in October 2012.

**David Hunter** is an independent consultant with Not for Profit Planning. He has over thirty years' experience in a wide variety of voluntary and professional roles promoting accessible transport. He was a full-time volunteer with Manchester Community Transport before becoming the first Director of the London Dial a Ride Users Association. He developed a range of accessible and sustainable transport services for Lothian and Edinburgh Councils for ten years before leading strategy and business planning at the National Library of Scotland.

He has degrees in Politics and Social Policy and was appointed an Associate Research Fellow at Edinburgh Napier University's Transport Research Institute in 2015. His interests include social policy research, consumer involvement in public services and in

making streets and public places inclusive. He is a member of Living Streets, the Institute of Transport and Logistics and the Scottish Accessible Transport Alliance. David was appointed as a MACS member in October 2015.

**Cecil Meiklejohn** was a carer for her husband who had a chronic condition resulting in him being wheelchair dependent for over 20 years. She has worked for organisations such as shop mobility, as a mobility training officer, assisting people to use accessible forms of transport as well as providing training for transport providers. She has engaged in further study in accessible environments as a housing occupational therapy assistant.

As an elected member within a Scottish Local Authority, she continually strives to create a more equitable society and ensure those who are vulnerable and disadvantaged are not marginalised. Cecil was appointed in October 2013.

**Hussein Patwa** was elected as an RNIB (Royal National Institute of Blind People) Scotland Member Representative in 2011 and to the RNIB Scotland Committee shortly thereafter. He was co-opted onto the strategic Living with Sight Loss Programme Board and also sits on the Travel, Shopping & Control of Money Programme Board within the same organisation.

He is a member of the Scottish Accessible Transport Alliance with a particular interest in accessible rail and local bus transport. Hussein has a background in Business Management, Innovation & Change and Internet Information Systems with e-Business. Hussein was appointed to MACS in October 2013.

**Keith Robertson** is a Royal Navy Veteran. He was invalided out of the forces in 1973 after an accident that left him disabled and a paraplegic wheelchair user. He is a graduate of Heriot Watt University and has professional expertise in the field of accessibility and design of Inclusive Environments.

Keith is the General Manager of Wheelchairs for Ukraine. He was appointed in October 2013.

**Jane Steven** is a qualified nurse and social worker with a long history of working on both disabled issues and rural community and access issues and on Collaborative and Community

Development Projects until her retirement. She was an Individual Public Member of Network Rail for 3 years and was a member of Passengers' Views Scotland (PVS). She is a past member of the management committee of Carers of East Lothian.

Jane was appointed in October 2009 and re-appointed in October 2012.

**Hilary Stubbs** has had a career spanning almost 40 years in Local Government. She has specialised in the field of business support including HR, Finance, performance management and risk management. On secondment to the Audit Commission, Hilary undertook the role of Inspector in Local Authorities across the UK. As a Board Member of West Highland College, Hilary chairs the Board's Audit Committee and hopes to bring her knowledge of Board Governance and audit to this role.

Hilary is a regular traveller on public transport, especially the ferry services. Having worked with young people with special needs she hopes to influence the provision of accessible transport for all sectors of the community. Hilary was County Commissioner for Scouting in County Durham and has been involved in charity work especially with St Cuthbert's Hospice in Durham and Dorothy's well project, Tanzania, where she was a founding trustee. Hilary graduated from St Mary's College, Durham University and remained in Durham until she retired to Isle of Arran. She was appointed to MACS in October 2015.

**John Whitfield** was born with a severe hearing loss and wears bilateral hearing aids and lip reads. His eyesight deteriorated due to Retinitis Pigmentosa and he has been registered blind for over 30 years. Over the years his work with Deafblind Scotland (DbS) has involved a considerable amount of travelling. Due to his sight loss he has to utilise every mode of transport necessary to fulfil his role and has used ferries, trains and where necessary taxis when buses are not available.

He has a wealth of experience around accessibility and transport modes. He has also represented Deafblind Scotland on a number of meetings to address accessibility issues for dual sensory impaired people. He was appointed as a MACS member in October 2015.

The following were members of the Committee who resigned during the year:

**Annette Monaghan** worked for the NHS in Scotland for 20 years including 5 years with the Scottish Government Health Department and most recently in the Human Resources Directorate of NHS Greater Glasgow and Clyde. Her background is Learning and Education and Organisation Development.

Annette is a volunteer with the Citizens Advice Bureau in Glasgow and is also a Peer Supporter with Housing Options Scotland, which gives detailed information and advice to enable disabled people to have access to suitable housing. She tutors in Management Studies on a part-time basis at University of Glasgow and University of Strathclyde. Annette was appointed in October 2009 and re-appointed in October 2012. She stepped down in July 2015.

**Andrew Holmes** trained and worked as a civil engineer before becoming involved in the wider area of planning, economic development and transport. Prior to retiring in April 2008 he was Director of City Development for the City of Edinburgh Council. He has served on a number of transport related groups and committees at both Scottish and UK level. He currently sits on the Board of Trustees of the National Museums of Scotland.

Andrew was appointed in January 2009 and was re-appointed in January 2012. He stepped down in October 2015.

## **Annex D: MACS responses to consultations**

During the period covered by this annual report, MACS provided responses to the following public consultations, offering views and input from the perspective of the disabled passenger:

- Infrastructure and Capital Investment Committee call for evidence on major rail stations - May 2015
- Scottish Government Place Standard - September 2015
- DfT consultation on interim changes to tactile paving surfaces guidance - November 2015
- Local Government and Regeneration Committee call for evidence on Footway Parking and Double Parking (Scotland) Bill - November 2015
- Roseburn-Leith cycle consultation - February 2016

Copies of the responses are available on the MACS website ([www.macs-mobility.org](http://www.macs-mobility.org)).

## Annex E: Events attended by MACS

During the period covered by this annual report, MACS attended the following events, offering views and input from the perspective of the disabled passenger:

March 2015	<ul style="list-style-type: none"> <li>• Transport Accessibility Summit</li> </ul>
April 2015	<ul style="list-style-type: none"> <li>• 2nd Annual Scottish Transport Conference</li> </ul>
May 2015	<ul style="list-style-type: none"> <li>• National Active Travel Conference</li> </ul>
June 2015	<ul style="list-style-type: none"> <li>• Community Transport Association Regional Roadshow</li> </ul>
August 2015	<ul style="list-style-type: none"> <li>• Transport Accessibility Steering Group Workshop</li> </ul>
October 2015	<ul style="list-style-type: none"> <li>• National Transport Strategy Refresh Stakeholder Workshop</li> <li>• Network Rail Edinburgh Gateway Station Consultation</li> <li>• Scotland's Next Generation Smart Rail: Partnership across the Industry Conference</li> </ul>
November 2015	<ul style="list-style-type: none"> <li>• Roads Expo 2015</li> <li>• Review of the Functions and Office of Scottish Road Works Commissioner</li> <li>• Community Transport Association Scottish Conference</li> </ul>
January 2016	<ul style="list-style-type: none"> <li>• Street Design and Maintenance, and the Equality Act 2010</li> </ul>
February 2016	<ul style="list-style-type: none"> <li>• Blue Badge – Extending Eligibility Workshops for Local Authorities</li> <li>• Scottish Passenger Transport Conference</li> </ul>

## **Annex F: Speakers who have addressed MACS Main Committee meetings**

### April 2015

- **Alistair Protheroe, Caledonian MacBrayne**  
Made a short presentation on Caledonian MacBrayne's accessibility work within its franchise running to 2016.

### July 2015

- **Patrick Nyamurundira, ScotRail**  
Spoke about the ScotRail's work on accessibility after the control of the franchise was taken on by Abellio

### October 2015

- **Brian Nisbet, Scottish Government**  
Made a brief presentation on transport for health and social care in light of the Government's work on integration

## Annex G: Attendance of members at Main Committee meetings covered by this report

	April 2015	July 2015	Oct 2015	Jan 2016
Anne Maclean OBE	✓	✓	✓	✓
John Ballantine	✓	✓	✓	✓
Bob Benson	x	✓	x	✓
Marsali Craig	✓	✓	✓	✓
Heather Fiskien	✓	✓	✓	✓
Margaret Follon	✓	✓	x	x
Andrew Holmes	✓	✓	✓	-
Jane Horsburgh	x	✓	✓	✓
Cecil Meiklejohn	✓	✓	✓	x
Annette Monaghan	✓	✓	-	-
Hussein Patwa	✓	✓	✓	✓
Keith Robertson	✓	x	✓	✓
Jane Steven	✓	✓	✓	✓
Sheila Fletcher	-	-	✓	✓
David Hunter	-	-	✓	✓
Hilary Stubbs	-	-	✓	✓
John Whitfield	-	-	✓	✓

- ✓ Present
- x Absent
- Not a member of the Committee for this meeting

## **Annex H: Glossary of Acronyms**

<b>CMAL</b>	Caledonian Maritime Assets Ltd
<b>COSLA</b>	Convention of Scottish Local Authorities
<b>CTA</b>	Community Transport Association
<b>DLA</b>	Disability Living Allowance
<b>DRT</b>	Demand Responsive Transport
<b>DPTAC</b>	Disabled Persons' Transport Advisory Committee
<b>ICI</b>	Infrastructure and Capital Investment Committee
<b>MACS</b>	Mobility and Access Committee for Scotland
<b>NHS</b>	National Health Service
<b>NTS</b>	National Transport Strategy
<b>RNIB</b>	Royal National Institute of Blind People
<b>RNID</b>	Royal National Institute of Deaf People
<b>RTPs</b>	Regional Transport Partnerships
<b>SCOTS</b>	Society of Chief Officers of Transportation in Scotland
<b>SRAF</b>	Scottish Rail Accessibility Forum
<b>SG</b>	Scottish Government
<b>TS</b>	Transport Scotland

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).

اس دستاویز کی مزید کاپیاں آڈیو کیسیٹ پر اور بڑے حروف کی چھپائی میں اور کمپوٹی کی زبانوں میں طلب کیے جانے پر دستیاب ہیں، برائے مہربانی اس پتہ پر رابطہ کریں:

এই ডকুমেন্ট-এর (দলিল) অতিরিক্ত কপি, অডিও এবং বড়ো ছাপার আকারে এবং সম্প্রদায়ের ভাষায় অনুরোধের মাধ্যমে পাওয়া যাবে, অনুগ্রহ করে যোগাযোগ করুন:

Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànan coimhearsnachd. Cuir fios gu:

इस दस्तावेज़/कागज़ात की और प्रतियाँ, माँगे जाने पर, ऑडियो टैप पर और बड़े अक्षरों में तथा कम्प्यूनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਆਡਿਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

此文件有更多備份，如果需要，語音版本和大字體版本及少數種族語言版本也可提供，請聯絡：

يمكن أن تطلب النسخ الأخرى من هذا المستند كالتسجيل الصوتي والخط الكبير ونسخ بلغات أخرى، يرجى الإتصال على:

Aby otrzymać niniejszy dokument w innej wersji językowej, na kasecie lub w wersji z powiększonym drukiem, prosimy o kontakt:

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Area 2D North, Victoria Quay, Edinburgh, EH6 6QQ  
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