

AGENDA ITEM 2 MINUTES

Mobility and Access Committee for Scotland (MACS) Main Committee meeting

**Minutes of meeting held on Tuesday 20 October 2015
Conference Room 2, Victoria Quay, Edinburgh**

Present:

Anne MacLean, Convener
John Ballantine (JB)
Marsali Craig (MC)
Heather Fiskin (HF)
Sheila Fletcher (SF)
Andrew Holmes (AH)
Jane Horsburgh (JH)
David Hunter (DH)
Cecil Meiklejohn (CM)
Hussein Patwa (HP)
Keith Robertson (KR)
Jane Steven (JS)
Hilary Stubbs (HS)
John Whitfield (JW)

Secretariat:

Jill Mulholland (JM) – MACS Sponsor
Robert Wyllie (RW) – Secretary
Aga Lysak (AL) – Assistant Secretary

Guests:

Brian Nisbet (BN) – Scottish Government (for item 2)

In attendance:

Eilis Murray – Palantypist

Apologies:

Bob Benson (BB)
Margaret Follon (MF)

Agenda Item 1. Welcome, Introductions and Apologies

- 1.1 The Convener welcomed those present to this MACS meeting. She extended a particular welcome to the four new members of the Committee SF, DH, HS and JW following successful conclusion of the recent public appointments round. She asked that everyone introduce themselves.
- 1.2 The Convener noted apologies from Bob Benson and Margaret Follon.

Agenda Item 2. Invited Guest – Scottish Government Health Directorates

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2.1 The Convener welcomed Brian Nisbet, Senior Policy Officer in the Integration and Reshaping Care Division of the Scottish Government. She invited him to make a short presentation on transport for health and social care in light of the Government's work on integration.

2.2 BN thanked the Committee for its invitation. He said this was an important time for integration, as implementation of the Public Bodies (Joint Working) (Scotland) Act 2014 developed at the local level. 25 local integration schemes had now been approved by Scottish Ministers, with NHS Boards and local authorities having to formulate their adult health and social care services in one of two ways. Either the NHS Board and local authority delegate the responsibility for planning and resourcing service provision for adult health and social care services to an Integration Joint Board, or one of the two bodies becomes the lead agency for planning, resourcing and delivering integrated health and social care services. The Chief Officer of either an Integration Joint Board or lead agency then had to develop a strategy for the integrated services.

2.3 Most Boards and local authorities have chosen the first of these options, with 10 localities integrating more than just adult health and social care (and some other services for adults) as required by the Act. Four localities had their partnerships fully functioning at present. The team was working to ensure guidance was drafted and revised as necessary with the intention being to complete this by the end of the year. BN was aware the Audit Scotland report on access to transport for health and social care had a bearing on successful integration and could be considered by localities, although Scottish Government responsibility for this subject lay elsewhere in Health Directorates.

2.3 Committee members made the following points and asked the following questions:

- a. The Convener noted the Audit Scotland report was fairly critical, and that it noted a fragmented system. Since then, the Committee was aware of a Short Life Working Group (on which JS sat) and a pilot scheme in Lochaber on health transport, but further information about the current national response to the report was hard to come by
- b. JS noted recent research about the population of people over 85. This found an increasing proportion were living independently. In order that health and social care fully harness these positive trends, people would need reliable access to transport. She was concerned that notice be paid to the significant impact to be gained from pooling fairly small sums of money to provide an integrated approach.
- c. AH felt there needed to be significantly more effort by the Scottish Government to drive change at the local level. In light of continuing pressure on public sector resources, it was self-defeating not to require NHS Boards and local authorities to work together and a more assertive approach may be required.

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- d. CM highlighted the contrast between the extensive travel plans required when building new health and social care premises, and the absence of a requirement to have a coherent plan for access to existing health and social care services. She agreed with AH that this area needed more of a push by central government.

2.4 Replying before the next round of discussion, BN thanked members for these points. He confirmed transport was not required to be a workstream for Integration Joint Boards or lead agencies, but that if the matter was raised by communities and service users as impacting on the effectiveness of integrated services than it could be examined. The Government's philosophy recognised that each locality will be different and that it was important to empower communities so they could shape integrated services. As one way of doing this, the voluntary sector is required to be part of every Integration Joint Board, and this may prove useful in identifying transport issues.

2.5 Committee members made the following points and asked the following questions:

- a. HF was concerned the voluntary sector representation truly represent communities. She was concerned the nature of the framework may stop people from hard-to-reach groups from participating fully. She asked to what extent the focus on transport for social care might be lost and the focus of integration be on securing transport for health.
- b. KR felt transport needed to be a compulsory workstream for Integration Joint Boards or lead agencies. The importance of transport in the context of aftercare for acute procedures like knee replacements could not be understated.
- c. DH echoed the concerns at how transport was being considered at a local level. At present in Edinburgh work on an Accessible and Community Transport plan did not appear to involve education or patient transport. This underlined the need for some national steer. But the issue was broader: ensuring the mobility of everyone had positive effects on wellbeing. He suggested Integration Joint Boards and lead agencies would see benefits if they were to act on improving service user mobility in a broader sense than ensuring they could reach health and social care services. This would incorporate placemaking and designing better environments, as well as transport.
- d. JB considered that although legislation exists, integration still needed to happen on the ground. Particularly important was information for service users, to ensure people knew the extent of services that were available and how to access these.
- e. SF said a point often overlooked was that for rural and remote areas, journeys to health and social care services were not local journeys. For this reason, should community transport try to fill gaps in provision by taking people to these services, there was a reduction in capacity for

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local journeys. Transport for health and social care therefore proved to be especially expensive, and this should be recognised properly. The Lochaber pilot had an uncertain future: a criticism has been that it only solved a few specific problems, but it was important to recognise that before the pilot started, these problems were complex and difficult and their solution was a considerable achievement.

2.6 Replying to these points, BN acknowledged the strength of the points made. He said that integration was at an early stage so it was valuable to have these observations made. The Government recognised the importance of ensuring access to health and social care services, so a national outcome has been mandated to that effect. Integration Joint Boards are required to sit on Community Planning Partnerships, meaning transport could be raised in that forum.

2.7 Acknowledging the point made by HP about the importance of ensuring the right information at the right time, BN noted the observations in the report of the Short Life Working Group to which the convener referred and undertook to study the models provided in that report and the extent to which these have been taken forward. BN also offered to enquire with Chief Officers about the extent to which transport was forming part of their integration plans, and let the Committee know his findings.

ACTION 1: BN to inform the Committee about his findings on models in Short Life Working Group and extent to which transport features in local health and social care integration

2.8 Summing up the discussion, JS drew on her experience of sitting on the Short Life Working Group to acknowledge that collaboration in this area was a journey. Building on the points already made, she felt best practice in other areas (such as Transport in North Northumberland) could usefully be studied by the Government. She also noted good practice in some areas in Scotland to remodel care so journeys posed less of a challenge, such as sending consultants to local facilities to meet their patients. BN asked for information about the good practice to which JS referred, which she undertook to provide via the secretariat.

ACTION 2: JS to forward to secretariat information about Transport in North Northumberland

2.9 The Convener thanked BN for attending the Committee and for his engagement in the discussion.

Agenda Item 3. Minutes of meeting held on 21 July 2015

Item 3a: minutes of previous meeting

3.1 The minutes of the Committee meeting held on 21 July 2015 were agreed as a correct record.

ACTION 3: Secretariat to publish minutes on website

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- 3.2 No matters arose from the previous meeting which were not to be covered in the action points.

Item 3b: action points from previous MACS meetings

- 3.3 The action points document was circulated. Of the continued actions arising from the meeting on 21 April 2015 the following points were made and actions agreed:

- a. Continued action point 2 required AH to report on his engagement with Scottish Government Health Directorates on the interface between transport and integration of health and social care. In light of the attendance of a Health Directorates official at this meeting, the committee agreed no further action was required.

- 3.4 Of the actions arising from the meeting of 21 July 2015, the following points were made and actions agreed:

- a. Action point 1 required the secretariat to publish the minutes of the meeting on 20 January 2015. The committee noted this had been done and no further action was required.
- b. Action point 2 required the secretariat to circulate details of workstream memberships. This having been done, no further action was required.
- c. Action point 3 required the secretariat to develop a timeline of the Committee's actions on Waverly station for the Convener. This having been done, no further action was required.
- d. Action point 4 required the secretariat to secure a response to a query from AH about ticket prices. This having been done, no further action was required.
- e. Action point 5 required the secretariat to secure a response to a query from HF about disruption during the Edinburgh-Glasgow Improvement Programme. This having been done, no further action was required.
- f. Action point 6 required the secretariat to secure attendance from Scottish Government Health Directorates at a Main Committee meeting. This having been done, no further action was required.
- g. Action point 7 required JS to forward to the secretariat information about the Short Life Working Group on Access to Transport. This having been done, no further action was required.
- h. Action point 8 required JS to ask Chris Clark about progress with the paper BB presented to SRAF on engagement. Having attended the last meeting, HP and JB spoke to this action and said the paper

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had received a lukewarm reception, and no further comments had been received. JB was concerned the paper might be at too high a level for SRAF. To ensure the value of the resource is maintained, the Convener suggested the action point might be adjusted to invite MACS workstreams to reflect to what extent they might use the paper in their work.

- i. Action point 9 required JS to contact ScotRail to ask if the proposed AT200 train toilet doors would have separate close and lock buttons. This action would be continued.
- j. Action point 10 required members to contact KR if they had points arising from the Roads Maintenance Review Stakeholder Group paper he circulated at the previous meeting. No comments were received and this action was complete. A further meeting of the Group had been held and would be discussed at item 6g of this meeting.
- k. Action point 11 required the rail workstream to draft a letter for the Convener's signature on the accessibility of Dundee station's toilets. Having received a reply separately from ScotRail, the workstream decided to take no further action so this action could be closed.
- l. Action point 12 required the Convener to send letters to the Waverley Station Manager and City of Edinburgh Council on Waverley. This was done but a response was awaited from the Council.
- m. Action point 13 required HP to remind Network Rail of his correspondence on Waverly accessibility, reporting back to the rail workstream. No response had been received from Network Rail and it was agreed a combined action point to pursue discussions with the Council and Network Rail on Waverley would be continued.

Agenda Item 4. Convener Update and Liaison report

4.1 The Convener reported on her work over the last quarter. She drew particular attention to her involvement in the public appointments process for new MACS members, which attracted 27 applications. Turning to the papers 4a and 4b she presented for members' consideration, she informed the Committee she had attended the last meeting of the National Transport Strategy (NTS) Refresh Stakeholder Group, while JH attended the first Stakeholder Group meeting for MACS. She drew out the following points from the last meeting:

- a. The refresh project was not intended to be a full review of the NTS but was instead an exercise to ensure the current document, dating to 2006, fitted into the current context.

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- b. Discussion had taken place about documents and organisations of which the revised strategy should take account. The accessibility framework being devised by the Transport Accessibility Steering Group was not scheduled to be drafted and published before the refresh, but she had ensured MACS was properly acknowledged as a stakeholder on all modes of transport.
- c. She had ensured reference to the Good Practice Guide for Roads and the strategy from which it sprang was to be included in the revised NTS.

4.2 Arising from the discussion under agenda item 2, DH asked about the extent to which integration of health and social care and the Public Bodies (Joint Working) (Scotland) Act 2014 would feature in the revised NTS. The Convener agreed to raise the point so at least when a fuller revision was undertaken, the point could be drawn from the minutes of Stakeholder Group meetings.

ACTION 4: Convener to raise integration of health and social care as context to be borne in mind for National Transport Strategy

4.3 The Convener reported on her work as a member of Transport Scotland's Transport Accessibility Steering Group. The minutes of the Steering Group meeting on 12 May were presented as paper 4c for members' consideration, but there since had been a Steering Group meeting since on 5 October. The work of the Steering Group was discussed under Agenda Item 5.

4.4 The Convener turned to discuss her meeting with the Chief Executive of the Network Rail/ScotRail Alliance on 24 August. The meeting discussed possible membership of ScotRail's Stakeholder Advisory Panel (SAP), as distinct from the Stakeholder Equality Group (SEG) discussed at the last Committee meeting where the Committee had accepted there would be benefits in the Committee being an observer with speaking rights. The SAP would operate at a more strategic level, and the Convener was concerned of the potential for a conflict of interest to arise. Although JS suggested the Committee might join SAP meetings when items of relevance were discussed, this was not agreed and the Committee accepted the Convener's position. That said, draft minutes of the first SAP meeting together with its membership list had been sent to the Committee secretariat and these would be disseminated to members.

ACTION 5: Secretariat to circulate Stakeholder Advisory Panel minutes and list of members

4.5 The Convener spoke to her paper 4d which was a letter drafted by her to record the discussion with Mr Verster, indicate the Committee's position on membership of the SAP and progress discussion on Waverley station accessibility. While JB stated there was no practical way of moving back to a pre-2014 position in light of future development plans for the station, CM thought there would be value in redrafting the letter to ask for a broader review of the situation in light of the duty of care owed by the Network Rail/ScotRail alliance. The Convener accepted this and

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the Committee agreed she should redraft the letter and send it to the rail workstream for comment before sending to Mr Verster.

ACTION 6: Convener to redraft letter to Phil Verster, rail workstream to comment on same before sending

4.6 The Convener moved to discuss the consultations from the Scottish Government and Convention of Scottish Local Authorities (COSLA) on their draft Disability Delivery Plans, formulated in light of the scrutiny process being undergone by the United Kingdom as part of the UN Convention on the Rights of Disabled People. This matter lay with the liaison workstream, three members of which had commented including HF whose discussion paper 4e was circulated for members' consideration. The Convener stressed that the Committee must focus on those elements of the plans concerning transport, not become involved in arguing over resources, and pointed out that the commitment from the Scottish Government would not involve the Committee developing or monitoring an accessibility action plan, although through her seat on the Transport Accessibility Steering Group the Committee could feed in as appropriate. She suggested a brief response to officials in the Scottish Government's Equality Unit noting with approval the accuracy of the commitment made in their plan, and a similar note to COSLA. This course of action found agreement among members.

ACTION 7: Convener to feed back to Equality Unit comments on Scottish Government draft Disability Delivery Plan

ACTION 8: Convener to send note to COSLA with comments on their draft Disability Delivery Plan

Agenda Item 5. Secretariat Update

5.1 The Committee had before it a written secretariat update to which JM spoke. She drew attention to some points in the part dealing with her team's work to support the Transport Accessibility Steering Group to develop a transport accessibility framework. The intention was now to have a 10 year plan with short, medium and long term actions during the plan's lifetime. Subgroups were in the process of being established under the leadership of disability organisations and transport providers to take forward the 48 issues discussed at the Transport Accessibility Summit. This would continue to be an iterative, collaborative process to co-design policy and it was therefore important to keep people fully involved.

5.2 In discussion the following points were made:

- a. JS asked about the extent to which the process JM had outlined was collaborative, and drew on her experience of working in that way to stress how difficult this could be to organise. JM said the intention was that the policy would be co-designed and that resource and support would be made available to this end.

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- b. AH was struck by the report being insufficiently frank in outlining the shortcomings of ongoing accessibility work in Transport Scotland, instead dwelling on good news stories.
- c. KR built on the point by JS about the challenges of collaboration and asked about the extent to which local organisations with an interest in, or who were providers of, accessible transport were involved in the Steering Group's work, such as local Probus organisations. JM replied that the reach of the work was a point borne in mind by the policy team, and the intention was that the framework that came to be developed by the Steering Group would enable local problems to be solved by use of local assets.
- d. Echoing the point from AH, HF stressed the importance of people having the full facts about progress, especially in moving to a more collaborative way of working on which point she suggested Transport Scotland take note of the co-production guidance provided by Independent Living in Scotland and JM confirmed she was aware of this guidance.
- e. JH spoke of her experiences of being on the Transport Accessibility Steering Group on behalf of Guide Dogs. She found it to be a new and positive experience where disability organisations and transport providers were not being talked to, which made a change from previous consultation arrangements. JM was grateful for these remarks.
- f. JS welcomed the inclusion of the Transport Accessibility Steering Group's work in the Programme for Government and the greater roll-out of the Thistle Assistance Card via the Ferries Accessibility Fund.

Agenda Item 6. Workstream Reports, Oral Updates and Forward Plans

- 6.1 The Convener noted eight written updates from workstreams about their work in the previous quarter. She invited members to speak to these papers.

Item 6a: Social Media

6.2 HP spoke to his report on the use of social media as an information tool by Train Operating Companies. In light of the relatively low time and resource expenditure required to use social media as an information tool and its increasing use as a principal means of obtaining information, it was especially important Train Operating Companies utilised accessible means of digital communication. He suggested the Train Operating Companies be informed of the results of his report, and that they be asked by the Committee to consider improving their current performance in this area.

6.3 In discussion, members thanked HP for taking the initiative in researching this issue. The findings were important and revealed shortcomings that should be

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brought to the attention of the Train Operating Companies and Scottish Rail Accessibility Forum. Several members commented about the importance of social media in the context of ensuring a range of accessible formats, especially where disabled people have comparatively low access to accessible technology. SF commented this problem was especially pronounced in rural and remote areas in light of connectivity issues. It was agreed the rail workstream should take forward discussions with Train Operating Companies and SRAF about the findings of this report, and the Convener commended HP for his work.

ACTION 9: Rail workstream to take forward discussions with Train Operating Companies and SRAF about report on social media use

6.4 DH asked if the Committee might make more use of social media to publish its work. After discussion during which the Convener pointed out the nature of the Committee as an advisory NDPB militated against this, it was decided not to take forward this idea.

Item 6b: DPTAC

6.5 JB presented to his paper on the above meeting held on 28 July 2015 noting that it was overtaken by a later meeting of DPTAC covered at item 6e.

Item 6c: Scottish Rail Accessibility Forum (SRAF)

6.6 HP spoke to his paper on the meeting held on 9 September 2015. In discussion, KR raised the importance of ensuring that for trains such as those currently on the Borders Railway without automated audio announcements, staff received training on clear diction. JW also raised the importance of ensuring hearing loops on passenger vehicles so as to ensure the announcements were heard. HP indicated the rail workstream would feed back these points via SRAF.

6.7 JS asked that the secretariat investigate whether revisions to the Disabled Persons Protection Policies were planned from ScotRail.

ACTION 10: Secretariat to investigate whether DPPP revisions forthcoming

Item 6d: Blue Badge Reform Working Group

6.8 CM spoke to her paper on the meeting on 22 September 2015. This was a complex topic where there is unlikely to be a quick fix available to extend eligibility criteria for people with cognitive impairments. Some of the discussion at the Group was challenging in light of differing perspectives – local authorities were particularly concerned at the impact on workload and resourcing in administering any extension. The next meeting would be on 2 November where some important decisions were likely to be taken, and she would welcome members' feedback on discussion papers she would circulate in advance of the meeting.

Item 6e: DPTAC

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6.9 JB spoke to his paper on the above meeting held on 23 September 2015. He drew out that DPTAC was now volunteering to revise and monitor the Department for Transport's Accessibility Action Plan. In light of the significant resource required to do this, he was somewhat relieved that MACS was not to have a similar role in development of Scotland's transport accessibility framework. He would continue to keep members informed of developments as this may provide a very useful project, with DH highlighting the benefits of DPTAC doing work as indicated in the paper on exploring the current evidence base on accessibility.

Item 7f: Edinburgh Gateway station consultation

6.10 HP spoke to his paper on the above meeting held on 6 October 2015. He wanted to draw out the point about use of tactile paving, and express concern that this should not be viewed as the dominant mechanism to promote wayfinding when complementary aids were needed as well.

6.11 In discussion the following points were made:

- a. JH echoed the point HP had made about wayfinding. There was a danger that EU standards about the necessity for wayfinding to be a part of station design were being misinterpreted with a lowest common denominator approach being adopted. For example, on the Borders Railway much use was made of adhesive wayfinding materials which are not acceptable. This issue could usefully be taken forward by the rail workstream.
- b. Regarding the Edinburgh Gateway, JS asked about the extent to which Passenger Assist would operate. In light of the absence of car parking and taxi ranks, and distance to be travelled by passengers to reach either the tram stop or train platform, this was especially important. HP expressed disappointment ScotRail were not present at this meeting so questions about the available service might be asked, and it was hoped they would attend at the next meeting on 10 November.
- c. AH suggested the Committee contact Transport Scotland as funder of the project to ascertain the precise extent of the project contracted for and how it was proposed people would be supported to reach either the tram stop or train platform. JM offered to contact the Rail Directorate if she could have a summary of the situation in writing, which HP and AH agreed to provide.

ACTION 11: HP (with AH) to send summary of Edinburgh Gateway issues to JM, who will contact Rail Directorate

- d. A discussion about the importance of taxi ranks ensued. AH suggested writing to the licensing committee of City of Edinburgh Council to impress on them the importance of these being close to rail infrastructure, especially in light of uncertainty of the position of Haymarket Station's taxi ranks.

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ACTION 12: Convener to write to City of Edinburgh Council licensing committee over taxi rank accessibility specifically with regards to proposals at Haymarket

Item 7g: Roads Maintenance Review Stakeholder Group

6.12 KR spoke to his paper on the above meeting held on 8 October 2015. He was pleased with progress and highlighted the success in obtaining commitment to treat road accessibility as more than simply a technical issue. The Committee noted this update without discussion.

Other updates

6.13 By way of broader update on the roads and active travel workstream:

- a. KR confirmed he would take over the lead effective from 20 October but that owing to absence JH would act in his place until 6 November.
- b. CM was leading on preparing a response to the Local Government and Regeneration Committee's call for evidence on the Footway Parking and Double Parking (Scotland) Bill for the convener's signature.
- c. JH spoke about an ongoing consultation by the Department for Transport on interim guidance for tactile paving surfaces. She would report back to the workstream following contact with Transport Scotland officials on the extent to which the proposals in the document would change the position in Scotland.

ACTION 13: JH to report back to roads workstream about possible tactile paving changes in Scotland

- d. The workstream would decide and inform the convener of attendance at the forthcoming Roads Expo 2015 which was expected to be of interest to the Committee.

6.14 MC reported on the ferries workstream's activities since the last meeting, which included ongoing discussion with officials in Transport Scotland on ferry accessibility and the continued operation and potential redesign of the Ferries Accessibility Fund. She was continuing to sit on the CHFS Tender Independent Panel, but nothing could be reported from that at this stage.

6.15 HP for the rail workstream considered all their updates had been covered previously save further updates on the Borders Railway. A helpful paper had previously been circulated from JB about his experiences which reflected broader concerns about rolling stock accessibility, dwell times, the absence of toilets at stations, the absence of refreshments including water on trains, and the quality of audio announcements. It was agreed the rail workstream could pursue these points in discussions with Transport Scotland through the Scottish Rail Accessibility Forum.

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ACTION 14: Rail workstream to pursue issues concerning Borders Railway with Transport Scotland through SRAF

6.16 HF reported back on the Planning and Infrastructure workstream's response to the Scottish Government's consultation on the Place Standard.

6.17 Following discussion, it was agreed the reports template be re-circulated by the secretariat for members' benefit.

ACTION 15: Secretariat to re-circulate external reports template to members

Agenda Item 7: Any Other Business

7.1 In light of this being his last meeting in the role, the Convener thanked RW for his work as secretary to the Committee.

7.2 The meeting concluded with a presentation to AH in light of this being his last Main Committee meeting as a member of MACS. The Convener thanked AH for his service and expressed best wishes for his future.

Agenda Item 8. Date of next meeting

8.1 Members noted that the dates on meetings in 2016, to be on:

- Monday 18 January
- Tuesday 19 April
- Tuesday 19 July
- Tuesday 18 October.

**MACS Secretariat
October 2015**

AGENDA ITEM 2 ACTION POINTS

Mobility and Access Committee for Scotland (MACS) Main Committee meeting

Continued action points from meeting held on Tuesday 20 July 2015 Conference Room 2, Victoria Quay, Edinburgh

Action point number	Minute reference	Action	Update	Follow up required
8	6.7	MACS workstreams to reflect to what extent they might use BB consultation and engagement paper		Yes
9	6.9	JS to contact ScotRail to ask if proposed AT200 toilet doors have separate close and lock buttons	See undernote 1	Yes
12, 13	7.2	Waverley: Rail workstream to continue to engage with Network Rail and City of Edinburgh Council		Yes

Action points from meeting held on Tuesday 20 October 2015 Conference Room 2, Victoria Quay, Edinburgh

Action point number	Minute reference	Action	Update	Follow up required
1	2.7	Brian Nisbet to inform the Committee about findings on models in Short Life Working Group and extent to which transport features in local health and social care integration	See undernote 2	
2	2.8	JS to forward to secretariat information about Transport in North Northumberland	Complete	
3	3.1	Secretariat to publish minutes on website	Complete	
4	4.2	Convener to raise integration of health and social care as context to be borne in mind for National Transport Strategy		

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Action point number	Minute reference	Action	Update	Follow up required
5	4.4	Secretariat to circulate Stakeholder Advisory Panel minutes and list of members	Complete	
6	4.5	Convener to redraft letter to Phil Verster, rail workstream to comment on same before sending	Complete	
7	4.6	Convener to feed back to Equality Unit comments on Scottish Government draft Disability Delivery Plan	Complete	
8	4.6	Convener to send note to COSLA with comments on their draft Disability Delivery Plan	Complete	
9	6.3	Rail workstream to take forward discussions with Train Operating Companies and SRAF about report on social media use	See undernote 1 for ScotRail response	
10	6.7	Secretariat to investigate whether DPPP revisions forthcoming	Complete – ScotRail planning to revise by April 2016	
11	6.11c	HP (with AH) to send summary of Edinburgh Gateway issues to JM, who will contact Rail Directorate		
12	6.11d	Convener to write to City of Edinburgh Council licensing committee over taxi rank accessibility specifically with regards to proposals at Haymarket		
13	6.13c	JH to report back to roads workstream about possible tactile paving changes in Scotland		
14	6.15	Rail workstream to pursue issues concerning Borders Railway with Transport Scotland through SRAF		

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ACTION POINTS

Action point number	Minute reference	Action	Update	Follow up required
15	6.17	Secretariat to re-circulate external reports template to members	Complete	

Undernote 1

The following response was received on 19 November 2015 from ScotRail in respect of toilet buttons and Hussein Patwa's social media report:

"I hope you're both well and let me firstly apologise for the delay in coming back to you both on your recent enquiries.

As promised, I passed the social media paper on to the relevant personnel on the ScotRail communications team and also spoke with them on the information you provided re: difficulties with buttons on the trains.

They have since advised the social media report by Hussein Patwa is very welcome. This has come at a time when they have also been looking at their social media presence themselves and can now confirm they have a link on Facebook as [facebook.com/ScotRail/info](https://www.facebook.com/ScotRail/info)

They have been using targeted campaigns recently via Twitter for mini campaigns too, however did note that providing detailed information here is limited due to very short space.

Information about booking assistance is something that does not change on a regular basis which is why it is on the website, National Rail Enquiries website and on policy documents for downloading. We are also cautious about giving out information which does not provide **full** detail simply because we of course have to ensure the information is appropriate for everyone, including anyone with a particular impairment or for example learning disabilities.

In terms of the buttons on the trains, this is governed by Interoperability standards published by government under Rail Vehicle Accessibility Regulations for train design which has to be complied with. Organisations representing disabled individuals, and those with impairments themselves were consulted and invited to comment on the proposed changes and this was accepted as the required standards.

The ScotRail team do have plans to have Rail Awareness Open Days to empower confident use of rail travel by disabled people and also for them to be able to get to know the facilities inside the various trains better, which Abellio are of course fully supportive of. I am more than happy to ensure you are both personally made aware of these days when all arrangements have been finalised.

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I hope the above is helpful to you both and gives reassurance that the communications across Abellio ScotRail are continually reviewed to ensure they best meet the needs of our customers and wider stakeholders, and that we will always do our utmost to ensure our services are inclusive and accessible for *all*.

We value the feedback our passengers and customers provide us with though and really appreciate you taking the time to communicate this with us.

If you have any further questions at all on any of the above, or indeed if I can assist with anything else, please do not hesitate to contact me.

With best wishes,

Nikki Anderson”

Undernote 2

The following response was received from Scottish Government Health Directorates in respect of Action Point 1, 20 October 2015.

Brian Nisbet advises that consultation on local integration authorities’ strategic plans is taking place at a local level with views being sought from a variety of different representative groups. Local disability organisations will be one of the cohorts that views are sought from and the views of MACS members would be welcomed locally. This should be done via the local consultation process that is running in individual partnership areas.

In relation to strategic plans it is important to note, that Ministers do not have an approval role in terms of the strategic plan sign-off as this is a matter for local integration partnerships based on the specific needs and priorities of local communities.

If the MACS committee wished to look at these documents and consider them nationally they could do so as they are publicly available. As the plans are owned by the Integration Partnership and have been developed to meet specific local circumstances, the committee would need to raise specific issues around felt transport provision or a perceived lack of transport provision via local partnerships.

On the pilot projects:

- The Lochaber Transport Advice and Bookings Service for rural/Highland areas concluded at the end of December 2015, with the exception of renal patient transport - NHS Highland and the Scottish Ambulance Service will continue to work together to develop an alternative approach on this.
- The Project Board has provided a draft end of project report for the Lochaber Transport Advice and Bookings Service and indicated that a full evaluation report will be submitted to the Scottish Government in January 2016.

AGENDA ITEM 2

ACTION POINTS

- The urban-based Strathclyde Partnership for Transport pilot “Integrated Transport Hub” is still on-going, with £50,000 committed for the next financial year.