

AGENDA ITEM 3 ACTION POINTS

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

**Minutes of meeting held on Tuesday 21 April 2015
Conference Room 2, Victoria Quay, Edinburgh**

Present:

Anne MacLean, Convener
John Ballantine (JB)
Marsali Craig (MC)
Heather Fiskien (HF) (until item 7)
Andrew Holmes (AH)
Cecil Meiklejohn (CM) (until item 7)
Annette Monaghan (AM)
Hussein Patwa (HP)
Keith Robertson (KR)
Jane Steven (JS)
Margaret Follon (MF)

Secretariat:

Jill Mulholland (JM) – MACS Sponsor
Christine Thomson (CT) – Transport Accessibility, Transport Scotland
Robert Wyllie (RW) – Secretary
Aga Lysak (AL) – Assistant Secretary

Guests:

Alistair Protheroe (AP) – Caledonian MacBrayne

In attendance:

Eilis Murray – Palantypist

Apologies:

Bob Benson (BB)
Jane Horsburgh (JH)

Agenda Item 1. Welcome, Introductions and Apologies

- 1.1 The Convener welcomed those present to this MACS meeting. She noted apologies from Bob Benson and Jane Horsburgh.

Agenda Item 2. Invited Guest – Caledonian MacBrayne

- 2.1 The Convener welcomed Alistair Protheroe, Bid Team Manager and thanked him for spending time with the Committee. She invited him to make a short presentation on Caledonian MacBrayne's accessibility work within its current franchise running to 2016.

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- 2.2 AP thanked the Committee for its invitation. He touched on the context within which Caledonian MacBrayne had to operate including an aging population, transport integration, and the increasing movement towards active modes of travel. He considered connectivity between the ferry and other modes of public transport was of particular importance so as to give people the confidence to travel without resorting to the car.
- 2.3 AP said that Caledonian MacBrayne's work in engaging with disabled people was locally focused. In addition to work with local disability groups, feedback received by Caledonian MacBrayne was a valuable source of information on which to base improvements.
- 2.4 In terms of ongoing work, AP reported on staff disability awareness training having been provided to all seagoing staff, and the ongoing roll-out of further training provided by WorldHost. Passenger assistance had been an area of focus and Caledonian MacBrayne now had a system where assistance embarking or disembarking the ship will be available upon request. A request could be made at the time of booking or otherwise 48 hours before sailing but a challenge the company faced was making sure people contacted them in advance.
- 2.5 AP concluded by noting Transport Scotland's recent award of the ScotRail franchise to Abellio. The requirements imposed as part of that franchise (such as on integrated ticketing) would require other transport operators in Scotland to improve their performance on accessibility. He considered that it was therefore a positive time for accessibility and he invited questions from Committee members.
- 2.6 Committee members asked the following questions:
- a. The Convener noted the commitment to active travel and recounted her experience of travelling on rail where disabled passengers were often seated near to cycle storage. She asked how these conflicts were avoided in ferry design. KR pointed out that ferry design has sometimes been a problem with some refurbishments making ferries inaccessible. AP responded that Caledonian MacBrayne provide requirements to Caledonian Maritime Assets Limited, the public corporation that build and own the ships and some ports Caledonian MacBrayne use. These requirements include a strong focus on accessibility although not every improvement can be made in light of space and safety requirements. Cycles are typically stored in the car deck so passengers should not come into conflict with them.
 - b. JB spoke of the potential for difficulties in requesting passenger assistance where passengers embark from unmanned slipways. AP commented that all ships have telephones connecting them with port offices and messages could therefore be communicated with seagoing staff, who would provide such assistance as was possible

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in the circumstances. Ongoing work to provide Wi-Fi across the Caledonian MacBrayne network would also improve connectivity.

- c. KR invited AP to expand on what he said about connectivity between different modes of transport. AP noted this was of particular importance to disabled passengers, but posed a significant challenge with different operators having to meet different requirements. For example, rail services were required to meet their own punctuality requirements.
- d. AM asked about how Caledonian MacBrayne resolves conflict between competing passenger interests including those of a disabled person. AP acknowledged the issue, giving the example brought up in a passenger survey of a disabled person unable to find a place on the ferry because space was being used up by people with children. He thought this was an area where staff were placed in difficult situations and given the enclosed space of the ferry environment there was perhaps a wish to avoid conflict where possible. Continuing work was being undertaken to empower staff to handle these situations. It was important for ongoing accessibility work to adopt a holistic approach. AP said that he had been struck by the presentation on hate crime at the summit and had subsequently made some enquiries about this issue in relation to ferries. He said that there were very few recorded incidents.
- e. HF asked about communication with people with hearing impairments. Recognition of textphone numbers was required by service providers when designing online services, and education was needed about the delays to expect when using a textphone service. AP acknowledged these as points for future action and something he would seek to follow up.
- f. HF asked about evacuation arrangements, and AP confirmed that Caledonian MacBrayne conduct much work to ensure safe and calm evacuation of passengers, consistent with safety regulations.

2.7 The Convener thanked AP for attending the Committee and for his engagement in the discussion.

Agenda Item 3. Minutes of meeting held on 20 January 2015

Item 3a: minutes of previous meeting

- 3.1 The minutes of the Committee meeting held on 20 January 2015 were agreed as a correct record, subject to amendment to paragraph 8.2(c) to make clear MC was recording good practice in Caledonian MacBrayne making accessibility a part of their communications to the public.

Action 1: 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. All the actions sprang from the meeting of 20 January 2015. In discussion the following points were made and actions agreed:
- a. Action point 1 required the secretariat to pass on the advice furnished to ScotRail franchise bidders to the Minister for Transport and Islands. The committee noted this had been done on 21 January and no further action was required.
 - b. Action point 2 required the secretariat to publish the minutes of the meeting on 21 October 2014. The committee noted this had been done on 29 January and no further action was required.
 - c. Action point 3 required AH to report on work to engage with Scottish Government Health Directorates on the interface between transport and integration of health and social care. AH reported this was continuing and that he will circulate a report shortly on progress.

Action 2: AH to report on engagement with Health Directorates

- d. Action point 4 required the Convener to write to Bus Users Scotland on disaggregating complaint reports. The convener reported that a response from BUS was received on 1 April indicating that a new set of complaints categories had been introduced allowing BUS to identify and record disability issues. No further action was required.
- e. Action point 5 required the Convener to write to the City of Edinburgh Council asking to be invited to future meetings they hosted on Waverley station accessibility to which Network Rail was also invited. The convener confirmed a letter was sent on 26 January and a reply was received. It indicated that the Convener of Transport and Environment had asked local authority staff to keep MACS involved. JB said that the Edinburgh Access Panel had not been involved in meetings since these covered at the last meeting. We needed to keep an eye on this in case MACS was overlooked.
- f. Action point 6 required all workstreams to submit their annual report contributions by the end of April. This was ongoing so the action point would be continued.
- g. Action point 7 required the secretariat to circulate working group and UN Convention on the Rights of Persons with Disabilities

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(UNCRPD) documentation. This having been done, no further action was required.

- h. Action point 8 required workstreams to provide details of concluded succession plans to the secretariat, and the committee had before it a paper reflecting succession plans. KR commented his leadership of the roads and active travel workstream would commence from October 2015 but will be shadowed by JH (the present lead) until October 2016 to ensure a smooth transition. Work was still required to finalise succession plans so the action point would be continued.

Agenda Item 4. Convener Update and Liaison report

- 4.1 The Convener reported on her work over the last quarter, which included continued membership of the Transport Accessibility Summit Working Group. She had also addressed two disability groups about the work of the committee and will address the Highland Alliance on the same theme.
- 4.2 The Convener turned to forthcoming business. MF agreed to attend the forthcoming Scottish Transport Conference on behalf of the committee in addition to HF. MF asked about possible questions for the Minister at the conference and the Convener suggested that a question about the summit might serve to raise wider awareness of the work on transport accessibility. On the annual report, JB agreed to prepare a submission on DPTAC while HF agreed to contribute on UNCRPD.

Action 3: JB and HF to submit to secretariat annual report submissions on DPTAC and UNCRPD respectively

- 4.3 The Convener concluded her update by noting the annual appraisal cycle, inviting those members who will have appraisals in summer of this year to contact the secretariat to arrange dates in May or June.

Action 4: Members to contact secretariat to arrange appraisal dates

Agenda Item 5. Secretariat Update

- 5.1 The Committee had before it a written secretariat update to which JM spoke. Copies of a magazine prepared by Abellio and discussing commitments in its franchise were available at the meeting for members to read.
- 5.2 In discussion the following points were made:
 - a. JS noted the update on the ScotRail Minor Works Programme and informed the committee the rail workstream had responded to indicate that local groups would be best placed to comment on individual proposals. Comment was made on the Stakeholder Equality Group which will be a focus of attention for the workstream.

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- b. KR asked that copies of the draft clauses on transport devolution prepared by the UK Government be circulated in light of the update on Smith Commission work.

Action 5: Secretariat to circulate draft Scotland clauses from UK Government
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- c. AH commented on the Access for All programme and requested information about stations that had not been successful in the latest round of funding.

Action 6: Secretariat to circulate to AH and rail workstream list of unsuccessful stations in latest Access for All funding

- d. AM noted the update on concessionary travel. Its funding had been secured for years 2015/16 and 2016/17 but AM was keen to know about its future beyond those years. JM said any such changes would be a matter for future Governments.

Agenda Item 6. Transport Accessibility Summit

6.1 The committee had before it a paper providing information about feedback received during the Transport Accessibility Summit co-produced by Transport Scotland and Disabled People's Organisations (DPOs) on 24 March. JM spoke to this paper, noting that a fuller summit report had been drafted and would be submitted to the Transport Accessibility Summit Working Group at its next meeting. This working group would change to become a steering group designed to discuss, oversee and monitor actions going forward. The summit was seen as an important mechanism to inform this process and JM thanked those committee members who attended the summit for their help to make the day a success. Their advice as this work developed would be important to ensure a successful outcome.

6.2 In discussion the following points were made:

- a. There was unanimous endorsement for the direction of travel JM had set out. JB noted from his experience on DPTAC that the publication of an action plan of itself spurs interest and action. JM agreed, noting Transport Scotland would learn from experiences of other governments in formulating this plan. She noted Northern Ireland was about to consult on their updated accessibility plan and would be publishing the results of their survey shortly.
- b. The Convener observed that the MACS vision statement could be used in future work and that, although the development of an action plan would take time, some quick wins emerging soon after the summit would continue the momentum.

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- c. HF commended the commitment made as part of the Disability Delivery Plan and noted COSLA are also formulating their own plan, which the committee will wish to monitor.
- d. In response to a question from JS about how membership to the Working Group was agreed, JM explained that she had approached Disabled People's Organisations and transport providers to appoint their own representatives. There had not been a formal appointments process. Members included the Convener representing MACS and JH representing Guide Dogs. Membership would be reviewed as work progresses to ensure that all interests (for example, cognitive impairments) are covered.
- e. MF questioned how expectations might be managed and the difficulty of managing competing priorities. She suggested having aims and objectives underlying the vision would be helpful. JM acknowledged this was a significant point and that lessons learned from the experiences of drafting other plans such as the Road Safety Framework would be useful in this context. She indicated the advice of MACS in this context would be particularly appreciated.
- f. Discussion turned to some of the issues identified by participants at the summit. Several members commented on the importance of disability awareness training and the importance of training acting to change behaviour and attitudes among staff. AH identified a need for Transport Scotland to take the lead in setting standards in this respect. CM said that good work was already being done by local access groups and that DPOs could be involved in developing accredited training.
- g. Several members were struck by the priority accorded by summit delegates to taxi accessibility. Here the importance of a mixed economy of different vehicle types was emphasised, as was the importance of customer service. JM suggested this could be an area for further investigation by MACS.
- h. The need for broader societal education so as to embed understanding of disability was raised, and JM indicated the work Transport Scotland will undertake would not be done in isolation. The UNCRPD report from the Scottish Government would cover all policy areas across Government including education and health where many of the underlying issues needed to be tackled.. The Convener observed there was a need to ensure disabled people were aware of the services available to support them such as Passenger Assist. JS said that it might be helpful to request sight of Passenger Assist statistics in order to extrapolate Scottish figures and agreed to find out if these figures were available on a Scotland wide basis and report back

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Action 7: JS to find out if statistics are kept on numbers booking Passenger Assist in Scotland and if so provide this information to the committee

- 6.3 Summing up the discussion, the Convener thanked JM and members for their contributions. As the convener would continue to represent MACS on the steering group, members would continue to be kept informed of developments.

Agenda Item 7. Workstream Reports, Oral Updates and Forward Plans

- 7.1 The Convener noted four written updates from workstreams about their work in the previous quarter, in addition to workstream forward plans. She invited members to speak to these papers.

Item 7a: Transport Accessibility Summit pre-meeting with ferry providers

- 7.2 KR had nothing to add to this paper, which noted a discussion before the Transport Accessibility Summit with ferry operators. The Committee noted this update without discussion.

Item 7b: Waverley Access Group meeting

- 7.3 HP spoke to his report, confirmed no further meetings had taken place since 9 February, and requested direction on what next steps should be taken. It was noted that there were no formal minutes from the meeting, but that there were several actions outstanding.
- 7.4 It was agreed that HP would contact Network Rail requesting clarification as to progress. HP was asked to seek information as to whether it was proposed to fit hearing systems or hearing loops in the station, and whether lift buttons to access the first class lounge and public lavatories would be altered so that wheelchair users could use them.

Action 8: HP to write to Network Rail requesting update on Waverley accessibility

Item 7c: DPTAC

- 7.5 JB presented his paper on the DPTAC meeting held on 10 March 2015. The Committee noted this update without discussion.

Item 7d: Meeting with Robert Samson, Passenger Focus

- 7.6 JS reported on a meeting on 30 March 2015 between herself, BB and Robert Samson. Since 1 April the organisation's name has now changed to Transport Focus to reflect their new responsibilities over the strategic highway network in England. The Committee noted this update without discussion.

Item 7e: Workstream forward work plans

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7.7 The committee had before it the compiled forward work plans for MACS workstreams. The Convener acknowledged other work emerging over the course of the year could have priority over the currently identified work and the document was therefore to be read in that context.

7.8 In discussion the following points were made:

- a. The Convener considered item R1 from the rail workstream's work plan needed refinement to make clear the proposed engagement and consultation paper drafted by BB may not apply to all MACS workstreams. The paper was to be sent out again to all members for comments by the secretariat. Otherwise JS confirmed the rail workstream was content with its work plan.

Action 9: Secretariat to circulate engagement and consultation paper for comments

- b. KR for the roads and active travel workstream, and MC for the ferries workstream, indicated on behalf of their respective workstreams they were content their work plan reflected a good spread of manageable work.
- c. AH acknowledged no written work plan was before the meeting for the bus and community transport workstream but that its work plan would include a focus on bus station accessibility, work on community transport, accessible taxis, integration of health and social care and the Edinburgh Trams.
- d. The Convener indicated the liaison workstream was reactive (save for the Bus Stakeholder Group and work on embedding UNCRRPD in MACS work) but the plan prepared was an accurate reflection of work.
- e. Neither of the planning and infrastructure workstream leads were at the meeting at this point although AM indicated that the plan had been formulated after discussion among the group. Item P4 (commenting on local development plans) was highlighted as being potentially significant although it was noted that it was not feasible for the workstream to cover all 32 Local Authorities and 2 National Plans.

Item 7f: DPTAC

7.9 JB presented his paper on the DPTAC meeting held on 10 March 2015. KR commented on the implications of the judgment handed down by the Court of Justice of the European Union in the case of *Vnuk* on insurance for mobility scooters, and potential changes in hovercraft accessibility standards. JB replied that DPTAC would keep a watching brief on both issues.

Other updates

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- 7.10 JB spoke about his work on Dundee station and his correspondence with Dundee City Council on accessible toilets. To provide clarity on the number and position of accessible toilets it was agreed to contact Transport Scotland's Rail Accessibility Manager to raise the matter through the Scottish Rail Accessibility Forum.

Action 10: Rail workstream to contact Rail Accessibility Manager on Dundee station accessible toilets

- 7.11 In response to a request for direction by JB, it was decided ScotRail should be provided with details of the DPTAC sponsor to facilitate links.

Action 11: JB to inform ScotRail of DPTAC sponsor's contact details

- 7.12 The Convener noted a recent request for information by the Scottish Parliament Infrastructure and Capital Investment Committee on access to major rail stations and it was agreed the rail workstream would respond, subject to the convener's approval of the response. An extract from the last annual report on station accessibility would also be provided to the Committee.

Action 12: Rail workstream to respond to ICI committee's request for information, subject to convener's approval

- 7.13 JS reported on the rail workstream's work since the previous meeting, which included attendance at the Scottish Rail Accessibility Forum during which presentations were made on the engagement paper prepared by BB, the latest round of Access for All funding, and revised Technical Standards for Interoperability. The workstream responded to the Abellio ScotRail and Serco Caledonian Sleeper draft Disabled People's Protection Policies. Work was ongoing on major projects, including engaging on implications of the Edinburgh-Glasgow Improvement Programme and Glasgow Queen Street development. The workstream would respond to the consultation on the draft Network Rail Inclusive Design Strategy. JS also noted the new ScotRail/Network Rail Alliance. Following discussion it was agreed the rail workstream would invite ScotRail to a meeting of rail workstream members to discuss plans for its Stakeholder Equality Group.

Action 13: Rail workstream to meet with ScotRail to discuss Stakeholder Equality Group plans

- 7.14 KR reported on recent work in the roads and active travel workstream, including a meeting of the Roads for All forum held at the Forth Replacement Crossing. The Forum will work towards outreach work which will help to increase use of the Good Practice Guide for Roads. He commended the Crossing project's good progress within budget and exemplified the benefits of building in accessibility improvements early. He also noted a scheduled

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meeting of the Roads Maintenance Review on which he sat on behalf of MACS had recently been cancelled.

Agenda Item 8: Any Other Business

- 8.1 KR asked about promotional items for MACS, in the context of forthcoming conferences. He questioned whether sufficient materials were available. In discussion it was suggested that the annual report could be circulated. KR considered this may not be sufficient and further thought on the subject may be required. The Convenor was wary of expanding the overall MACS leaflet into workstreams due to the need to keep information up to date. She also believed that the annual report should be used in conjunction with the MACS leaflet for information.

Agenda Item 9. Date of next meeting

- 9.1 Members noted that the next meeting would take place on Tuesday 21 July 2015.

**MACS Secretariat
April 2015**