

AGENDA ITEM 3 MINUTES

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

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

Present:

Anne MacLean, Convener
John Ballantine (JB)
Bob Benson (BB)
Marsali Craig (MC)
Heather Fiskin (HF)
Andrew Holmes (AH)
Jane Horsburgh (JH)
Cecil Meiklejohn (CM)
Annette Monaghan (AM)
Hussein Patwa (HP)
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:

Patrick Nyamurundira (PN) – ScotRail (for item 2)

In attendance:

Sheryll Holley – Palantypist

Apologies:

Keith Robertson (KR)

Agenda Item 1. Welcome, Introductions and Apologies

- 1.1 The Convener welcomed those present to this MACS meeting. She noted apologies from Keith Robertson.

Agenda Item 2. Invited Guest – ScotRail

2.1 The Convener welcomed Patrick Nyamurundira, Access and Inclusion Manager of ScotRail and thanked him for spending time with the Committee and formulating a paper for the Committee's consideration in advance. She invited him to make a short presentation on ScotRail's work on accessibility as Abellio has now assumed control of the franchise. Members would ask questions now but discuss their approach under agenda item 6e.

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2.2 PN thanked the Committee for its invitation. He spoke about the plans to establish a Stakeholder Equality Group which it is intended would provide the opportunity to enhance the level of engagement with the disabled community and increase the company's performance on disability inclusion. The main aim of the Group would be to look at ScotRail's performance and delivery on the ground, to provide guidance and recommendations on improvements including in the form of quarterly and annual reports, with the latter being submitted to both the ScotRail board and Transport Scotland through the Scottish Rail Accessibility Forum (SRAF). He stressed that the intention is that the Group will act as an advisory body to ScotRail, in the same way MACS provides advice to Ministers. He also pointed out that he would be the main point of contact as an Access and Inclusion Manager but that the company's Client and Communication Director would also be a principal contact.

2.3 Committee members asked the following questions:

- a. JS asked how much money the company is planning to spend on community engagement and whether this is a part of the Group's remit. PN explained that the community engagement is not planned to be a part of the Stakeholder Equality Group's functions as this is the responsibility of a separate team with separate budget. The Group's responsibilities would however cover the audits and investigations required to gain essential information as well as mystery shopping scheme so there would be some engagement with disabled people. He also confirmed that the Group has been allocated funding of £50,000 annually, including the cost of an annual accessibility conference. Administration would be provided by ScotRail and therefore would not be added to the Group's expenses.
- b. JB asked about the anticipated number of the members appointed to the Group. PN said that he was unable to confirm the numbers at this stage, however made it clear that the intention was to keep the numbers limited and focus on the actions rather than theory. It was understood the intention is that the members would be selected by the appointed Chair; however it is not yet clear how the Chair is going to be chosen and where the potential candidates would come from. The decision on that matter remains for the company's Client and Communications Director to make, however currently he is on annual leave and therefore the outcome is not going to be known until he is back.
- c. HF asked to what extent PN felt a small group would be able to represent all impairments. She also asked what methods were going to be used to manage conflict of interest which may arise if members come from different directions. PN advised that the members would need to focus on the Group's aims and objectives, not to represent their own organisations and lobby – similar to the MACS model.
- d. JS also pointed out that the Chair of the Group should be independent and of a high position to improve the Group's status. The Convenor

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pointed out that in the paper provided to the Committee only the Chair's job description was mentioned, however the person specification was missing. PN replied that the company's management is fully aware of the requirements for selection of an appropriate person and confirmed that requirement planning is still in very early stages and further consultations with ScotRail Directors will be sought.

- e. BB asked for more information about the link between the Group and ScotRail's strategic decision-makers, in particular the ScotRail Board. He wanted to know more about the extent to which the Group would be asked to advise on strategy. PN replied that precise terms of reference would be developed in due course, including on strategic matters and that it is intended the Group would have strong links with ScotRail, while maintaining sufficient distance to be a critical friend.
- f. JH pointed out that according to the paper, the Group's responsibility seems to be very wide and demanding. JB also added that such investigations would be very time consuming. PN reiterated that dedicated resources have been allocated for research and it would be carried out by external contractors, as now. ScotRail would monitor the situation to ensure the Group was not over-worked but was anxious to maintain a wide remit so that it could have a large impact. It was expected that the first meeting would be held in December.
- g. A discussion took place regarding the information booklets for passengers provided from ScotRail about their Disabled Person's Protection Policy. This booklet mentioned the setting up of the Stakeholder Engagement Group but AH expressed concern that the booklet may not be as user friendly as the smaller one from Virgin Trains East Coast. PN replied the booklet specifications were set by the Office of Rail and Road.

2.4 In closing, PN thanked the Committee for its continued engagement and feedback. He trusted this would continue. He also highlighted another improvement in the new franchise: awareness days targeted at groups who do not normally travel by rail. This aimed to let people try the train and increase their awareness and confidence that traveling can be safe.. It was considered this would be especially welcome for disabled people. Members noted this update with approval.

2.5 The Convener thanked PN for attending the Committee and for his engagement in the discussion.

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

Item 3a: minutes of previous meeting

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

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| 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. Of the continued actions arising from the meeting on 20 January 2015 the following points were made and actions agreed:
- a. Continued action point 6 required workstreams to provide their annual report submissions by the end of April. The committee noted this had been done and no further action was required.
 - b. Continued action point 8 required workstreams to provide the secretariat with details of their concluded succession plans. The committee noted this had been done and no further action was required.

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| Action 2: Secretariat to circulate details of workstream memberships |
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- 3.4 Of the actions arising from the meeting of 21 April 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 AH to report on his engagement with Scottish Government Health Directorates on the interface between transport and integration of health and social care. AH indicated there were difficulties in finding an agreed time to meet. The committee agreed to continue this action point.
 - c. Action point 3 required JB and HF to submit to the secretariat annual report submissions on MACS participation in the Disabled Persons Transport Advisory Committee and in respect of the UN Convention on the Rights of Persons with Disabilities. This having been done, no further action was required.
 - d. Action point 4 required affected members to arrange appraisal dates. This having been done, no further action was required.
 - e. Action point 5 required the secretariat to circulate the draft clauses of the Scotland Bill concerning transport. This having been done, no further action was required.
 - f. Action point 6 required the secretariat to circulate to rail workstream members and AH the list of rail stations unsuccessful in bidding for

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Access for All funding. This having been done, no further action was required.

- g. Action point 7 required JS to find out what statistics were kept on Passenger Assist bookings in Scotland. This having been done, no further action was required.
- h. Action point 8 required HP to write to Network Rail requesting an update on Waverley station accessibility. HP indicated this had been done but he had received no response to correspondence he had sent. He requested guidance on next steps. This was discussed under agenda item 7.
- i. Action point 9 required the secretariat to circulate the engagement and consultation paper drafted by BB to members for comment. This having been done, no further action was required.
- j. Action point 10 required the rail workstream to contact the Transport Scotland Rail Accessibility Manager on Dundee station accessible toilets. This action was complete but the issue was discussed under agenda item 7.
- k. Action point 11 required JB to pass on the contact details of the DPTAC sponsor to ScotRail. This having been done, no further action was required.
- l. Action point 12 required the rail workstream to draft a response to the Infrastructure and Capital Investment Committee's call for evidence on rail station accessibility. This having been done, no further action was required.
- m. Action point 13 required the rail workstream to meet with ScotRail to discuss their plans for the Stakeholder Equality Group. This would be discussed at item 7e.

Agenda Item 4. Convener Update and Liaison report

4.1 The Convener reported on her work over the last quarter. She had conducted several appraisals and co-ordinated production of the 2014-15 annual report, which had now been presented to Ministers. She had attended a positive meeting of the Highland Alliance and had given evidence with HP at the Infrastructure and Capital Investment Committee on rail accessibility. She thanked members for their help with this work and noted the positive commitments made by the Chief Executive of the Network Rail/ScotRail alliance to continued engagement on accessibility. She asked the secretariat to monitor developments with the ICI Committee inquiry and attempt to develop a definitive timeline of steps taken concerning the closure of Waverley ramps for the information of members.

Action 3: Secretariat to monitor developments in ICI Committee, to develop timeline for previous Waverley actions

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4.2 The Convener reported on her work as a member of Transport Scotland's Transport Accessibility Steering Group. It is intended that a vision for transport accessibility in Scotland will form part of a framework to be co-produced by the group. Group members have been working to develop a vision statement and are now asked to choose between four options, or agree their own version. The Convener sought the advice of members in making her choice.

4.3 In discussion the following points were made:

- a. Some members preferred extending the vision's scope beyond disabled people as currently drafted, for example to include older people with reduced mobility, but the Convener explained the majority of the Steering Group preferred to maintain a focus on disabled people, and noted that improvements for disabled people would improve accessibility for everyone.
- b. Some members considered the scope of the vision should be further clarified by using words such as "journeys" or "travel" instead of "transport" so as to make clear that the vision applies to more than simply transport services but all the services and infrastructure necessary for people to go from one place to another.
- c. Key words were highlighted as particularly important. JB agreed with the options presented that information, choices, freedom and confidence should be key words. Several members welcomed the focus on confidence to carry out journeys, particularly to ensure focus on those who do not use public transport as much as they might. HP welcomed use of the term "freedom" as removal of restrictions on such freedoms would be key to the action plan.
- d. HF asked about the extent to which the vision, when developed, would fit in with the cross-government Fairer Scotland conversation being led by the Cabinet Secretary for Social Justice, Communities and Pensioners' Rights. JM replied that the work of the Steering Group would closely align with that being conducted by other parts of Government, including Fairer Scotland and the UN Convention on the Rights of Persons with Disabilities. The need to ensure close links with these areas of work is continually borne in mind.
- e. Of the options provided, members indicated they preferred the fourth. As drafted, it read:

"An accessible journey allows you to have the information, choices, freedom and confidence to travel. Our vision is that all disabled people have accessible journeys."

The Convener indicated this wording might be improved by swapping the sentences around to make clear from the start the

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purpose of the statement. MF suggested amendment so as to replace references to “you” with “everyone”.

- f. BB suggested an alternative form of words:

“Travel in Scotland will be fully accessible to all disabled people, respecting their freedom, choices and confidence to make safe and comfortable journeys.”

Members expressed broad agreement with this form of words.

- 4.4 The Convener thanked members for their contributions and indicated she would be guided accordingly.

Agenda Item 5. Secretariat Update

- 5.1 The Committee had before it a written secretariat update to which JM spoke.

- 5.2 In discussion the following points were made:

- a. AH asked for information about the nature of the legal impediments forestalling progress with the Footway Parking and Double Parking (Scotland) Bill. JM confirmed the issue concerned the legislative competence of the Scottish Parliament and that officials continued to engage the most appropriate way to take matters forward, given Government support for the principle of the Bill.
- b. Noting an update on the cost of the new fleet of Caledonian Sleeper vehicles, AH asked to what extent this might impact on ticket prices and to what extent the methodology for fixing ticket prices took into account that disabled people often have lower disposable income. JM indicated Transport Scotland colleagues would be asked to reply to this point.

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| Action 4: Secretariat to ensure reply provided to AH on methodology for fixing ticket prices |
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- c. HF commented on the Winchburgh Tunnel closure. Contrary to the written update, she was aware of problems for disabled people in some cases. She wanted to know what mechanisms existed for systematically capturing feedback and identifying problems arising for disabled passengers during planned service disruption. Ensuring learning took place would be especially important in the light of future works at Queen Street station. JM indicated Transport Scotland colleagues would be asked to reply to this point.

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| Action 5: HF to provide details about the problems faced by the disabled passenger and copy to MC. Secretariat to ensure reply provided by rail colleagues on mechanisms for capturing feedback and identifying problems during planned disruption |
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- d. CM referred to paragraph 23 of the update, which mentioned the first meeting of the working group on extending Blue Badge scheme to persons who as a result of a mental disorder have little or no awareness of danger from traffic. She had attended this meeting and noted there was a lot of work to be undertaken on definitions with an outcome by the end of the year. CM noted a lack of disabled people's organisations represented but hoped there would be more at the next meeting. JM stated that she would speak to the official in charge of the group to help ensure this would happen. CM would work with BB to make sure MACS was fully represented.
- e. JS noted the National Transport Strategy refresh and asked if members should suggest ideas to the Convener given her membership of the reconstituted NTS Stakeholder Group. The Convener indicated this was not required at this stage, but she would continue to keep members informed.
- f. JM said Transport Scotland communications were keen to build up a stock of photographs of disabled people using public transport and suggested that a photo opportunity could be arranged around the date of the next Main Committee meeting or the Transport Accessibility Steering Group workshop on 27 August. JS and HF said that their own organisations had a stock of appropriate photos which could be shared. No member indicated they were opposed to being photographed.

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: Scottish Transport Conference

- 6.2 HF spoke to her report on the above conference held on 28 April 2015, noting that Phil Verster could be invited to attend a MACS Main Committee meeting as head of the Network Rail/ScotRail alliance.
- 6.3 HF also noted the commitment from the Minister for Transport and Islands that should accessibility improvements not be made through practice, funding and contractual arrangements, legislation could be used. MF asked if it would be worthwhile to write to the Minister asking him to expand on his views. It was agreed that at this stage this would not be appropriate in light of the Committee's current engagement with Ministers.

Item 6b: Community Transport Association roadshow

- 6.4 MF spoke to her paper on the above meeting held on 4 June 2015. The sense of the meeting was that transport's position within local integration of health and social care varied significantly: in some areas there were many examples of good

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practice, but elsewhere the extent to which transport played a part in health and social care policy was very unclear. This chimed with other views received. She asked whether the Committee should take action based on this insight.

6.5 It was agreed that, building on AH's engagement with Health Directorates, the secretariat would ascertain an appropriate contact in Health Directorates to invite to the next Main Committee meeting. The written invitation would be drafted by the bus and community transport workstream and sent by AH to the Convener who would formally submit it. It was intended this would be a mutually beneficial discussion to understand how the Committee might help more in the development of policy.

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| Action 6: Secretariat to seek Health Directorates contact, AH to draft and Convener to send invitation to contact for next Main Committee meeting |
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6.6 Discussion turned to sources of information and good practice on transport to health and social care that may prove useful to inform members in advance of the next Main Committee meeting. CM noted the presence of a Scottish Government official on each shadow Integration Board and the involvement of the Joint Improvement Team, and JS undertook to send to the secretariat information on the previous Short Term Working Group on the subject.

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| Action 7: JS to forward Short Term Working Group information to secretariat |
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Item 6c: Scottish Rail Accessibility Forum (SRAF)

6.7 JB presented his paper on the meeting held on 10 June 2015. The Convener asked if the paper previously presented by BB to SRAF on consultation and stakeholder engagement was discussed, and JB confirmed it was only noted briefly with no substantive comment made. The Convener asked the rail workstream to pursue this, and JS indicated she would ask Chris Clark in Transport Scotland about progress when she contacted him for the date of the next SRAF meeting

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| Action 8: JS to ask Chris Clark about progress in SRAF of BB consultation and engagement paper |
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Item 6d: Meeting with ScotRail on proposed ScotRail AT200 rolling stock design

6.8 JS presented her paper on a meeting on 23 June 2015 between ScotRail and several stakeholders, including MACS, to obtain feedback on new rolling stock design proposals. The general impression was very positive with ScotRail being extremely receptive to feedback.

6.9 In discussion it was confirmed bicycle storage should be accessible and not pose a problem to other passengers. JH asked if there would be separate buttons to close and lock toilet doors, as these sometimes pose problems for people with visual impairments. JS indicated she would contact ScotRail on this point.

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| Action 9: JS to contact ScotRail to ask if proposed AT200 toilet doors have separate close and lock buttons |
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Item 6e: Informal meeting with ScotRail to discuss engagement proposals

6.10 JS presented her paper on a meeting on 24 June 2015 with ScotRail to explore its ideas for the new Stakeholder Equality Group and other areas of stakeholder engagement. These ideas having been amplified under agenda item 2, the Convener asked for members' comments on the proposals and how MACS ought to proceed.

6.11 In discussion the following points were made:

- a. JS underlined that the advice to franchise bidders indicated MACS was pleased to contribute to the development of a stakeholder engagement framework and conference, but no indication was given that funding or administrative support would be made available from MACS. The Convener indicated that point had been clarified now with PN. BB commented that it was positive ScotRail was taking MACS advice to franchise bidders seriously and that any suggestions for improvement to the proposals MACS might wish to make had to be viewed in that context.
- b. Several members said that they were still unclear about the functions and form the Stakeholder Equality Group would adopt. The extent to which the Group would have sufficient funding and support to carry out its work, especially given it was proposed this would extend to research, remained a potential concern. The extent of responsibility placed upon the chair of the new Group might be overwhelming. JS considered it was necessary for the appointments process to be sufficiently robust (along the lines of a public appointment) to ensure a strategic leader was recruited. HF agreed noting a careful appointments process would need to be followed to ensure a group representing a spectrum of impairments, although she thought there were strong benefits in ScotRail making the group and its chair relatively autonomous from the start. BB commented the current remit of the group could usefully be extended to include more strategic issues given the link to the ScotRail Board. There were opportunities to influence ScotRail's development of the Group to take these points into account.
- c. Several members asked about the implications of the Stakeholder Engagement Group for the future of SRAF. It was important SRAF was the principal group for MACS engagement with rail stakeholders, given it is chaired by Transport Scotland and membership extends to all train operating companies operating in Scotland. BB considered it was important MACS felt its role as being to support and contribute to the development of SRAF.
- d. In this context, the possible role of MACS in the Stakeholder Engagement Group was discussed. If invited to join by ScotRail, it was agreed MACS could not be a full member given its statutory

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role. That said, it might be acceptable for MACS to be an observer with speaking rights.

6.12 Summing up the discussion, the Convener indicated the precise terms of engagement between MACS and ScotRail could be decided upon later, although it was inappropriate for MACS to be a full member. More broadly, it was important to continue to feedback to ScotRail as it develops its proposals which have the potential to be very beneficial, so long as sufficient resource and support is provided, and weight given to the activities of the Stakeholder Equality Group. However, the focus for MACS in light of its role as a Ministerial advisory body, must be engagement with SRAF. MACS must be seen to be helping Transport Scotland develop SRAF as the collective forum for discussion across all rail operators.

Item 7f: DPTAC

6.13 JB presented his paper on the DPTAC meeting held on 10 March 2015. JB noted the new Parliamentary Under-Secretary of State, Andrew Jones MP, was extremely engaged in the work of DPTAC. There would be a meeting later in July to discuss the DPTAC work programme for the coming year. The Committee noted this update without discussion.

Item 7g: Roads Maintenance Review Stakeholder Group

6.14 Owing to the absence of the reporter KR, the Convener asked members to submit any points or questions arising from the report to KR via email so he may raise them in future meetings of the Stakeholder Group.

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| Action 10: Members to email KR with points or questions arising from Roads Maintenance Review Stakeholder Group paper |
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Item 7h: Active Travel Conference 2015

6.15 CM presented her paper on the conference held on 26 May 2015. She noted the various discussions and the importance of ensuring the interests of disabled people were to the fore in active travel discussions to avoid it dropping down the agenda. Much of the discussion focused on shared spaces, underlining the significance of this issue. The Committee noted this update without discussion.

Other updates

6.16 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 of the Ferries Accessibility Fund. Liaison with Caledonian Maritime Assets Limited continued with a view to understanding in more detail the nature of access audits they were conducting.

Agenda Item 7: Any Other Business

7.1 JB spoke about his work on Dundee station accessible toilets, further to the discussion at SRAF. There was continued lack of progress, and the extent to which

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benefits for disabled passengers would be realised at this important station remained unclear, which was especially worrying given the need for consistency on this issue. To provide clarity on the number and position of accessible toilets it was agreed the rail workstream should draft a letter for the convener's signature to the head of the Network Rail/ScotRail alliance setting out the continuing areas of uncertainty and concern.

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| Action 11: Rail workstream to draft letter for Convener's signature on Dundee accessible toilets |
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7.2 In response to a request for direction by HP, it was decided the Convener should sign two letters drafted by the rail workstream to the Station Manager of Waverley Station and Edinburgh City Council requesting information on progress in dealing with accessibility issues. It was also agreed HP should send a reminder to his contact in Network Rail following his correspondence, reporting back to the rail workstream.

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| Action 12: Convener to send letters to Station Manager, Waverley and Edinburgh City Council |
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| Action 13: HP to send reminder to Network Rail regarding his correspondence on Waverley accessibility, report back to the rail workstream |
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Agenda Item 8. Date of next meeting

8.1 Members noted that the next meeting would take place on Tuesday 20 October 2015.

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

**MACS Secretariat
July 2015**

AGENDA ITEM 3 ACTION POINTS

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

Continued action points from meeting held on Tuesday 21 April 2015 Conference Room 2, Victoria Quay, Edinburgh

| Action point number | Minute reference | Action | Update | Follow up required |
|---------------------|------------------|---|--------|--------------------|
| 2 | 3.3c | AH to report on engagement with Health Directorates | | |

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 |
|---------------------|------------------|---|--|--------------------|
| 1 | 3.1 | Secretariat to publish minutes on website | Completed | |
| 2 | 3.3 | Secretariat to circulate details of workstream memberships | Completed – further copies available from secretariat | |
| 3 | 4.1 | Secretariat to monitor developments in ICI Committee, to develop timeline for previous Waverley actions | Completed, timeline sent to Convener | |
| 4 | 5.2b | Secretariat to ensure reply provided to AH on methodology for fixing ticket prices | Completed – response sent | |
| 5 | 5.2c | HF to provide details about the problems faced by the disabled passenger and copy to MC. Secretariat to ensure reply provided by rail colleagues on mechanisms for capturing feedback and identifying problems during planned disruption | Completed – response sent | |
| 6 | 6.5 | Secretariat to seek Health Directorates contact, AH to draft and Convener to send invitation for next Main Committee meeting | Completed – Health Directorates invited for Oct 2015 meeting | |

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| Action point number | Minute reference | Action | Update | Follow up required |
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| 7 | 6.6 | JS to forward Short Term Working Group information to secretariat | Completed – information received | |
| 8 | 6.7 | JS to ask Chris Clark about progress in SRAF of BB's consultation and engagement paper | | |
| 9 | 6.9 | JS to contact ScotRail to ask if proposed AT200 toilet doors have separate close and lock buttons | | |
| 10 | 6.14 | Members to email KR with points or questions arising from Roads Maintenance Review Stakeholder Group paper | | |
| 11 | 7.1 | Rail workstream to draft letter for Convener's signature on Dundee accessible toilets | Completed – rail workstream decided to close matter without sending letter | |
| 12 | 7.2 | Convener to send letters to Station Manager, Waverley and Edinburgh City Council | Completed, reply from City of Edinburgh Council still awaited | |
| 13 | 7.2 | HP to send reminder to Network Rail regarding his correspondence on Waverley accessibility, report back to the rail workstream | | |