



# **Annual Report**

**2016-17**

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## Executive Summary

The Mobility and Access Committee for Scotland (MACS) consists of 15 members, including the Convener. The work of the Committee is devolved to sub groups recognised as workstreams. There are currently six workstreams within the MACS Committee, with each either having a workstream lead, or for the busier areas, two leads facilitate this role.

The workstreams are currently set up by four modes of transport:

- Bus, Taxi, Tram and Community Transport
- Ferries
- Rail
- Roads and Active Travel

They are complemented by:

- Liaison workstream, and
- Planning and Infrastructure workstream, both of which capture activity and issues that are threaded across more than one of the workstream areas.

Through the work of all the workstreams the MACS Committee has achieved a great deal during the year 2016/17 and the detailed progress in each of the areas are documented within this report.

For ease of reference these actions have been sub divided into activities, outcomes and progress in each workstream area. Each of these sections details work carried out during the year and also shows key areas of progress from the agreed work plans from 2015/16.

The sections conclude with defining the work the MACS Committee will undertake during 2017/18 in work plan format to progress issues further including monitoring progress, giving advice, promoting the sharing of best practice and seeking new strategic initiatives all aimed at removing the barriers faced by disabled travellers and increasing the number of successful door to door journeys.

Members of the Committee are very passionate about improving transport accessibility in Scotland and dedicate a lot of their time to ensure that the Committee's objectives can be achieved.

The MACS Committee meets formally four times a year and the minutes of these meetings can be found on the MACS website at: [www.macs-mobility.org](http://www.macs-mobility.org).

This year has seen the introduction of workstreams leads meeting four times a year outwith the main Committee Meetings to ensure knowledge and information is being shared across all areas. These meetings also give the leads the opportunity to undertake brainstorming and horizon scanning sessions.

Also, Committee development days were introduced during this reporting year. These days are scheduled twice a year aimed at addressing the developmental needs of the Committee given any changes to policies or legislation as well as strengthening the knowledge and skills of all members. It also gives an opportunity to share knowledge, experiences and planning for the future. Although facilitated, the Committee development days are focused on achieving the full involvement of the committee and protecting time to debate and discuss critical issues.

The first Committee development day was held in March 2017. During this session members reviewed and refreshed MACS strategic drivers and objectives.

Time was dedicated to ensuring the outcomes of the Committee aligned to the wider strategic objectives of the Scottish Ministers. Plans and policies were challenged and discussed to ensure MACS strategic drivers, objectives and outcomes were current and progressed the agenda of a Scotland without the barriers excluding disabled people from making their choice of successful door to door journeys.

The Committee developed a one page schematic to define and link their overall Strategic Context and this is displayed within Annex A of this document with an easy read version as Annex B.

This has been a year of change for the Committee with a few members leaving the Committee and others being appointed by the Minister of Transport and the Islands. The work detailed in next year's work plan evidences the breadth and depth of knowledge within the Committee as well as the scope of their activities and influence.

MACS believe in partnership working and coproduction, which confirms that the voices and lived experiences of disabled people in Scotland are heard and acted upon to ensure the barriers they face are known, understood and addressed.

This, as well as progress in key areas being monitored, researched and established prior to giving advice to Scottish Ministers and when responding to any consultations or calls for evidence, promotes the travel needs of disabled people with designers including transport planners and operators so that these are fully taken into account in the development of vehicles and infrastructure and delivery of services.

This report concludes with Annexes, which summarise Committee's strategic content and next years' recommendations (developed into the work plans). They also give some background information about MACS members, list and remit of workstreams; provide details of Committee's external engagements and responses to consultations. It also provides a link to the MACS website, where further information can be found.

## Introduction from the Convener

The Mobility and Access Committee for Scotland (MACS) was established in 2002 and is an advisory non-departmental public body. The Minister for Transport and the Islands appoints the Convener and Members. MACS was formally constituted under section 72 of the Transport (Scotland) Act 2001 with the role being:

- To consider such matters relating to the needs of disabled persons in connection with transport as the Committee thinks appropriate, and
- To give such advice to the Scottish Ministers in relation to such matters as the Committee think appropriate.

The Committee consists of 15 members (including Convener) with various skills, knowledge and experience gained through their fields of expertise and also lived experiences. The MACS Committee has collective responsibility for the effective operation of MACS under the leadership of the Convener.

The Committee meets formally four times a year. Part of the role of MACS (as well as advising Scottish Ministers) involves responding to consultations and calls for evidence to make sure the views of disabled people are heard and taken into consideration when developing policies and designing services in relation to travel. This includes all modes of transport and the surrounding infrastructures.

*“MACS believes in a Scotland without the barriers that isolate and exclude disabled people from making their choice of successful door to door journeys”*

The MACS remit is:

- To give Scottish Ministers advice on aspects of policy, legislation and practice affecting the travel needs of disabled people;
- To take account of the broad views and lived experiences of disabled people when giving advice;

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- To encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities;
- To work closely with SG and ensure our work programme complements the work being undertaken by the Disabled Persons Transport Advisory Committee (DPTAC), the Equality and Human Rights Commission and other organisations, voluntary and statutory;
- To promote the travel needs of disabled people with designers including transport planners and operators so that these are fully taken into account in the development of vehicles, infrastructure and delivery of services;
- To monitor and evaluate the effectiveness of our work against the above aims and objectives in improving travel opportunities for disabled people in Scotland.

MACS works with various partners to deliver its remit. This includes, but is not limited to; Disabled People, The Scottish Government, The Scottish Human Rights Commission, The Equality and Human Rights Commission, National, Regional and Local Transport Providers, National, Regional and Local Public Authorities, Disabled Persons Organisations and Disability Organisations.

This year has seen a third of Committee Members standing down. Therefore, it was decided to hold an open day to encourage applications for the post of MACS convener and members. This was held in Perth in June and was considered a success by those who attended. 30 applications for member positions were submitted. Interviews were held in June and July and successful candidates, Susan Morris and Fraser Sutherland, joined the Committee on 1 October and Anne Findlay and George - Mowat Brown were appointed on 1 January. New members bring fresh perspectives and viewpoints to the Committee, complementing the existing wealth of knowledge and offering a fresh challenge function.

After eight years serving the Committee as Convener, Anne MacLean's term ended at the end of December 2016. During that

time she managed to build MACS into a strong team with vast expertise on accessible transport, making a positive impact on improving transport accessibility in Scotland.

Anne's strategic outlook and professional approach contributed to increasing Committee's profile and is appreciated by not only the Committee's members but also the stakeholders and policy officials who liaise with MACS.

MACS would like to thank Anne for her contributions over the years.

In January 2017, when I joined MACS as the new Convener, the Committee lost Jill Mulholland, MACS Sponsor within Transport Scotland. We would all like to formally thank Jill for her many years assisting the MACS Committee and wish her well for the future.

We would like to thank Graham Thomson for standing in and fulfilling the Sponsor's role and also thank the Secretariat - Robert Wylie, Karl Zaczek, Aga Lysak and Martina Fuskova - for the support they provided during this year of change.

Throughout this year the Committee continued to build on previous work and use its knowledge and influence to drive the goal of a more accessible Scotland for everyone.

MACS were heavily involved in identifying the priorities of Scotland's first ever Accessible Travel Framework ("*Going Further*") and the transport elements of "*A Fairer Scotland for Disabled People - Our Delivery Plan to 2021 for the United Nations Convention on the Rights of Persons with Disabilities*". These documents outline key recommendations aimed at removing barriers and improving the lives of disabled people in Scotland. We will continue to assist with the delivery of these recommendations.

Through various streams of work, the Committee Members advised and assisted partners to develop services promoting accessibility as part of the foundations and not an "add on" or "tick box exercise". Our drive is to include accessibility at the concept stage of any service and infrastructure design and service provision. This year we will continue to promote this in our involvement with and the work we do on the Accessible Travel

Framework and the review of the National Transport Strategy, in which the Convener and Committee Members are involved.

We will also remain strategically involved in projects to enhance Scotland's transport network and infrastructure including bus, taxis, trams, rail, ferries, roads and airport assistance. This work includes our Committee not only advising on the journey by each mode of transport but also what needs to change in the surrounding infrastructure, the pre journey advice, the booking systems, to assist passengers, to ensure safety and to deliver service provider training in disability awareness aimed at improving customer satisfaction. People need to be able to plan and make more successful door-to-door journeys more often. They need to feel and be safe in doing so.

The following report not only evidences our work as a Committee for 2016/17 but also details our work plans for 2017/18 aimed at delivering the aforementioned goals. We are committed to continuing to work with our partners and strengthening these relationships whilst embracing any new opportunities.

MACS strongly believes that inequality is not a fact, it's a decision that is made and making the right decisions, based on good advice, can eliminate inequality and allow Scotland to flourish as an equal and inclusive society.

I would like to thank all Committee Members for their tireless efforts and the commitment shown since I have taken up position as MACS Convener. Their guidance has been invaluable. I would also like to thank the Secretariat and Sponsor Team for their continued advice and guidance to support our Committee.

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

**Linda Bamford**

A handwritten signature in black ink, appearing to read 'Linda Bamford', written on a light-colored background.

## Workstreams' reports

### ***Bus, Taxi, Tram and Community Transport (CT)***

#### **Members**

1. During the period 2016/2017 there have been a few changes within the workstream, which saw Margaret Follon leaving the Committee in July 2016 and Sheila Fletcher taking over the role of a workstream lead. Also new members were appointed and joined the Committee in October 2016. Two of them – Anne Findlay and Susan Morris - joined the Bus, Taxi, Tram and Community Transport Workstream.

2. List of members:

- Margaret Follon - Lead until July 2016
- Sheila Fletcher - Lead from July 2016)
- Anne Findlay - from January 2017
- Heather Fisker
- Susan Morris - from October 2016
- Jane Steven
- Hussein Patwa

#### **Accessibility**

3. Over the past year a number of issues have arisen on the accessibility of both Bus and Taxi services in Scotland. The workstream responded to a consultation on duties of taxi drivers and were involved in work leading to the Accessible Travel Framework launched on 21 September 2016.

4. The needs of people with hidden disabilities have been raised in various areas throughout the year, evidencing and highlighting the barriers to travel.

5. Integration between modes of transport and infrastructure barriers have also been identified and highlighted with particular emphasis on journeys that involve more than one mode of transport (bus, train, ferry) and the difficulties faced during cross modal journeys.

## Taxis

6. A response was submitted in November to a consultation from the Department for Transport with a view to implementing the Equality Act 2010 with regard to imposing a duty on certain taxi drivers to assist passengers in wheelchairs. The duty would only apply where the local authority maintains a designated list of wheelchair accessible vehicles.

7. The workstream responded specifically on the issue of taxi drivers being able to apply for an exemption from giving assistance. It was felt that the placement and size of the exemption certificate made it difficult to ascertain whether or not the driver could offer assistance.

8. Taxi provision has been changing due to introduction of technical applications that enable bookings to be easily made by phone. Businesses such as UBER operating on Private Hire Cars licences are emerging in the larger cities. Private Hire Operators are not required to provide accessible vehicles. The workstream continue to monitor this and collect data to evidence the impact of these initiatives.

9. The workstream has also undertaken initial investigation in to the introduction of electric taxis, autonomous vehicles and car clubs with a view to establishing the accessibility aspects of these vehicles.

**Recommendation 1:** MACS to monitor and continue to investigate the access issues relating to taxis and to press for easy recognition of accessibility features and exemptions of drivers.

**Recommendation 2:** MACS to monitor introduction of services using new technology and access issues relating to these services.

## Buses

10. Issues have been raised in the Press with regard to use of new style vehicles on bus routes in Aberdeenshire, Dumfries and Galloway and the Dundee area. The vehicles have step free access with provision to carry one wheelchair and two seated passengers on the lower floor. All other passengers have to climb

a steep set of steps to the upper floor. The vehicles comply with the Disability Discrimination Act (DDA), but many disabled people find these vehicles difficult to use. The workstream have discussed the issue and wish to work with vehicle manufacturers and bus service operators with a long-term vision to find a suitable design complying with the Equality Act 2010.

11. The workstream were asked to submit comments to the Bus Stakeholder Group (BSG) on issues to relieve congestion. A paper was submitted highlighting that air quality was as much a factor and that a solution would be to encourage more use of public transport. It was highlighted that poor integration between rail and bus services was a major detriment to people using bus. The issues of inaccessible coaches being used on both local and long distance routes was also raised with a plea to encourage a long term strategy for coach manufacturers to design and build step free vehicles.

12. MACS were asked to submit comments on the National Concessionary Travel Scheme. The Transport Minister has confirmed that no changes will be made to the eligibility criteria for disabled people. Comments were submitted suggesting the following:

- That many people are unable to access services on which they can use their entitlement,
- Extension of the scheme to other modes of transport, such as taxis, should be introduced
- Discrepancies on local authority interpretation of criteria for issuing companion cards were also noted.

**Recommendation 3:** MACS to encourage discussion on design and introduction of step free coaches used on bus services.

**Recommendation 4:** MACS to encourage better integration between services to enable disabled people to undertake more door to door journeys by public transport.

**Recommendation 5:** MACS to continue to work with the Transport Scotland Bus Team providing advice on the potential consequences of changes to the current National Entitlement Scheme.

## **Community and demand responsive transport**

13. Community Transport continues to provide vital services within local communities and plays a key role in providing transport to health and social care.

14. Workstream members attended the “Community Transport in Scotland” conference organised by Holyrood Events on the 13th September 2016. The event highlighted the need for integrated services to enable transport to hospital and social care appointments as well as combating social isolation.

15. Workstream members also attended the Public Social Partnership (PSP) Conference organised by Strathclyde Partnership for Transport (SPT). The PSP model has been used in Strathclyde to develop a robust network of community transport services. The model was also being developed in Edinburgh and Dumfries and Galloway.

**Recommendation 6:** MACS to continue to monitor provision of community and demand responsive transport and transport services to Health and Social care.

**Recommendation 7:** MACS to monitor development of Public Social Partnerships developing door to door community transport services.

## **Update on the progress with Recommendations for the Bus, Taxi, Tram and Community Transport Workstream 2015-2016**

16. The Committee liaised with several stakeholders to monitor and investigate access issues relating to taxis. Also it was involved in implementation of the Accessible Travel Framework and continues working with other partners to press for a more robust disability awareness training programme for taxi and private hire car drivers.

17. Discussions on national standards for equality training have continued throughout the year and further work is to be undertaken to ensure the standards are set across all areas of transport delivery.

18. MACS attended a presentation by SPT early this year on the Quality Framework that has been developed as part of the West of Scotland Community Transport Network. Discussions have also taken place with others who are progressing this in other parts of Scotland, for example Dumfries and Galloway Third Sector Interface and SWESTRANS.

19. MACS continues to monitor progress throughout Scotland on development of community transport projects tackling social exclusion.

20. The Edinburgh Trams mobility scooter pilot scheme was successful and the carriage of mobility scooters has now been written in to the Conditions of Carriage on Edinburgh Trams<sup>1</sup>.

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<sup>1</sup> Available on: <http://edinburghtrams.com/information/conditions-of-carriage>

<b>Bus, Taxi, Tram and Community Transport Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member	Timescales	Update
B1	<b>Taxi and Private Hire Car Accessibility</b>	Continue to monitor and evaluate accessibility issues on taxi (including Private Hire), community transport and trams.	Sheila Fletcher	On-going	Provision of services is changing especially in urban areas with new providers using Apps rather than waiting at stances. Accessibility issues appear to be a low priority. The workstream will continue to monitor the impact of these service changes.
B2	<b>Accessible Transport Strategy</b>	Give advice to monitor progress	Sheila Fletcher	On-going	The workstream will continue to give advice and monitor progress of the strategy reporting back to the main Committee.
B3	<b>Integrated ticketing, Smart Cards, Thistle Card, new</b>	Continue to work with Transport Scotland and Regional Transport Partnerships on the	Sheila Fletcher Hussein Patwa	On-going	As well as monitoring progress, the workstream will give advice and share knowledge/examples of

<b>Bus, Taxi, Tram and Community Transport Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member	Timescales	Update
	<b>applications</b>	introduction of integrated ticketing and new applications.			good practice in the use of integrated ticketing and new application aimed at improving the door to door journey for all.
B4	<b>Development of accessible buses and coaches</b>	Engage with coach manufacturers and bus operators to encourage long term development of step free coach design. To move beyond DDA compliance to compliance with the Equality Act 2010.	All Workstream	New initiative	

## ***Ferries***

### **Members:**

21. There has been a change in the workstream's leadership – Marsali Craig left to lead the Rail workstream in August 2016 and Hilary Stubbs became the new Lead. Also John Ballantine's appointment expired at the end of December 2016 and George Mowat-Brown joined the Committee in January 2017. Keith Robertson remained a supporting member of the workstream.

22. List of members:

- Marsali Craig - Lead until August 2016
- Hilary Stubbs - Lead from August 2016
- John Ballantine - until December 2016
- George Mowat-Brown - from January 2017
- Keith Robertson

23. MACS has been working closely with colleagues in the Transport Scotland Ferries Team in connection with the Ferries Accessibility Improvement Fund. Work has continued in connection with the tendering process for the Clyde and Hebridean Ferry Services contract (CHFS) and the Gourock and Dunoon ferry service.

### **CHFS contract**

24. The Scottish Government made clear in its 2012 Ferries Plan that they intended to use the tendering process for the Clyde and Hebridean Ferries Services contract (CHFS) to improve accessibility on ferry services. MACS has assisted with the CHFS Health, Accessibility and Social Care Working Group (HAS), looking, together with other organisations as well as Transport Scotland, at ways in which this could be achieved.

### **Independent Procurement Reference Panel**

25. This panel was set up to provide assurance to Scottish Ministers and the broad ferry user community that the procurement process for the Clyde and Hebrides Ferry Services contract was being taken forward in a fair and transparent way, which did not

discriminate against either participant. Panel members were drawn from a selection of key stakeholder groups with a direct interest in the services to be provided by the new operator and the impact of those services on island communities. MACS represented disabled stakeholders on this panel and the Committee's involvement on this panel gave a clear message to the bidders, Serco and CalMac, about the Scottish Government's continued commitment to improving accessibility on their ferry services

### **Gourock-Dunoon contract**

26. Following on from the practice established for the Clyde and Hebrides Ferry Service, a similar exercise was launched for the procurement of the Gourock-Dunoon ferry service. MACS was again invited to represent disabled stakeholders on the panel. However, the process was paused whilst a policy review is undertaken.

### **Ferries Accessibility Fund**

27. The Ferries Accessibility Improvement Fund, a feature of the 2012 Ferries Plan, was launched by Scottish Ministers to stimulate and support works enhancing the accessibility of ports. The Fund is very much in the spirit of the recently launched Accessible Travel Framework, *Going Further<sup>2</sup>*, involving disabled people to help make improvements to the ferry network. Decisions on funding are taken by a Fund Management Group, comprising of representatives from Transport Scotland and MACS. Following a slowdown of awards in 2015/16 a new round of applications were sought during 2016/17 and grants to the value of £180,000 were awarded from the Accessibility Fund.

### **David MacBrayne Ltd**

28. An appointment round for new non-executive directors of David MacBrayne Ltd (Caledonian MacBrayne's parent company) took place in 2016. The lead of MACS Ferries workstream accepted an invitation to sit on the appointment panel. We were pleased at this recognition of the importance of accessibility issues and the input of MACS into this process.

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<sup>2</sup> Ibidem

### **On-going engagement**

29. Members have worked on keeping abreast of developments from ferry service providers and maintaining good working relations with colleagues from Transport Scotland.

**Recommendation 8:** MACS to continue to build good working relationships with colleagues in Transport Scotland and with representatives for ferry service providers with a view to helping them widen their accessibility policies on ferries and in ports beyond merely statutory requirements.

### **Update on the Progress with Recommendations for the Ferries Workstream 2015-2016**

30. The Ferries workstream attended meetings with Transport Scotland to consider the applications from Ferry Operators for grants from the Accessibility Fund.

31. As a result of the awarding of the Clyde and Hebrides ferry contract a new post of Accessibility Manager was established by CalMac Ferries and engagement with the new appointee has been established.

<b>Ferries Workstream's Work Plan 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
F1	<b>Ferry providers</b>	MACS will continue to build good working relationships with colleagues in Transport Scotland and with representatives for ferry service providers with a view to helping them widen their accessibility policies on ferries and in ports beyond merely statutory requirements.	Hilary Stubbs	On-going	Quarterly updates will be reported at MACS Main Committee Meetings and recorded within the minutes for sharing.
F2	<b>Accessibility guidelines</b>	MACS will continue to consider developing guidelines on accessibility at ferry terminals based on the format of similar guidelines developed for train stations.	Hilary Stubbs	December 2017	Draft guidelines to be produced by September 2017

## **Liaison**

### **Members**

32. At the end of December 2016 the appointment of the MACS Convener, Anne MacLean, who was also leading the Liaison workstream, came to an end. After eight years of convenership she left the Committee and a new Convener, Linda Bamford, was appointed as of 1 January 2017.

33. List of members:

- Anne MacLean – Convener, Lead until 31 December 2016
- Linda Bamford – Convener, Lead from 1 January 2017
- Heather Fisken - UNCRPD Lead
- Hussein Patwa - DPTAC liaison
- Keith Robertson

### **Main Workstream Projects**

34. In the last year the workstream has been involved in engaging with the following organisations, committees and projects:

- Equality and Human Rights Commission
- Disabled Persons' Transport Advisory Committee (Hussein Patwa)
- COSLA and local authorities
- Regional Transport Partnerships (RTPs)
- Parliamentary Liaison
- Overall coordination of UNCRPD work (Heather Fisken)
- National Transport Strategy Review
- Transport Accessibility Steering Group
- Policy Teams at Transport Scotland

### **National Transport Strategy**

35. The National Transport Strategy (NTS) was first published in 2006 and a decision was taken to refresh it (2016). This ultimately led to the decision for a full review of the National Transport Strategy (NTS2).

36. To take forward NTS2, the Convener was asked to join the

National Transport Strategy Review Partnership Group and attended the first meeting in January 2017. Meetings of this group will be held four times a year and the lifespan of the project is envisaged to last between 2017 and 2019.

37. MACS remains interested in promoting social inclusion by connecting remote and disadvantaged communities. The Committee will focus on increasing the accessibility of the transport network, improving integration, making journey planning, easier/smart ticketing and working to ensure smooth connection between different forms of transport (cross modal).

**Recommendation 9:** MACS to give Scottish Ministers advice on aspects of policy, legislation and practice affecting the travel needs of disabled people.

### **Transport Accessibility Steering Group**

38. This Group comprises a range of disabled people, Disabled People's Organisations (DPOs), transport providers and operators and COSLA. It is chaired by Head of the MACS Sponsor Team (initially Jill Mulholland, who was replaced by Graham Thomson in January 2017). The preceding Convener, Anne MacLean, represented MACS at the meetings and provided comments and suggestions assisting in development of the first ever coproduced Accessible Travel Framework, *Going Further*<sup>3</sup>. The Framework was launched in September 2016 by the Minister for Transport and the Islands and is currently in the implementation phase. The next Steering Group meeting is scheduled for the beginning of April, which the Convener intends to attend.

### **ATCO Training Day**

39. The previous Convener was invited by Association of Transport Co-ordinating Officers (ATCO) to attend the training day in Falkirk in November 2016. She briefly outlined the MACS remit and reminded that its role was not just to discuss issues with transport operators but covered infrastructure, including roads, pavements, major railway stations, bus stations, ferry terminals and airports. She took questions from the floor and felt that MACS

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<sup>3</sup> Ibidem

attendance had helped ATCO members to understand more fully the role of MACS and how it could assist Local Authorities in their transport and infrastructure planning in respect of accessibility.

### **Bus Stakeholder Group (BSG)**

40. One meeting of the Bus Stakeholders Group was held during the period of this report, in August 2016. This is a useful group in which MACS is involved, since it includes, among its members, COSLA representatives, the community transport association, bus operators, the traffic commissioner, bus users, and ATCO. It is chaired by the head of the Bus Policy division in Transport Scotland.

41. At the meeting in August, at which the Minister was present, attendees were asked by the chair to suggest two top priorities. MACS raised the accessibility of buses, citing the problems raised with the Committee regarding certain buses in the Borders and Aberdeen, and the need for well-maintained routes to bus stops. The meeting had a very full agenda covering the impact of congestion, smart and integrated ticketing, concessionary travel, Bus Service Operators Grant (BSOG) and engagement with smaller bus operators and local authorities.

### **Local Government and Communities Committee: Evidence on Disabled Persons' Parking Places Act**

42. MACS was invited to appear before the above Committee to give verbal evidence on 29 March 2017. The Convener with Keith Robertson attended in person. Full details of the evidence given are available on the Scottish Parliament website<sup>4</sup> and are also available in hard copy from the Scottish Parliament.

### **Disabled Person's Transport Advisory Committee (DPTAC)**

43. MACS continue to have a role on DPTAC. The MACS representative (John Ballantine, replaced by Hussein Patwa from October 2016) attended all four DPTAC Main Committee Meetings during the year as shown in the following table:

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<sup>4</sup> Available at:

<http://www.parliament.scot/parliamentarybusiness/CurrentCommittees/103413.aspx>

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Date of Meetings	Main items discussed
14 April 2016	Items included the report of the House of Lords Committee on the Equality Act 2010 and Disability, and the Department for Transport's plans to improve accessibility for disabled people. DPTAC also received a presentation from the Rail Executive.
6 July 2016	DPTAC heard from the Parliamentary Under Secretary of State for Transport and considered the proceedings of its working groups.
9 November 2016	This meeting mostly focused on collating feedback from the committee on the Accessibility Action Plan being formulated by the Department for Transport (DfT). In particular the committee were keen to stress the importance of a joined-up approach to accessibility as well as clear and concise access to information in all forms. The MACS representative emphasised the need for uniformity of standards experienced by customers regardless of where they are travelling across the UK and particularly for cross-border services.
23 <sup>rd</sup> Feb 2017	Areas of focus and discussion: the Accessibility Action Plan, the <i>Paulley v First Group</i> Case and a proposal from British Cycling to change access rights for cyclists and pedestrians.

44. MACS is continuing to act as an observer at the DPTAC meetings, as per the previous agreement with the Minister for Transport and the Islands

**Recommendation 10:** MACS to continue to act as an observer on DPTAC as per the agreement with the Minister in 2016 and will continue to engage with DPTAC as part of the horizon scanning process and to gain and share knowledge.

45. The workstream's focus has been on the Accessibility Action Plan, which was passed to the Department for Transport for review and deliberation by ministers. Other key issues include consideration of the impact of the *Paulley Case* (relating to the priority for wheelchairs versus buggies on buses) and a proposal by British Cycling to change access rights for cyclists and pedestrians. MACS will continue to attend DPTAC meetings for the foreseeable future and report any relevant developments to Committee.

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

46. MACS were kept informed of work on the Scottish Government's Delivery Plan for the UNCRPD – "*A Fairer Scotland for Disabled People - Our Delivery Plan to 2021 for the United Nations Convention on the Rights of Persons with Disabilities*"<sup>5</sup>, which was launched and published in December 2016. This follows the *Scottish Local Government Delivery Plan on The United Nations Convention on the Rights of People with Disabilities (UNCRPD)*<sup>6</sup> launched in 2015 by Convention of Scottish Local Authorities (COSLA).

47. Actions 66 and 67 of the Scottish Government's Plan detail what they will do to make transport more accessible and inclusive of disabled people. This focuses on work to deliver the Accessible Travel Framework and on improving parking.

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<sup>5</sup> Available at: <http://www.gov.scot/Resource/0051/00510948.pdf>

<sup>6</sup> Available at: [http://www.cosla.gov.uk/sites/default/files/documents/cosla\\_uncrpd\\_local\\_delivery\\_plan\\_2015-2018.pdf](http://www.cosla.gov.uk/sites/default/files/documents/cosla_uncrpd_local_delivery_plan_2015-2018.pdf)

**Recommendation 11:** MACS to continue to discuss, share knowledge and give advice to assist with the implementation of the recommendations of both plans.

### **Regional Transport Partnerships (RTPs)**

48. On taking up appointment, the new Convener highlighted the importance of partnership working and sought the views of the seven Regional Transport Partnerships in Scotland. She stressed the RTPs' critical role in progressing many agendas. An agreement was reached that relationships between MACS and RTPs could be strengthened and an initial meeting between representatives from all RTPs, the MACS Convener and MACS workstream leads took place on 20 March 2017 to progress this agenda and build on the existing relationships.

**Recommendation 12:** MACS to continue to develop partnership-working arrangements with Transport Scotland, Regional Transport Partnerships, COSLA and Local Authorities.

**Recommendation 13:** MACS to liaise and engage at a strategic level with partner organisations to ensure MACS' policies, actions and work plans support the wider strategic policies of the Scottish Ministers.

### **MACS Committee Development**

49. The MACS Convener addressed the importance of team working with the Committee and Sponsor Team and suggested development days to ensure the team works efficiently, effectively and with focus in key areas. This also includes working across the current workstream structures to share knowledge and expertise. A series of Committee Development Days will be held to focus on these issues, the first of which took place on the 8th March 2017.

### **Update on the Progress with Recommendations for the Liaison Workstream 2015-2016**

50. MACS continued to promote **Roads for All** and contributed to the development of the **Accessible Travel Framework – Going Further**<sup>7</sup>, published in September 2016.

51. Through various workstream activities (across all modes of transport), MACS continued to engage and utilise its knowledge to give advice on all areas of travel and accessibility.

52. This also included being involved in various groups and committees, being active in working groups, attending conferences and seminars to gain and share knowledge, responding to consultations and “calls for evidence” from the Scottish Government and Transport Scotland.

53. MACS fully participated in all working groups during 2016-17 and discussed this within the workstream sub groups and, where appropriate, at Main Committee Meetings. Any areas requiring further actions will be progressed via the appropriate workstream.

54. MACS fully participated in all relevant groups during 2016-17. Work/actions will continue during 2017-18, with the Committee focussing efforts in key areas to ensure effective engagements and eliminate duplication of efforts with other organisations.

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<sup>7</sup> Available at: <https://www.transport.gov.scot/publication/going-further-scotland-s-accessible-travel-framework/>

<b>Liaison Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
L1	<b>Parliamentary Liaison</b>	MACS will continue to give Scottish Ministers advice on aspects of policy, legislation and practice affecting the travel needs of disabled people.	Linda Bamford (Convener)	On-going On request	MACS will respond to "calls for evidence" (verbal and written) and consultations as required and on request.
L2	<b>Partnership Working</b>	MACS will continue to liaise and engage at a strategic level with partner organisations to ensure MACS' policies, actions and work plans support the wider strategic policies of the Scottish Ministers.	Linda Bamford (Convener)  Workstreams via workstream leads	On-going  Meetings scheduled	This includes engaging with partners to assist with the delivery of the recommendations within the Accessible Travel Framework, A Fairer Scotland for Disabled People and The Equality Act by giving advice, sharing knowledge and promoting best practice guides.
L3	<b>Liaison with Transport Scotland (Inc.</b>	MACS will continue to develop partnership-working arrangements with Transport	Linda Bamford (Convener)	On-going	To give advice and share knowledge to assist with the progression of

<b>Liaison Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
	<b>Policy Teams), COSLA, Local Authorities and RTPs</b>	Scotland, Regional Transport Partnerships, COSLA and Local Authorities.	Workstreams via workstream leads	Meetings scheduled Nov/Dec for RTPs Chairs	development plans and strategies to make travel more accessible for disabled people.
L4	<b>DPTAC</b>	MACS will continue to act as an observer on the DPTAC (Disabled Person's Transport Advisory Committee) as per the agreement with the Minister in 2016 and will continue to engage with DPTAC as part of the horizon scanning process and to gain and share knowledge.	Hussein Patwa	On-going	Attendance at quarterly DPTAC meetings with briefing reports shared to Committee Members.
L5	<b>UNCRPD</b>	MACS will continue to engage with the transport elements of the COSLA UNCRPD Delivery Plan and A Fairer Scotland for	Heather Fiskien until 30 <sup>th</sup> Sept 2017  October 2017	On-going	To give advice and share knowledge to assist with the progression of work packages and strategies to make travel more

<b>Liaison Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
		Disabled People.	onwards Marsali Craig		accessible for disabled people.

## ***Planning and Infrastructure***

### **Members**

55. The workstream continues to be jointly led by Heather Fisken and Cecil Meiklejohn; however there have been significant changes in the workstream's membership.

56. List of members:

- Heather Fisken (Joint Lead)
- Cecil Meiklejohn (Joint Lead)
- Linda Bamford (from January 2017)
- Margaret Follon (until June 2016)
- Jane Horsburgh (until September 2016)
- David Hunter
- Susan Morris (from October 2016)
- John Whitfield

57. The workstream was involved in three main projects: Regional Transport Partnerships (RTPs), Airports and Strategic Development Plan.

### **Regional Transport Partnerships**

58. In January 2016 the Committee agreed to write to Regional Transport Partnerships enquiring about their role in delivering of Health and Social Care as well as their contribution to supporting disabled people to live independent lives and maintain their health and wellbeing. All RTPs responded providing an update on their local strategies. The workstream leads analysed all responses and established that RTPs were at variable stages in reviewing their strategies in light of the integration of health and social care.

59. Three of the RTPs were invited to attend the MACS Committee meeting in October 2016. From their presentations it became evident that there is a lot of good work going on throughout the country in relation to the integration agenda, however it is inconsistent, with varying degrees of priority being placed upon transport.

60. A further meeting with MACS and RTPs was held in March 2017, which highlighted that there was a changing landscape and lack of clarity on the links between RTPs and Integration Joint Boards, development of community transport and City Deals. Many of the transport partnerships had ran pilot projects, specifically focused on those with mobility difficulties, however the pilots came to an end without being formally evaluated and consequently preventing any lessons being learnt.

61. It has become evident that the focus of City Deals is on economic growth and employability, but has a strap line of Smarter and Fairer. City Deals also have a transport element in their objectives that includes accessible travel arrangements. A positive outcome from the meeting with RTPs was a recognition that MACS could contribute to the transport theme within the strategic planning of the City Deals.

62. MACS continue to have a good relationship with all the RTPs. Mutual work and support could enable good practice to be shared across the country. Recently the Convener met with the Health and Transport Action Plan Programme Manager from NESTRANS, who confirmed that they are currently developing Health and Transport Active Travel Strategy, working in partnership with NHS Grampian, Health and Social Care Integration Joint Board and NESTRANS. The strategy is due to be signed off by June 2017, at which time they are happy to share it with MACS for consideration of where MACS can offer support and advice on the high level actions.

63. The Convener will also be meeting with the Transport Development Officer of Strathclyde Partnership for Transport (SPT) on 25 April 2017 to discuss areas where MACS could offer advice and assistance. SPT are currently driving the Public Social Partnership (PSP) models. Two MACS members attended the PSP Conference sponsored by SPT in March 2017.

### **Airports**

64. There has been a limited remit for MACS with regard to airports, due to only having the ability to influence landside infrastructure and procedures.

65. MACS, however, provided comments on recently introduced changes in parking charges at Aberdeen International Airport - a blanket increase in charges for dropping off were implemented, which disproportionately and adversely impacts on disabled people. Passenger assistance is also only provided from the entrance of the building and not from parking area, therefore lone travellers are marginalised. This appears to be the practice at most airports, which is a concern for MACS and will be included in workstream's work plan, this issue will be further impacted by the increase in security measures, which results in parking/dropping off being further away from the terminal as well as the accessibility of shuttle vehicles.

**Recommendation 14:** MACS to continue to monitor parking and drop off arrangements at airports and offer advice aimed at reducing the impact these arrangements have on disabled people.

66. A paper was circulated by Susan Morris detailing the performance at airports which was of interest to MACS and will be utilised in future work plans.

### **Strategic Development Plan**

67. MACS provided feedback on the 2016 refresh of the National Transport Strategy (NTS); which has led to a full review of the National Transport Strategy. MACS is represented on the Review Working Group with the aim to promote the interests of social inclusion by connecting remote and disadvantaged communities, increasing the accessibility of transport and improving integration.

68. MACS is also represented in the NTS Review Partnership Group by the Convener, which resulted in two MACS members allocations for the "thematic working groups" with the remit looking at the accessible transport element of the NTS review.

**Recommendation 15:** MACS to continue to engage with strategic partners in order to develop partnership to promote social inclusion, and increase accessibility of the transport network particularly in remote communities.

## **Update on the Progress with Recommendations for the Planning and Infrastructure Workstream 2015-2016**

69. The Planning and Infrastructure workstream received updates from all RTPs detailing progress on their transport strategies. This was followed up by three of the RTPs giving further overviews and facilitating discussions at the MACS Main Committee Meeting in October 2016. A further meeting took place in March 2017, chaired by the MACS Convener. It sought agreement on the best way for MACS and the RTPs to work together, involving MACS at an earlier stage and at a more strategic level so equality and, in particular, accessibility and inclusivity was highlighted at the concept and planning stages with the intend of being recognised as a necessary foundation to any strategies or development plans.

70. Analysis of the engagement and consultations with RTPs established that relationship and partnership between MACS and RTPs could be strengthened. This would include earlier and more strategic involvement from MACS to assist and give advice to RTPs in developing their strategies and developments plans, making sure that outcomes align with the wider strategic objectives of the Scottish Ministers and to assist on compliance with the Public Sector Equality Duties.

71. Through an invite from the RTPs representatives, the Planning and Infrastructure workstream continuoud to seek further involvement with the Integration Joint Boards (IJBs), as their strategies are developed and this new model of working together progresses.

72. Integration Joint Boards are formed under the Public Bodies (Joint Working) (Scotland) Act 2014 which places a duty on IJBs to develop a strategic plan for integrated functions and budgets, including arrangements for integrating health and social care in order to improve the outcomes for all and develop more partnership working arrangements.

73. IJBs are made up of Health Boards and Local Authority representatives (including RTPs) with the outcome of working together more effectively for the delivery of services.

<b>Planning And Infrastructure Workstream 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
P1	Airports	Review of passenger assistance at Airports and scrutiny of performance data.	Susan Morris	New area for workstream	<p>Working group to review performance information and provide recommendation on any actions to MACS</p> <p>Contact Airport operators seeking information on their practice and procedures for assistance to disabled travellers.</p>
P2	Regional Transport Partnerships/Health and Social care Integration	MACS will continue to develop working partnerships with Regional Transport Partnerships on the delivery of accessible transport within the Integration of Health and Social care Agenda.	Heather Fiskin	On-going	To give advice and share knowledge to assist the progression of the development plans and strategies to make more travel accessible for disabled people

## ***Rail***

### **Members**

74. The Rail workstream had a busy and productive year in 2016/17. Unfortunately some very experienced members left the Committee as they came to the end of their terms, however new members were appointed, who will bring their own skills and experience to the workstream.

75. The list of the members over the period:

- Bob Benson - Joint Lead until August 2016
- Jane Steven - Joint Lead until December 2016
- Marsali Craig – Joint Lead from August 2016
- John Whitfield - Joint Lead from August 2016
- John Ballantyne – until December 2016
- Anne Findlay – from January 2017
- Sheila Fletcher
- Hussein Patwa – DPTAC representative from October 2016
- Fraser Sutherland

### **Main Projects**

76. The workstream was involved in the following projects:

- Major Station Developments
- Station Accessibility
- Passenger Assist
- Fares, Tickets and Online Booking
- Scottish Rail Accessibility Forum (SRAF) and ScotRail Stakeholder Equality Group (SSEG)
- Disabled Persons' Transport Advisory Committee (DPTAC)
- Social Media Use by Rail Operators
- Engagement and Consultation with and by Rail Operators

77. Rail transport has had a lot of “difficult” publicity over the last year and the workstream worked closely with Rail Transport Providers to discuss issues and concerns as well as make recommendations on how to improve rail services for people with

different disabilities. The assistance of the Rail Directorate within Transport Scotland has been greatly appreciated.

78. The Rail workstream continues to address a broad range of issues relating to access and communication matters with an increasing focus on strategic issues, new franchises and major station projects across Scotland.

### **Major Station Developments**

79. **Glasgow Queen Street Station** - MACS continues to attend the Queen Street Area Passenger Forum (alongside Transport Scotland, Network Rail, ScotRail, Transport Focus, Glasgow City Council and local business representatives) to consider the development of Queen Street Station. MACS works within the Forum to minimise the inconvenience to disabled passengers while work is on-going. It also promotes the needs of disabled passengers in the layout and design of the station and ensures that accessibility issues are considered throughout the development process.

80. **Haymarket Station** – the Rail workstream has monitored the situation of the taxi rank at Haymarket Station, following the proposed cycle developments from Roseburn to Leith Walk and worked to achieve a satisfactory conclusion of this matter. Workstream's members met and consulted with station management as well as City of Edinburgh Council to discuss the arrangements for disabled passengers requiring to be picked up or dropped off at the station. The workstream stressed the importance of locating the pick-up/drop off point directly outside the station to prevent disabled people from crossing a busy road to access a taxi rank. At the last meeting it was agreed that taxis could be hailed from feeder ranks to go to pick up disabled passengers from directly outside the station.

81. **Edinburgh Waverley** - MACS has been closely involved in discussions about the location of blue badge parking and taxi pick up/drop off points for disabled people at Waverley Station. Workstream members met with Network Rail to discuss new proposals for a taxi rank in New Street. Workstream members expressed concerns regarding the location of the Disabled Parking Spaces, which would be further away from the lifts. However, it was confirmed that a 40 minutes free parking facility will be located

in New Street and the present taxi rank has been moved closer to the right entrance of the station. This should be of benefit to passengers with mobility problems and their carers. MACS will continue to work with Passenger Assist and Virgin Trains East Coast as developments occur.

82. **Dundee Station** – the Rail workstream has been involved in discussions with Network Rail and Dundee City Council over accessibility in the re-developed station – particularly the future provision of disabled toilets. The workstream will review these facilities once the development is complete. The importance of local Access Panels being involved in these discussions should also be highlighted.

83. **Edinburgh Gateway Station** – members of the workstream attended a few consultations before the opening of the Edinburgh Gateway Station, however several issues were identified at the opening ceremony. The workstream will continue to consider station operation.

**Recommendation 16:** MACS to continue to be involved in the development of stations throughout Scotland at a strategic level, recognising that detailed discussions about particular projects might best be carried out by local Access Panels and groups.

84. **Borders Railway** - MACS has corresponded with ScotRail about concerns raised at the Scottish Rail Accessibility Forum (SRAF) regarding accessibility issues on the Borders Railway and will continue to monitor access to services and stations.

85. **Caledonian Sleeper** - MACS has maintained a positive working relationship with Serco and was invited to view and discuss on-going work over the development of new carriages for disabled people.

**Recommendation 17:** MACS to continue to work positively with all rail operators who provide services in Scotland.

86. **Passenger Assist** - MACS is aware that there is likely to be a significant increase in the number of passengers using Passenger Assist in the future and therefore the workstream will

need to monitor how that affects the service. Overall, MACS is very positive about the good work of Passenger Assist at this time.

**Recommendation 18:** MACS to continue to liaise with Passenger Assist to support and promote best practice.

### **Station “Accessibility Toolkit”**

87. Since MACS is a strategic group and doesn't have capacity to focus on detailed examination of every station development, it was agreed several years ago to concentrate on the developments at the larger stations and look at the common lessons learned from these, producing a document showing how they could be applied in future station upgrades with the principle that accessibility, including engagement and consultation with disabled people, should be built in from the start of any works programme.

88. Subsequently, a document entitled “Key issues and barriers to access for disabled people at stations in Scotland” was produced, which extrapolated the commonalities relating to issues of concern and lessons learnt from MACS involvement at major urban rail stations. This was presented both written and in person to the Scottish Government's Infrastructure and Capital Investment Committee in 2016 following their enquiry into ‘Access at Major Urban Railway Stations’.

89. As a result, the Rail Workstream is working on producing a guide an “Accessibility Toolkit” for transport operators, outlining the key issues that should be considered when developing train stations.

90. It is hoped this work could also be widened to include similar developments in bus stations, ports and ferry terminals. It underpins MACS' vision that accessibility should be considered as an integral aspect of the design process and included as a topic for consultation with relevant stakeholders as early as possible in the development cycle for new projects. MACS will continue to stress this concept and the importance of learning from previous developments where possible.

**Recommendation 19:** MACS to produce an “Accessibility Toolkit” to guide future developments in railway stations. This will underpin

MACS' vision that accessibility should be considered as an integral aspect of the design process from the earliest stage.

### **Fares, Ticketing and Online Booking Issues**

91. MACS is aware that there is a wide divergence of concessionary fares offered by local authorities across Scotland and would like to be involved in any discussions to ensure that disabled people throughout Scotland are not disadvantaged.

92. The Rail workstream is also continuing to push for changes in the online booking service to allow disabled people to use their concessions and companion concessions when booking their tickets online. However, there have been recent positive developments, e.g. the Scottish National Entitlement Concession card now works to allow the holder to operate the ticket barriers both on the mainline and the subways. This facility allows disabled holders of the concessionary card to use any gate and prevents queuing at the disabled gates. However, the card is still not recognised when trying to book a ticket for a companion on-line or to be able to reserve seats for oneself and their companion. The arrangements to resolve these issues are still on-going and the workstream will continue to monitor it.

93. MACS also recognises the potential value for disabled passengers of a wider introduction of Smart Cards and Integrated Ticketing and more effective use of social media to make information available to disabled people.

**Recommendation 20:** MACS to continue to pursue the potential for changes in booking and ticketing systems that would create equality between disabled people and their non-disabled peers.

### **Scottish Rail Accessibility Forum and ScotRail Stakeholder Equalities Group**

94. MACS continue to attend the Scottish Rail Accessibility Forum (SRAF) and push for improvements in station accessibility. The Rail workstream recognise that following advice from SRAF, ScotRail have facilitated significantly better access with work at stations including Elgin and those within the Central Belt and South West-Scotland as part of their Minor Works

Programme. The workstream will continue to attend and contribute to SRAF meetings

95. MACS attends the ScotRail Stakeholder Equalities Group (SSEG) as an observer (not as member) and is considering the Group's work, however it is still too early to come to any view about its impact.

**Recommendation 21:** MACS to continue to attend SRAF and SSEG meetings, reviewing whether its presence adds value and consider if contributions by local Access Panels or other organisations could better achieve the same results.

96. MACS have launched and successfully circulated a paper on the use of social media and improvements in overall website accessibility by train operating companies and have continued to monitor developments in this area. The paper has been very well received, resulting in further improvements, tested by disabled people, on the ScotRail website, especially focused on the ease of use by blind and partially sighted using screen readers.

**Recommendation 22:** MACS to continue to seek and monitor responses and improvements from major operators operating within Scotland, including Virgin Trains East Coast and Cross Country and consider how they deal with issues on their websites.

### **Engagement and Consultation**

97. The workstream produced a substantial document on Engagement and Consultation that has been presented to MACS and to SRAF. MACS members agreed that each workstream would consider how to include the recommendations in their work.

### **Disabled People's Protection Policy Reviews (DPPPs)**

98. MACS has considered a plan to monitor the implementation of DPPPs in the ScotRail annual Business Plan. This issue remains On-going and the workstream will continue discussions with Transport Scotland on how to proceed.

**Recommendation 23:** MACS to consider how to move forward with Engagement and Consultation and consider how to review the implementation of DPPP's.

**Recommendation 24:** MACS to continue to engage with rail operators, Transport Focus and other groups to inform future work on relevant projects by attending relevant events and responding to consultations as appropriate.

## **Update on the Progress with Recommendations for the Rail Workstream 2015-2016**

99. The Rail workstream attended meetings and consultations in connection with development plans at following stations: Edinburgh Waverly, Haymarket, Edinburgh Gateway, Glasgow Queen Street, Dundee and the Caledonian Sleeper services.

100. Some outputs from these engagements included obtaining better pick up/drop off points at Edinburgh Waverley station that assisted with making it more accessible. MACS will continue to assess impact of potential changes on accessibility access.

101. The workstream also attended a number of meetings on changing the position of the taxi rank at Haymarket station. Through their engagement the workstream managed to get the location of the taxi rank altered to make it more accessible.

102. Workstream members also visited the new Edinburgh Gateway Station and made recommendation to improve accessibility.

103. MACS continued engagement with ScotRail and other stakeholders involved with the redevelopment of Dundee station. In particular, workstream members expressed concerns over the availability of toilet facilities to passengers outside opening hours of the proposed on-site café, owing to the need to otherwise pass through barriers that may be unmanned. The workstream will continue to monitor the situation and peruse an acceptable solution as developments proceed.

104. Also the workstream identified and addressed issues with internal layout at the Caledonian Sleeper services. This mainly involved functionality of toilets and the position of disabled seating space.

105. The workstream are in the process of finalising the development of an “Accessibility Toolkit”. This can and should be used in any future station developments.

106. Through the Rail workstream MACS continued to work with ScotRail and other operators on their use of social media to

provide information to disabled travellers. This is aimed at making sure the information is accessible and disseminated in an inclusive format. Work continues in this area.

107. Also the effectiveness of Passenger Assist has been monitored by the workstream. They will continue to give advice aimed at delivering improvements and ensuring a quality service is being provided.

108. The Rail workstream's members are currently considering how to develop their engagement, consultation and communication with other organisations providing information and advice about rail travel at an earlier and more strategic stage to ensure accessibility is at the core.

<b>Rail Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
R1	<b>Major Station Developments</b>	MACS will give Scottish Ministers and Rail Transport Operators advice on aspects of station development works affecting the travel needs of disabled people.	Marsali Craig	On-going  On request	MACS will consider the lessons learned from past development work and ensure this is passed on to rail operators.
R2	<b>Station Accessibility</b>	MACS will consider common threads and issues arising from different station developments and produce and circulate an "Accessibility Toolkit" document to provide advice and guidance for future developments.	Hussein Patwa  Marsali Craig	On-going	This will include engaging with partners to assist with the delivery of the recommendations within the Accessible Travel Framework, A Fairer Scotland for Disabled People and The Equality Act by giving advice, sharing knowledge and promoting best practice guides.

<b>Rail Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
R3	<b>Queen Street Area Passenger Forum</b>	MACS will continue to attend meetings of this Forum to ensure Accessibility issues continue to be covered as this development progresses.	John Whitfield  Other workstream members as appropriate	On-going  Meetings scheduled Jun and July	MACS will continue to give advice and shared knowledge to assist with the progression of development plans and strategies to limit disruption to disabled people. It will promote best practice for making the station fully accessible.
R4	<b>Passenger Assist</b>	MACS will continue to liaise with Passenger Assist and provide advice to rail operators and Scottish Ministers as appropriate.	Marsali Craig John Whitfield Hussein Patwa	On-going	MACS will continue to regular liaison meetings with ScotRail and East Coast about best practice in Passenger Assist.
R5	<b>Fares, Tickets and Online Booking</b>	MACS will continue to pursue the potential for changes in booking and ticketing	John Whitfield Hussein Patwa Sheila Fletcher	On-going	Regular liaison with ScotRail and other rail operators to give advice

<b>Rail Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
		systems that would create equality between disabled people and their non-disabled peers.	Fraser Sutherland Anne Findlay Marsali Craig		and share knowledge to assist with making online booking and ticketing arrangements more convenient for use by disabled people. MACS will also promote use of Smart Cards and integrated ticketing.
R6	<b>SRAF and SSEG</b>	MACS to attend meetings and offer support, while reviewing the effectiveness/added value of MACS' attending these meetings.	Hussein Patwa	On-going	MACS will attend the appropriate meetings regularly to offer support and suggest best practice for improving services for disabled travellers.
R7	<b>Overview of Use of Social Media by Rail Operators</b>	MACS will continue to consider how rail operators use social media and their websites and advise about	Hussein Patwa  Fraser Sutherland	On-going	MACS will continue to seek and monitor improvements made by rail operators within

<b>Rail Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
		best practice and effective communication with disabled people.			Scotland and consider how they deal with issues on their websites.
R8	<b>Engagement and Consultation</b>	MACS will consider how best to engage with Rail Transport Operators and other groups and respond to Consultations - to inform future work on relevant projects and so that we can advise the Scottish Ministers as required.	Hussein Patwa Marsali Craig John Whitfield Anne Findlay Fraser Sutherland Sheila Fletcher	On-going	MACS will continue to attend relevant conferences and respond to Consultations as appropriate. It will promote the use of its document on Engagement and Consultation, which can be used and shared to achieve best possible practice in liaising with partners.

## ***Roads and Active Travel***

### **Members**

109. Roads and Active Travel workstream have a change in the leadership and welcomed three new members. List of members:

- Jane Horsburgh – Lead until September 2016
- Keith Robertson – Lead from October 2016
- David Hunter
- Anne MacLean - until December 2016
- Cecil Meiklejohn
- George Mowat-Brown – from January 2017
- Hilary Stubbs
- Fraser Sutherland – from October 2016

### **Main Workstream Projects**

110. It has been a busy year for the workstream and members have been involved in many projects, for example:

- Forth Replacement Crossing
- Haudagain Improvements
- A9 Dualling
- Roads for All Forum
- Roads Maintenance Review Stakeholder Group
- Designing Streets, Shared Spaces and Shared Surfaces
- Active Travel
- Pavement Parking
- Blue Badge
- Smith Commission and potential devolution issues

111. **Forth Replacement Crossing** - as the construction of the new Forth Road Bridge (Queensferry Bridge) is nearing completion there has not been any meetings of the Forth Replacement Crossing Access Forum during the last year. However, the access forum for the Forth Replacement Crossing is still live and the Committee is still awaiting notification of the final meeting.

112. **Haudagain Improvements** - the project involves improvements of the Aberdeen Western Peripheral Route originally, estimated to be

completed in 2018. This includes trunk roads such as the A90 and A96 and a considerable number of roads that come under local authority control. An access forum has been established, consisting of Bon Accord Access Panel, North East Sensory Services and MACS has been invited to advise on accessibility issues. As the project is currently at the policy stage, there have been no meetings recently. A summary of all objections has been given to the Minister for Transport and the Islands after the draft compulsory purchase orders have been issued to determine the extent of land required. The Minister will then make a decision on how the scheme shall proceed.

**113. Dualling of the A9 Road from Perth to Inverness** - the first meeting since the inaugural meeting of the Access Forum took place at the end of March 2017, where present and future designs of parts of the dualling were discussed with two MACS representatives, who will attend future meetings of the Forum. Transport Scotland and the civil engineering consultants will call further meetings as and when required, depending on the number of accessibility issues identified.

**Recommendation 25:** MACS to continue to be involved in all access and matters related to the inclusive development of Forth Replacement Crossing, Haudagain Improvements and dualling of the A9 Road and therefore contributing to the removal of barriers to the accessibility of public transport services and infrastructure.

**114. Roads for All Forum (RfA)** – the Forum principally focuses on updating and promoting the Transport Scotland’s Good Practice Guide for Roads, especially among local authorities, which are strongly encouraged to use it on local streets and roads.

115. One of the major and significant projects of the forum is the consultation on Cycling by Design, which also will be refreshed, focussing on access issues. The completed piece will be added to the Good Practice Guide and it is envisaged the project will be to completed next year.

116. The Department for Transport is expected to begin the consultation on the improvements to the Guidance to the use of Tactile Surfaces, however there has not yet been any indication on the timescale for the start of this project.

**117. Roads Maintenance Review Stakeholder Group (RMRSG)** – the Group is made up of civil engineers, representatives from local authorities, members of Society of Chief Officers of Transportation in Scotland

(SCOTS), Transport Scotland and other interested organisations, including MACS. In the past year there have been two meetings of the Group, when the future of the Group was discussed in detail. A decision was made, supported by the Minister, that the Group should continue to meet (however under a different name - Scottish Roads Maintenance Stakeholder Group, SRMSG) and provide a sounding board for innovative new ideas as well as act as a catalyst to the development of new relationships and partnerships across the sector. The group will continue to consider the socio-economic benefits that a well constructed road contributes to society and local communities as well as the technical and budgetary aspects of roads maintenance.

118. Also, it was agreed that the Group could set priorities and evaluate the performance of road authorities in implementing National Roads Maintenance Review (NRMR) initiatives, identify how they achieve their results, promote good practice, assess impact of the actions taken and report annually to the Strategic Action Group (SAG).

119. It was also agreed that the Group would continue to encourage local authorities, utility companies, designers and consultants to use the Transport Scotland Good Practice Guide during roads maintenance in order to enhance access for disabled people in Scotland.

<p><b>Recommendation 26:</b> MACS to continue to be represented on the Roads Maintenance Stakeholder Group and the Roads for All Forum ensuring the identification and promotion of best practice is taken into consideration and developed in all areas of public transport provision and infrastructure. The Committee will also ensure that travel information is accurate and accessible.</p>
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120. **Designing Streets, Shared Spaces and Shared Surfaces** - access issues regarding designing streets, shared spaces and shared surfaces are dealt with on a project-to-project basis. During the past year MACS has been further involved in the Roseburn to Leith Walk Cycleway improvements in the City of Edinburgh, where the Roads and Rail workstreams worked collaboratively in influencing changes to the taxi rank and other access issues at Haymarket Station.

121. During the past year the workstream members worked with the Scottish Road Works Commissioner (SRWC) in exploring the possibilities of making the Scottish Roads Works Register (SRWR) website, which shows all road works in Scotland, available to members of public. Such

facility, where the information is direct and up-to-date, would certainly enhance the travel experiences. The project is still on-going.

122. The workstream members also attended a conference held by Napier University, where access for disabled people in street design and during roads maintenance was discussed.

**Recommendation 27:** Roads and Active Travel workstream to continue to respond to appropriate schemes and consultations to give advice on access, design, Shared Space and inclusion as requested. It will also contribute to ensure that the infrastructure for pedestrians and roads environment is accessible to disabled people when accessing public transport.

123. **Active Travel** – active travel, including walking is one of the simplest low-cost health-improving activities that the majority of people can do with or without mobility aids. It has the potential to increase life expectancy and improve or reduce incidence of mental health conditions. The Active Travel Strategy has been launched and is now in implementation phase. A relationship with stakeholders is being maintained to work together to identify barriers. So far funding and infrastructure were recognised as key areas preventing progress. Community Planning Partnerships will be responsible for embedding the strategy at the highest level to enable progress to be measured through its strategic outcomes.

**Recommendation 28:** MACS to continue to be involved in the implementation of the Active Travel Strategy to ensure that any barriers to disabled people are taken into consideration as the strategy evolves.

124. **Footway and Double Parking legislation** - MACS is one of the stakeholders of the working group focussing on developing criteria and guidance to support the Bill. The default position would be a presumption to legislate against pavement parking with local authorities having to designate exceptions. This Bill will have a significant impact in making streets safer and more accessible to those with mobility and sensory impairments.

**Recommendation 29:** MACS to participate in the consultation and evaluation of Footway Parking and Double Parking (Scotland) Bill and will continue to provide advice to Ministers throughout the legislative process.

125. **Blue Badge Pilot Scheme** – in April 2016 an extension to the eligibility criteria for people with severe mental and cognitive impairment was introduced on a pilot basis. The pilot is led and overseen by a Working Group, consisting of Disabled People Organisations (DPOs), local authorities, COSLA, a MACS representative and Transport Scotland. The pilot is currently in the evaluation stage and initial findings identified that the fears of a large influx of applications adding unmanageable burden to local authorities' resources, have not materialised. Therefore it is envisaged that, subject to minor amendments, the extension of the eligibility criteria will be introduced on permanent basis by the end of 2017.

**Recommendation 30:** MACS to continue participating in the Blue Badge Working Group to ensure that disabled people can make successful door-to-door journeys.

126. **Traffic Signs Regulations and General Directions (TSRGD)** are going to become a devolved matter to the Scottish Government; however, as this instrument has only recently been re-written by DfT, no refresh or re-write is expected in the near future.

**Recommendation 31:** MACS to keep a watching brief on any matters that are being devolved to the Scottish Parliament to ensure that disabled people are given consideration in the development and improvements of transport policies, services and infrastructure.

### **Update on the progress with Recommendations for the Roads and Active Travel workstream 2015-2016**

127. MACS was prepared to continue to give advice on issues of access for disabled people on the new Forth Replacement Crossing, however, as the project is nearing its end, no meeting was called.

128. Although there was a period of inactivity on Roads for All Forum, due to staff changes within Transport Scotland, the Forum nevertheless re-convened in September and another meeting took place in January of 2017. MACS was in attendance at both meetings and is influential at driving forward the Good Practice Guide updates related to changes to various pieces of legislation and guidance. Workstream members continue promoting the Good Practice Guide and encouraging all local authorities, Utility Companies and Transport Scotland (on the Trunk Road Network) to use it.

129. Throughout the year MACS was involved in a number of one-off street design projects, including Roseburn to Leith Walk in Edinburgh because of the strategic influence of Haymarket Station. The workstream contributed to the refresh of Cycling by Design consultation and started dialogue with Transport Scotland on access to electric charging points. The workstream also worked on the consultation regarding the tendering of the Scottish Road Works Register and continued dialogue with the Scottish Road Works Commissioner thereafter. The main aim of the consultation was to establish ways to make the front end of the register accessible to disabled people to enable them to identify which, if any, road works could affect their travel and mobility. Two workstreams also provided written evidence to Petition PE01595, Moratorium of Shared Space Schemes.

130. The Aberdeen Western Peripheral Route upgrade (Haudagain Project) awaited Minister's approval until 19<sup>th</sup> June 2017 and therefore no meetings took place during reporting year 2016/17.

131. MACS was represented on all meetings of the Roads Maintenance Stakeholder Group and significantly increased consideration given to accessibility during roads maintenance (e.g. to ensure that any barriers installed during the maintenance are not an obstacle for disabled people). MACS has had significant success in influencing the outcomes in roads maintenance to consider the socio/economic effects. This includes the technical aspects of good roads maintenance and confirming the impact that a good road infrastructure has on the economy and in people's health and wellbeing.

132. Through the workstream MACS continued to be involved in the implementation of the Walking Strategy to ensure the needs of those with limited mobility are catered for.

133. MACS continued to be involved in the Footway Parking and Double Parking (Scotland) Bill and responded to the 'Call for Evidence' for the Disabled Persons Parking Places Act 2009.

134. Through the workstream MACS continued to be involved in accessibility matters in dualling of the A9 throughout the life of the project. There was a gap in the access forum meetings for the A9 Dualling project but this was re-convened on 30<sup>th</sup> March 2017.

135. MACS continued to be involved in the working group for the extension of the criteria for Blue Badge, which includes people with mental health and cognitive impairments.

136. Members of the Roads and Active Travel workstream attended a number of conferences/seminars which provided valuable information and has been used for the development of future work plans.

<b>Roads and Active Travel Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
RA1	Forth Replacement Crossing	To advise Transport Scotland on access issues and an inclusive infrastructure in the provision of the roads infrastructure in Scotland.	Keith Robertson TS: Stephen Brown	On-going	MACS will continue to be involved in all access and matters related to the inclusive development of these projects as they relate to disabled people in the Forth Replacement Crossing thus contributing to the removal of barriers to the accessibility of public transport services and infrastructure.
RA2	Haudagin Access Forum	To attend the Forum and advise Transport Scotland, Consultants and ultimately the Contractor on access matters and the delivery of an inclusive infrastructure in the provision of the roads development on this	Keith Robertson/ George Mowat-Brown  Jacobs: David Condie	Next Meeting TBC	MACS will continue to be involved in all access and matters related to the inclusive development as they relate to disabled people in the Haudagin Project thus contributing to the removal of barriers to the accessibility of public transport services and

<b>Roads and Active Travel Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
		project.			infrastructure.
RA3	A9 dualling	To attend the relevant Forum and advise Transport Scotland on access issues and the delivery of an inclusive infrastructure in the provision of the roads development in Scotland.	Keith Robertson/ Hilary Stubbs  TS: Kyle Krievs	On-going	MACS will continue to be involved in all access and matters related to the inclusive development of these projects as they relate to disabled people in the Dualling of the A9 thus contributing to the removal of barriers to the accessibility of public transport services and infrastructure.
RA4	Roads for All Forum (RfA)	To advise Transport Scotland on access issues and the Equality Act in the discharge of their duties in the provision of roads infrastructure in Scotland.	Keith Robertson/ David Hunter  TS: Graeme McQuaker	On-going	MACS will continue to be represented on the TfA ensuring the identification and promotion of best practice is taken into consideration and developed in all areas of public Transport Provision. Also to ensure that travel information is accurate

**Roads and Active Travel Workstream's Work Plan for 2017-2018**

Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
					and accessible.
RA5	Scottish Roads Maintenance Stakeholder Group.	To advise organisations represented on access issues and contribute to the development of policy and practices in the provision of roads maintenance on both Trunk and Local Authority maintained roads and pavements.	Keith Robertson/ Fraser Sutherland  SCOTS Scott Allan	On-going	MACS will continue to be represented on The Scottish Roads Maintenance Stakeholder Group ensuring the identification and promotion of best practice is taken into consideration and developed in all areas of public Transport Provision. Also to ensure that travel information is accurate and accessible.
RA6	Designing Streets, Shared Space, Tactile Paving and other relevant issues raised on a project-by-project basis.	To maintain a watching brief, contributing as and when necessary as issues and/or projects arise throughout the year.	Keith Robertson and/or another workstream member	As and when required	We will continue to respond to appropriate schemes and consultations to give advice on Access, Design, Shared Space and Inclusion as requested on a project-by-project basis contributing to ensure that

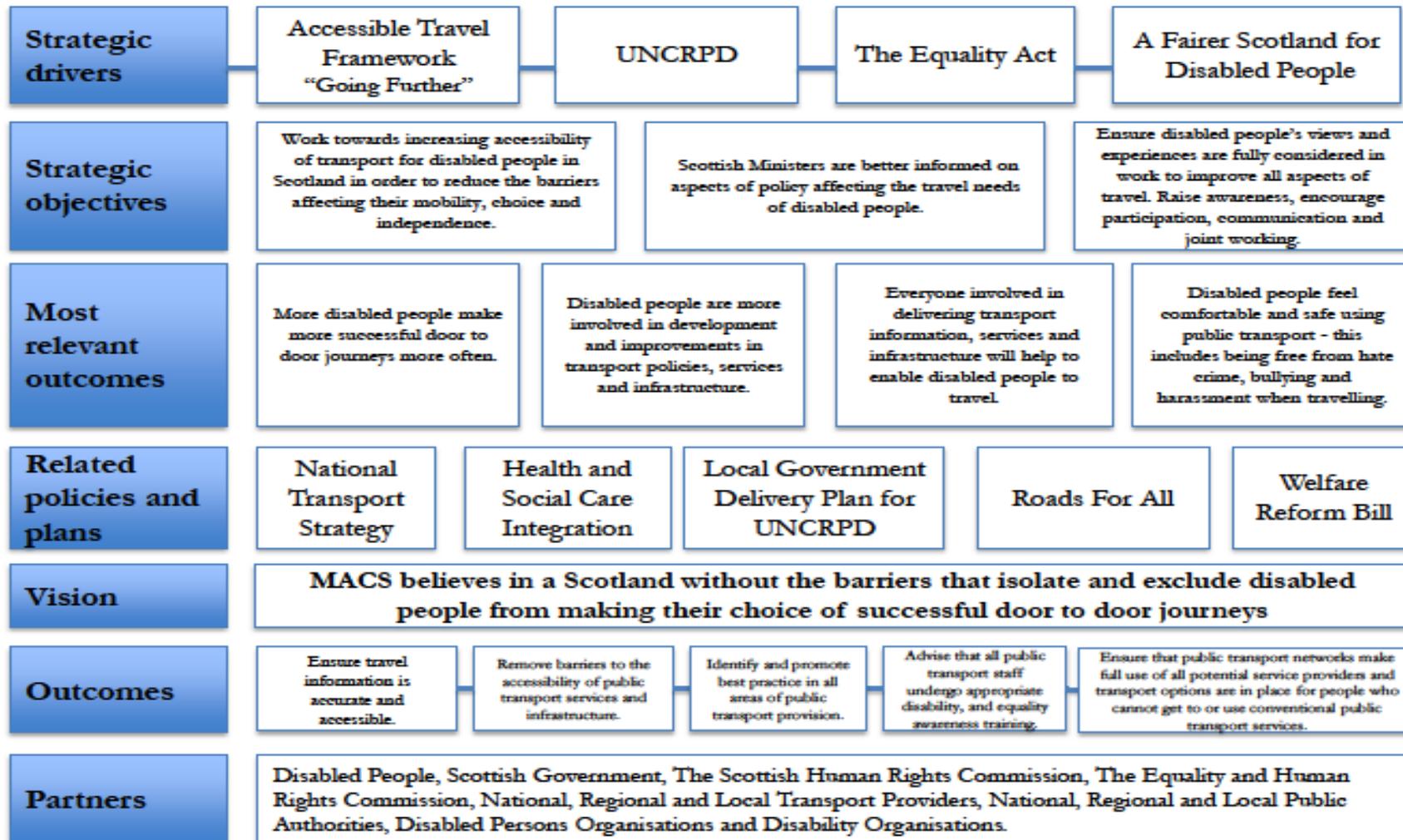
Roads and Active Travel Workstream's Work Plan for 2017-2018					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
					the infrastructure of our pedestrian and roads environment is accessible to disabled people when accessing public transport.
RA7	Active Travel, including National Walking Strategy	To advise Transport Scotland and other organisations such as Paths for All in the provision of an inclusive active travel infrastructure in Scotland. To continue to be involved in the Stakeholder Group to oversee the implementation of the Strategy.	Cecil Meiklejohn/ David Hunter  Rona Gibb: Paths for All (author of <i>Strategy and Paths for All</i> tasked in leading work)	On-going	MACS will continue to be involved in the implementation of the Walking Strategy to ensure that any barriers to disabled people are taken into consideration as the strategy evolves.
RA8	Parking	MACS will continue to be a member of the working Group to support the Pavement Parking, Double Parking and Parking over lower kerbs Bill as	Cecil Meiklejohn/ Hilary Stubbs	On-going	MACS will continue to participate in the stakeholder group of the Pavement Parking Working Group and the pilot and further

<b>Roads and Active Travel Workstream's Work Plan for 2017-2018</b>					
Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
		the Bill moves forward through Parliament.			developments to ensure that disabled people can make successful door-to-door journeys.
RA9	Blue Badge Scheme	Alongside other Stakeholders MACS is involved in the pilot to ensure the delivery of the extension of the Blue Badge system for people with severe cognitive impairments.	Cecil Meiklejohn/ George Mowat-Brown	On-going	MACS will continue to participate in the evaluation of the pilot and further developments relating to the extension of the Blue Badge Scheme to ensure that disabled people can make successful door-to-door journeys.
RA10	Smith Commission and potential devolution of any Roads and Transport issues that may affect disabled people	To maintain a watching brief, contributing as necessary when issues relating to inclusive travel are raised.	Keith Robertson/David Hunter	As and when required	A watching brief will be kept on any and all matters that are being devolved to the Scottish Parliament to ensure that disabled people are given consideration in the development and improvements of transport

**Roads and Active Travel Workstream’s Work Plan for 2017-2018**

Ref	Work area	MACS activity	Lead member and official contact	Timescales	Update
					policies, services and infrastructure.
RA11	Any issues relating to accessibility to Transport and Roads arising from BREXIT	To maintain a watching brief contributing as and when necessary to any inclusive travel issues that may arise as the BREXIT settlement becomes clearer.	Keith Robertson and/or another workstream Member	As and when required	MACS will keep a watching brief on any issues relating to access for disabled people with regard to Mobility and Roads Design/Maintenance and usage as the impact of BREXIT becomes clearer to ensure that disabled people are given consideration in the development and improvements of transport policies, services and infrastructure.

**Annex A: MACS’ strategic context**



## **Annex B: MACS' strategic context – Easy Read**

### **Strategic drivers**

- Accessible Travel Framework “Going Further”
- UNCRPD
- The Equality Act
- A Fairer Scotland for Disabled People

### **Strategic objectives**

- Work towards increasing the level of accessible transport for disabled people in Scotland in order to reduce the barriers which adversely affect their mobility, choice and independence.
- Scottish Ministers are better informed on aspects of policy affecting the travel needs of disabled people.
- Ensure disabled people’s views and experiences are fully considered in work to improve all aspects of travel. Raise awareness, encourage participation, communication and joint working.

### **Most relevant outcomes**

- More disabled people make more successful door to door journeys more often.
- Disabled people are more involved in development and improvements in transport policies, services and infrastructure.
- Everyone involved in delivering transport information, services and infrastructure will help to enable disabled people to travel.

- Disabled people feel comfortable and safe using public transport - this includes being free from hate crime, bullying and harassment when travelling.

### **Related policies and plans**

- National Transport Strategy
- Health and Social Care Integration
- Local Government Delivery Plan for UNCRPD
- Roads For All
- Welfare Reform Bill

### **Vision**

- MACS believes in a Scotland without the barriers that isolate and exclude disabled people from making their choice of successful door to door journeys

### **Outcomes**

- Ensure travel information is accurate and accessible.
- Remove barriers to the accessibility of public transport services and infrastructure.
- Identify and promote best practice in all areas of public transport provision.
- Advise that all public transport staff undergo appropriate disability, equality and awareness training.
- Ensure that public transport networks make full use of all potential service providers and transport options are in place for people who cannot get to or use conventional public transport services.

**Partners**

- Disabled People
- Scottish Government
- The Scottish Human Rights Commission
- The Equality and Human Rights Commission
- National, Regional and Local Transport Providers
- National, Regional and Local Public Authorities
- Disabled Persons Organisations
- Disability Organisations.

## Annex C: List of recommendations

**Recommendation 1:** MACS to monitor and continue to investigate the access issues relating to taxis and to press for easy recognition of accessibility features and exemptions of drivers.

**Recommendation 2:** MACS to monitor introduction of services using new technology and access issues relating to these services.

**Recommendation 3:** MACS to encourage discussion on design and introduction of step free coaches used on bus services.

**Recommendation 4:** MACS to encourage better integration between services to enable disabled people to undertake more door to door journeys by public transport.

**Recommendation 5:** MACS to continue to work with the Transport Scotland Bus Team providing advice on the potential consequences of changes to the current National Entitlement Scheme.

**Recommendation 6:** MACS to continue to monitor provision of community and demand responsive transport and transport services to Health and Social care.

**Recommendation 7:** MACS to monitor development of Public Social Partnerships developing door to door community transport services.

**Recommendation 8:** MACS to continue to build good working relationships with colleagues in Transport Scotland and with representatives for ferry service providers with a view to helping them widen their accessibility policies on ferries and in ports beyond merely statutory requirements.

**Recommendation 9:** MACS to give Scottish Ministers advice on aspects of policy, legislation and practice affecting the travel needs of disabled people.

**Recommendation 10:** MACS to continue to act as an observer on DPTAC as per the agreement with the Minister in 2016 and will

continue to engage with DPTAC as part of the horizon scanning process and to gain and share knowledge.

**Recommendation 11:** MACS to continue to discuss, share knowledge and give advice to assist with the implementation of the recommendations of both plans.

**Recommendation 12:** MACS to continue to develop partnership-working arrangements with Transport Scotland, Regional Transport Partnerships, COSLA and Local Authorities.

**Recommendation 13:** MACS to liaise and engage at a strategic level with partner organisations to ensure MACS' policies, actions and work plans support the wider strategic policies of the Scottish Ministers.

**Recommendation 12:** MACS to continue to develop partnership-working arrangements with Transport Scotland, Regional Transport Partnerships, COSLA and Local Authorities.

**Recommendation 13:** MACS to liaise and engage at a strategic level with partner organisations to ensure MACS' policies, actions and work plans support the wider strategic policies of the Scottish Ministers.

**Recommendation 14:** MACS to continue to monitor parking and drop off arrangements at airports and offer advice aimed at reducing the impact these arrangements have on disabled people.

**Recommendation 15:** MACS to continue to engage with strategic partners in order to develop partnership to promote social inclusion, and increase accessibility of the transport network particularly in remote communities.

**Recommendation 16:** MACS to continue to be involved in the development of stations throughout Scotland at a strategic level, recognising that detailed discussions about particular projects might best be carried out by local Access Panels and groups.

**Recommendation 17:** MACS to continue to work positively with all rail operators who provide services in Scotland.

**Recommendation 18:** MACS to continue to liaise with Passenger Assist to support and promote best practice.

**Recommendation 19:** MACS to produce an “Accessibility Toolkit” to guide future developments in railway stations. This will underpin MACS’ vision that accessibility should be considered as an integral aspect of the design process from the earliest stage.

**Recommendation 20:** MACS to continue to pursue the potential for changes in booking and ticketing systems that would create equality between disabled people and their non-disabled peers.

**Recommendation 21:** MACS to continue to attend SRAF and SSEG meetings, reviewing whether its presence adds value and consider if contributions by local Access Panels or other organisations could better achieve the same results.

**Recommendation 22:** MACS to continue to seek and monitor responses and improvements from major operators operating within Scotland, including Virgin Trains East Coast and Cross Country and consider how they deal with issues on their websites.

**Recommendation 23:** MACS to consider how to move forward with Engagement and Consultation and consider how to review the implementation of DPPP’s.

**Recommendation 24:** MACS to continue to engage with rail operators, Transport Focus and other groups to inform future work on relevant projects by attending relevant events and responding to consultations as appropriate.

**Recommendation 25:** MACS to continue to be involved in all access and matters related to the inclusive development of Forth Replacement Crossing, Haudagain Improvements and dualling of the A9 Road and therefore contributing to the removal of barriers to the accessibility of public transport services and infrastructure.

**Recommendation 26:** MACS to continue to be represented on the Roads Maintenance Stakeholder Group and the Roads for All Forum ensuring the identification and promotion of best practice is taken into consideration and developed in all areas of public transport provision and infrastructure. The Committee will also ensure that travel information is accurate and accessible.

**Recommendation 27:** Roads and Active Travel workstream to continue to respond to appropriate schemes and consultations to give advice on access, design, Shared Space and inclusion as requested. It will also contribute to ensure that the infrastructure for pedestrians and roads environment is accessible to disabled people when accessing public transport.

**Recommendation 28:** MACS to continue to be involved in the implementation of the Active Travel Strategy to ensure that any barriers to disabled people are taken into consideration as the strategy evolves.

**Recommendation 29:** MACS to participate in the consultation and evaluation of Footway Parking and Double Parking (Scotland) Bill and will continue to provide advice to Ministers throughout the legislative process.

**Recommendation 30:** MACS to continue participating in the Blue Badge Working Group to ensure that disabled people can make successful door-to-door journeys.

**Recommendation 31:** MACS to keep a watching brief on any matters that are being devolved to the Scottish Parliament to ensure that disabled people are given consideration in the development and improvements of transport policies, services and infrastructure.

## Annex D: Workstreams

MACS established workstreams in order that it would most effectively target its resources in the areas where it felt able to have most influence for the disabled traveller and where the Committee felt its priorities lay. For the 2016-2017 reporting period the membership and remit of the workstreams were as below:

<b>Workstream</b>	<b>Lead Member</b>	<b>Support Members</b>	<b>Themes include the following:</b>
<b>Bus, Taxi, Tram and Community Transport (CT)</b>	<b>Sheila Fletcher</b>	Heather Fisken Jane Steven Hussein Patwa Susan Morris Anne Findlay	Buses and Coaches Demand Responsive Transport Community Transport Concessionary Fares Audiovisual technology Accessible taxis Edinburgh Trams Bus Stakeholder Group
<b>Ferries</b>	<b>Hilary Stubbs</b>	Marsali Craig Keith Robertson George Mowat-Brown	Scottish Government Ferries Review Ferries Accessibility Fund
<b>Liaison</b>	<b>Linda Bamford</b>	Heather Fisken (UNCRPD* lead) Hussein Patwa (DPTAC liaison) Keith Robertson	EHRC DPTAC (Hussein Patwa) COSLA and local authorities RTPs Parliamentary Liaison Overall coordination of UNCRPD work (Heather Fisken)

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<b>Workstream</b>	<b>Lead Member</b>	<b>Support Members</b>	<b>Themes include the following:</b>
<b>Planning And Infrastructure</b>	<b>Heather Fiskens Cecil Meiklejohn</b>	David Hunter John Whitfield Linda Bamford Susan Morris	Airports Regional Transport Strategies Strategic Development Plan
<b>Rail</b>	<b>Marsali Craig John Whitfield</b>	Jane Steven Sheila Fletcher Hussein Patwa Fraser Sutherland Anne Findlay	Scottish Rail Accessibility Forum (SRAF) Rail Conference Glasgow Subway Waverley, Haymarket, Dundee and Glasgow Queen Street Redevelopment On-going work with the new franchisees – <ul style="list-style-type: none"> <li>• East Coast</li> <li>• Caledonian Sleeper</li> <li>• ScotRail</li> </ul> Transpennine Express franchise Borders Railway Engagement with Transport Focus Engagement with Office of Road and Rail EU Interoperability
<b>Roads And Active Travel</b>	<b>Keith Robertson</b>	Cecil Meiklejohn David Hunter Hilary Stubbs Fraser Sutherland	Road traffic infrastructure and streets including: <ul style="list-style-type: none"> <li>• Roads for All Forum (Keith Robertson)</li> <li>• Forth Replacement</li> </ul>

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Workstream	Lead Member	Support Members	Themes include the following:
		George Mowat-Brown	Crossing Access Group (Keith Robertson) <ul style="list-style-type: none"> <li>• A9 dualling Access Group (Keith Robertson)</li> <li>• Haudagain Roundabout Access Group (Keith Robertson)</li> <li>• Roads Maintenance Review (Keith Robertson)</li> </ul> Active Travel and cycling

## **Annex E: Members' details**

### **John Ballantine**

John is a retired solicitor and member of the Equalities Law sub-committee of the Law Society of Scotland. He is the Treasurer of the Scottish Accessible Transport Alliance (SATA) and a member of the Edinburgh Access Panel. He was appointed to the Board of the Lothian Centre for Integrated Living on 26 March 2014.

As a MACS member, John was representing the Committee the Disabled Persons' Transport Advisory Committee (DPTAC) meetings. His appointment expired at the end of December 2016.

### **Linda Bamford**

Linda's career background is mainly in NHS Scotland, initially as a psychiatric and general nurse before moving into Para medicine with the Scottish Ambulance Service. After 13 years of working as a frontline paramedic in Glasgow, Linda moved into management holding various senior management positions within the ambulance service for over 15 years. She was heavily involved in Accident and Emergency ambulance service provision in various areas in Scotland and led on the previous Patient Transport Service Redesign Strategy before taking early medical retirement due to a spinal cord injury. Linda had a career span of over 30 years in NHS Scotland.

She is the recipient of two Queen's medals, first for "Long Service and Good Conduct" to the NHS and the second for "Dedication to the NHS". Linda is now involved in Children's Hearings Scotland and is also a qualified counsellor.

She is the current Chair of Spinal Injuries Scotland, an organisation she got involved with after her spinal cord injury and rehabilitation. She also holds a Director position on the Board of the Scottish Disability Equality Forum (SDEF).

Linda was appointed as a MACS Convener on 1 January 2017.

### **Bob Benson**

Bob has extensive experience within local authority, public and third sector bodies and organisations. He was appointed in 2012 for a four year term as a Board member of the Scottish Fire and

Rescue Service. He was involved in the Equality and Human Rights Commission's Scotland and Disability Committees. He was previously first Scotland Director of the Disability Rights Commission (DRC) and had prior to this served as the Scottish representative on the UK Disability Rights Task Force which advised on the terms of reference and legislative framework for the DRC.

Previously he was appointed as a member of the Disability Employment Advisory Committee (DEAC), which reported to the UK Minister for Disability. He was also Executive Director for Community Development in England and Wales with Scope, and Director, Disability Scotland.

Bob's appointment expired in September 2016.

### **Marsali Craig**

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

Marsali was reappointed in October 2016.

### **Dr Anne Findlay**

After graduating in medicine from Edinburgh University in 1981, Anne undertook further specialist training and qualifications in paediatrics, public health, international health and tropical medicine. She has worked both in a clinical capacity and in public health roles at local, national and international level. Dr Findlay has undertaken consultancy work for the World Health Organisation as well as working for aid agencies in Afghanistan and Pakistan. More recently she has been a member of various tribunals which deal with appellants who have a range of disabilities. She is also a main carer for a relative with both visual and physical impairments.

Dr Findlay was appointed as a MACS Member on 1 January 2017

### **Heather Fiskien**

Heather works as a Project Manager for Independent Living in Scotland. Previously she was employed in a variety of roles in the

Disability Rights Commission, including policy, practice development and introducing the Disability Equality Duty to Scotland.

Heather was also a Trustee of the RNID (Action on Hearing Loss) and has worked as an Inclusive Design Consultant. Heather now sits on the Board of the National Registers of Communication Professionals working with Deaf and Deafblind People. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University. Heather's appointment expires on 30 September 2017.

### **Sheila Fletcher**

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

### **Margaret Follon**

Margaret has been a member of the Equality Advisory Group to the Scottish Parliament for two years and was part of a subcommittee who advised on the new entrance. In September 2009 Margaret developed a spinal abscess which left her initially unable to walk and requiring a long period of rehabilitation. Unable to return to her third floor flat, she was re-housed in a ground floor adapted home with the help of Housing Options Scotland a charity who support disabled people to access the right house in the right place.

Margaret left the Committee in June 2016.

### **Jane Horsburgh**

Jane is a Policy Manager for Guide Dogs Scotland. She was previously a board member of MACS from 2005 to 2008 and was involved in the Department for Transport's Research on Designing for Disabled People in Home Zones. She is a member of the

Scottish Accessible Transport Alliance, and a previous member of Angus Access Panel.

Jane's appointment expired in September 2016.

**David Hunter**

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

He has degrees in Politics and Social Policy and was appointed an Associate Research Fellow at Edinburgh Napier University's Transport Research Institute in 2015. His interests include social policy research, consumer involvement in public services and in making streets and public places inclusive. He is a member of Living Streets, the Institute of Transport and Logistics and the Scottish Accessible Transport Alliance.

**Anne MacLean OBE**

Anne was a MACS convener for 8 years, until the expiry of the appointment at the end of December 2016.

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

**Cecil Meiklejohn**

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

As an elected member within a Scottish Local Authority, she continually strives to create a more equitable society and ensure those who are vulnerable and disadvantaged are not marginalised. Cecil was reappointed in October 2016.

### **Dr Susan Morris**

Dr Morris a Fellow of The Royal Society for the Encouragement of Arts, Manufactures and Commerce (RSA) and Fellow of the Higher Education Academy. She brings 25 years of academic research experience in social and behavioural sciences with expertise in technology-enhanced learning and universal design. Susan is a former Director of Larbert based Forth Valley Advocacy, a free independent professional advocacy service.

Susan is an alumna of University of Manchester (BA Econ Hons in Government and Social Policy 1992), University of Stirling (MSc in Applied Social Research 1993), University of Glasgow (PhD 1998) and The Open University (Dip Mgmt 2005, BSc Hons 2011, MA in Online and Distance Education 2016).

Dr Morris was appointed in October 2016.

### **Dr George Mowat-Brown**

A freelance lecturer, writer, researcher, musician, occasional broadcaster and speaker, his work involves him in frequent multi-modal travelling throughout the UK. His writing encompasses the arts, industrial history and medical issues and he tutors postgraduate students for the Open University in Scotland and occasionally lectures for the Department of Continuing Education at the University of Oxford.

Dr Mowat-Brown has been involved since its inception with the Scottish MS Incidence Register having given a talk on the history of MS in Scotland at its launch. He has been a Member of the Steering Group and Chairs the Patients Reference Group for the Register. He took an active part in highlighting the deficiencies of the Disability Discrimination Act in relation to MS that led to the clarifications of 2005.

Dr Mowat-Brown was appointed in January 2017.

### **Hussein Patwa**

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

He is a member of the Scottish Accessible Transport Alliance (SATA) with a particular interest in accessible rail and local bus transport. Hussein has a background in Business Management, Innovation & Change and Internet Information Systems with e-Business.

Hussein was reappointed to MACS in October 2016.

### **Keith Robertson**

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

Keith was reappointed in October 2016.

### **Jane Steven**

Jane is a qualified nurse and social worker with a long history of working on both disabled issues and rural community and access issues and on Collaborative and Community Development Projects until her retiral. She was an Individual Public Member of Network Rail for three years and was a member of Passengers' Views Scotland (PVS). She is a past member of the management committee of Carers of East Lothian. Jane's appointment is due to expire on 30 September 2017.

### **Hilary Stubbs**

Hilary has had a career spanning almost 40 years in Local Government. She has specialised in the field of business support including HR, Finance, performance management and risk management. On secondment to the Audit Commission, Hilary undertook the role of Inspector in Local Authorities across the UK. As a Board Member of West Highland College, Hilary chairs the

Board's Audit Committee and hopes to bring her knowledge of Board Governance and audit to this role.

Hilary is a regular traveller on public transport, especially the ferry services. Having worked with young people with special needs she hopes to influence the provision of accessible transport for all sectors of the community.

Hilary was County Commissioner for Scouting in County Durham and has been involved in charity work especially with St Cuthbert's Hospice in Durham and Dorothy's well project, Tanzania, where she was a founding trustee. Hilary graduated from St Mary's College, Durham University and remained in Durham until she retired to Isle of Arran.

### **Fraser Sutherland**

Fraser Sutherland champions consumer rights in Scotland and across the UK. He has a wide range of consumer research and advocacy experience in a variety of markets including financial services, communications and retail.

Mr Sutherland authored Citizens Advice Scotland's report on rural bus provision and led their campaign against unfair practices in the private parking industry. He is passionate about protecting vulnerable consumers, including those with a disability, and championing the issues faced by those in remote and rural Scotland. He is Co-Chair of the Chartered Trading Standards Institute Consumer panel and is a member of the Chartered Institute of Public Relations

Mr Sutherland was appointed in October 2016.

### **John Whitfield**

John was born with a severe hearing loss and wears bi-lateral hearing aids and lip reads. His eyesight deteriorated due to Retinitis Pigmentosa and he has been registered blind for over 30 years.

Over the years his work with Deafblind Scotland (DbS) has involved a considerable amount of travelling. Due to his sight loss he has to utilise every mode of transport necessary to fulfil his role and has used ferries, trains and where necessary taxis when buses are not available. He has a wealth of experience around

accessibility and transport modes. He has also represented Deafblind Scotland on a number of meetings to address accessibility issues for dual sensory impaired people.

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

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

- Response to ScotRail Consultation on the Design of a New Smartcard - June 2016
- Response to ScotRail Consultation on Priority Seat Design – July 2016
- Response to Consultation on the Intercity West Coast Franchise – July 2016
- Response to Consultation on ScotRail Priority Seat Cover Design– August 2016
- Response to Roseburn to Leith Walk Cycling Upgrade Consultation – September 2016
- Response to Cycling by Design Refresh Consultation - October 2016
- Consultation on Sections 165 and 167 of Equality Act 2010 – November 2016
- Disabled Persons’ Parking Places (Scotland) Act 2009 – Post Legislative Scrutiny, Ministerial Committee Report – March 2017

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

## Annex G: Events attended by MACS

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

April 2016	<ul style="list-style-type: none"> <li>• Visit to SERCO Caledonian Sleeper</li> <li>• David MacBrayne Group (DML), Non-Executive Directors meeting</li> <li>• Meeting with Transport Focus</li> <li>• Edinburgh Waverley Virgin Trains East Coast First Class Lounge Opening</li> <li>• InterCity West Coast Franchise Engagement</li> <li>• DPTAC</li> </ul>
May 2016	<ul style="list-style-type: none"> <li>• Roads Maintenance Review Stakeholder Group Meeting</li> <li>• SCOTS Technical Seminar</li> </ul>
June 2016	<ul style="list-style-type: none"> <li>• 3rd Annual Scottish Transport Conference</li> <li>• Active Travel Conference</li> <li>• Queen Street Area Passenger Forum</li> <li>• ITS European Congress</li> <li>• Scottish Road Works Register Tender Meeting</li> </ul>
July 2016	<ul style="list-style-type: none"> <li>• DPTAC</li> </ul>
August 2016	<ul style="list-style-type: none"> <li>• Stakeholder Equality Group</li> <li>• Queen Street Area Passenger Forum</li> </ul>
September 2016	<ul style="list-style-type: none"> <li>• Community Transport in Scotland</li> <li>• Roads for All Forum</li> <li>• SRAF</li> </ul>
October 2016	<ul style="list-style-type: none"> <li>• Road Expo Forum</li> <li>• Neatebox App-Controlled Pedestrian Crossing Trial</li> <li>• CTA Conference</li> <li>• Roads Maintenance Review Stakeholder Group</li> </ul>
November 2016	<ul style="list-style-type: none"> <li>• Scottish Roads Expo</li> <li>• Scottish Ferries Accessibility Fund</li> </ul>

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	<ul style="list-style-type: none"> <li>meeting</li> <li>• Scottish Rail Transport Conference</li> <li>• Cycle Track and Taxi rank at Haymarket</li> <li>• Queen Street Area Passenger Forum</li> <li>• DPTAC</li> </ul>
December 2016	<ul style="list-style-type: none"> <li>• Traveling with Dementia – Upstream Conference</li> <li>• Out of Sight, Out of Mind -- Understanding Transport and Mobility Issues for People with Hidden Disabilities – CILT(UK) Seminar</li> <li>• Enabling Active Travel Conference</li> <li>• Edinburgh Gateway Interchange Station Opening</li> <li>• Consultation on Transport Scotland’s Rail Infrastructure Strategy meeting</li> <li>• Waverley Station meeting</li> </ul>
January 2017	<ul style="list-style-type: none"> <li>• NTS Review meeting</li> <li>• Roads for All</li> </ul>
February 2017	<ul style="list-style-type: none"> <li>• DPTAC</li> </ul>
March 2017	<ul style="list-style-type: none"> <li>• New Approaches in Social Transport – the PSP Model- National Conference</li> <li>• Bus Stakeholder Group</li> <li>• SRAF</li> <li>• National Concessionary Travel Scheme Consultation meeting</li> <li>• Planning Meeting for the Shared Space Seminar</li> <li>• Meeting with Representatives of RTPs</li> <li>• Disabled Persons’ Parking Places (Scotland) Act 2009 – Providing evidence for the post Legislative Scrutiny before the Ministerial Committee</li> <li>• Consultation on Dualling A9</li> </ul>

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

### **July 2016**

- Ed Dymock – BDP
- Douglas Lawson – IDP for Network Rail
- Tom Lister – People Friendly Design

The guests discussed with the Committee their involvement in Network Rail's work to redevelop Glasgow Queen Street station.

### **October 2016**

- Andrew Stewart – NHS Grampian and Nestrans
- Graham Dunn – Strathclyde Partnership for Transport
- Andy Stevenson – Transport Scotland Bus and Local Transport Policy

The speakers were invited to provide presentations on health and social care integration and transport.

**Annex I: Attendance of members at Main Committee meetings covered by this report**

	April 2016	July 2016	Oct 2016	Jan 2017
John Ballantine	✓	✓	✓	-
Linda Bamford	-	-	-	✓
Bob Benson	x	✓	-	-
Marsali Craig	✓	✓	✓	✓
Dr Anne Findlay	-	-	-	✓
Heather Fisker	✓	✓	✓	✓
Sheila Fletcher	✓	✓	x	✓
Margaret Follon	✓	-	-	-
Jane Horsburgh	✓	✓	-	-
David Hunter	✓	✓	✓	✓
Anne Maclean OBE	✓	✓	✓	-
Cecil Meiklejohn	✓	✓	✓	x
Dr Susan Morris	-	-	✓	✓
Dr George Mowat-Brown	-	-	-	✓
Hussein Patwa	✓	x	x	✓
Keith Robertson	✓	✓	✓	x
Jane Steven	✓	✓	✓	✓
Hilary Stubbs	✓	✓	x	✓
Fraser Sutherland	-	-	✓	✓
John Whitfield	✓	✓	✓	✓

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

## Annex J Glossary of Acronyms

<b>ATCO</b>	Association of Transport Co-ordinating Officers
<b>BSG</b>	Bus Stakeholder Group
<b>CHFS</b>	Clyde and Hebridean Ferries Services
<b>CMAL</b>	Caledonian Maritime Assets Ltd
<b>COSLA</b>	Convention of Scottish Local Authorities
<b>CT</b>	Community Transport
<b>CTA</b>	Community Transport Association
<b>DfT</b>	Department for Transport
<b>DLA</b>	Disability Living Allowance
<b>DDA</b>	Disability Discrimination Act
<b>DPO</b>	Disabled People's Organisation
<b>DRT</b>	Demand Responsive Transport
<b>DPTAC</b>	Disabled Persons' Transport Advisory Committee
<b>DPPPs</b>	Disabled People's Protection Policy
<b>ICI</b>	Infrastructure and Capital Investment Committee
<b>IJBs</b>	Integration Joint Boards
<b>MACS</b>	Mobility and Access Committee for Scotland
<b>NHS</b>	National Health Service
<b>NTS</b>	National Transport Strategy
<b>PSP</b>	Public Social Partnership

<b>RfA</b>	Roads for All
<b>RNIB</b>	Royal National Institute of Blind People
<b>RNID</b>	Royal National Institute of Deaf People
<b>RTPs</b>	Regional Transport Partnerships
<b>SCOTS</b>	Society of Chief Officers of Transportation in Scotland
<b>SRAF</b>	Scottish Rail Accessibility Forum
<b>SG</b>	Scottish Government
<b>SPT</b>	Strathclyde Partnership for Transport
<b>TS</b>	Transport Scotland
<b>UNCRPD</b>	United Nations Convention on the Rights of People with Disabilities

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

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

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

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

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

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

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

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

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

Mobility and Access Committee for Scotland Secretariat  
Area 2D North, Victoria Quay, Edinburgh, EH6 6QQ

[MACS@gov.scot](mailto:MACS@gov.scot)  
[www.macs-mobility.org](http://www.macs-mobility.org)

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