

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

**Minutes of meeting held on Tuesday 18 July 2017
Conference Room 2, Victoria Quay, Edinburgh**

Present:

Linda Bamford, Convener (LB)
Marsali Craig (MC)
Anne Findlay (AF)
Heather Fisken (HF)
Sheila Fletcher (SF)
David Hunter (DH)
George Mowat-Brown (G M-B)
Hussein Patwa (HP)
Keith Robertson (KR)
Fraser Sutherland (FS)
Jane Steven (JS)
Hilary Stubbs (HS)
John Whitfield (JW)

Secretariat:

Karl Zaczek (KZ) – MACS Deputy Sponsor
Aga Lysak (AL) – MACS Secretary
Jillian Gilchrist (JG) - MACS Assistant Secretary

In attendance:

Emma Scott – (ES) SDEF, Guest Speaker
Karen Schrober - Palantypist

Apologies:

Susan Morris (SM)

Agenda Item 1. Welcome and Apologies

1.1 The Convener welcomed all attendees, especially Jillian Gilchrist, a new member of the Secretariat Team, and Emma Scott the Equality Projects Manager of Scottish Disability Equality Forum (SDEF), who had been invited to provide an update on SDEF activities and plans for the future work.

1.2 She also noted that Cecil Meiklejohn had stepped down from the Committee due to the fact she had been elected Leader of Falkirk

Council and the additional commitments and time associated with the new role. The Convener congratulated Cecil on the appointment and thanked her for her contribution to the Committee.

1.3 Apologies were noted as above.

Agenda Item 2. Guest Speaker – Emma Scott – SDEF

2.1 ES provided a brief background on the SDEF's work and talked about several projects run with and funded by Transport Scotland as a part of the implementation process of the Accessible Travel Framework:

- Accessible Travel Hub - www.accessibletravel.scot, provides information, articles and guidance on Accessible Travel in Scotland. ES emphasised that the website is being continuously developed in coproduction. She also stated that a variety of DPOs, disabled people and volunteers are always required to test the website and give feedback back to ensure continuous improvement and that the site is fit for purpose and meets everyone's needs.
- Survey – as a part of the Framework implementation, a baseline survey was created to gather the views of people with disabilities and transport providers' views and perspectives on how the work to implement the Accessible Travel Framework can improve accessibility for disabled people.
- It was designed together with Transport Scotland and provides a baseline to measure progress for the next 10 years. ES confirmed that the survey had been advertised through social media and over 200 responses were received from transport users and 44 from transport providers.
- Respondents represented users of all modes of transport, however the majority were bus users. Responses confirmed that the key findings highlighted by the report were that disabled passengers weighted connectivity between modes, experience of hate crime and lack of accessible information as key barriers to travel.
- A large proportion of transport providers responded that they felt the services they provided were adequate and had no current plans to make improvements. It was noted that the survey did not

cover a wide demography and more work will be done in future surveys to ensure a wider scope is achieved.

- Hate Crime - ES confirmed that work on Hate Crime Charter on national level is being undertaken using City of Edinburgh Council's charter. This was launched recently as an example of good practice. A new hate crime online hub is also going to be launched through funding from the Equality Unit.
- Disability Safety - designed together with Police Scotland and [I am me](#)¹ organisation aimed at raising awareness on disability hate crime and how to report it will be promoted by Disability Safety Champions. Volunteers from local access panels have been trained through access panel grants by Police Scotland on how to support disabled people in reporting hate crime.

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| Action Point 1: ES to provide a written summary of her presentation, with references to the online resources. |
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2.2 ES also spoke about SDEF's weekly poll questionnaire for their members (agenda Item 4c) that will help to build data for research and allow evidence-based decisions to be made. She emphasised that the charity is a membership led organisations open for comments and suggestions for improvement. She invited MACS members to join the charity and have an input on their work.

2.3 She then took questions from the Committee. In discussion the following points were made:

- It was confirmed that the survey itself is available in accessible formats, mainly on-line and it is planned to translate it to BSL, however this might be difficult to achieve, due to costs involved.
- Connectivity between modes of transport was identified as one of the bigger barriers preventing disabled people from traveling on public transport and it was suggested that it could become a theme for the weekly survey.
- It was pointed out that when analysing transport providers' responses it was essential to confirm the data is credible by guaranteeing an even spread of the sample, in terms of mode of

¹ <http://www.iammescotland.co.uk/>

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transport and geographical location. It was also suggested that the percentage of the responses to all providers in Scotland should be established and to ensure that all providers are aware of the survey.

Action Point 2: ES to liaise with KZ to ensure that all providers are included in the distribution list for the survey.

- KZ confirmed that Transport Scotland is working closely with Analytical Team to ensure that the responses represent a wide demographic.
- Concerns were raised about the providers' motives for implementing improvements. Members felt that providers often don't address issues highlighted by disabled people as they lose sight of the fact that such changes will benefit all passengers.
- Lothian Buses and Edinburgh trams were identified as a good example of transport provision for disabled people.
- There was a view that assistance on air travel is an area for key focus in terms of improvement as often protocols put in place do not take into consideration individual's needs and choices. This often results in not only undignified treatment of the passengers, but also in reduced revenue for the airports as disabled people are not given the opportunity to take the full advantage of the existing facilities. Disabled people are often very dependent on others, therefore, if they are rushed and left on their own, they miss the opportunity to shop around and enjoy available amenities. Hence, it was suggested that airports should become another theme for the survey to provide feedback and help identify areas for improvements.

Action Point 3: KZ agreed to take forward work on contacting airports and working with aviation colleagues on addressing this.

- It was pointed out that bus operators still state that their vehicles are DDA compliant because of the terminology used in reserved legislation (PSVAR 200).

Action Point 4: Liaison with DfT should be established, KZ on behalf of TS agreed to engage with DfT on this matter.

- It was noted that the current Passenger Assist service is not cross modal and therefore becomes a barrier in connectivity.
- It was agreed that the data on Hate Crime should also be analysed by the type of disability and ES confirmed that it will be done in the future.

2.4 Convener thanked ES for her presentation.

Agenda Item 3. Minutes of the previous meeting, matters arising and action points

3.1 It was confirmed that the minutes of the Committee meeting held on 18 April 2017 had been agreed electronically as a correct record, subject to some typographical amendments and already published on the [MACS website](#).²

3.2 No matters arose from the previous meeting that were not to be considered as part of the action points.

3.3 It was noted that most actions points from the meeting held on 18 April 2017 were completed with the exception of the following, where updates were provided:

| Action point number | Minute reference | Action | Update |
|---------------------|------------------|--|---|
| 2 | 2.6 | SW to find out details of TS concessionary card for charging electric vehicles and report back to the Committee. | It was agreed to close the action point and the follow-up work will be undertaken by the Roads and Active Travel workstream Action now closed. |
| 6 | 6.2 | HP to ask the Department for Transport for a progress report on Inclusive Mobility. | HP confirmed that he is facing difficulties in obtaining a copy of the report, however is hoping to receive it at |

² www.macs-mobility.org

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| Action point number | Minute reference | Action | Update |
|---------------------|------------------|---|--|
| | | | <p>the next DPTAC meeting on 24 July. Some members also expressed their concerns about the poor and ineffective communication with DfT and suggested taking more official actions if the report is not received shortly, including developing a Scottish version of the document and notifying the Minister of the ineffective relationship. However, KZ confirmed that the Sponsor Team is working on establishing a closer relationship with DfT colleagues and will enquire about the document, if not received soon, to ensure a joint work, rather than reinventing the wheel.</p> <p>Deferred until the October meeting.</p> |
| 8 | 6.5 | Bus and Community Transport Workstream to continue to keep under review how policy on re-applications for | It was acknowledged that as local authorities administer the scheme, there is no consistency in assessing applicants against the eligibility |

| Action point number | Minute reference | Action | Update |
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| | | travel concessions might be improved to eliminate unnecessary checks and evidential requirements. | criteria. Members felt that there was a need for standardisation of the assessments and this action will be progressed by the Bus Workstream. Action now closed. |
| 12 | 6.13 | JW to engage with Micky Ball of Rail Delivery Group to explore the possibility of booking different type of tickets at the same time and report back to the MACS Committee. | It was decided that this action would be progressed by the Bus Workstream, within NTS Review Partnership Group under <i>Tackling Inequality</i> thematic group. Action now closed. |

Action Point 5: KZ to work on enhancing relationship with DfT colleagues and enquire about the document on Inclusive Mobility, if required.

Agenda Item 4. Convener Update

4.1 The Convener provided a brief update on her external engagements highlighting the importance of MACS’ early involvement at strategic level in RTPs refresh and reviews and also the transport element of City Deal plans.

4.2 The NTS Review Partnership Group was also discussed and clarification was provided on newly established Functional and Thematic Working Groups.

4.3 The Convener gave an overview on SDEF’s Weekly Poll questions on the transfer from DLA to PIP. In discussion, the following points were made:

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- Responses suggest that a significant number of disabled people have been affected by transferring from DLA to PIP resulting in their mobility car being withdrawn. This generates an important issue around social isolation and the Committee noted that the transition is poorly managed and people are often left with no information and advice on alternative options of travel.
- It was noted that there has been a recent change in the process to people losing their mobility cars. Previously, Motability sold the car when it was handed back and provided user with a new car if their appeal was won. The new process will allow people to keep their cars until after their appeal.

4.4 SDEF also ran a weekly poll on the issues of extra charges for using an accessible taxi. This was also discussed by the committee. It was confirmed that establishing the number of accessible taxis in Scotland is difficult even with MACS working in co-production with the Accessibility Steering Group that through Mike Harrison made a similar request to all LA's. Therefore, it was decided that Bus Workstream would proceed with the Fol request and enquire about the current number of accessible taxis.

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| Action Point 6: SF to progress with a Fol request to establish a number of accessible taxis in Scotland. |
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4.5 It was also suggested that taxis and private hire vehicles play a very important role for disabled people in the door-to-door journey and therefore, should be recognised by local authorities as a mode of transport with similar benefits and concessions available similar to other modes.

4.6 Convener also presented her priorities for the next quarter, which included:

- Attendance at the next NTS Review Partnership Group meeting on 16th August 2017
- Planning, together with the secretariat, the Development Day on 24th August 2017
- Conducting members' appraisals (due by the end of September)
- Conducting exit interviews for JS and HF, as their appointments expire on 30 September.
- Conducting induction interviews with the 2 new MACS Committee Members.

Agenda Item 5. Secretariat Update

5.1 The Secretariat team took questions on the Secretariat update paper and in discussion the following points were confirmed:

- Change of DPTAC status has no impact on the remit of the Committee and there is no intention to go under similar review in Scotland.
- A closer liaison with MACS on implementation of the Accessible Travel Framework would be welcomed and there will be more detailed discussions on MACS involvement at the Development Day on 24th August 2017.
- Secretariat would like to encourage a more direct contact between MACS and TS policy officials to enhance effective communication. A list of contacts and a description of the remit of involved teams is being produced and will be disseminated to members shortly.

Action Point 7: Secretariat to distribute list of contact details of TS policy colleagues to MACS Members and provide policy teams with MACS workstream leads details.

- Secretariat will investigate the possibility of arranging transportation from the bus/train station to the Golden Jubilee Hotel for the meeting in October.

Action Point 8: Secretariat to investigate transportation from the bus/train station to the venue for the meeting in October.

- With the Minister's approval the blue badge scheme is being reviewed, especially the possibility of extending the lifespan of the badge for people with permanent disabilities in order to reduce unnecessary procedures and administrative costs as well as to minimise inconvenience caused for badge holders. Also, work is being undertaken to establish a closer relationship with local authorities and give them the opportunity to be involved in the review process.
- It was noted that Chris Clark has left the Rail Policy team, however, details of his successor are not yet known.

Agenda Item 6. Members' Update

6.1 The Convener noted 14 written updates from workstreams members about their work in the previous quarter. She invited members to provide additional comments to their papers and answer potential questions, reminding them that a rehash should be avoided, as all papers should have been read beforehand. In discussion, the following points were made:

Item 6a: Queen Street Station Stakeholder Forum on 27 January 2017

6.2 The temporary tickets office is fully accessible.

6.3 Concerns regarding dropped kerbs outside the station were expressed and HF will liaise with JW to highlight the issue.

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| Action Point 9: HF to liaise with JW on the issue with dropped kerb outside Queen Street Station. |
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Item 6b: Out of Sight, Out of Mind: Understanding transport and mobility issues for people with hidden disabilities

6.4 No supplementary comments were made.

Item 6c: Queen Street Station Stakeholder Forum on 10 March 2017

6.5 No supplementary comments were made.

Item 6d: Introductory meeting with Calmac Ferries newly appointed Accessibility, Equality and Inclusion Manager

6.6 It was confirmed that a good and fruitful relationship has been established and contact is maintained regularly.

6.7 It was felt that a similar connection should be established with NorthLink Ferries through James Linklater, a member of the Accessibility Steering Group.

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| Action Point 10: HS to establish a relationship with NorthLink Ferries. |
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Item 6e: Updated on Action Point 11 of the April meeting – to report on meeting with John Finnie MSP.

6.8 It was noted that only five responses were received to ATCO investigation on the number of local authorities requiring bus services to be operated with low floor vehicles. Therefore, it was agreed that a Fol enquiry should be made by the Bus Workstream to obtain the required information.

Action Point 11: SF to issue a Fol request on the number of local authorities requiring bus services to be operated by low floor vehicles.

Item 6f: Shared Space Seminar

6.9 It was noted that the post seminar report has not yet been published as it is still being finalised, however it should be released in the public domain shortly.

6.10 It was confirmed that currently there is no requirement for Committee's further engagement. However, the issue should be closely monitored as the opportunity for MACS to have more input may present.

Item 6g: Disabled Person's Transport Advisory Committee

6.11 It was confirmed that the next meeting will take place on 24th July and a report will be provided.

Item 6h: SCOTS Annual Technical Seminar

6.12 No supplementary comments were made.

Item 6i: Walking, Cycling, Connecting Communities

6.13 No supplementary comments were made.

Item 6j: Roads Maintenance Stakeholder Group (RMSG)

6.14 It was confirmed that KR would contact the Scottish Road Works Commissioner to encourage and support a general standardisation for a safer and more comprehensive maintenance roads programme.

Action Point 12: KR to contact the Scottish Road Works Commissioner to encourage and support a general standardisation for a safer and more comprehensive maintenance roads programme.

Item 6k: 15 the Annual Scottish Transport Awards

6.15 The Convener congratulated the Accessibility Team and thanked them for their input in developing the Framework.

Item 6l: Haudagain Project (Western Peripheral Bypass, Aberdeen) Access Forum

6.16 No supplementary comments were made.

Item 6m: Scottish Rail Accessibility Forum

6.17 It was decided that HP and JW would jointly take forward work on improving Passenger Assist service.

6.18 Separately, it was also noticed that MACS status as an observer on the Stakeholder Equality Group (SEG) (Scotrail) had not been properly recorded and it was agreed that JW would address this issue at the next meeting.

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| Action Point 13: JW to ensure that observer status on SEG is properly recorded. |
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Item 6n: Report on inquiry to DVSA with regard to maintenance of wheelchair lifts on coaches

6.19 It was noticed that there is a gap in legislation regarding maintenance of wheelchair lifts in coaches and this issue should be closely monitored by the Bus workstream.

Agenda Item 7. Workstream' Leads Update on Priorities for the Next Reporting Period

7.1 Convener noted that the format of this agenda item was designed differently for the first time to give leads the opportunity to explain their workstream's activities in the past quarters and talk about plans for the future. The main objective of the new structure is to allow all members to be informed at strategic level, share information and knowledge, identify opportunities for joint work and avoid duplication.

7.2 Bus, Taxi, Tram and Community Transport Workstream – SF

a) Priorities for the next quarter:

- Attending Bus Stakeholder Group on 9th August 2017 in Glasgow
- Involvement in NTS Review Partnership Group – meetings planned for September, December and March, where SF will be co-chairing the *Tackling Inequality* Thematic Group and sharing her expertise on connectivity in rural areas
- Proceeding with monitoring safety check compliance of vehicle lifts and ramps
- Investigating contract specification for supported local bus contracts – see Action Point 11
- Proceeding with the investigation on the number of accessible taxis in Scotland – see Action Point 6.

b) In discussion the following points were made:

- When travelling on a bus, a wheelchair user can be more secure with Scissor brakes applied rather than clamps, which are can be difficult to engage. Furthermore, some wheelchairs cannot be clamped because of the material that they are built from, such as titanium because although it is very strong and light it nevertheless can buckle quite easily if clamped.
- To enhance buses and coaches accessibility, bus and coaches designers should be approached to ensure accessibility is given consideration from the vehicle design concept stage.
- Accessibility for everyone getting on and off the vehicle should also be considered as, in the main, focus can be on wheelchair users.
- In order to achieve better outcomes, lessons learnt from others should be taken into account (Swedish model) to avoid or minimise mistakes and errors.
- Procurement procedures should be revised to ensure that accessibility consideration is embedded.

7.3 Ferries Workstream – HS

a) Priorities for the next quarter:

- Assess if the work on guidance for accessibility at rail stations produced by HP could be converted and used for ferries terminals.

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- Meeting with Transport Scotland regarding the revision of the Ferries Accessible Fund, which is going to be open to public and criteria will be made available to applicants.
- Work with Calmac in their work to engage with regional access panels
- Investigating the possibility of involvement in the Scottish Enterprise project (announced the previous day) that provided £12 million funding to upgrade Aberdeen harbour.

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| Action Point 14: Secretariat to facilitate a meeting with Ferries colleagues to investigate the possibility of MACS involvement in the Scottish Enterprise project on upgrading Aberdeen harbour. |
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7.4 Planning and Infrastructure Workstream – HF

- a) HF expressed her regret regarding Cecil's departure from the Committee and losing Cecil's expertise and input to MACS. She explained that Cecil was leading on the airport plans and on that point she had nothing to add.
- b) HF highlighted that nominated members, to maintain credibility, should do the liaison with RTPs at strategic level.
- c) It was acknowledged that the Planning and Infrastructure Workstream has many cross overs with the Liaison Workstream (which currently plays a watch brief role) and it was decided that the Development Day should provide an opportunity to discuss remit of both workstreams.
- d) In discussion, it was noted that one of the BREXIT consequences could be longer queues at airports this was associated with more time-consuming border control procedures. Therefore, consideration should be given to airports' infrastructure meeting the needs of disabled people (more seating areas, lifts).
- e) The other consequence of leaving European Union might be losing the protectorate of the Council of Europe, which promotes and protects rights of persons with disabilities. HF stressed that every effort should be made to ensure that protection is maintained.

7.5 Rail Workstream – MC and JW

- a) MC expressed regret that JS will be leaving MACS at the end of September 2017. She has been with MACS for a very long time. The work stream will definitely miss her experience, expertise and advice.

b) Priorities for the next quarter:

- Finalising work on the development of the accessibility toolkit produced by HP, with support of AF and FS.
- Promoting early and strategic engagement with partners and stakeholders to ensure that MACS is involved in projects with rail providers sooner and at a more strategic level.
- Meeting with Peter O'Connell, Head of Stations & Retail Development with ScotRail, to discuss redevelopment plans for Inverness and Perth stations at an early stage in the process. Peter has indicated that he supports MACS' early engagement with these plans.
- Continuing with dialogue around with the national entitlement card and smart ticketing,
- Giving advice to facilitate the improvement of Passenger Assistance to ensure that the needs of people with a variety of impairments are met and systems supporting the service are effective and customer-friendly.

7.6 Roads and Active Travel workstream – KR

- a) KR expressed his regrets on losing Cecil's expertise and confirmed that the workstream members would meet after the main Committee meeting to discuss new roles and responsibilities.
- b) He also highlighted the importance on raising awareness on the technical aspects of this workstream (which are often complicated) to ensure resilience and build up the expertise across the workstream.
- c) He outlined the workstream's priorities for the next quarter:
- Joint meeting with Rail Workstream on 1st August 2017 regarding the Roseburn to Leith cycle path.
 - Next workstreams' leads' meeting will take place on 15th August 2017 at Victoria Quay.
 - The good practice guide is a working document that at present needed to be updated. This is the responsibility of Roads for All but MACS will have a considerable input to any refresh, as and when it happened.

7.7 The Convener concluded by asking members for their opinion on the restructured agenda. Members felt very positive about the change and agreed that the new structure is useful, provides more opportunity to exchange information and allows more questions to be asked. It was agreed that the new approach is more effective as it allows crossovers between workstreams to be identified and therefore, more efficient planning for the future.

Agenda Item 8. AOB

8.1 Convener finished the meeting by thanking HF and JS for their work and contribution to the Committee over the years, as this was their last main Committee meeting. The full Committee joined her in expressing their thanks.

8.2 Gratitude was also expressed towards the Sponsor Team for producing ID badges for members, which will enhance their credibility and confidence when dealing with external stakeholders.

Action Points from meeting held on 18 July 2017

| Action point number | Minute reference | Action | Update | Follow up required |
|---------------------|------------------|---|--------|--------------------|
| 1 | 2.1 | ES to provide a written summary of her presentation, with references to the online resources | | |
| 2 | 2.3 | ES to liaise with KZ to ensure that all providers are included in the distribution list for the survey | | |
| 3 | 2.3 | KZ agreed to take forward work on contacting airports and working with aviation colleagues on addressing this | | |
| 4 | 2.3 | Liaison with DfT should be | | |

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| Action point number | Minute reference | Action | Update | Follow up required |
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| | | established, KZ on behalf of TS agreed to engage with DfT on this matter | | |
| 5 | 3.3 | KZ to work on enhancing relationship with DfT colleagues and enquire about the document on Inclusive Mobility, if required | | |
| 6 | 4.4 | SF to progress with a Fol request to establish a number of accessible taxis in Scotland | | |
| 7 | 5.1 | Secretariat to distribute list of contact details of TS policy colleagues to MACS Members and provide policy teams with MACS workstream leads details | | |
| 8 | 5.1 | Secretariat to investigate transportation from the bus/train station to the venue for the meeting in October | | |
| 9 | 6.3 | HF to liaise with JW on the issue with dropped kerb outside Queen Street Station | | |
| 10 | 6.7 | HS to establish a relationship with NorthLink Ferries | | |
| 11 | 6.8 | SF to issue a Fol | | |

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|---------------------|------------------|---|--------|--------------------|
| | | request on the number of local authorities requiring bus services to be operated by low floor vehicles. | | |
| 12 | 6.14 | KR to contact the Scottish Road Works Commissioner to encourage and support a general standardisation for a safer and more comprehensive maintenance roads programme | | |
| 13 | 6.18 | JW to ensure that observer status on SEG is properly recorded. | | |
| 14 | 7.3 | Secretariat to facilitate a meeting with Ferries colleagues to investigate the possibility of MACS involvement in the Scottish Enterprise project on upgrading Aberdeen harbour | | |

Secretariat
July 2017