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

Minutes of meeting held on Wednesday 25 October 2017
Golden Jubilee Conference Centre

Present:

Linda Bamford, Convener (LB)
Marsali Craig (MC)
Joanne Fairweather (JF)
Anne Findlay (AF)
Sheila Fletcher (SF)
David Hunter (DH)
Susan Morris (SM)
George Mowat-Brown (G M-B)
Hussein Patwa (HP)
Keith Robertson (KR)
Fraser Sutherland (FS)
Michael Tornow (MT)

Secretariat:
Karl Zaczek (KZ) – MACS Deputy Sponsor
Aga Lysak (AL) – MACS Secretary
Jillian Gilchrist (JG) - MACS Assistant Secretary
Robert Wyllie (RW) - Transport Accessibility Policy Officer

Apologies:
Hilary Stubbs (HS)
John Whitfield (JW)

Agenda Item 1. Welcome and Apologies

1.1 The Convener welcomed all attendees to the meeting unusually held in Clydebank to coincide with the Accessibility Event in the same venue the following day. All MACS members were invited to attend.

1.2 Apologies were noted as above.

1.3 Convener welcomed two new members of the Committee, appointed on 1 October, MT and JF. She invited all attendees to briefly introduce themselves.

Agenda Item 2. Communication with the Minister

2.1 The Convener noted the cancellation of the Minister's attendance and confirmed that instead she had been invited to attend a one-to-one meeting with the Minister on 16 November 2017.

2.2   She spoke to the paper previously circulated and tabled at the day suggesting a number of questions that the Minister could be asked.

2.3   In was agreed that the Minister should receive a list of the questions to be asked in advance. In order to maximise the opportunity with the Minister and ask the most relevant questions, it was decided that members should select their top five questions from the list provided and forward them to the Convener by 8 November 2017.

Action Point 1: Members to provide a list of top five questions to ask the Minister and forward them to the Convener by 8 November 2017.

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 July 2017 had been agreed electronically as a correct record.

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 July 2017 were either completed or taken over by the workstreams, with the exceptions to the following:

3.4   Action points from 18 April:

a) It was agreed that action point 2, regarding inclusion of transport providers in the distribution list for Disability Equality Scotland (former SDEF) survey list, would be discussed in more detail during the evening dinner.

b) In respect of action point 6 regarding Inclusive Mobility, it was noted there were opportunities for better communications across the board between MACS, DPTAC and DfT that would be mutually beneficial. The Committee agreed that the meeting to be held between the Deputy Sponsor and DfT should provide a good chance to try to enhance the relationship and HP and SF would forward questions to be asked to the Deputy Sponsor by 8 November 2017

Action Point 2: HP and SF to forward questions to be asked at the meeting with DfT to the Deputy Sponsor/Secretariat by 8 November 2017.

c) DH provided a short background to the Inclusive Mobility document for the benefit of two new members. He explained that the document, created in 2005, is now very much out of date and requires to be updated. It was agreed that the Secretariat would send JF and MT a copy of this document.

Action Point 3: Secretariat to send a copy of the Inclusive Mobility document to JF and MT.

d) In discussion, the Committee agreed that it may be beneficial for Scotland to have its own version of the Inclusive Mobility guidance. Committee agreed to hear an update on progress by the DfT on reviewing the document at its next meeting.

3.5   Action points from 18 July

a) On action point 3, KZ reported on his visit to Glasgow Airport highlighting the excellent customer service and good practice available there for those requiring assistance. He also confirmed that a visit to Edinburgh Airport was being organised. Members raised a number of aviation accessibility issues, including the lack of a standardised icon for hidden disabilities and unclear coding system to record passengers' needs. It discussion it was accepted that this was a complex area and the best solution MACS could currently offer would be to focus on training and raising awareness. Therefore it was agreed to link this area with the Training Work Package of the Accessible Travel Framework and close the action point.

b) Action points 5, 6 and 7 were noted as ongoing.

c) On action point 9, the Committee agreed this could be followed up by JW and as such the action point was closed.

Agenda Item 4. Convener Update

4.1   The Committee noted the Convener's update. In discussion, the following points were made:

a) A typo error was noticed in the second paragraph of Paper 4a – the group the Convener referred to is called Tackling Inequalities and not Reducing Inequalities.

b) As a result of previous discussions and the facilitated session in August 2017, the Committee approved its revised structure and agreed the technology should rest with Rail Workstream, rather than Bus and Community Transport, with HP as a technology lead and champion.

Action Point 4: Secretariat to update the Workstreams membership and circulate to members.

c) The Convener confirmed that written reports should be focussed and relevant and noted that there was no need to provide a report for every external engagement, especially if minutes of the meeting are available. The convener confirmed that where key messages or information needed to be shared with the committee an external briefing report should be produced in the format and style previously agreed.

d) A short discussion took place in relation to the weekly polls run by Disability Equality Scotland on behalf of MACS. While the Committee found the weekly

poll presented on airport accessibility helpful, it was pointed out that the number of the respondents taking part in the survey was very small and did not represent all disabled people in Scotland. It was highlighted that any research and evidence taken into consideration should be based on a reliable sample size that was genuinely representative. It was also highlighted that the comments sections of the polls were of great benefit and rich with information about the experiences of people with disabilities when travelling.

e) The Convener listed her priorities in the next reporting period:

• Appraisals – it was confirmed that these would be accepted electronically. Two members' appraisals were due within the next quarter. It was also agreed that any WORD documents should be saved in 'Word Document' format to ensure accessibility for the screen readers.

• Public appointment round

• Development Day preparation

• Liaison with the Secretariat on revision of annual report

• Meeting with the Minister scheduled for 16 November

Agenda Item 5. Secretariat Update

5.1   AL provided an update on the Accessible Travel Framework's training work package, and the Committee agreed that members' expertise and experience could be offered to assist in developing training for transport providers' staff at a national level.

5.2 She also informed members that Patrick Nyamurundira was now Rail Accessibility Manager in Transport Scotland.

5.3   On development of a dashboard of accessibility indicators, RW asked members to email him if they have any further suggestions for potential data sources. These would be fed into the lead accessibility analyst. It was highlighted that in order to effectively measure the quality of the journey experience, attention should be focused not only on the quantitative data but also on qualitative information gathered.

5.4   It was noted that one of the main challenges of the NTS group is to engage with those, who currently do not use public transport.

5.5   In response to a suggestion from KR, the Secretariat undertook to monitor the publication of the Planning Bill Consultation

Action Point 5: Secretariat to establish timescale for the publication of the Planning Bill Consultation and notify members.

Agenda Item 6. Members' Update on External Engagements

6.1   The Convener noted 6 written updates from workstreams' members about their external engagements in the previous quarter. The following comments were noted:

Item 6a: Transport Scotland Bus Stakeholders Group

6.2   SF reported on her visit to Scarborough, where she participated in a visit assessing a number of positive bus design innovations. She also provided an update on the ongoing bus regulation consultation, including differences between franchising and partnership for bus operators at a local level and a possibility to procure issue de-minimis, which allow discussion directly with operators, without going to tender.

6.3   Accessibility of the bus design was also discussed in more detail ensuring that the smart ticketing issue is pursued and that research is available to support MACS aim of increasing the number of disabled spaces on buses.

Item 6b: Roads for All

6.4   KR confirmed that because of changes to the TSGRD (Transport Signs and General Road Directions) there was now no requirement for a pole and sign for a disabled parking bay as long as it is clearly marked.

Item 6c: Edinburgh Airport Disabled Community Consultation Group

6.5   Matter discussed under Agenda Item 3.

6.6   The Committee agreed SM should continue her input for MACS to share knowledge and experience to promote good airport accessibility practice as part of her champion role.

Item 6d: 4th Annual Scottish Travel Conference

6.7   No supplementary comments were made.

Item 6e: National Transport Strategy – Tackling Inequalities Working Group

6.8   It was confirmed that the next meeting of this working group would not take place until 20 November; however the majority of the group's work is being done electronically. SF was of a very positive opinion of the group, acknowledging that it is focusing at trying to tackle issues often previously parked.

Item 6f: Roads Maintenance Stakeholder Group

6.9   No supplementary comments were made.

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

7.1   The Convener invited workstreams' leads to provide an update on their priorities for the next reporting period:

7.2   Bus and Community Transport – SF:

a) Responding to the consultation on the National Concessionary Travel Scheme. The Committee agreed to a meeting involving AF and social security officials, including RW and AL, who lead on the Blue Badge scheme in Scotland about issues that have been identified around passported benefits.

b) The Committee agreed a final draft of the consultation reply would be circulated to all members for comment.

7.3   Ferries – GM-B, on behalf of HS:

a) Attending the next Ferries Accessibility Fund meeting on 9 December.

b) Work on adopting HP's Rail Accessibility Toolkit for ferries is ongoing, however it was noted that there are difficulties in accessing up-to-date consultations and papers in the subject area. Secretariat and KR agreed to provide help, Secretariat by facilitation a meeting with colleagues form Ferries team and KR by forwarding Design Manual for Roads and Bridges, which should be helpful in generating a manual for ferry terminals.

Action Point 6: Secretariat to provide help to GM-B in obtaining relevant and up-to-date papers and consultation supporting development of the Ferries Terminal Accessibility Toolkit.

Action Point 7: KR to forward to GM-B Design Manual for Roads and Bridges.

7.4   Liaison Workstream – DH & LB

a) LB covered her priorities under Agenda Item 4.

b) DH confirmed he would be attending a conference on smart travel where various issues cross-cutting several workstreams will be discussed. He confirmed he would also be attending the Active Travel Panel the following week on media handling.

c) LB thanked members for their contribution and comments on the draft response to the DfT Accessibility Action Plan. One addition to the response was proposed by SF regarding the standardisation and availability of companion cards on trains. The Committee accepted.

d) It was agreed SF would draft the response to Consultation on Free Bus Travel for Older and Disabled People and Modern Apprentices and circulate to members asking for their comments and input. A discussion took place about

the possibility of extending the current scheme to assist people with severe mobility difficulties, who were unable to use buses.

Action Point 8: SF to draft consultation on Free Bus Travel for Older and Disabled People and Modern Apprentices and circulate to members asking for their comments and input.

7.5   Rail Workstream – MC and HP

a) HP confirmed that he is finalising the Rail Accessibility Toolkit, which with the assistance of FS and AF should be ready in January 2018.

b) It was also confirmed that HP would lead on the smart ticketing consultation, with the workstreams leads providing responses for each mode of transport.

c) The Committee noted work on developing an Accessibility Hub by Micky Ball of the Rail Delivery Group.

d) The Committee approved MACS offering assistance to Network Rail on Stirling station, and to re-approach ScotRail on improvements to major urban rail stations.

Action Point 9: HP to meet Margaret Hickish of Network Rail to offer Committee's advice on improving accessibility at Stirling Station.

e) It was confirmed that Andrew Marshall-Robert's is Patrick's successor.

f) It was announced that the rail workstream's activity would now be recorded on a new spreadsheet, which would be circulated to all members for information and awareness. AL confirmed a SharePoint site was being developed to log Committee's activity, including consultations and external engagements. HP offered to undertake accessibility testing of the site and the Committee agreed to a suggestion from GM-B to include external contacts.

Action Point 10: Secretariat to ensure that external point of contact is added to the SharePoint database.

Action Point 11: Secretariat to involve HP in assessing accessibility of the SharePoint site.

g) HP explained that the whole passenger journey experience should be taken into account and it should be made clear that disabled people are not only passengers with needs, but also passengers with wants, who should be given the same opportunity to enjoy the amenities as everybody else.

h) He also spoke about his work as DPTAC observer. The meeting in July 2017 was not as productive as one might have hoped, however KZ confirmed work was continuing to engage with the DPTAC sponsor team to improve links.

i) SF pointed out that there is no standardisation on marking the close/open/lock buttons in disabled toilets on trains causing general confusion and frustration. Committee agreed this issue should be addressed.

Action Point 12: The Rail workstream to advocate for the standardisation of the open/close/lock buttons in disabled toilets on trains.

7.6 Roads and Active Travel workstream – KR

a) KR informed that the reporting period was relatively quiet; however this is likely to change as of January.

b) The next Workstreams' Leads meeting will take place on 14 November.

c) The workstream continues to be involved in A9 dualling work in respect of tender and contract design.

d) The workstream is concerned that MACS is not always fully consulted as well as not been consulted at an early enough stage with some projects.

e) KR confirmed that the electric vehicle charging point design would come under the workstream's future remit.

f) Liaison with architectures and design planning was confirmed as an important activity for the Committee. This would avoid poorly made decisions that don't fully consider accessibility and consequently result in the need for an expensive and unnecessary redesign. The Committee agreed that Secretariat should facilitate a meeting between the workstream and Scottish Government Planning and Architecture Division.

Action Point 13: Secretariat to facilitate a meeting between the Roads and Active workstream and Scottish Government Planning and Architecture Division

Agenda Item 8. AOB

8.1 Update on what was expected for the rest of the event was given by JG.

8.2 For the benefit of the new members, it was agreed that the Secretariat would update a list of acronyms and circulate to all members.

Action Point 14: Secretariat to update a list of the acronyms and distribute to members.

Action Points from meeting held on 25 October 2017

Action point no	Minute reference	Action	Update	Follow up required
1	2.2d	Members to provide a list of top five questions to ask the Minister and forward them to the Convener by 8 November.	Completed	
2	3.4b	HP and SF to forward questions to be asked at the meeting with DfT to the Deputy Sponsor/Secretariat by 8 November 2017.	Completed	
3	3.4c	Secretariat to send a copy of the Inclusive Mobility document to JF and MT.	Completed	
4	4.1b	Secretariat to update the Workstreams membership and circulate to members.	Completed	
5	5.5	Secretariat to establish timescale for the publication of the Planning Bill Consultation and notify members.	Completed	
6	7.3b	Secretariat to provide help to GM-B in obtaining relevant and up-to-date papers and consultation supporting development of the Ferries Terminal Accessibility Toolkit	Completed	
7	7.3b	KR to forward to GM-B Design Manual for Roads and Bridges.	Completed – linked emailed.	
8	7.4d	SF to draft consultation on Free Bus Travel for Older and Disabled People and Modern Apprentices and circulate to members asking for their comments and input.	Completed	
9	7.5d	HP to meet Margaret Hickish of Network Rail to offer Committee's advice on improving accessibility at Stirling Station.	In progress	
10	7.5f	Secretariat to ensure that external point of contact is added to the SharePoint database.	In progress	

Action point no	Minute reference	Action	Update	Follow up required
11	7.5f	Secretariat to involve HP in assessing accessibility of the SharePoint site.	In progress	
12	7.5e	MACS to advocate for the standardisation of the open/close/lock buttons in disabled toilets on trains.	In progress	
13	7.6f	Secretariat to facilitate a meeting between the Roads and Active workstream and Scottish Government Planning and Architecture Division	Completed. KR met with Sandy Robinson, Principal Architect, Architectural and Planning Department on 8th – report of that meeting has been tabled for the January Main Committee meeting. Another meeting with Building Standards has also been set up.	
14	8.2	Secretariat to update a list of the acronyms and distribute to members.	Completed	

Secretariat
December 2017