Mobility and Access Committee for Scotland

Annual Report 2010-11
## Mobility and Access Committee for Scotland (MACS)

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1. Introduction from Convener, Anne MacLean OBE

The Mobility and Access Committee for Scotland (MACS) was established in 2002. MACS believes in a Scotland where anyone with a mobility problem due to some physical, mental or sensory impairment can go when and where everyone else can and have the information and opportunities to do so.

Our aims are:

1. To give Scottish Ministers advice on aspects of policy affecting the travel needs of disabled people.

2. To take account of the broad views and experiences of disabled people when giving advice on travel needs.

3. To encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities of travel.

4. To work closely with the Scottish Government and ensure the Committee’s work programme complements the work being undertaken by the Disabled Persons Transport Advisory Committee (DPTAC), the Scotland Office of the Equality and Human Rights Commission and other organisations and voluntary and statutory agencies.

5. To promote the travel needs of disabled people with transport planners, transport operators and infrastructure providers so that these are taken fully into account in the delivery of services.

6. To monitor and evaluate the effectiveness of the Committee’s work against the above aims in improving travel opportunities for disabled people in Scotland.

50% of the Committee (including the Convener) must deem themselves to have a disability under the provisions of the Disability Discrimination Act 1995. The majority of the Members have such disabilities, and with the support of the MACS Secretariat we operate a fully functioning Committee.

In August 2010, the Transport Directorate of the Scottish Government merged functions with Transport Scotland and as a consequence, a new Transport Policy Directorate (TPD) was formed. MACS remains under the sponsorship of TPD, therefore our functions were also transferred. This has not meant any change to our working relationship with Scottish Government Ministers.
The Committee continues to ensure that a good working relationship is maintained with key stakeholders and we are looking to build an even closer working partnership with Passengers’ View Scotland (PVS) where our interests overlap and where together, we can provide greater influence in future.

As Convener, I would like to thank the MACS Committee for their hard work and support during the year. I would also like to thank the Secretariat for the work they have done in ensuring the smooth working of the Committee. They were Bill Brash, Judith Ballantine and Sarah Guy and then following a departmental reorganisation in October 2010, Fiona Locke, Linda Craik and Jean Goldie.

MACS looks forward to learning of Scottish Ministers’ priorities for Transport and hopes to have active engagement with the newly formed Committees of the Scottish Parliament in the coming year.

ANNE MACLEAN, OBE
CONVENER
2. Members’ details

**Anne MacLean OBE** (Convener) is currently a trustee of RNIB Scotland and Chair of Sight Action. Until 30 September 2010, she was a board member of the Cairngorm National Park Authority. She is a member of the Badenoch and Strathspey Community Planning Partnership. She was formerly a National Officer of the National Union of Civil and Public Servants. Anne was appointed in January 2009.

**John Ballantine** is a retired solicitor and member of the Equalities Law Subcommittee of the Law Society of Scotland. He is the Treasurer of the Scottish Accessible Transport Alliance and a member of the Edinburgh Access Panel. These posts do not attract remuneration. John is also a member of the Disabled Persons’ Transport Advisory Committee (DPTAC) as the MACS representative. This is a Ministerial appointment and attracts an annual rate of £350 per month. John was appointed in January 2009.

**Bob Benson** is currently a member of the Equality and Human Rights Commission's, statutory Scotland Committee and is a co-optee on its statutory Disability Committee, which attracts an annual rate of up to £4500 per annum. He has considerable experience in the equality and human rights field and is a trustee of the Scottish Community Foundation and Chair of its Grants Committee. He was previously an Executive Director for Community Development with Scope, and Director Scotland, Disability Rights Commission. Bob was appointed in October 2009.

**Steven Boyd** has a varied background in Human Resource Management and Resourcing and is presently the HR Partner for Scotland and Northern England for WRVS, the older peoples charity. He previously held various HR and Resourcing Management appointments for different blue chip Hospitality, Media and Engineering Companies. His initial management career was as Recruitment Director for a small niche People Consultancy. Steven was appointed in January 2009 and resigned in September 2010.

**Clare Byrne** is Director and Vice Chair of Spinal Injuries Scotland. She has a background in retail management, specialising in training. Clare was appointed in October 2009.

**Heather Fisken** currently works as Project Manager for the Independent Living in Scotland Project at the Equality and Human Rights Commission. She was previously employed in a variety of roles in the Disability Rights Commission including policy, practice development and introducing the Disability Equality Duty to Scotland. She was previously a Trustee of the RNID and has worked as an Inclusive Design Consultant. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University. Heather was appointed in October 2009.
James Glover is Head of Equality and Diversity at NHS Lothian. He led on the Disability Equality Duty at the Equality and Human Rights Commission, and its predecessor, the Disability Rights Commission. James has also set up and been a committee member for community transport projects and organisations. He originally trained as a research chemist. James was appointed in January 2009.

Andrew Holmes trained and worked as a civil engineer before becoming involved in the wider area of planning, economic development and transport. Prior to retiring in April 2008 he was Director of City Development for the City of Edinburgh Council. He has served on a number of transport related groups and committees at both Scottish and UK level. He currently sits on the Board of Trustees of the National Museums of Scotland. Andrew was appointed in January 2009.

Jane Horsburgh is Public Policy Manager for Guide Dogs for the Blind Association. 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 was appointed in October 2009.

Grahame Lawson was Head of Planning, Roads and Building Control for North Lanarkshire Council until he retired in 2004. He was an adviser on disability matters to the Convention of Scottish Local Authorities and for many years he was a member of DPTAC where he chaired the Personal Mobility and Local Authority Working Group and led on Blue Badge issues. He is a Fellow of the Institution of Highways and Transportation. Grahame was appointed in October 2009.

Muriel Masson was a member of SKILL Scotland branch committee for seven years, was a member on SKILL Council for five years and was a trustee of SKILL for two years. She was also the Convener of Edinburgh University Disabled Students Group for several years. She is currently completing a PhD in Osteoarchaeology. Muriel was appointed in October 2009.

Annette Monaghan worked for the NHS in Scotland for 20 years including 5 years with the Scottish Government Health Department and most recently in the Human Resources Directorate of NHS Greater Glasgow and Clyde. Her background is Learning and Education and Organisation Development. She is on the Board of Open Door Accommodation Project which provides accommodation and support for homeless young people. Annette was appointed in October 2009.

Jane Steven was 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 retirement. She has been an Individual Public Member of Network Rail for 3 years and is a member of Passengers’ Views Scotland, a post which attracts remuneration of
up to £1,200 per year. She is also a member of the management committee of Carers of East Lothian. Jane was appointed in October 2009.

Shonagh Terry works as an HR Consultant, latterly in interim or short-term HR Management roles, mainly in Strategy, Policy and Employee Relations. She has experience of working within Local Government, Non-Departmental Public Bodies, Government Research Councils, Multi-Nationals and the Finance Sector. Her initial career was as a self employed Chiropodist. Shonagh was appointed in October 2009 and resigned January 2011.
3. **Attendance at meetings**

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4. Consultations to which MACS has responded during 2010-2011

During the period covered by this Annual Report, MACS provided responses to the following consultations, offering views and input from the disabled passenger’s perspective. Copies of the responses are available on the MACS website – http://www.transportscotland.gov.uk/publictransport/MACS/Publications/consultations

April 2010:
Scottish Government – “Equality Bill – Codes of Practice and Guidance”

May 2010:
Department for Transport (DfT) – “Proposed Changes to Regulations covering powered mobility scooters and powered wheelchairs”

August 2010:
Scottish Government – “Scottish Ferries Review”

October 2010:
Scottish Government – “Blue Badge Reform”

November 2010:
Scottish Government – “Public Sector Equality Duty Draft Regulations and Order”

Joint Law Commission and Scottish Law Commission – “Level Crossings”

Speakers who have addressed MACS meetings


25 January 2011 – Catherine Storm and Ffion Heledd from Audit Scotland gave a presentation on the Transport for Health and Social Care project which Audit Scotland was undertaking.
5. Working Groups

MACS established working groups in order that it could 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. The following working groups were set up (work streams that the groups are responsible for are also listed):

Rail (including light rail)

*Working Group Members:* Muriel Masson (Lead), Clare Byrne, Jane Steven.

(i) Scottish Rail Accessibility Forum (SRAF)
(ii) Edinburgh Trams
(iii) Glasgow Subway

Roads

*Working Group Members:* Jane Horsburgh (Lead), Anne MacLean, Heather Fisken, Grahame Lawson.

(i) Forth Replacement Crossing
(ii) Roads for All Forum
(iii) Designing Streets, Shared Spaces and Shared Surfaces

Commonwealth Games

*Working Group Members:* Grahame Lawson (Lead), Annette Monaghan, Jane Horsburgh.

(i) Glasgow Commonwealth Games 2014
(ii) London Olympics and Paralympics 2012
(iii) Olympics and Paralympics Legacy

Blue Badge

*Working Group Members:* Clare Byrne (Lead), Grahame Lawson, Bob Benson, Muriel Masson.

(i) Blue Badge Reform

Disability Equality Rights, Standards and Outcomes

*Working Group Members:* Bob Benson (Lead), James Glover (Lead), Heather Fisken.

(i) Equality Act 2010
(ii) Staff Training
Bus and Community Transport

Working Group Members:
Andrew Holmes (Lead), Jane Steven (Lead), Heather Fisken, Muriel Masson.

(i) Bus sector
(ii) Demand Responsive Transport
(iii) Community Transport
(iv) Concessionary Fares
(v) Presenting travel information by Audio Visual technology
(vi) Accessible Taxis

Liaison

Working Group Members:
Anne MacLean (Lead), Andrew Holmes, Grahame Lawson, Bob Benson, John Ballantine.

(i) National Transport Strategy
(ii) Single Outcome Agreements
(iii) Equality and Human Rights Commission
(iv) Disabled Persons' Transport Advisory Committee (DPTAC)
(v) Passengers’ View Scotland (PVS)
(vi) COSLA/Local Authorities
(vii) Regional Transport Partnerships
(viii) Scottish Parliament - Transport, Infrastructure and Climate Change Committee

Ferries

Working Group Members:
Annette Monaghan (Lead), Muriel Masson, Anne Maclean, John Ballantine.

(i) SG Ferries Review

Environment, Infrastructure and Climate Change

Working Group Members:
Heather Fisken (Lead), Annette Monaghan (Lead), James Glover, Jane Horsburgh.

(i) Low Carbon Vehicles
(ii) Active Travel
(iii) Regional Transport Strategies
(iv) Strategic Development Plans
6. Working Group summaries and recommendations

Rail (including light rail)

Scottish Rail Accessibility Forum (SRAF)
MACS continues to be represented on the Scottish Rail Accessibility Forum and is therefore able to comment on the Access for All (AfA) projects, including Small Schemes as these proceed. As well as getting regular feedback on the progress of existing works it enables lessons to be learned for the future from the input MACS is making. MACS was pleased to note that the AfA Benefits Research Report showed a very positive reception of the scheme by rail users, and an equally strongly positive business case. It was also pointed out however that staff training / attitude still plays a crucial role in accessibility.

**Recommendation 1:** MACS would like to see better means of communicating activities regarding AfA to the users of rail stations.

MACS continues to support the work of Describe Online and Stations Made Easy to provide information for disabled users on accessibility of rail stations.

**Recommendation 2:** MACS and all other SRAF members would like to see a change in Network Rail Bridge Renewal policy from the existing like-for-like renewals to replacements following improved standards. The Committee believes that this would greatly increase accessibility and save from additional improvement work which would be required eventually.

Olympic Games / Commonwealth Games

There are concerns that, whilst many stations will be fully accessible, train companies may not be able to meet demand from disabled people travelling from Scotland to attend the Olympic Games, particularly wheelchair users, as trains have limited capacity. This is also an issue for Scotland as Hampden Park in Glasgow will be used for the Olympics and there will be similar demands for the Commonwealth Games.

National (Scotland) Concessionary Travel for Blind Persons – Companion Schemes

There has been no further progress on consistent concessionary travel for companions of visually impaired travellers. Companions are not included in the National Concessionary Travel for Blind Persons although some Local Authorities independently run Companion Schemes. These local schemes provide arrangements for companions of visually impaired travellers in different forms, such as flat fares or 50% discounts. There are still strong inconsistencies throughout Scotland regarding which Local Authorities run such schemes and the diverse entitlements for companions within those schemes.
Passenger Focus Survey of the Assisted Passenger Reservation Service 2010

Results of this survey were disappointing as little progress seems to have occurred. The same three key areas for improvement identified in 2008 still stand: staff training, information to passengers and communication.

**Recommendation 3:** Staff disability equality and awareness training is paramount to ensure equal access to facilities, and should not come second to physical access improvements. Local Authorities and operators should encourage thorough and ongoing staff training in this field, and front line staff training should be included as part of any future rail franchise agreements.

Passenger Focus Survey of the Assisted Passenger Reservation Service 2010

Results of this survey were disappointing as little progress seems to have occurred. The same three key areas for improvement identified in 2008 still stand: staff training, information to passengers and communication.

**Recommendation 4:** Passenger Focus should engage with MACS in advance of carrying out any future surveys on the Assisted Passenger Reservation Service (sometimes known as Passenger Assist) to ensure that the most appropriate information is being obtained and used effectively.

Waverley Station

MACS developed grave concerns with a number of aspects of the Renewal Works at Waverley Station and the Waverley Steps Redevelopment in early 2011. These included;
- lack of consultation
- notification and information
- disruption to the taxi services necessary for onward journeys
- issues with signage before and during the resurfacing works and
- concerns regarding the visibility and the signage of the entrance, the steps and the path to the lifts.

During a lengthy meeting followed by a visit, several members of MACS met with Senior Network Rail officials at Waverley Station to highlight these issues. MACS was pleased with the helpful response regarding the renewal works and the improvements rapidly carried out following this meeting. MACS has offered to provide advice and guidance for any future projects being undertaken to minimise the impact of the disruption for all passengers.

**Recommendation 5:** Scottish Ministers should encourage Network Rail and all train operating companies to consult with disability organisations and other stakeholders throughout their projects, and to provide clear, accurate and widespread information to the public before and during any disruption.
Rail in Scotland Conference – 8 November 2010
MACS was represented at the Rail in Scotland Conference 2010 but was disappointed to note that no mention of disabled users was made all day.

Light Rail
The same issues as outlined in MACS Annual Report 2009-2010 remain current for 2010-2011, with no further developments to report.

Roads

Forth Replacement Crossing
A very fruitful meeting was held with Transport Scotland and their appointed Access Consultant for the Replacement Forth Crossing and for access improvements to the existing Forth Road Bridge. All access issues were covered and there has been extensive progress and engagement with access groups throughout the project. Transport Scotland is ensuring that works carried out comply with Disability Discrimination Act (DDA) Good Practice Guide for Roads. Going forward MACS has been invited and will participate in further access group engagement for the period of the project.

Transport Scotland’s Roads for All Forum
The work of the Roads for all Forum underpins Transport Scotland’s Trunk Road Disability Equality Scheme and Action Plan.

MACS is a member of the forum. Within the Action Plan work is on-going, seeking and evaluating access improvements to pedestrian crossings and to rural bus infrastructure facilities across Scotland. This work involves engagement with partner organisations and disabled people.

The DDA Good Practice Guide for Roads, which was one of the objectives of the Trunk Road Disability Equality Scheme and Action Plan, was published in 2009. A national conference on the Good Practice Guide was held in June 2010. The DDA Good Practice Guide for Roads captures current accessibility standards and guidelines within one document. It is a working document that can be updated as new information, guidelines and standards emerge. Engagement with disabled people has been key throughout the development of the Guide. Training in the DDA Good Practice Guide has been rolled out to Local Authorities – sixteen of whom had undertaken the training between November and December 2010. The most recent round of training has been delivered to more Local Authorities and targeting relevant staff. Going forward, some consideration of the Guide is required in light of the new Equality Act 2010, for example, in the use of language such as DDA.

Recommendation 6: That the DDA Good Practice Guide for Roads is used and tested on projects and its effectiveness evaluated. Key to evaluating effectiveness will require monitoring and reviewing of the training provided by Local Authorities.
National Roads Maintenance Review

Following Audit Scotland’s “Maintaining Scotland’s Roads Report 2010” the Scottish Government took forward the recommendation to conduct a National review of how the road network was managed and maintained, with a view to stimulating services redesign and increasing the pace of examining the potential for shared services.

The definition of roads in this review includes road carriageways and adjoining footways, bridges, verges, signing and lighting. There are four key issues, standards and assets management; technology and productivity innovation; resourcing; and wider economic issues, impacts, costs and benefits.

Roads for All and MACS, alongside other pedestrian and cycling organisations are now members of the economic issues, impacts, cost and benefits workstream, which involves looking at the impacts on community and transport accessibility from the perspective of the disabled traveller.

**Recommendation 7:** Accessibility must be maintained as a priority within this review and subsequent recommendations stemming from it.

Designing Streets, shared space and level streets

The Scottish Government’s Designing Streets policy statement for residential and light trafficked streets was published in 2010. The document does highlight specific access issues for disabled people in shared space schemes that include a level surface. It states that designers need to accommodate the needs of disabled and particularly blind and partially sighted people when designing level surfaces. MACS is aware that there is as yet no substantial change towards this. Level surfaces are continuing to be developed without the needs of disabled people being taken on board and design solutions to alternatives for kerbs being found (kerbs being the key navigational cue which blind and partially sighted people use). A few Local Authorities working alongside access consultants and disabled people have started to progress this however, they are very much in the minority.

This is an important time to focus on shared space and in particular level surfaces. The UK Government’s Department for Transport is soon to publish its Local Transport Note on Shared Space. Designing Streets mentions this research work and states that any outcomes from it need to be taken into consideration. Research findings from trials of alternatives for kerbs within a level surface scheme on Exhibition Road, London are soon to be published.

MACS members also participated in an inquiry into level crossings by British Transport Police in respect of design of crossings for people with sensory impairments.

**Recommendation 8:** The Scottish Government should encourage Local Authorities who are currently working with disabled people on level surface schemes, to work closely with designers and planners with the aim of developing and disseminating good practice design principles.
Commonwealth Games

As MACS indicated in our annual report last year, we expect the 2014 Commonwealth Games in Glasgow to be fully accessible for all people – regardless of any disability - whether as participants, spectators or those who are involved in the organisation and operation of the Games. However, we have been concerned about the mixed messages emanating from the Glasgow 2014 team in the past 12 months.

Some attention has undoubtedly been paid to issues relating to the interests of disabled people but we were disappointed to see so little explicit reference to accessibility by disabled people in the draft consultative Transport Strategic Plan published by Glasgow 2014 at the end of September 2010. MACS therefore responded to the consultation expressing its concerns. When appearing before the Transport Infrastructure and Climate Change Committee of the Scottish Parliament on 11 January 2011, MACS also took the opportunity to emphasise its concerns about the accessibility of the Games. This was picked up by the National press and received some attention.

MACS has been advised by Glasgow 2014, in response to its comments on the draft strategy, that it was the intention to create an accessibility forum for the Games bringing together Government, Local Authorities, industry stakeholders and local action groups. However, we remain concerned that Glasgow does not seem to have taken cognisance of the fact that the London Olympics organisers published a detailed Accessible Transport Strategy more than 4 years before the date of the London Olympics. With little more than 3 years until the 2014 Games, MACS has yet to see evidence of an equivalent strategy and any overall coordinated action plan for Glasgow with regard to the needs of disabled athletes, visitors and spectators.

Indeed, the Committee understands that despite the existence of an access strategy for the London Olympics, there are concerns that train companies may not be able to meet the demand from disabled people during the Olympic Games. This applies in particular to wheelchair users as while many stations will be fully accessible, the trains using the stations have limited capacity. The London experience emphasises the need for coordinated action by all service providers so that the whole journey from home to the event is accessible. This means enough fully accessible vehicles serving accessible bus stops and stations served by accessible footway infrastructure with accessible information before and during journeys.

With so little time until the Glasgow 2014 Games, the Committee is concerned that access issues should be fully addressed in Glasgow. MACS therefore continues to watch progress with the Glasgow 2014 Games and have offered the collective experiences and services of its members to the Games 2014 team to assist in the development of a comprehensive action plan.

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**Recommendation 9:** MACS would urge the early development of a comprehensive accessible transport strategy and action plan by Glasgow 2014 in cooperation with the Scottish Government and public and private sector transport service providers and in consultation with disabled people.

**Blue Badge Reform Programme**

MACS continues to take an active role in the Blue Badge Reform Working Group which was set up to provide advice to the Scottish Government on how best to improve the Blue Badge scheme to meet future pressures and demands. The Group is comprised of members from local authorities, NHS Boards, the British Parking Association and representatives of health and transport interests. MACS also has two representatives on the Group.

The Blue Badge scheme provides a national arrangement throughout the UK of on-street parking concessions for severely disabled people. The scheme was set up 40 years ago and has remained unchanged since then. It has since proved invaluable in promoting access for Badge holders to employment, shopping, health and leisure activities. For many people with reduced mobility, use of a car is fundamental to a full and independent lifestyle. The scheme is open to eligible disabled people irrespective of whether they are travelling as a driver or as a passenger.

MACS responded to the Scottish Government consultation in Summer 2010 on how to improve the Scheme. In response to the consultation, the Blue Badge Working Group is progressing proposed improvements and ensuring they are workable and practical. The aims are:

- to modernise the Scheme making it easier to access and use by those who are eligible;
- to make the legislation easier to enforce and minimise fraudulent applications and abuse of badges; and
- to help local authorities administer the Scheme and assess eligibility and therefore improve customer service.

Some of the measures taken as a result of the consultation are already in place – details can be seen on the following website: [http://www.transportscotland.gov.uk/road/blue-badge-scheme/review](http://www.transportscotland.gov.uk/road/blue-badge-scheme/review)

MACS members on the Group are able to contribute practical advice from the user perspective.

Further measures will come into effect from 1 January 2012 when a new design of badge will be issued. Some changes will be required to secondary legislation this year and later to primary legislation. We understand that the reforms being implemented will result in a fairer and more straightforward process for all applicants. MACS will, however, seek to ensure that the effectiveness of the changes are closely monitored.
A number of letters have also been issued to all Scottish local authorities and NHS Boards summarising the changes and how they should be preparing to implement the revised Scheme. They will also be issued with a Code of Practice to assist them further with the changes to the Scheme.

MACS will continue to take an active interest in the development of the Blue Badge Scheme. MACS provides the only Blue Badge holder on the Blue Badge Reform Working Group and is therefore able to provide a unique viewpoint otherwise not represented.

**Recommendation 10:** The extensive changes to the Blue Badge Scheme should be carefully monitored to ensure that correct procedures are being carried out, with the outcome that only those in genuine need of a Blue Badge receive one, and that they in turn are aware of their responsibilities in using the badge appropriately.

**Disability, Equality Rights, Standards and Outcomes**

MACS submitted a response to the Scottish Government consultation on the specific duties of the Equality Act in March 2011, in order to ensure that issues relating to disabled people’s use of transport were considered in the development of the Scottish regulations.

MACS will await the issue of revised draft specific duties later in 2011, and will contribute its views to these as appropriate.

**Bus and Community Transport**

**Demand Responsive (DRT), Community Transport (CT) and Taxis**

The group sees its core task around the National Transport Strategy (NTS) key strategic outcomes of quality, affordability and accessibility and within that, the particular issues of community and demand responsive transport. (NTS sections 217-225)

The group has contributed to the review of transport in health and social care by Audit Scotland and to the review of taxi licensing. It also contributed to MACS evidence to the Transport Infrastructure and Climate Change committee. It is preparing a submission to the current consultation on licensing of Demand Responsive Transport (DRT) services. It has established links with the other groups in Scotland involved in the issues around community transport and DRT.

The NTS (section 223) recognises there is a lack of information on the wide variety of services that many elderly and disabled people rely on for access to facilities and services. Services are provided by a range of bodies and groups and may exist in parallel with other services associated with schools or health transport.

The informal characteristics of the third sector providers of DRT/CT means that the Community Transport Association (CTA) has struggled to quantify the
provision and value of services across Scotland, even amongst its own members. They intend to carry out an audit of DRT/CT provision and funding amongst their own members and MACS will work with them on the wider community and on the dissemination of good practice.

A member of MACS attended and contributed to the meetings of the DRT Forum run by Brian Juffs, Senior Bus Advisor in 2009-2010 and his report in September 2010 ‘A Further Review of DRT in Scotland’ described the situation.

The Forum explored some of the issues involving DRT/CT, together with the barriers and obstacles and how they could be tackled; the potential of DRT; barriers faced by DRT operators; and concerns of conventional bus operators. It also identified gaps in the knowledge of service provision.

A list of conclusions was produced. The group is in discussion with the CTA and others as to how these can be taken forward as recommendations and how this relates to the current issues.

**Recommendation 11:** The Minister should encourage Local Authorities and Regional Transport Partnerships to work to ensure that all forms of community transport can be better integrated to provide wider efficiencies and enhance mobility.

**Liaison**

National Transport Strategy Stakeholder Group
The Convener of MACS was an active member of the National Transport Strategy Stakeholder Group. As reported in the MACS Annual Report 2009-10, a decision was taken not to proceed with the Refresh of the National Transport Strategy. The Stakeholder Group has not met since the decision was taken in August 2010 and the Committee expressed concern about this when members appeared before the Transport Infrastructure and Climate Change Committee in January 2011.

**Recommendation 12:** MACS welcomed the opportunity the Stakeholder Group provided through direct access to transport operators, RTPs, Local Authorities, STUC and COSLA. The Committee believes that some very worthwhile work was undertaken by the Stakeholder Group and that this should be reinstated. MACS has written to the Chief Executive of Transport Scotland to raise its concerns.

**National Performance Framework**
The National Indicators which relate specifically to transport remain as set out in the MACS 2009-10 Annual Report –

- To reduce the proportion of driver journeys delayed due to traffic congestion, and;
- To increase the proportion of journeys to work made by public or active transport.
In addition to these, a number of strategies and reports also highlight the importance of transport to the economy in contributing to the Scottish Government’s National Performance Framework. Research has been undertaken to look at ways in which these indicators might be met, although we are aware that encouraging people to change their behaviour is not without its challenges.

Disabled Persons’ Transport Advisory Committee (DPTAC)
John Ballantine continues to represent MACS on DPTAC and his main involvement has been in railway and maritime issues, especially Rail Vehicle Accessibility. As a result of the recruitment freeze imposed by the Coalition Government, the membership of DPTAC was reduced from 21 to 12 as from 1 January 2011. In addition, the UK Government announced on 14 October 2010 that it was considering abolishing DPTAC. It set up a DPTAC Review Team to consider future options. In June 2011, the Parliamentary Under Secretary of State for Transport, Norman Baker MP, invited comments following his statement in the House of Commons on 7 June 2011. Both MACS and DPTAC submitted written comments in response to that Statement.

Passengers’ View Scotland (PVS)
MACS were pleased to have formal liaison with the PVS Committee last year enabling our respective remits to complement each other particularly in areas such as increasing the proportion of journeys made by public transport to reduce overall car use. PVS has recognised the significance of the relationship with MACS by seeking early consultation on this issue and has instigated a formal meeting with MACS to increase joint participation and further collaboration.

Scottish Parliament - Transport, Infrastructure and Climate Change Committee (TICCC)
MACS appeared before the Scottish Parliament’s Transport Infrastructure and Climate Change Committee (TICCC) in January 2011. The transcript of this meeting is available to view on the Scottish Parliament website or via the MACS website:
http://www.transportscotland.gov.uk/publictransport/MACS/Publications/Reports

Following our appearance before the Committee, MACS provided additional written evidence to the Convener of TICCC and a copy of this can be viewed on the MACS website:
http://www.transportscotland.gov.uk/publictransport/MACS/Publications/Reports
Ferries

Scottish Ferries Review
MACS responded to the Scottish Ferries Review consultation document, restricting our comments to the questions relating to disabled access. However, we wrote to David Middleton, Chief Executive of Transport Scotland, on 19 November 2010, expressing concern that those questions seemed to refer mainly to people with restricted mobility, with only minimal reference to other disabilities. The Committee sought to ensure that a full range of disability advice was obtained and that an organisation such as MACS was consulted on the wording of future consultation documents.

MACS received a helpful reply from Mr Middleton which indicated that he would ensure that the Ferries Review team invited MACS to future meetings of the Steering Group. This Report covers the period to 31 March 2011 and since that date MACS has attended two meetings on the Ferries Review.

Publication of the final Ferries Plan has been delayed and a draft Ferries Plan is expected in December 2011 with publication of the final plan after that date.

MACS will study the final Draft Ferries Plan and make comments as appropriate.

Environment, Infrastructure and Climate Change

Low Carbon Vehicles
A progress report on Low and Ultra Low Carbon Vehicles was published by Transport Scotland on 22 March 2011, marking key steps forward and future ambitions for supporting the market transition to a decarbonised transport sector. MACS will be maintaining a watching brief on the targets outlined in that report, as they apply to mobility and access issues.

MACS is aware that electric and hybrid vehicles are virtually silent when running at low speed. The Committee is concerned about the impact this could have on disabled people's ability to be aware of, identify and thus negotiate these types of vehicles. The UK Government's Department for Transport is currently carrying out research projects in this area.

**Recommendation 13:** That the Scottish Government Transport Directorate acknowledges this issue, engages with the research work of the Department for Transport and monitors potential developments within Europe.

Active Travel
In June 2010, MACS submitted comments in response to the consultation for the Edinburgh Active Travel Action Plan (2010-2020) and a MACS representative attended an associated workshop.

MACS continues to monitor Active Travel Action Plans to ensure that the needs of people with disabilities are taken into account especially those related to shared surfaces.
A Roads Maintenance Review, which includes paths as well as roads, is underway. MACS is represented in one of the associated working groups - Wider Economic Issues, Impacts, Costs and Benefits workstream.

MACS will monitor the outcomes from this Review and feed in comments from the disabled passengers’ perspective as appropriate.
7. **List of recommendations**

**Recommendation 1:** MACS would like to see better means of communicating activities regarding AfA to users of rail stations.

**Recommendation 2:** MACS and all other SRAF members would like to see a change in Network Rail Bridge Renewal policy from the existing like-for-like renewals to replacements following improved standards. The Committee believes that this would greatly increase accessibility and save from additional improvement work which would be required eventually.

**Recommendation 3:** Staff disability equality and awareness training is paramount to ensure equal access to facilities, and should not come second to physical access improvements. Local Authorities and operators should encourage thorough and ongoing staff training in this field, and front line staff training should be included as part of any future rail franchise agreements.

**Recommendation 4:** Passenger Focus should engage with MACS in advance of carrying out any future surveys on the Assisted Passenger Reservation Service to ensure that the most appropriate information is being obtained from passengers.

**Recommendation 5:** Scottish Ministers should encourage Network Rail and all train operating companies to consult with disability organisations and other stakeholders throughout their projects, and to provide clear, accurate and widespread information to the public before and during any disruption.

**Recommendation 6:** That the DDA Good Practice Guide for Roads is used and tested on projects and its effectiveness evaluated. Key to evaluating effectiveness will require monitoring and reviewing of the training provided by Local Authorities.

**Recommendation 7:** Accessibility must be maintained as a priority within the National Roads Maintenance Review and subsequent recommendations stemming from it.

**Recommendation 8:** The Scottish Government should encourage Local Authorities who are currently working with disabled people on level surface schemes to work closely with designers and planners with the aim of developing and disseminating good practice design principles.

**Recommendation 9:** MACS urges the early development of a comprehensive accessible transport strategy and action plan by Glasgow 2014 Ltd Organising Committee in cooperation with the Scottish Government and public and private sector transport service providers and in consultation with disabled people.
**Recommendation 10:** The extensive changes to the Blue Badge scheme should be carefully monitored to ensure that correct procedures are being carried out, with the outcome that only those in genuine need of a Blue Badge receive one.

**Recommendation 11:** The Minister should encourage Local Authorities and Regional Transport Partnerships to work to ensure that all forms of community transport can be better integrated to provide wider efficiencies and enhance mobility.

**Recommendation 12:** MACS welcomed the opportunity which the NTS Stakeholder Group provided through direct access to transport operators, RTPs, Local Authorities, STUC and COSLA. The Committee believes that some very worthwhile work was undertaken by the NTS Stakeholder Group and that this should be reinstated.

**Recommendation 13:** MACS has concerns about the virtually silent engines of electric and hybrid vehicles and recommends that the Transport Scotland, Transport Policy Directorate acknowledges this issue, engages with the research work of the Department for Transport and monitors potential developments within Europe.
8. Glossary of acronyms

**AfA** - Access for All (Government funding which aims to improve accessibility to railway stations).

**COSLA** – Convention of Scottish Local Authorities

**CT** – Community Transport

**CTA** – Community Transport Association

**DDA** – Disability Discrimination Act 1995

**DfT** – Department for Transport

**DRT** – Demand Responsive Transport

**DPTAC** – Disabled Persons’ Transport Advisory Committee

**MACS** – Mobility and Access Committee for Scotland

**NHS** – National Health Service

**NTS** – National Transport Strategy

**PVS** – Passengers’ View Scotland

**RTPs** – Regional Transport Partnerships

**RfA** – Roads for All Forum

**SG** – Scottish Government

**SRAF** – Scottish Rail Accessibility Forum

**TICCC** – Transport, Infrastructure and Climate Change Committee

**TIE** – Transport Initiatives Edinburgh

**TPD** – Transport Policy Directorate (Transport Scotland)