

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

**Minutes of meeting held on Tuesday 24 July 2018  
Conference Room 2, Victoria Quay Edinburgh**

**Present:**

Naghat Ahmed (NA)  
Linda Bamford, Convener (LB)  
Audrey Birt (AB)  
Marsali Craig (MC)  
Joanne Fairweather (JF)  
Anne Findlay (AF)  
Sheila Fletcher (SF)  
David Hunter (DH)  
George Mowat-Brown (G M-B)  
Hussein Patwa (HP)  
Keith Robertson (KR)  
Hilary Stubbs (HS)  
Fraser Sutherland (FS)  
Michael Tornow (MT)  
John Whitfield (JW)

**Secretariat:**

Karen Armstrong (KA) – Sponsor Team  
Aga Lysak (AL) – MACS Secretary  
Robert Wyllie (RW) - MACS Deputy Sponsor

**Apologies:**

Audrey Birt (AB)  
Alison Franks (AF) - DfT

**In attendance:**

Sandy Tylor (ST) - National Federation of the Blind UK  
Claire M Smith (CMS) – MACS Sponsor – for Agenda Item 3 only

**Agenda Item 1. Welcome and Apologies**

1.1 The Convener welcomed all attendees. She noted the departure of the member of the Secretariat Team, Jillian Gilchrist, and expressed her gratitude to Jillian for her hard work and assistance to the Committee, passing on best wishes and thanks to the committee on Jillian's behalf. The Convener also welcomed Sandy Taylor, a member of the National Federation of the Blind UK, who was attending the meeting in an observer capacity. For the purpose of orientation and accessibility all were invited to introduce themselves.

1.2 Apologies were noted as above. The Convener confirmed that Agenda Item 8 was a closed session, for MACS members only.

## **Agenda Item 2. Minutes of the previous meeting, matters arising and action points**

2.1 The minutes of the previous meeting of 24 April 2018, were agreed as a true record. A typo error was noted in Point 7.1f, where – *Uber and Jet* should read *Uber and Gett*.

2.2 It was confirmed that the ministerial invitation to attend the October meeting was passed to Mr Michael Matheson, who replaced Mr Yousaf, as a Cabinet Secretary for Transport, Connectivity and Infrastructure. However, his attendance has still to be confirmed.

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

2.4 All action points from the April 2018 Main Committee Meeting have been completed, with the exception to the following:

2.4a Action Point 4 of the meeting held on 23 January 2018 for Karl Zaczek to enquire about the progress of the new DfT guidance on tactile surface.

It was agreed that this action should be taken over by the Roads, Infrastructure and Active Travel Workstream, which should keep a watching brief on the matter and report back to the full committee as appropriate. It was agreed that the action point was closed.

2.4b Action Point 2 of the April meeting for Karl Zaczek to give further update on the progress on the Inclusive Mobility Document review, following meeting in London. It was suggested that, as still no information was received from DfT, this action should be taken over by Roads, Infrastructure and Active Travel Workstream to progress, in liaison with Karl. DH expressed his frustration at the lack of the progress on the matter and highlighted the need for the update of this document. It was agreed to defer this issue until October meeting and request an update from Karl, which may benefit from the imminent publication of DfT/DPTAC's Inclusive Travel Strategy defining their commitments and recommendations.

Action 1: KZ to attend and/or provide an update to the committee on the review of the Inclusive Mobility Document at the October main committee meeting.
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## **Agenda Item 3. Convener Update**

3.1 The Convener sought the Committee's approval to introduce changes to the current appraisal process (Paper 3a). She suggested that members' annual appraisal should no longer be undertaken by the Convener but by the workstreams' leads', who were in a better position to assess individual's performance. She explained that any changes would not be effective until next year and training would be provided to ensure leads are comfortable in their new role and the process is applied consistently across all workstreams. It was confirmed that the Convener, in discussion with the Leads, would decide who would perform the appraisal if members participate in more than one workstream. The Convener also confirmed

that she would still be involved in each appraisal and she would conduct the Leads' appraisals and the interim and end of year 1 appraisals for new members. The Committee unanimously agreed to the proposed changes.

3.2 The Convener also sought members' agreement to introduce a Vice Convener role (Paper 3b), mainly for business continuity and resilience purposes. Selection of the potential candidate would be agreed between the Convener and the Leads, based on the eligibility criteria outlined in the paper. It was also noted that applications would be from existing workstream leads and on a voluntary basis. It was further confirmed that the role of Vice Convener didn't automatically mean an undertaking to the Convener role. The proposal was unanimously agreed.

3.3 The Convener provided an update on her Ministerial Meeting of 21 June 2018 with Mr Humza Yousaf, then the Minister for Transport and the Islands and Ms Jeanne Freeman, then the Minister for Social Security. She described the engagement as very fruitful and productive and noted Mr Yousaf's acknowledgement of MACS' cross-portfolio role and the Committee's links to other Ministerial portfolios outwith transport as well as the need to link the Disability Action Plan and Accessible Travel Framework to Programme for Government (PfG).

3.3a CMS provided some more background to the discussions and an updated on the Accessible Travel Framework annual delivery plan. She confirmed that work was in progress to move to an annual delivery plan, development of a new Strategic Board, where MACS would be represented, a communications plan and associated programme governance. She confirmed that despite the unexpected Cabinet reshuffle in June, all previously planned arrangements were anticipated to be approved by Mr Mathieson, the Cabinet Secretary for Transport, Infrastructure and Connectivity. She also confirmed that new funding, connected with active travel, would be becoming available. Work was ongoing to develop a proposal for the next Programme for Government to ensure accessibility was reflected with budget allocated for improving travel accessibility in Scotland.

3.3b The Convener confirmed that the previous Transport Minister was very keen to increase public awareness on the challenges disabled people faced when travelling on public transport as well as blue badge misuse and the abuse of accessible parking bays. Development of educational campaigns was agreed with the possibility for a UK-wide campaign in liaison with DfT, which is expected to be announced within their Inclusive Travel Strategy and the associated capital funding<sup>1</sup>.

3.3c The Equality Impact Assessment (EqIA) process was also brought to the Ministers' attention. An agreement was reached that people with lived experiences or knowledge of the needs of disabled people should be involved in the process from the very early stage to ensure disabled people's views are taken into account. Discussion took place regarding the Public Sector Equality Duty and the Fairer Scotland Duty and the Ministers agreed to write to local government on these issues.

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<sup>1</sup> Capital funding is used for provision of the infrastructure as opposed to day-to-day service delivery.

Action Point 2: To follow on from the Minister's commitment to write to local government highlighting the need for conducting EqlAs involving disabled people at the concept stage KA to draft the letter for the Minister's office.

3.3d The Convener and Ministers also discussed a themed year to promote disability and accessibility. KA explained the process of bidding for a themed year and confirmed that the earliest available year to bid for was 2021. She confirmed that the Accessibility Team was currently exploring forthcoming steps and further update would be provided in due course. DH suggested that accessibility should be considered in a broader context, to attract more attention and therefore a Year of Inclusion should be also considered.

Action Point 3: KA to provide update on the progress of establishing the Accessibility Themed Year 2021.

3.3e Motability was also discussed with the Ministers with the commitment to ensure MACS could get involved at early stage of policy planning. The Convener confirmed that a briefing on the subject was sent to both Ministers and that Motability would be discussed in more detail under Agenda Item 8 to define and agree the committee's approach to progressing work in this area.

### **Agenda Item 4. Secretariat Update**

4.1 Members expressed their concerns about the information provided by the Rail Team, which suggested that only two wheelchair spaces were going to be provided on each train. A need for clarification was articulated, to ensure that more spaces would be provided on longer trains. KA volunteered to speak to Patrick Nyamurundira, the Transport Scotland Rail Accessibility Manager, and raise the concerns with him.

Action Point 4: KA to clarify with Patrick Nyamurundira the process for identifying a number of wheelchair spaces allocated on trains.

4.2 It was confirmed that the subsidies for bus operators under the bus service operating grants had no impact on the passenger, with the caveat of when the operators decided they wouldn't be able to afford running the service, which would then need to be withdrawn, and potentially leave areas with no public transport service provision.

4.3 The Convener noted that the Secretariat Update paper was very informative and asked to thank the teams involved for their effort.

### **Agenda Item 5. Members Update on External Engagements. Q&A on Reports**

5.1 Four external reports were noted:

5a – Shared Space Working Group by KR – agreed to discuss under Agenda Item 7.

5b - Scottish Rail Accessibility Forum by AF– in discussion members agreed that the provision of the Passenger Assistance service was not consistent and a need for

improving training for staff providing Passenger Assist service was identified. KA agreed to speak to Patrick Nyamurundira about that matter.

Action Point 5: KA to speak to Patrick Nyamurundira about the training for staff delivering Passenger Assistance service.

5c – Airports Accessibility by MC – MC told the Committee she had represented MACS at the Civil Aviation Authority's Conference on Accessibility for People with Reduced Mobility at the British-Irish Airports Conference in London. She had been encouraged by the numbers of airline staff who had attended this conference and thought that the message about the importance of improving Accessibility was getting through to the airline industry.

This led to a discussion about services for disabled people available at airports were discussed with members providing examples of good practice as well as identifying areas for improvement, for example, waiting times for receiving assistance and the impact a delay has on connected journey was. [The Civil Aviation Authority \(CAA\) Report<sup>2</sup>](#) for the airport excellence was discussed and a general agreement was reached that the results did not mirror the reality and reflect the views of disabled people using passenger assistance services at airports. Therefore a need for a more close relationship with the Transport Scotland Aviation Team was identified to explore criteria for rating airports and ensuring that they are accurate. It was also suggested that a representative from the CAA could be invited to present to the committee to give a greater understanding of the performance monitoring and audit regime used by the CAA to determine Airports ratings this area.

Action Point 6: Secretarial to seek representation from the CAA to present to the MACS Committee at either a Committee Meeting or Development Day.

### **Agenda Item 6. Briefing Templates for Leads – discussion**

6.1 The Convener asked for the Committee's approval to introduce the proposed briefing templates for workstream leads, which would promote greater discussion and a stronger lineage to the workplans (Paper 6a) each quarter. She explained the rationale behind using the template as well as the intended benefits for Leads utilising the template and to giving the Committee more time at future meeting to prioritise and discuss key or escalated issues.

6.2 Members approved the new template and it was agreed that external meeting reports would be provided for the background reading only and no longer discussed at Main Committee meetings, with the exception when raised in workstream leads reports or contained an issue that required escalation to the full committee for discussion, debate and agreement.

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

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<sup>2</sup> Available at: <http://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=8568>

**7.1 Bus and Community Transport** – SF provided an update on the progress of work in her workstream, which is mainly linked with the bus element of the Transport Bill.

7.1a It was agreed the Committee should respond collectively to the [Rural Economy and Connectivity Committee's call for views on Transport \(Scotland\) Bill](#).<sup>3</sup> As the area in question is cross modal and would affect several workstreams, a decision was taken that the response would be coordinated by DH and discussed at the next Leads' meeting on 21 August.

Action Point 7: DH to coordinate members' contribution to the response for call for views on Transport (Scotland) Bill launched by the Rural Economy and Connectivity Committee before 21 August.

7.1b It was agreed that either SF or HP should lead the committee's response to the [DfT's consultation on accessible information](#)<sup>4</sup>, highlighting the need for a focus on wider accessibility. SF and HP agreed to discuss this and decide who was best placed to lead and collate the committee's response. The deadline for response was confirmed as 16<sup>th</sup> September 2018<sup>5</sup>.

7.1c Note was taken of the [Community Transport consultation outcome](#)<sup>6</sup>, and its impact on Community Transport volunteer drivers. The Committee agreed to monitor emerging issues connected to the future of the sector.

7.1d A need for a meaningful EqIA process was noted and the importance of undertaking the assessments before any changes to bus services are introduced. Again, involving disabled people and/or their representative was advocated as best practice.

7.1e SF confirmed that the Planning and Strategy Workstream had a positive meeting with the Bill Team on bus service provision and the overall Transport (Scotland) Bill and that a commitment had been received to further engagement on the "draft" EqIA and as the Bill progresses.

**7.2 Ferries and Airports** – HS was pleased to confirm that Ferry Accessibility Fund would be available next year and applications continue to be submitted. She gave an update on the workstream's activities, which included a meeting with Aberdeen airport. This was a new relationship as MACS had agreed to increase its involvement with Airports this year. HS also confirmed that work is ongoing to establish a relationship with Transport Scotland Aviation Team and Secretariat agreed to facilitate this..

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<sup>3</sup> Available at: [http://www.parliament.scot/S5\\_Rural/CFE\\_-\\_Transport\\_Bill.pdf](http://www.parliament.scot/S5_Rural/CFE_-_Transport_Bill.pdf)

<sup>4</sup> Available at: <https://www.gov.uk/government/consultations/bus-services-act-2017-accessible-information>

<sup>5</sup> Afternote: SF agreed to lead and coordinate responses.

<sup>6</sup> Available at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/727556/interim-summary-of-responses-consultation-19-and-22.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/727556/interim-summary-of-responses-consultation-19-and-22.pdf)

Action Point 8: Secretariat to facilitate a meeting between Ferries and Airports workstream and TS Aviation Policy Team.

7.3 The Convener took the opportunity to give an update on the visit of the Turkish officials hosted jointly by MACS and the Accessibility Team. She noted the positive and beneficial outcome of the visit, especially in increasing MACS' profile. The Convener acknowledged the challenges in facilitating this event and thanked the Secretariat for organising it. She also presented the still-embargoed Annual Report to members. Its new format was appreciated by the Committee and Convener thanked RW and AL for producing it.

7.4 **Rail** – HP & MC provided an update on their workstream engagements in the last three months, which included giving evidence to the Rural Economy and Connectivity Committee on accessibility, continuous engagements with ScotRail, including providing advice on how Passenger Assistance could be improved, engagement with other operators, preparing response to the DfT's consultation on [Cross Country passenger rail franchise](#)<sup>7</sup> and meeting with ScotRail Access and Inclusion Manager. It was noted that MACS' advice, comments and guidance were taken into account by ScotRail and reflected in the design of the new fleet of 385 trains.

7.4a It was noted that thanks to RW, the Rail Workstream established a positive and ongoing relationship with Office for Rail and Road. This will manifest in the quarterly meetings, where MACS will be able to provide feedback and advice.

7.4b The Workstream's work on hate crime and reducing employability gap was also mentioned as well as testing SG websites to ensure accessibility.

7.4c Safety on the unmanned stations was discussed and it was noted that the number of these will increase over time. It was agreed that Rail Workstream should ensure processes are in place to protect disabled people. It was also stated that the preference, where possible, was for staffed stations as disabled passenger felt safer and more confident with face to face engagement when undertaking their journeys.

7.4d Gratitude was also expressed to RW for establishing and facilitating meetings between workstream and Patrick Nyamurundira, the Transport Scotland Rail Accessibility Manager, in order to build up the relationship with the Rail Policy Team. The first meeting took place before the Main Committee meeting and members felt it was productive and encouraging.

7.5 **Planning and Strategy** - DH gave an overview of some of the key issues the Planning and Strategy Workstream were currently scoping, which would influence the committee's work. This included the Transport (Scotland) Bill, the Accessible Travel Framework Delivery Plan, the imminent DfT/DPTAC Inclusive Travel Strategy and some work around the National Transport Strategy Review. Through this scoping, the issue of Motability had been escalated to the committee for further discussions under Agenda Item 8.

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<sup>7</sup> Available at: <https://www.gov.uk/government/consultations/cross-country-rail-franchise>

7.6 **Roads, Infrastructure and Active Travel** – KR reported on a number of meetings the workstream has undertaken concerning A9 dualling, A96 dualling, Roads for All Forum, the Longman junction in Inverness, shared space, parking standards and increasing the percentage of disabled people employed within the public sector. Forthcoming meetings include a recently announced change in proposed designs for A96 dualling and parking standards.

7.6a KR spoke to his Paper 5a on shared space. DH excused himself to avoid conflict of interest and left the room.

7.6b KR provided a description of the background of the shared space scheme and current situation. He explained that a number of court cases, guidance documents, reports from Parliamentary committees and other organisations had been issued, however it was the groups opinion that there was fairly limited high-quality qualitative research. He was keen to move this forward in a constructive, research-based way to attract attention of local authorities, designers and others with responsibility for the streetscape environments.

7.6c DPTAC had recently published a position statement on shared space, but KR recommended that MACS shouldn't fully endorse these recommendations in light of the differing context. He noted that currently the Scottish Government is procuring research on the issue, which would help produce strong and enduring guidance on the subject, applicable to the Scottish context, for which he has been advocating.

7.6d He confirmed that MACS would continue to engage with these processes through the established working group and would continue to listen to the views and experiences of disabled people. Moreover, KR also felt that there were points where MACS would disagree with the DPTAC recommendations, for example, keeping the term "shared space" and instead advocating for developing inclusive street designs. This was in line with MACS approach of advocating for inclusive street designs that delivered access for all.

7.6e In discussion, it was confirmed the membership of the "Shared Space Working Group" including the key stakeholders involved within this working group had agreed with the approach of producing qualitative research and it was confirmed that MACS had been involved in developing the terms of reference for the research on the invitation of Karl Zaczek. KR referred to his briefing paper and some of the scope of this research.

7.6f GM-B underlined how the group felt there was a pressing need for qualitative research. It was also confirmed that the focus of the group's work was on high and busy streets, as the situation was different in smaller residential streets.

7.6g The Convener gave a sum up on the topic to assist with her understanding and to confirm the Committee's position. She asked for confirmation if:



- MACS and other key stakeholders had been involved in this working group?
- The direction to be taken had been agreed by the group had been decided with the agreement from the key stakeholders within the group?
- That MACS had been involved in defining the terms of reference for the research as it was felt that further qualitative research was needed to progress this agenda?
- That MACS would continue to be involved within the working group and as such the group discussion on how best to progress this issue for the benefit of disabled people?

KR and GM-B confirmed this was correct.

7.6h A general discussion followed and confirmation that MACS advocated for inclusive street designs that facilitate equality of access for all. It was also confirmed that MACS would continue to advocate for fully inclusive street designs and would also continue engagement and further work with the working group to offer guidance and advice as this issue moved forward.

7.6g The Convener asked KR and GM-B to keep the committee updated on any progress of key activities in this area.

### **Agenda Item 8. Closed Session: MACS Committee and Sponsor Team**

8.1 Closed session for MACS members only. No minutes were taken.

### **Agenda Item 9. Any other business**

9.1 HP expressed his concerns about his relationship with DPTC as a MACS representative and that on reflection he felt that under the current arrangement it was difficult to obtain information spontaneously or at short notice. He, therefore, proposed that any information members wished to be presented to DPTAC should be submitted in advance to HP so he can then forward it to DPTAC, giving time for preparing the response. HP agreed to issue a reminder to all members before each DPTAC meeting.

## MINUTES

### Action Points from meeting held on 24 April 2018

Action point no	Minute ref	Action	Update	Follow up required
1	2.3b	KZ to attend and/or provide an update to the committee on the review of the Inclusive Mobility Document at the October main committee meeting.		
2.	3.3c	To follow on from the Ministers commitment to write to local government highlighting the need for conducting EqlAs involving disabled people at the concept stage KA to draft the letter for the Minister's office.		
3.	3.3d	KA to provide update on the progress of establishing the Accessibility Themed Year 2021.		
4.	4.1	KA to clarify with Patrick Nyamurundira the process for identifying a number of wheelchair spaces allocated on trains.		
5.	5b	KA to speak to Patrick Nyamurundira about the training for staff delivering Passenger Assistance service.		
6.	5c	Secretarial to seek representation from the CAA to present to the MACS Committee at either a Committee Meeting or Development Day.		
7.	7.1a	DH to coordinate members' contribution to the response for call for views on Transport (Scotland) Bill launched by the Rural Economy and Connectivity Committee before 21 August.		
8.	7.2	Secretariat to facilitate a meeting between Ferries and Airports workstream and TS Aviation Policy Team.		

**Secretariat**  
26 July 2018