



**MACS**

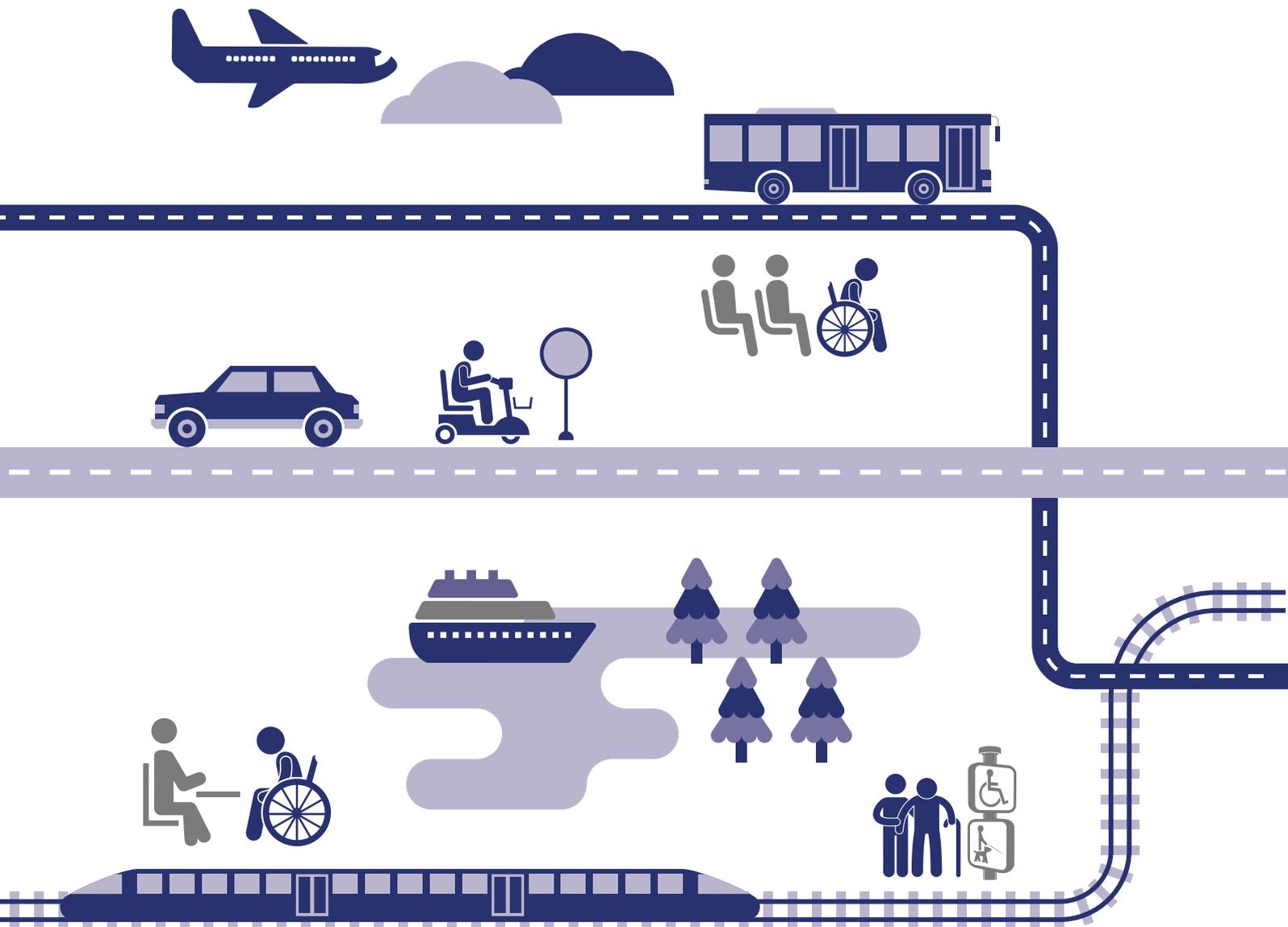
Advising Scottish Ministers  
on Accessible Travel

# Mobility and Access Committee for Scotland

## Annual Report 2017-2018



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



# Contents



**Introduction from  
the Convener**  
Page 02



**Who we are**  
Page 04



**A year of change**  
Page 06



**Access to accessible  
information to plan  
journeys**  
Page 10



**Ability to reach  
public transport  
services unobstructed**  
Page 14



**Access public transport  
services with whatever  
support and help is  
necessary**  
Page 18



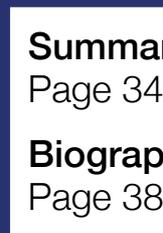
**Travel in comfort  
and safety**  
Page 21



**Satisfactorily complete  
the journey**  
Page 25



**Further  
Recommendations**  
Page 30



**Summary of Recommendations**  
Page 34

**Biographies**  
Page 38



**Introduction from the Convener,**  
Linda Bamford

I have been in my role as the Convener of the Mobility and Access Committee for Scotland (MACS) for over a year now and this is my second Annual Report.

I am pleased to be able to report that this year has been particularly intense for the Committee, resulting in many changes, achievements and successes.

MACS has worked more closely as a team this year. The Committee has re-structured to improve efficiency, effectiveness and ensure better communication across all workstreams areas. We identified a strengthened realignment of outcomes to ensure continued progression towards our objectives.

The Committee has been working more strategically, consciously eliminating duplication of work with other stakeholders. It is important to identify if other organisations could be better placed to progress some initiatives. In such cases MACS decided that taking a step back and only offering advice and assistance on request, would be the most effective approach.

We ensured our involvement was not only strategic but at the earliest opportunity achievable. This assisted Transport Scotland, transport providers and operators, with whom we deal, to improve travel accessibility for disabled people and the overall quality of user's journeys.

This year has certainly not only been a busy year, but also a steep learning curve for us all. I would like to thank all MACS members for their hard work, contribution, guidance and support to allow the change to happen.

I would also like to extend a special thank you to those members who left the Committee in the last year: Cecil Meiklejohn, Heather Fiskien, Jane Steven and Dr Susan Morris.



At the same time I would like to welcome Joanne Fairweather and Michael Tornow, who joined the team on 1 October 2017, as well as Naghat Ahmed and Audrey Birt, who were appointed on 1 April 2018 and who have already shared with us their skills and experience.

I would like to thank Claire Smith, the MACS Sponsor, who joined the team in April 2017, for supporting our growth needs. Under Claire's leadership, MACS is more actively involved in the implementation of Scotland's Accessible Travel Framework<sup>1</sup> by providing advice on improving accessibility and the quality of journeys for people with disabilities.

I would also like to thank the Secretariat Team; Aga Lysak, Karl Zaczek, Robert Wyllie and Jillian Gilchrist, for the support and assistance they provided during this year of significant change.

I look forward to a continuing good working relationship with the Minister, the committees of the Scottish Parliament, Transport Scotland and partner organisations. I am sure that together we will be able to improve travel accessibility and journey experience for people with disabilities.

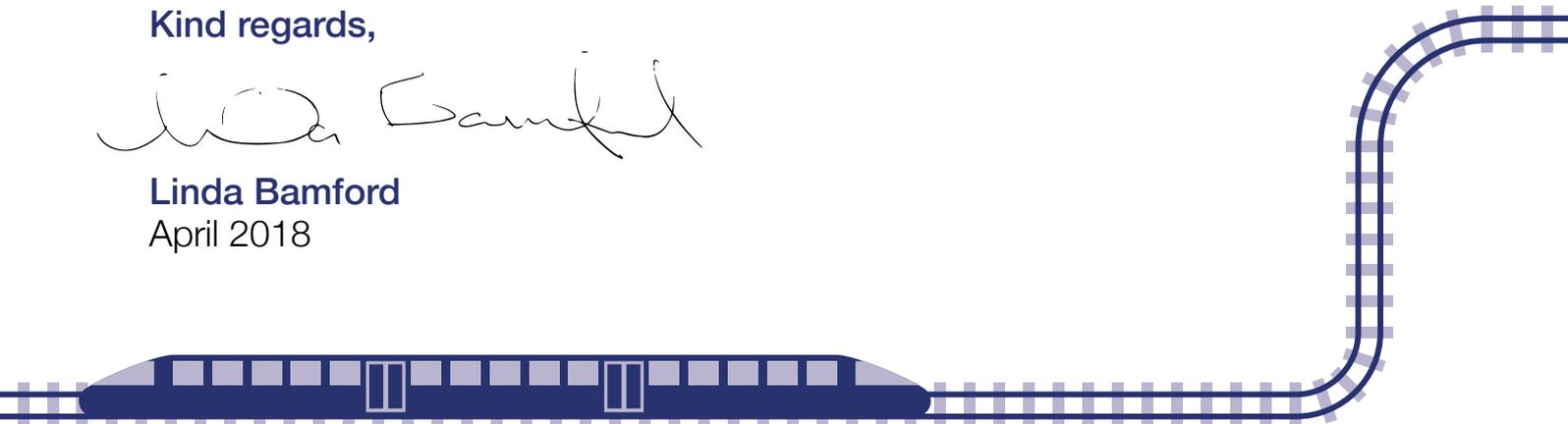
**Kind regards,**

A handwritten signature in blue ink, appearing to read 'Linda Bamford'. The signature is fluid and cursive.

**Linda Bamford**

April 2018

<sup>1</sup> Available at: <https://www.transport.gov.scot/media/10162/going-further-scotlands-accessible-travel-framework-summary.pdf>



# 2

## Who we are



The Mobility and Access Committee for Scotland (MACS) is an independent public body sponsored by Transport Scotland. It was set up under section 72 of the Transport (Scotland) Act 2001 and consists of a Convener and 14 members. At least half the members, and the Convener, have to be disabled people.

MACS advises Scottish Ministers on the transport needs of disabled people. This is done in a number of ways:

- The production of an Annual Report. The report explains the Committee's work over the past year and gives strategic recommendations to Scottish Ministers to ensure that travel experiences for disabled passengers are improved.
- Directly advising Scottish Ministers throughout the year, for example in quarterly ministerial meetings the Convener attends.
- Working with Government officials (such as by responding to consultations and calls for evidence) to make sure the views of disabled people are taken into consideration when developing policies and designing travel related services. Importantly, this is not only transport services but also associated infrastructure and technology.
- MACS is in a strong position to provide up-to-date advice, given its members' combination of lived experience and expertise. However, to ensure it takes into account the broad views of disabled people, and the realities of transport service and infrastructure delivery, it has developed strong links with a variety of partners. These include disabled people's organisations, transport providers, local government and others with an interest in accessible travel.

MACS believes in a Scotland without the barriers that isolate and exclude disabled people from making their choice of successful door-to-door journeys. To this end, MACS aims that people with disabilities should be able to:

- Obtain and use easily accessible information to plan journeys
- Get from where they live to reach public transport services unobstructed
- Access public transport services with whatever support and help is necessary
- Enjoy the journey in comfort and safety
- Satisfactorily complete the journey.

# 3

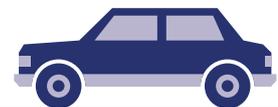
## A year of change



Travel accessibility for disabled people is a challenging area of policy making. This is often because of problems caused by silo-working. People working in transport tend to focus on improving accessibility on the particular mode of transport, for which they are responsible. This means they do not step back to look strategically at how to improve disabled people's door-to-door journeys across all modes of transport. It also means opportunities are missed to collaborate and learn. A particular problem is a failure to engage with all parties affected, especially people with disabilities, when introducing changes to services or infrastructure.

Therefore in the last year the Committee introduced some reforms with the goal of ensuring it can better tackle these challenges, and improve its strategic focus:

- Some structural changes were introduced, with a new Planning and Strategy workstream being created. Its overarching functions avoid duplication and ensure information-sharing. Quarterly Workstreams Leads' meetings were introduced to achieve the same objective.
- A more balanced approach was introduced, dividing half of members' time to external engagement, and half to improving internal communication and team working. Main Committee meetings are now divided between reviewing/learning and forward planning.
- Biannual Development Days were introduced in March 2017. These provide a less formal opportunity for members to horizon scan, learn and consolidate knowledge, work and plan together.
- Workstream's workplans were revised and SMART objectives were employed (published in March 2018 on the MACS website)<sup>2</sup>. This ensures the Committee's aims are specific, measurable, achievable, realistic and time-bound.



These changes meant the Committee increased its capacity to provide advice to Scottish Ministers. A direct channel of communication with the Minister for Transport and the Islands is now established. New quarterly meetings between the Minister and the Convener allow MACS to advise directly.

This opportunity has been used in the past year to discuss community transport, rail accessibility, transport for health and social care and how to help disability organisations to contribute more to improve travel accessibility.

The Minister acknowledged that many issues MACS deals with cut across and directly align with other ministerial portfolios. Therefore he suggested MACS should seek to engage directly with other Ministers to ensure, where possible, accessibility issues are embedded across Government. The first such cross-cutting/bi-lateral meeting is expected to take place in mid-2018.

Thirdly, the Committee focused more on communication and engagement with external partners. Some Committee members have become champions for particular cross-cutting areas (such as accessible technology, or rural areas) and have a mandate to engage with others on these topics and report back to the Committee.

The intention is to ensure the Committee remains sighted on, for example, developing technology or specific issues arising with the provision of transport in rural areas.

In addition, the Committee decided to modernise their logo and revamp the MACS website to make it more user-friendly, with links to relevant guidance documents.

The recruitment process to appoint two new members involved some innovations to attract more attention from the general public, including harnessing social media and developing video adverts featuring MACS members highlighting the roles and responsibilities of the Committee.

These efforts have already received external recognition. For example, in March 2018 MACS was approached by the Turkish Ministry of Transport and Communication, who wish to meet with, and learn from the Committee's experiences.

A meeting has been arranged to take place in Edinburgh in June where they will have the opportunity to hear from the Convener and learn more about MACS' achievements, challenges and plans for the future.

The above changes and increased capacity also allowed the Committee to identify a number of links between its own work and Accessible Travel Framework's actions. This had an impact on the Committee's forward planning and increased the Committee's engagement with the Transport Scotland Framework Implementation Team.

We ask that positive engagement with MACS on Framework implementation continues.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>1</b>	<b>Transport Scotland's Accessibility Team should continue to seek expert advice and support from MACS on the implementation of the Accessible Travel Framework.</b>	<b>Transport Scotland's Accessibility Team</b>

This report will provide an update on the MACS' work over the period between 1 April 2017 and 30 March 2018 and will suggest some recommendations the Committee has to improve travel accessibility for disabled people in Scotland. It is organised in five sections, which reflect each stage of each journey:

- Access to accessible information to plan journeys
- Ability to reach public transport services unobstructed
- Accessing those services with whatever support and help are necessary
- Traveling in comfort and safety
- Completing the journey satisfactorily.

# 4

## Access to accessible information to plan journeys



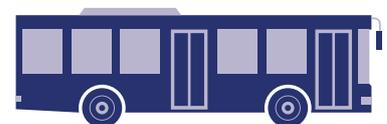
In order to complete a door-to-door journey, disabled people must be informed, able to plan their journey and book services and tickets beforehand. It is therefore crucial that disabled people know about the travel options available to them and that any information required for planning and undertaking a journey is accessible and available in different formats.

### **MACS has focused on this issue in a number of ways. For example:**

- In order to improve online services, MACS is working with Rail Delivery Group to provide advice on accessibility for the National Rail Enquiries website. It also established a Champion for improving technology, whose remit is to promote its accessibility with stakeholders.
- The Committee started to monitor improvements of the major operators' websites in Scotland and provide advice on how to make them more accessible and user-friendly for people with a wide range of disabilities.
- In December 2017, the Committee issued a formal response<sup>3</sup> to the Scottish Government's consultation on smart ticketing<sup>4</sup>, providing advice on what aspects should be considered to meet the needs of people with various disabilities.

### **MACS' work has established a number of ongoing issues:**

Firstly, there is a tendency to focus on the provision of travel information digitally. However, this approach leaves people who don't have access to digital resources, for whatever reason, unable to access the information they require. This means disabled people often don't know about travel accessibility services available to them. Therefore MACS will advocate for information about travel to be readily available in a variety of formats to ensure it can be accessed and understood by people with a variety of needs.



<sup>3</sup> Available at: <https://www.transport.gov.scot/media/41338/macs-response-to-the-consultation-on-consultation-on-the-future-of-smart-ticketing-in-scotland-5-dec-2017.pdf>

<sup>4</sup> Available at: <https://www.transport.gov.scot/media/39682/the-future-of-smart-ticketing-a-consultation.pdf>

Secondly, transport operators tend to focus on promoting and providing information about their own services only, which limits the opportunity for disabled people to learn about other travel options available. Therefore, the Committee also argues in favour of joined-up, ambitious information campaign activities to promote and explain the travel services and opportunities that are open to disabled people in Scotland across all modes of transport.

Thirdly, MACS feels that currently there is no equality in the provision of online services between disabled and non-disabled passengers. For example disabled people are currently unable to jointly book a ticket with their companion/carer and there can sometimes be no facility to book Passenger Assist at the time of booking a ticket.

Fourth, the lack of cross-modal ticket integration plays not only inconvenience, but often causes serious barriers, especially for people who find it more difficult than others to manage multiple tickets on longer more complicated journeys.

Finally, the communication between users and transport service and infrastructure providers is not always as effective as it could be and often exposes disabled passengers to extremely stressful situations, especially when something goes wrong.

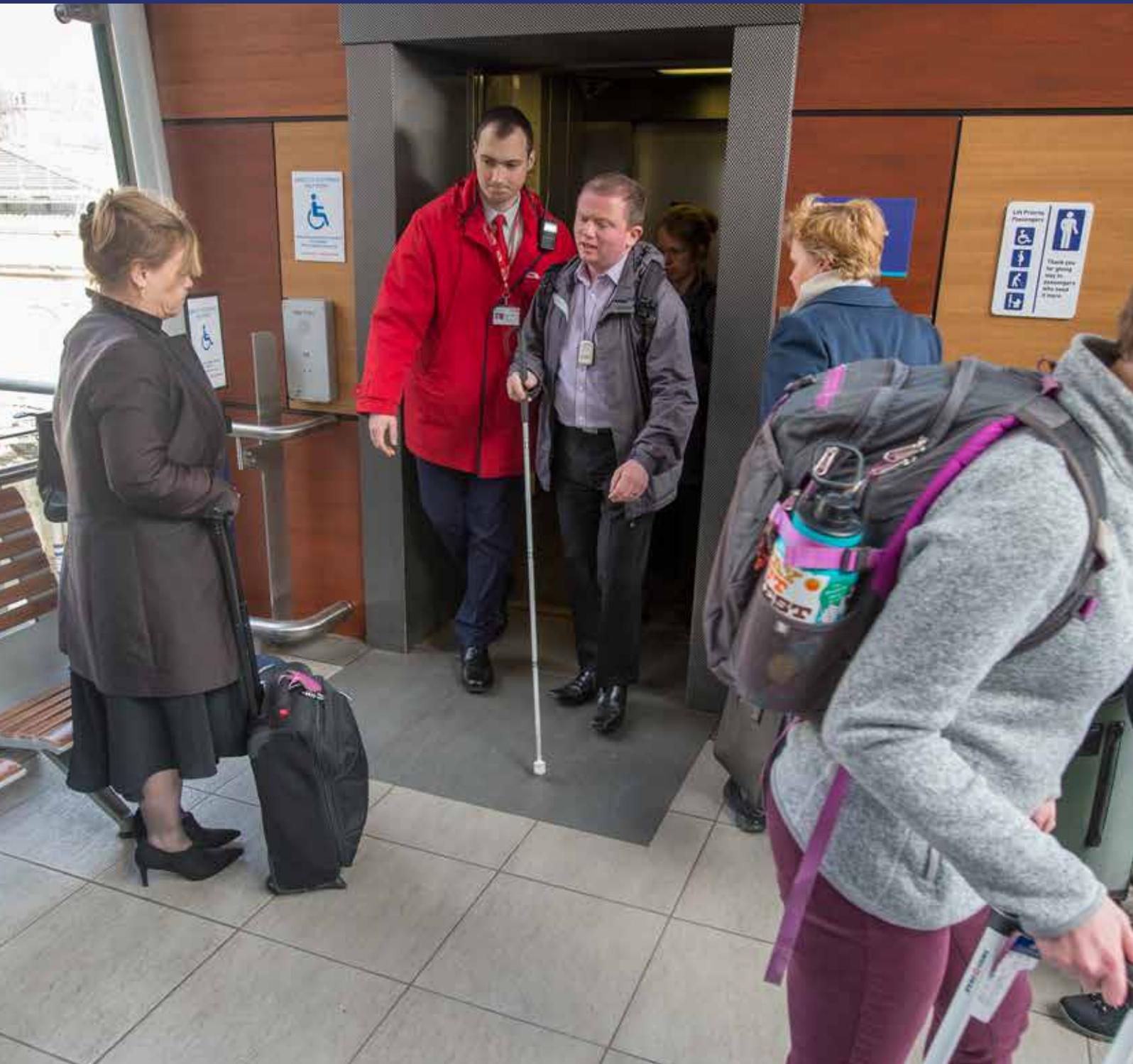
Hence, MACS advocates for early and constructive communication strategies to be developed between providers and service users to give reassurance and allow for contingency planning, and also give the opportunity for users to make alternative arrangements to prevent further delays or make decisions not to travel.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>2</b>	<b>Information and services for planning and booking journey, including SMART ticketing facilities, should be accessible and available in a variety of formats, with the needs of disabled people at the core.</b>	<b>Transport Providers Accessibility Leads</b>



# 5

## Ability to reach public transport services unobstructed



Once journey planning has been completed, the next stage of the journey involves leaving one's house and walking, wheeling or cycling either to their destination or to get to the public transport services they intend to travel on. Therefore clear, safe and pleasant roads, pavements and streets are an essential precondition of accessible travel.

**Therefore, MACS continues to undertake a number of activities in this area, including:**

- Being represented on a number of groups to provide advice about more accessible roads and pavements, including the Roads Maintenance Stakeholder Group and the Roads for All Forum.
- Giving advice on inclusive development of a number of major infrastructure projects sponsored by Transport Scotland, including dualling of A9 and the Queensferry Crossing, which was opened on 30 August 2017. MACS is anticipating a more intense involvement in the next reporting period in respect of ongoing works, such as the A90/A96 Haudagain project.
- Responding to the Government's consultation on parking in Scotland in June 2017 and continuing to provide advice to Ministers throughout the legislative process. MACS supports the intention to introduce prohibitions on pavement parking, parking at dropped kerbs and double parking. The Committee is also represented in the Parking Standards Group, which is responsible for developing standards and guidance for local authorities to assist them in how they enforce future legislation on parking in Scotland.
- Participating in the evaluation of the pilot of extended eligibility criteria for a blue badge, where the Committee continues to advise Transport Scotland officials on any proposed changes to the Blue Badge scheme, including the eligibility criteria and assessment process.

Over the course of the year, a number of themes have emerged that deserve further work. These include the need for better accessibility awareness training for operatives working and running maintenance sites to secure better access in and around roads maintenance or signage improvements. MACS has also been working on ensuring that signage is clear and easily understood by disabled people, including those with dementia.

An example of a more complicated topic that has arisen is the implementation of shared space schemes. Shared space can be regarded as a street where measures to segregate vehicles and pedestrians, such as kerbs or controlled crossings, are not in place. This design intends to reduce vehicles' speed and therefore create more pleasant facilities for pedestrians.

However, MACS, along with other disabled people's organisations, has expressed safety concerns for some disabled people. The Committee strongly supports the need to take disabled people's needs into consideration and advocates for safe design of inclusive streets.

Supporting fully inclusive active travel is another important aspect of the Committee's work over the last year. The Committee believes disabled people should be enabled to walk and cycle safely and comfortably and would like to encourage more people to spend their time actively.

This requires special account to be taken of disabled people's needs. The local focus of active travel improvement work means there are examples of excellent inclusive practice, but disabled people may not have access to the same quality of service nationwide.

The funding for active travel investments was doubled in the Programme for Government for 2017-2018<sup>5</sup> and MACS will be liaising with Transport Scotland officials to ensure that disabled people's needs and wishes are taken into account when undertaking new initiatives.

The topics requiring further work discussed above can be addressed in part by having strong, consistent, easy to understand and up-to-date guidance for roads authorities and their partners. To this end, MACS has advocated for revision of Transport Scotland's *Roads for All: Good Practice Guide for Roads*<sup>6</sup>.

<sup>5</sup> Available at: <https://beta.gov.scot/publications/nation-ambition-governments-programme-scotland-2017-18-executive-summary/pages/3/>

<sup>6</sup> Available at: <https://www.transport.gov.scot/media/30228/j256264.pdf>

We are therefore pleased a working group has been established to undertake this project and MACS has been granted two places at it. We recommend this revised document should include an Inclusive Mobility for Scotland document, at least in circumstances where no progress on revising that guidance document is made by the Department for Transport by July 2018.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>3</b>	<b>In the absence of Department for Transport's progress on the revision of the inclusive mobility guidance by July 2018, Transport Scotland should review the document and ensure that the Scottish perspective is incorporated.</b>	<b>Transport Scotland</b>

# 6

Access public transport services  
with whatever support and help  
is necessary



Disabled people often require additional help and support to allow them to access the services they need to travel with. Public transport service providers are under duties to ensure reasonable adjustments are in place to ensure people with additional needs can travel.

Following the Committee's research, engagement with stakeholders, and members' own personal experiences, several areas of concerns were identified and are outlined below:

- Often the waiting areas for passengers are not fully accessible, welcoming or easy to navigate. The lack of accessible toilets and Changing Places was also identified as one of the most important aspects for improvement on all modes of transport.
- The ticket booking and buying process is not always user friendly and easy to understand.
- Passenger assistance services vary in scope and quality. Most provide basic help to people with disabilities to access vehicles/vessels and moving around terminals. However even there, the Committee has identified some issues with the reliability of this service and has raised them with Ministers. The services, as currently designed, often prevent disabled passengers from travelling spontaneously at a time that suits them in the same way that non-disabled people do.

Therefore, in order to advise operators and providers, the Committee released an Accessibility Toolkit for ferry terminals<sup>7</sup> in March 2018 and an equivalent document for railway stations is to be released mid-2018. These documents, which are continuously updated, provide specific advice on improvements to stations and terminals.

MACS strongly advocates for accessibility to be considered as an integral part of the design process from the earliest stages to avoid unnecessary and expensive alterations. The cost of integrating inclusive design increases dramatically as a project matures and retrofits are often required. As the operators of transport termini must continually review their provision in light of available standards and changing expectations, MACS is hoping that the toolkits will be helpful and useful to achieve this.

<sup>7</sup> Available at: [www.macs-mobility.org](http://www.macs-mobility.org)

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>4</b>	<b>Transport providers and operators should constantly improve station accessibility with consultation with disabled people. MACS is willing to assist and share its Accessibility Toolkits for ferry terminals and train stations.</b>	<b>Transport Providers and Operators</b>

The Committee also responded<sup>8</sup> to the Scottish Government’s consultation on smart ticketing<sup>9</sup> and provided advice on what aspects should be considered to meet the needs of people with various disabilities, in terms of the technology development as well as machines design and overall costs implications.

MACS would also like to advocate for increasing awareness of the importance of human interactions and visibility of assisting staff.

MACS acknowledges that many journeys would not have taken place had passenger assistance services not been provided. MACS believes that ineffective services have a significant impact on disabled people’s confidence to travel and can have a consequent impact on the number of the journeys undertaken by disabled people.

Therefore, the Committee would like to invite all providers to openly review their assistance provision, with the objective of identifying areas for improvement and increasing disabled people’s confidence.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>5</b>	<b>Transport providers should work with disabled people and/or their representative organisations to improve passenger assist service and overall passenger journey experience.</b>	<b>Transport Providers Accessibility Leads</b>

<sup>8</sup> Available at: <https://www.transport.gov.scot/media/41338/mac-s-response-to-the-consultation-on-consultation-on-the-future-of-smart-ticketing-in-scotland-5-dec-2017.pdf>

<sup>9</sup> Available at: <https://www.transport.gov.scot/media/39682/the-future-of-smart-ticketing-a-consultation.pdf>

# 7

## Travel in comfort and safety



Once passengers board a public transport vehicle or vessel they should be able to enjoy their journey in comfort and safety. Therefore it is essential that the vehicles for every mode of transport are accessible and comfortable.

Over the period of the last year MACS has been engaging with stakeholders to provide advice on the design of vehicles to allow people access and use the vehicles safely and comfortably. This includes advising on ramp provisions and advocating for training to ensure staff is able to operate them safely and comfortably. Among other things the Committee has:

- Brought a number of rail accessibility issues to the attention of the Minister of Transport and the Islands. As a result, the Minister asked for work to be undertaken to make improvements and has agreed to undertake a train journey with people with disabilities to understand first-hand the difficulties faced.
- Visited Plaxton to assess the prototype of the step-free coach design, launched in Fife in May 2018. The study provided an opportunity to hear the constraints of providing accessible vehicles within the limitations of Construction and Use regulations.
- Been providing advice on amendments to the application process and terms of reference for Transport Scotland's Ferries Accessibility Fund to ensure accessibility is always taken into account. A close relationship was established with ferry operators, which allows MACS to advise and assist with the development of accessibility projects.

Evaluation of last year's work led MACS to the conclusion that more focus should be brought to enhancing the accessibility and comfort of air travel. Over the next year a dedicated workstream is going to engage more with airlines and airport operators to assist them in developing fully accessible services.

A number of themes have emerged from this work. On rail, the most significant areas of focus on trains include train design. MACS considers that a number of improvements should be made:

- The number and location of wheelchair spaces available on each fleet can be improved. Currently there are only two spaces available on each train, located near the toilet facilities. This not only reduces the comfort of a journey but also prevents wheelchair passengers to travel in groups.

- The number and availability of accessible toilets on board, including Changing Places facilities should increase and these should be more consistent to help people with visual impairments. For example, wheelchair users are precluded from travelling first class on some trains as there is no provision of an accessible toilet in first class. Even if some wheelchair users are mobile and happy to use standard facilities, transport providers do not make allowances for this.

Additionally, stop skipping – a practice which aims at improving punctuality during rush hour has proven to have a very significant impact on passengers' plans and arrangements and causes discomfort and distress among disabled passengers. Many passengers with additional needs find it more difficult than others to cope with unexpected situations and changes to their schedules.

The broader lesson the Committee takes from its work in this area is that, to enable a pleasant journey, it is important to ensure that high quality customer service is provided throughout. However, MACS established that the service provided to people with disabilities is not always as good as it should or could be.

Based on the research MACS undertook in conjunction with Transport Scotland's Accessibility Team, and members' own experience, it became evident that most bad experiences disabled people have when using public transport are caused mainly by lack of knowledge and understanding about disability on the part of transport providers' staff.

The evidence shows that staff often do not have sufficient confidence in assisting people with additional requirements and therefore fail in meeting their needs. Current legal requirements on disability awareness training in transport can be met without much effort, so a lot depends on the commitment of the individual transport provider to staff learning and the resources available to it.

Moreover, often decision makers responsible for development or structures of new processes or services do not have the knowledge or expertise allowing them to understand the travel needs of people with disabilities. In some cases, such as with respect to vehicle designers, there is no legal requirement to undertake disability awareness training at all.

There are some examples of extremely good practice. MACS has been especially impressed by some of the training increasingly made available in relation to hidden disabilities, and the commitment of some transport providers in Scotland in rolling this out.

But in light of the continued room for improvement, MACS would like to recommend that all transport providers' staff and vehicle designers undergo consistently high-quality disability awareness training to ensure disabled customers' expectations are always met.

MACS is aware that to fulfil a commitment in Scotland's Accessible Travel Framework, Transport Scotland's Accessibility Team is working in co-production with a variety of partners to develop baseline accessibility training for staff of all modes of transport.

Given the importance of ensuring people working in transport fully understand the needs of people with disabilities, and can provide the practical support people sometimes need, to use services, MACS would like to underline its offer of help and advice to deliver this commitment of the Accessible Travel Framework.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>6</b>	<b>Disability awareness training for transport providers and vehicle designers should be introduced on a national level to help them recognise and understand the diversity of needs disabled people have and enhance their confidence in providing appropriate assistance. MACS will offer support and assistance in developing this training.</b>	<b>Transport Scotland's Accessibility Team</b>

# 8

## Satisfactorily complete the journey



People with disabilities need to be sure they can complete journeys using public transport on time and with sufficient facilities to help them move on to the next stage. MACS' experience shows that changing from one mode of transport to another proves particularly difficult for people with disabilities. MACS considers it very important to ensure that journey outcomes are measured and passengers can easily provide their feedback to transport providers to help them enhance their services.

MACS also recognises that it is not always possible for all passengers to access public transport. In order that people can complete journeys it is therefore important to have an acceptable provision locally of alternative methods of transport, such as community transport and taxis.

Such services should be high quality and allow for safe and comfortable completion of journeys. These services have a significant impact in combating isolation and social exclusion, especially in rural and remote communities.

Over the past year, the Committee has, among other things:

- Advocated for enhancing personal staff assistance at stations, as the evidence shows that disabled people rely much more on human interaction and such personal assistance can boost confidence.
- Engaged with ScotRail's Access and Inclusion Manager to discuss how to review the implementation of Disabled People's Protection Policy, including developing a more streamlined complaint handling process.
- Advocated for a revision of the number and design/type of accessible taxis available and assisted in implementation of the taxi work package of the Accessible Travel Framework.
- Worked with Transport Scotland officials as part of the National Concessionary Travel Scheme consultation and attended meetings in relation to the bus regulation elements of the Transport (Scotland) Bill.

- Highlighted the importance of tackling social isolation and loneliness and advocated strongly for taking social inclusion and travel accessibility into account during the review of the National Transport Strategy. MACS has been co-chairing one of the subgroups - Tackling Inequality, a valuable platform which provides advice on improving transport to Health and Social Care.
- Prepared a response to the Government's consultation on *Tackling Social Isolation and Loneliness* and building stronger social connections<sup>10</sup>, which was submitted in April 2018.
- Established a MACS Champion for Rural Issues to ensure the attention is given to matters related to transport accessibility in rural communities.

As a result of this work, MACS has identified a number of ongoing issues of particular concern.

Firstly, help for disabled passengers when they complete a journey (or leg of a journey) needs to improve. Long journeys involving interchange from one mode of transport to another are particularly challenging for disabled people. For example, situations have arisen where one mode's passenger assistance service stops at the boundary of a station, meaning a disabled person may be left in difficulty transferring to the next mode. This can be resolved by ensuring that staff assistance is provided beyond boundaries of stations or terminals. Overall, MACS aspires to a Scotland where person-centred assistance services are available cross-modally.

Secondly, during the course of the year, MACS has identified growing concerns in relation to the future of community transport. The Department for Transport's proposal to make UK law compliant with EU standards, requiring drivers to undertake additional training, could have significant adverse impacts. In Scotland most community transport provider's groups are small, operated by volunteers, which have to carefully manage their budgets, with very few tendering for contracts.

<sup>10</sup> Available at: <https://consult.gov.scot/equality-unit/connected-scotland/>

Therefore, the increased costs as well as the additional burden on time, is anticipated to have a significant impact on the capacity of Scottish permit holders resulting in them potentially withdrawing their commitment. MACS responded to the Department for Transport's consultation on the subject<sup>11</sup> and is keeping a watching brief, so the Minister for Transport and the Islands can be updated and advised accordingly.

Thirdly, a problem the Committee has identified is the poor communication, firstly among all decision makers involved in designing transport for health and social care and secondly, with disabled users of such services. MACS acknowledges that this is a complex and overarching area and involves liaison of several portfolios. However, the Committee would like to encourage improved communication between all parties involved.

More broadly, often changes introduced to the design of travel services, or services having an impact on the travel experiences of disabled people, by Health Boards, Local Authorities, Integration Joint Boards, Regional Transport Partnerships, and Transport Providers are not subject to engagement with users. These changes require a full understanding of disabled people's needs and wishes. Failure to provide for this leads to poorer outcomes.

Frequently, the Equality Impact Assessments conducted (if at all) are mainly based on the needs of non-disabled people, with limited consideration or specific focus on the needs of people with disabilities. This has a detrimental impact on the ability of people with disabilities to travel.

MACS believes Equality Impact Assessments should be conducted in co-production with disabled people and their organisations before significant service changes or developments are introduced, on either national or local level, so any negative consequences to disabled people can be identified, mitigated and managed. MACS would like to promote engagement at the concept stage; ensuring accessibility is always given a priority consideration.

For these reasons, MACS would like to recommend that accessibility should always be taken into account at the early stages of any policy or strategy development, proposed improvements or changes to transport policies, services and infrastructure.

**11** <https://www.transport.gov.scot/media/40559/macs-response-to-the-dft-consultation-on-accessibility-action-plan-2-nov-2017.pdf>

Also, MACS feels that a robust engagement and communication strategy with disabled people and their organisations should be put in place by transport service and infrastructure providers before any changes are introduced. And where changes are being made by Transport Scotland, MACS should always be consulted.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>7</b>	<b>Any proposed service and/or transport changes or developments should be supported by robust engagement and communication strategies to ensure participation and co-production with disabled people and the groups that represent them, with a clear reference to good practice guidance, which places accessibility at the centre.</b>	<b>Scottish Minister, Transport Scotland, Local Authorities, NHS Boards, Transport Service Providers, Integration Joint Boards</b>
<b>8</b>	<b>Transport providers should work with disabled people and/or their representative organisations to improve the transition between modes of transport.</b>	<b>Transport Providers, Transport Scotland's Accessibility Team</b>
<b>9</b>	<b>Equality Impact Assessments and Health Inequality Impact Assessments should be conducted before any service changes or developments, at either national or local level, in order to identify, mitigate and manage any negative consequences to disabled people.</b>	<b>The Scottish Government, Transport Providers and Local Authorities</b>
<b>10</b>	<b>MACS should be consulted at early stages of policy/guidance development or revision (with a transport/travel element) to expert advice on the impact on disabled people and ensure accessibility is given priority consideration.</b>	<b>Transport Scotland Officials</b>

# 9

## Further Recommendations



The Committee’s overall impression of accessible travel in Scotland is that progress has been made over the past year; however there is a continued need for improvement. This section seeks to make cross-cutting recommendations to make sure change happens.

MACS believes that strong leadership is key to improving accessibility and the Scottish Government has a crucial role in providing this leadership. MACS feels this has been recognised by the Scottish Government during the implementation of the Accessible Travel Framework and Disability Action Plan. The Committee also noted and welcomed that the Minister for Transport and the Islands has demonstrated personal commitment to improving accessible travel across Scotland.

MACS also feels that the Government is showing leadership through its draft National Outcomes for Scotland, which chime well with the Committee’s idea of an inclusive Scotland. However, MACS acknowledges that many of the Outcomes cannot be realised unless travel accessibility for everyone is continually improved so people can access public services, jobs, local facilities and recreation. Therefore MACS would like to highlight the importance of accessible travel to be considered across Government. In this context, the Scottish Government should continue to seek the advice of the Committee where appropriate.

MACS was very pleased with the commitment shown to active and sustainable travel in the Programme for Government. There are examples of good local practice to deliver inclusive services and infrastructure that help people with disabilities to walk, cycle, wheel and otherwise make journeys actively.

These deliver excellent health and wellbeing outcomes. The Committee is keen for this good work to be built upon in future commitments towards active travel, to commit towards a culture shift throughout Scotland so active travel services and infrastructure are inclusive.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>11</b>	<b>Accessibility should be strengthened in the 2019/20 Programme for Government. A culture shift being promoted to link the need for improved accessibility and inclusivity to achieve a more active nation.</b>	<b>Scottish Ministers</b>

While central government can provide national leadership, responsibility for travel accessibility lies with a number of parties; most decisions affecting the travel experiences of people with disabilities are made by local authorities, regional transport partnerships and individual transport providers. It is these organisations which bear most of the duties in equality legislation to ensure travel accessibility for people with disabilities.

Because of their critical role in providing travel services and infrastructure not otherwise provided for, MACS asks that local public sector partners take their responsibilities to provide local leadership seriously. This is particularly important in light of the recently implemented Fairer Scotland duty.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>12</b>	<b>Local Authorities and Regional Transport Authorities should focus their duties to reinforce legislation and guidance regulating improvement of the accessibility of public transport service provision and the surrounding infrastructure, taking account of their Public Sector Equality Duties and A Fairer Scotland Duty Guidelines for Public Bodies.</b>	<b>Scottish Government</b>

Based on MACS’ engagement with partners, it became evident that best practice in promoting inclusive travel is often linked with commitment from senior management. It has also involved having a designated lead for travel accessibility, who is empowered to listen to suggestions for improvement and take actions, to make travel better for everyone.

For example, MACS established a close and effective relationship with Caledonian MacBrayne, and especially the company’s Accessibility, Equality and Inclusion Manager, whose commitment and expertise significantly supported delivery of change. This represents a good model for other transport providers. Having a specific accountable individual with responsibility for travel accessibility allows for better engagement with disabled people’s organisations. It develops

a central source of expertise. MACS noted that there is already an effective practice in place of having a designated lead. The examples would include healthcare quality improvement or transport security.

Therefore, MACS would like to recommend that accessibility leads be developed across Scotland’s transport community. The Committee hopes a network of such leads could be developed that can share good practice, and it would be happy to support such leads through provision of advice.

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>13</b>	<b>Accessibility and disability knowledge must form an essential part of the remit and objectives for the transport providers and infrastructure “accessibility leads” to help them better understand and promote improvements for people with disabilities when using their services. This includes ensuring all their staff has appropriate and adequate training.</b>	<b>Transport providers</b>

To conclude, MACS hopes that the above recommendations should contribute in making more door-to-door journeys better and achievable for everyone. Moving forward, MACS continues to stand ready to provide strategic advice and support. The Committee has outlined detailed actions and areas of focus for the next reporting year in the workstreams’ workplans, published on the MACS website. Workplans are updated constantly to take into account any progress made.

Overall the Committee will continue to engage with a variety of stakeholders and provide advice to them on accessibility needs for people with disabilities. It will advocate for improving a whole door-to-door journey experience, including the planning and booking stage, interchange and dealing with unexpected situations. The Committee hopes that the next year, together with partners, they can help disabled travellers make more, better journeys across Scotland.

# 10

## Summary of Recommendations

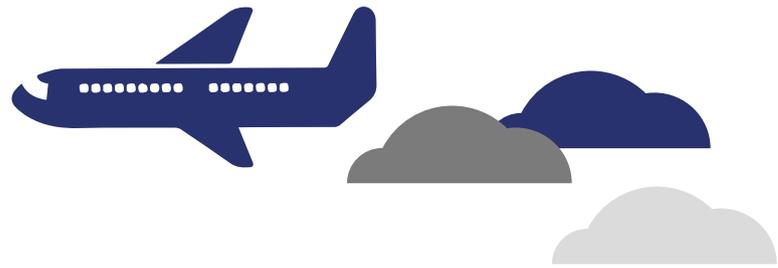
	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>1</b>	Transport Scotland's Accessibility Team should continue to seek expert advice and support from MACS on the implementation of the Accessible Travel Framework.	Transport Scotland's Accessibility Team
<b>2</b>	Information and services for planning and booking journey, including SMART ticketing facilities, should be accessible and available in a variety of formats, with the needs of disabled people at the core.	Transport Providers Accessibility Leads
<b>3</b>	In the absence of Department for Transport's progress on the revision of the inclusive mobility guidance by July 2018, Transport Scotland should review the document and ensure that the Scottish perspective is incorporated.	Transport Scotland
<b>4</b>	Transport providers and operators should constantly improve stations accessibility with consultation with disabled people. MACS is willing to assist and share its Accessibility Toolkits for ferry terminals and train stations.	Transport Providers and Operators
<b>5</b>	Transport providers should work with disabled people and/or their representative organisations to improve passenger assist service and overall passenger journey experience.	Transport Providers Accessibility Leads

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>6</b>	Disability awareness training for transport providers and vehicle designers should be introduced on a national level to help them recognise and understand the diversity of needs disabled people have and enhance their confidence in providing appropriate assistance. MACS will offer support and assistance in developing this training.	Transport Scotland's Accessibility Team
<b>7</b>	Any proposed service and/or transport changes or developments should be supported by robust engagement and communication strategies to ensure participation and coproduction with disabled people and the groups that represent them, with a clear reference to good practice guidance, which places accessibility at the centre.	Scottish Minister, Transport Scotland, Local Authorities, NHS Boards, Transport Service Providers, Integration Joint Boards
<b>8</b>	Transport providers should work with disabled people and/or their representative organisations to improve the transition between modes of transport.	Transport Providers, Transport Scotland's Accessibility Team
<b>9</b>	Equality Impact Assessments and Health Inequality Impact Assessments should be conducted before any service changes or developments, at either national or local level, in order to identify, mitigate and manage any negative consequences to disabled people.	The Scottish Government, Transport Providers and Local Authorities

	<b>MACS recommends</b>	<b>Recommendation to:</b>
<b>10</b>	MACS should be consulted at early stages of policy/guidance development or revision (with a transport/travel element) to give expert advice on the impact on disabled people and ensure accessibility is given priority consideration.	Transport Scotland Officials
<b>11</b>	Accessibility should be strengthened in the 2019/20 Programme for Government. A culture shift being promoted to link the need for improved accessibility and inclusivity to achieve a more active nation.	Scottish Ministers
<b>12</b>	Local Authorities and Regional Transport Authorities should focus their duties to reinforce legislation and guidance regulating improvement of the accessibility of public transport service provision and the surrounding infrastructure, taking account of their Public Sector Equality Duties and A Fairer Scotland Duty Guidelines for Public Bodies.	Scottish Government
<b>13</b>	Accessibility and disability knowledge must form an essential part of the remit and objectives for the transport providers and infrastructure “accessibility leads” to help them better understand and promote improvements for people with disabilities when using their services. This includes ensuring all their staff has appropriate and adequate training.	Transport providers

# 11

## Biographies



### **Linda Bamford**

Linda's career background is mainly in NHS Scotland, initially as a psychiatric and general nurse, before moving into Para-medicine with the Scottish Ambulance Service. After 13 years as a frontline paramedic in Glasgow, Linda moved into management, holding various senior management positions within the ambulance service. Her NHS career spanned over 30 years.

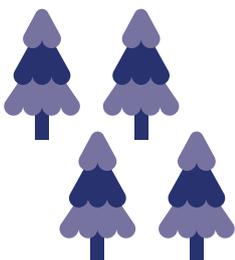
She was heavily involved in accident and emergency ambulance service provision in various areas in Scotland and led on the previous Patient Transport Service Redesign Strategy.

She is the recipient of two Queen's medals: one for 'Long Service and Good Conduct – Emergency Services' to the NHS and the second for 'Dedication to the NHS'.

Linda had to take early medical retirement after several lots of surgery for a spinal cord injury. She is involved in Children's Hearings Scotland and is also a qualified counsellor.

She was previously the Chair of Spinal Injuries Scotland, an organisation she got involved with after her spinal cord injury and rehabilitation, and remains one of their Ambassadors.

Linda is the current Interim Convener for Disability Equality Scotland.



Linda brings to the role experience and qualifications in Strategic Development and Planning, Operational Management and Service Delivery, Corporate Governance, Performance and Risk Management, Change Management, Team Building and Leadership and Organisational Planning utilising project methodologies.

**Naghat Ahmed**

Naghat is a Law and Accountancy graduate and a committee member for the Law Society of Scotland Client Protection Sub-committee.

Her current role at Glasgow City Council includes both programme and project management. She has previously worked on policy and strategy development, equality and diversity, change management, corporate governance and utilising project methodologies. She previously worked in the Commission for Racial Equality and NHS 24, specialising in equality and diversity.

Naghat is a carer for relatives who have disabilities.

**Audrey Birt**

Audrey started her career as a nurse, in particular in community and practice settings. After leaving clinical practice she developed a broad experience in redesign and improving health and social care.

Following this she moved to third sector and has extensive senior executive experience, including being the Director for Scotland of Breakthrough Breast Cancer and the National Director for Diabetes UK Scotland. Audrey was a founder member of the Health and Social Care Alliance and was Chair of the Health and Social Care Alliance for 10 years, where she now is an Associate Director of the Academy; a Programme in the Alliance working with her passion, focussed on transformation of health and social care.

She's a coach and consultant on organisational change as well as a regular blogger on health and disability issues, informed by her own experience.



### **Marsali Craig**

Marsali has been a Trustee and Director of the MS Society and a Director of Aberdeen based North-East Sensory Services. She sat on the Aberdeen City Children's Panel for two terms and currently works as a volunteer with the Faculty of Health and Social Care at RGU Aberdeen.

Marsali has professional skills and experience as a Social Worker and as a Solicitor and has a wide personal experience of travelling as a disabled person. She was appointed as a member of the Equalities and Human Rights Commission Scotland Committee in December 2017.



### **Joanne Fairweather**

Joanne was appointed as a MACS member on 1 October. She has a slight learning disability and is a member of Enable Scotland, an organisation for people with learning disabilities and family carers.

Joanne is involved with Active Community of Empowered and ENABLE Scotland. Active Community of Empowered helps people with learning disabilities, who challenge barriers to an equal society for every person with learning disability in every community across Scotland. She was elected by her local Elgin ACE members to represent their group at the National ACE meetings. Through her lived-in experience and her work with ACE, she has an understanding of local and national issues for disabled people.



A lot of the work Joanne is involved in, both locally in the Moray area and nationally, is about transport for people with a disability. She has represented the views and promoted the needs of people who have disabilities at national and local meetings. These include meetings with Transport Scotland and the Scottish Commission for Learning Disability. As someone who has a learning disability she has first-hand knowledge of the barriers faced when using transport.

**Dr Anne Findlay**

After graduating in medicine from Edinburgh University in 1981, Dr Findlay undertook further specialist training and qualifications in paediatrics, public health, international health and tropical medicine. She has worked both in a clinical capacity and in public health roles at local, national and international level.

Dr Findlay has undertaken consultancy work for the World Health Organization as well as working for aid agencies in Afghanistan and Pakistan. She is a member of the Mental Health Tribunal for Scotland.

Anne is also a main carer for a relative with both visual and physical impairments.

**Sheila Fletcher**

Sheila has wide experience in the provision of public transport and associated infrastructure, having worked for over 25 years in the public and third sector. She is involved with her local Access Panel and Third Sector Interface. She is a member of the Chartered Institute of Logistics and Transport.

Sheila has a degree in Social Sciences, a diploma in Geography and the Environment and an HNC in Business Administration. She has lived in the Highlands for most of her adult life and has extensive knowledge of rural issues. She was recently part of the Commission for Highland Democracy and is involved in community planning.

She left the Community Transport Association in 2017 after 14 years supporting third sector transport providers throughout Scotland. She currently volunteers with groups who operate community transport services and provide day care in the community.



### **David Hunter**

David is an independent consultant with Not for Profit Planning. He has over 30 years' experience in a wide variety of voluntary and professional roles promoting accessible transport. He was a full-time volunteer with Manchester Community Transport before becoming the first Director of the London Dial a Ride Users Association. He developed a range of accessible and sustainable transport services for Lothian and Edinburgh Councils for 10 years before leading strategy and business planning at the National Library of Scotland.

He has degrees in Politics and Social Policy and was appointed an Associate Research Fellow at Edinburgh Napier University's Transport Research Institute in 2015.

His interests include social policy research, consumer involvement in public services and in making streets and public places inclusive. He is a member of Living Streets, the Institute of Transport and Logistics, and the Scottish Accessible Transport Alliance.



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

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

Dr Mowat-Brown has been involved since its inception with the Scottish MS Incidence Register having given a talk on the history of MS in Scotland at its launch. He has been a Member of the Steering Group and Chairs the Patients Reference Group for the Register.

He took an active part in highlighting the deficiencies of the Disability discrimination act in relation to MS that led to the clarifications of 2005.

**Hussein Patwa**

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

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

**Keith Robertson**

Keith is a Royal Navy Veteran. He was invalided out of the forces in 1973 after an accident that left him disabled and a paraplegic wheelchair user.

He is a graduate of Heriot Watt University and has professional expertise in the field of accessibility and design of Inclusive Environments.

Keith is the General Manager of Wheelchairs for Ukraine.



### **Hilary Stubbs**

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

As a Board Member of West Highland College, Hilary chairs the Board's Audit Committee and hopes to bring her knowledge of Board Governance and audit to this role.

Hilary is a regular traveller on public transport, especially the ferry services. Having worked with young people with special needs, she hopes to influence the provision of accessible transport for all sectors of the community. Hilary was County Commissioner for Scouting in County Durham and has been involved in charity work especially with St Cuthbert's Hospice in Durham and Dorothy's well project, Tanzania, where she was a founding trustee.

Hilary graduated from St Mary's College, Durham University and remained in Durham until she retired to Isle of Arran.



### **Fraser Sutherland**

Fraser works in campaigns and communications in Scotland's third sector. He previously authored Citizens Advice Scotland's report on rural bus provision and led their campaign against unfair practices in the private parking industry.

Fraser is passionate about protecting vulnerable consumers, including those with a disability, and championing the issues faced by those in remote and rural Scotland.

He is a member of the Scottish Council for Voluntary Organisations Policy Committee.



### **Michael Tornow**

Michael was appointed in summer 2017 as Senior Health Improvement Officer at NHS Health Scotland and is currently leading portfolios of work on housing and dementia. Before that, he worked for NHS Health Scotland as Health Improvement Officer, supporting the NHS and others to promote physical activity.

Mr Tornow previously worked for NHS Health Scotland's Equality Team, and before that for the Disability Rights Commission and Glasgow Housing Association. He has a BA Honours Degree in Sociology from Stirling University and a Post-Graduate Diploma in Housing, also from Stirling.

He has a Master's Degree in Equality and Human Rights from Glasgow University and is currently studying Physical Activity for Health part-time at Edinburgh University.

In 2013, Mr Tornow became a Trustee of the charity, Partners in Advocacy, and is currently a member of the National Institute for Health Care Excellence's Public Health Advisory Committee, which is updating good practice guidelines on making people more physically active.



### **John Whitfield**

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

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

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





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