

# Mobility and Access Committee for Scotland



**Annual Report 2013-14**



# Mobility and Access Committee for Scotland (MACS)

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This publication is available to view and download at the MACS website:  
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## **MACS – Who We Are**

### **Introduction from the 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 a physical, mental or sensory impairment, can go when and where everyone else can and has the information and opportunities to do so.

Our aims are:

- to give Scottish Ministers advice on aspects of policy affecting the travel needs of disabled people;
- to take account of the broad views and experiences of disabled people when giving advice on travel needs;
- to encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities of travel;
- 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;
- 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; and
- to monitor and evaluate the effectiveness of the Committee's work against the above aims in improving travel opportunities for disabled people in Scotland.

Following a member's resignation in April 2013, Keith Brown, Minister for Transport and Veterans, agreed that the appointment round due to run in July should recruit five new members to the Committee. All the new members' appointments started from the 1 October 2013 and I would like to welcome them. This recruitment round means that the Mobility and Access Committee for Scotland is now up to full strength.

There is still considerable doubt about the position of the MACS representative on DPTAC and we are awaiting clarification from the Secretary of State to the Minister for Transport and Veterans. Our representative had his appointment extended to the end of March 2014 and

it is intended that he will attend a DPTAC meeting in April, although his status at that meeting is still unclear.

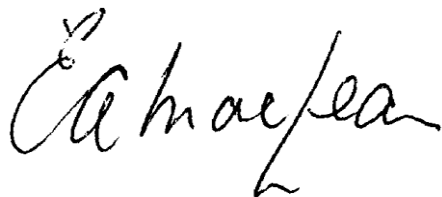
This year (2013-14) has been exceedingly busy for the MACS Rail Workstream and we submitted a full and detailed paper covering our expectations for the Scotrail Franchise to all five bidders. We also put forward an equally detailed submission to the three East Coast Franchise bidders.

Changes to access for taxis to Waverley Station Edinburgh caused some grave concerns and we have corresponded with Network Rail, which we hope will make the access regime clearer for disabled travellers. Details of these issues are set out more fully under the Rail Workstream's section of the Annual Report.

I would like to thank the Committee for their hard work during the year and the Secretariat for their contribution to its smooth running and their support of me as Convener. Jill Mulholland as Head of our Sponsor Team has been proactive in promoting the work of MACS throughout Transport Scotland and I was delighted to be invited to take part in a question and answer session with her at their staff conference held in November 2013.

Unfortunately, James Walker our Secretary, has been ill and we wish him a return to good health. His position has been ably filled by Wendy Nicol with assistance from Christine Thomson. Sharon Grant has now taken the position of Jill Mulholland's Deputy.

MACS looks forward to a continued good working relationship with Scottish Ministers and the Committees of the Scottish Parliament.

A handwritten signature in black ink, appearing to read 'Anne Maclean', with a stylized flourish at the end.

**ANNE MACLEAN, OBE  
CONVENER**

## MACS Workstream Reports for 2013-2014

### Rail

1. The Rail Workstream continues to address a broad range of issues and basic access and communication matters within its increasing programme of work. We have been assisted with this by the Rail Directorate in Transport Scotland.

### Scottish Rail Accessibility Forum

2. Our on-going support for the Scottish Rail Accessibility Forum (SRAF) and its work is a vital link to understanding the wider developments and policies through which Transport Scotland, Network Rail, rail operating companies and disability bodies interact to address access matters.

3. MACS continues, through the Forum, to respond and to press for the rationale behind the choices as to which stations are upgraded in the 'Access for All' programme and particularly how disabled people can be more involved in identifying the criteria and monitoring the stations for improvement. A review of SRAF's role has been requested by MACS and accepted and we look forward to extending our participation.

**Recommendation 1:** MACS to ensure that they and disabled people are involved with identifying the criteria and monitoring the stations identified for improvement through the 'Access for All' programme in Scotland, to meet national targets and promote social inclusion.

### Scotrail, Caledonian Sleeper and East Coast Franchises

4. MACS has been extensively involved with the provision of advice and recommendations to potential bidders for Scotrail, Caledonian Sleeper and East Coast franchises. The details of this work will be published once the successful bidders are announced. This has been a considerable and time-consuming area of work where the outcomes have been well received. MACS will be engaging with the successful franchises, particularly with Scotrail and Caledonian Sleeper.

**Recommendation 2:** MACS to engage with the successful bidders for the Scotrail and Caledonian Sleeper franchises and work with DPTAC on the successful bidder for the East Coast franchise, to ensure the delivery of quality franchises.

## Stations

5. MACS has been involved in on-going work with key rail termini. MACS will use the experiences of Waverley and Haymarket stations to inform future work where other stations are being made accessible.

**Recommendation 3:** MACS to consider and report back on inter-modal transfer arrangements for all key termini and other main stations in Scotland, including smart ticketing, using the experience and information obtained from working with the main stations to set good practice for all stations.

### Waverley Station, Edinburgh

6. All taxis and cars are being excluded from Waverley Station from June 2<sup>nd</sup> 2014. MACS notes that a small number of dedicated disabled travel service vehicles will continue to be granted access via special arrangement.

7. In recent months only taxis with permits have been able to access the station. This caused major problems at the start, when the Calton Road entry system was not operating and building work at the New Street Car Park, where half an hour was being allowed for disabled drop off, had not been completed. There were also concerns that neither the booking staff at outpost centres, who made arrangements for Passenger Assistance, nor the staff in Passenger Assist were fully aware of the details of the new system.

8. MACS wrote to the Head of Network Rail in Scotland outlining the problems and in his reply recognition was given to the majority of issues raised, which were particularly notable on the first two days of operation.

9. At the time he replied, the Calton Road entrance, which is designated the main access for disabled people, was working. He stated that the station is now more accessible than at any other time in its history thanks to lift access at Market Street, Princes Street and Calton Road.

10. MACS wrote again emphasising the need for contingency plans in the event of lift or phone failure at the Calton Road entrance. This will be followed up through SRAF.



## Signage at Waverley

11. MACS attended several consultation meetings on signage in Waverley Station at which a number of suggestions were proposed and accepted. However it was disappointing that the recommendation relating to ground directional signage was rejected on grounds of aesthetics.

## Haymarket Station, Edinburgh

12. Following meetings with Network Rail and Scotrail at Haymarket, MACS raised concerns with Transport Scotland regarding the lack of drop off/pick up spaces outside the station and the potential impact on disabled and other passengers. Following the intervention of Transport Scotland, Edinburgh Council reached agreement with Network Rail to provide a dedicated drop off/pick up space immediately outside the station. The space can be used by taxis in addition to private cars and therefore direct access and egress from the station is now available. The taxi rank has been relocated a short distance away. Discussions are on-going regarding the ease at which taxis can be summoned.

13. The importance of proper communication and early consultation with disability bodies and local access panels will be paramount in future for new station refurbishments and initiatives. MACS will bring special focus to the Glasgow Queen Street re-development and Borders Railway as a result. MACS emphasizes the need for disabled passengers to have the same travel experience as non-disabled peers.

## Glasgow Queen Street

14. Following notification about the closure of Queen Street Station while a major upgrade is carried out, MACS has invited the Communications Manager of Network Rail to a meeting to discuss in detail the arrangements that are being made for the duration of the redirection of traffic.

<p><b>Recommendation 4:</b> MACS to closely monitor the access and consultation arrangements for the proposed re-development and temporary closure of Glasgow Queen Street.</p>
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## Glasgow Central Station

15. The positive way in which the issues regarding inadequate disabled parking were addressed and the successful outcome were circulated to other stations as an example of good practice.

## Borders Railway

16. MACS is concerned that none of the stations on the new railway will be staffed and will be discussing the implications this will have for disabled people with Scotrail.

**Recommendation 5:** MACS to monitor the impact of unmanned stations for the new Border Railway.

## Passenger Focus

17. All the work of the Rail Workstream over the last year continues to highlight an on-going requirement for better staff training and engagement, improved customer experience and the implementation of disabled passenger policies by operators. The current relationship with Passenger Focus as the pre-eminent survey body of passengers' views is one MACS wishes to develop further in this regard.

18. Given the projections of more disabled passengers and increasing numbers of frail elderly using the services, MACS will consider how Passenger Assistance will adapt to these pressures and also look at the potential opportunities through accessible integrated ticketing within travel modes.

**Recommendation 6:** MACS to work closely with Passenger Focus to improve current monitoring of staff engagement/training, customer experience, benchmarking, improved transport information and Passenger Assist, to inform future disability policies.

## Edinburgh Trams

19. MACS visited the tram stop at Ingliston Park and Ride and made a journey in the demonstration tram to Edinburgh Airport on 13 March. Following that visit, a detailed draft report was drawn up and submitted to Edinburgh Trams and their comments are awaited.

20. MACS also visited Haymarket station on 18 March and various issues relating to the tram interchange situated immediately outside the station were noted and have been raised with the manager of Haymarket Station.

## Commonwealth Games

21. MACS has continued to take a close interest in the arrangements for the Commonwealth Games to be held in Glasgow during 2014. MACS was represented at the four meetings of the Glasgow 2014 Accessibility Reference Group which took place during 2013/14 and was invited to be represented on the Accessible Transport Board established by Glasgow 2014 on 11th December 2013.

22. The Board was expected to meet monthly but, in practice, it met only once before being replaced by an Accessible Transport Advisory Group. This latter Group only met for the first time on 27 March 2014. The main reason for the lack of meetings seemed to be associated with changes in personnel dealing with accessible transport issues. This lack of continuity in personnel in Glasgow 2014 has made liaison difficult at times.

## Accessible Transport Strategy

23. On the plus side, Glasgow 2014 published the Accessible Transport Strategy in February, for which we pressed in Recommendation 12 of our report for 2012-13.

24. The Strategy acknowledges that MACS *“has a keen interest in the planning for Glasgow 2014.”* There is reference to legacy opportunities where it is stated that *“there is an enthusiasm amongst our partners to use the Games to trigger a step-change, developing consistent standards and working practices to provide a more seamless accessible transport offering across the network.”* The strategy also refers to the development of *“an accessible transport map for the Glasgow area providing detailed accessibility information across all modes”*.

## Accessible Transport Map

25. While welcoming the development of the accessible transport map, the strategy statement highlights two key issues which remain as a concern to MACS. We have yet to see any sign of the suggested “step-change” in the services provided by any of the transport partners apart from the new station at Dalrnock.

26. Nevertheless we expect that any shortcomings in the transport arrangements will be overcome by the large number of regular and voluntary staff who will be deployed during the Commonwealth Games.

Although this should ensure that the anticipated large numbers of disabled spectators will be able to get to and from events, we are unconvinced about any lasting legacy in terms of a more accessible transport system in the west of Scotland as a direct result of the Games.

### Equal Opportunities Committee

27. MACS gave evidence to the Equal Opportunities Committee of the Scottish Parliament early in 2012. At that time we were fairly critical of the apparent state of progress with regard to transport arrangements for disabled people attending the Commonwealth Games. On 5 March 2014, MACS was asked for our updated view on the state of affairs. A response was sent to the Committee on 17 March where we indicated our continuing difficulties in assessing the state of preparedness of the Games or measuring progress as far as transport related aspects are concerned. The Committee replied indicating that they had contacted Glasgow 2014 seeking to arrange visits to Games venues in late-May/early-June 2014.

### Games Legacy Studies

28. MACS is aware of two studies into the legacy of the Games. One is a study being carried out by the University of the West of Scotland jointly with certain universities in Canada into "*Leveraging Parasport Events for Sustainable Community Participation.*" The other is being conducted by the Social Research Group of the Scottish Government.

### **Commonwealth Games Recommendations**

**Recommendation 7:** MACS would stress the importance of ensuring some significant form of accessible transport legacy from the Commonwealth Games. We would urge the Ministers and partners in the Glasgow Games to make full use of this opportunity and to monitor the difference which the Games have made in this respect.

## Roads

### Forth Replacement Crossing (Queensferry Crossing)

29. MACS continues to participate in the Forth Replacement Crossing Access Group which works with the delivery team and contractors to ensure inclusion in street and crossing design in the upgraded areas on both sides of the Firth of Forth.

30. Work has included discussion on interfaces with pedestrian and cycle provision on pavements, and crossing treatments. Transport Scotland's '*Good Practice Guide for Roads*' continues to be used as a benchmark. Feedback and suggested amendments to the guide are made to the Roads for All Forum. This work will continue until the end of the project. There will need to be a discussion at a future date regarding how the effectiveness of the project is to be monitored.

### A9 Dualling

31. Building on the format of the Forth Replacement Crossing access engagement, MACS took up a position on another Access Group for the major project of the A9 Dualling Perth to Inverness. Meetings were held in November and January.

32. Work so far has included defining terms of reference for the role and purpose of the group. Throughout the project focus will be on non-motorised user routes in the vicinity of the A9, improving safety and ensuring communities are linked by connecting core paths and cycleway networks. Facilities adjoining the A9 will also be reviewed. Initial work has focussed on the Luncarty area.

### Roads for All Forum

33. MACS is represented on the Roads for All Forum which is hosted by Transport Scotland. During 2013, the '*Good Practice Guide for Roads*' was republished. The guide provides designers and managers of the road network with best practice in inclusive design thus providing for the needs of disabled people. MACS has widely promoted this as exemplar guidance.

34. In March 2014, the research report "*Communications Technology to Assist Disabled Pedestrians at Signalised Crossings*" was published. This was sponsored by the Scottish Road Research Board and aimed to

evaluate the concept that radio frequency identification (RFID) technology could enhance accessibility of signalised pedestrian crossings for disabled people. MACS members were involved in the trials and commenting on the report.

### Street Design

35. The Roads Workstream, alongside colleagues from the Planning & Infrastructure Workstream, met with the Scottish Government's Chief Planner and Chief Architect. Details of this meeting can be found under the Planning and Infrastructure Workstream report.

### Road Maintenance Review

36. In February 2014, MACS took up a position on the Roads Maintenance Review Stakeholder Group. The group focusses on the implementation of the outcomes of the 2012 Road Maintenance Review. The group is chaired by the Society of Chief Officers of Transportation in Scotland (SCOTS), and membership is drawn from local authorities, road industry, and road users. In this context 'roads' includes all associated infrastructure, such as pavements, lighting, and thus has an impact on a range of different users, including disabled people. MACS will be focussing on ensuring that the Review Group includes the interests of disabled people, particularly in respect of pavement maintenance, for example to ensure smooth surfaces, reducing trip hazards, as these are a barrier to free and safe movement.

## Blue Badge Scheme Workstream

37. MACS continues to support the development of the Disabled Persons' Parking Badges (Scotland) Bill. The Bill will provide additional powers to local authorities to strengthen enforcement of the blue badge scheme and to allow people refused a blue badge on eligibility grounds to seek a review of the decision from the local authority.

38. MACS provided written evidence to the Local Government and Regeneration Committee on the Bill and was pleased to be invited by the Committee to give oral evidence in March 2013.

<http://www.scottish.parliament.uk/parliamentarybusiness/CurrentCommittees/72198.aspx>

39. MACS continues to be represented on the two multi-agency working groups established by Transport Scotland to assist Dennis Robertson MSP with the development of the guidance which will underpin the legislation.

40. One working group is looking at how the proposals for confiscation will work in practice and also at raising public awareness of the blue badge scheme. MACS welcomes this work to consider different approaches to raising public awareness and improving information to badge holders, alongside developing the guidance. Whilst this will be challenging, we consider that it is an important element in the work to improve the blue badge scheme.

**Recommendation 8:** MACS recommends that the Scottish Government continues to develop avenues for increasing public awareness of the scheme, including the use of social media.

41. The other working group is looking at how the process will work for those persons refused a blue badge and request a review of their application. This should ensure a more consistent and fair approach to the consideration of review.

**Recommendation 9:** MACS continues to monitor the progress of the Disabled Persons' Parking Badges (Scotland) Bill through parliament.



## Private Car Parks

42. MACS is aware of the growing levels of concern of blue badge holders regarding the misuse of disabled parking bays in off road areas such as supermarket car parks. When badge holders express concerns, their experiences often take place in private car parks rather than in locations where the blue badge scheme is applicable.

43. While MACS recognises that parking in these areas is not covered by the blue badge scheme, we consider that the owners of private car parks could do more to deal with offenders through use of signage, warnings, etc. There may also be an option to engage with their local authority on the options available for monitoring private car parks.

**Recommendation 10:** MACS recommends investigating the possibility of local authorities becoming involved in tackling blue badge misuse in areas traditionally regarded as “safe” for offenders to misuse badges without reproach, such as shopping centre or supermarket car parks. Alternatively, encouraging centre owners to recognise and tackle the issue effectively, incentivised if required/appropriate.

## Personal Independence Payment (PIP)

44. MACS continues to take a close interest in the UK Government’s reforms to the welfare system, particularly the introduction of Personal Independence Payment (PIP), which is replacing Disability Living Allowance (DLA) for those aged 16-64.

45. The eligibility criteria for a blue badge were extended in April 2013 to ensure that a passporting arrangement from PIP was in place prior to the staggered introduction of PIP across the UK.

46. The introduction of PIP has caused concern for those currently in receipt of the Higher Rate of the Mobility Component of DLA (HRMCDLA) who are subject to assessment for PIP. When the PIP passporting arrangements were introduced, a transitional arrangement was included allowing people in receipt of HRMCDLA, but who are subsequently not awarded PIP at a rate to passport to a blue badge, to retain their blue badge until its expiry date.

47. Whilst MACS supports the introduction of such mitigation, MACS anticipates that the introduction of PIP will result in fewer persons passporting automatically to the blue badge scheme. To be eligible for a

blue badge, such persons will be required to apply subject to further assessment by their local authority. This may also result in the increased use of independent mobility assessments.

***Recommendation 11:*** MACS continues to receive updates from the Scottish Government on the impact of welfare reform on the blue badge scheme.

## **Bus and Community Transport**

48. The workstream continues to see its core task around the National Transport Strategy outcomes of quality, affordability and accessibility as they apply to taxis and community transport.

### Taxis

49. MACS was pleased to respond in March 2013 to the Scottish Government consultation on Taxi and Private Hire Car Licensing. Our response focused on our findings of the variation in policies and standards imposed by licensing authorities across Scotland on provision of accessible taxis and training for drivers.

50. As a consequence of the varied approach, in some areas it is impossible to obtain a taxi or private hire vehicle that can accommodate travellers with disabilities. The duties under the Equality Act 2010 do not appear to have resulted in any change in licensing practice. MACS considers that the introduction of standard minimum requirements would go some way to addressing the inconsistency and improve services to disabled people. One example of a current national standard, is that ScotRail as part of their franchise agreement will provide a taxi to take travellers to the nearest accessible station if their local station cannot be accessed.

**Recommendation 12:** MACS will monitor the outcomes from the consultation, particularly in relation to the MACS comments regarding the need for the Scottish Government to take steps to ensure that taxi licensing system in Scotland is supported by standard minimum requirements for provision of accessible taxis in all areas, together with a single national vehicle standard and training for drivers on providing a service to disabled passengers.

### Community and Demand Responsive Transport

51. MACS supported the findings of the Audit Scotland's examination of Health and Social Care Transport in 2011 which identified significant savings that could be made by a better integration of services and participated in the Scottish Government working group looking at Healthcare transport. MACS is pleased to note that its recommendation on pilot schemes across Health Board areas forms part of the recommendations of that group and looks forward to the results and lessons from the pilots.

**Recommendation 13:** MACS will monitor and comment on Health and social care transport pilot schemes across Health Board areas and, depending on the findings, consider recommending that these are used to test potential solutions to many of the issues faced by disabled people living in rural areas, particularly in relation to transport access to hospitals for routine appointments.

52. Loss of a transport service is sometimes the tipping point which leads to a loss of quality of life for people with mobility difficulties. Without transport some people cannot access the most basic of services such as shops to buy food or GP surgeries to attend to their health needs. This reduces their quality of life and increases the demand on public expenditure and leads ultimately to preventing them from living independent lives in their own homes and forces them into having to go into residential care. This is the type of scenario where community transport can play a vital role and does so in some parts of Scotland.

53. Community Transport is predominantly used by the elderly and mobility impaired and needs to be seen beyond being simply a transport service. This becomes especially important with the projected demographic changes over the next 20 years. Within the 60% forecast rise in the over 65s there will be a major increase in the numbers of people with a disability leading to dramatic rise in the demand for accessible door-to-door services.

54. Community transport schemes are subject to severe funding difficulties both in operation and in vehicle replacement. Local Council funding regimes do not give security beyond a year and this makes forward planning difficult.

55. MACS provided evidence to the Scottish Parliament's Infrastructure and Capital Investment (ICI) Committee on the issues around Community Transport. MACS would like to see a more strategic approach to improving Community Transport and the wide variation across Scotland in opportunities to access such transport. MACS welcomed the subsequent ICI committee report in July 2013 into how community transport services might better meet the needs of the people they serve.

56. Following that report, there was a commitment from the Minister for Transport and Veterans that he would commission research, look at funding options (especially for new vehicles), consider options for securing D1 driver licence training more effectively and support the

Community Transport Association (CTA) in strengthening the services it can provide to the sector in Scotland. MACS notes that a one-off fund for new vehicles was launched and was oversubscribed. Increased funding to £90,000 per year was also given to the CTA.

57. MACS along with other bodies suggested the extension of concessionary fares to Community Transport. The ICI committee recommended that the National Concessionary Travel scheme should not be extended to include all community transport. However, changes to bus registration legislation from 1 April 2012 allow demand responsive transport services available to the general public to qualify for concessionary travel and Bus Service Operators Grant (BSOG).

**Recommendation 14:** MACS will monitor and discuss with CTA, Transport Scotland and other relevant partners how they are meeting the ICI committee's recommendations to look at ways to address the problems faced by the community transport sector.

## **Liaison Workstream**

### Commissioner for Standards in Public Life

58. Early in April 2013 we submitted comments on the Revision to the Code of Conduct and 'On Board' the Guide for all board members of Non Departmental Public Bodies.

59. We sought to ensure consistency between the two codes with our main comment being the issue of the declaration of share holdings. We felt that only shares which were related to holdings in companies with a connection to the body on which a board member sat should have to be declared.

### Bus Stakeholder Group

60. The Convener attended two meetings of the Stakeholder Group in 2013-14. At the meeting in March 2014 there was a very productive discussion on accessibility. As a result, a meeting is being arranged between the Confederation of Passenger Transport and MACS Bus Workstream, and the Regional Transport Partnership representative agreed to promote a card similar to those issued by SEStrans and TACtrans to all RTPs.

61. The Convener also received an invitation to be the guest speaker at the June meeting of the Association of Transport Co-ordinators Scotland.

### Scottish Parliament – Local Government and Regeneration Committee

62. On 26 March, Grahame Lawson gave evidence to the Local Government and Regeneration Committee on the Disabled Persons' Parking Badges (Scotland) Bill.

<http://www.scottish.parliament.uk/parliamentarybusiness/CurrentCommittees/72198.aspx>

### Scottish Parliament – Equal Opportunities Committee

63. MACS was asked by the Equal Opportunities Committee to update them on the Glasgow Commonwealth Games 2014. Having appeared before the Committee in December 2011, MACS wrote to the committee in February 2012 to give them further information and this request was a

follow up from that letter. MACS reminded them that our interest is of course on how disabled people will get to and from the Games events.

### Ministerial Visit

64. Keith Brown, Minister for Transport and Veterans, attended the January meeting to discuss the 2012/13 Annual Report. He thanked MACS for their work, mentioning especially our involvement with the blue badge reforms. He answered questions on a wide variety of topics and indicated his continuing interest in how MACS has influenced and helped to shape transport accessibility in Scotland.

### Disabled Persons' Transport Advisory Committee (DPTAC)

65. In the footnote of last year's Annual Report, MACS welcomed the reprieve given to DPTAC. Since then, John Ballantine has continued as the Scottish representative on that body. During the autumn of 2013 Baroness Kramer, the UK Transport Minister sought agreement from Keith Brown MSP, the Scottish Transport and Veterans Minister, to extend the appointment of John until 31 March 2014. Following discussion with MACS our Minister agreed to this but said, "*By this I mean that the representative of the Scottish Government at the Committee Meetings, whether formally appointed by the Secretary of State for Transport or not, shall be treated as a full member of the Committee and not simply as an observer*".

66. In spite of reminders from the Head of the Sponsor Team to colleagues at the Department for Transport, no reply to this letter has been received to date. Since the new Committee came into place on 1 April 2014, MACS will be raising the issue with the Minister for Transport and Veterans so that John Ballantine's position on DPTAC can be clarified.

<p><b>Recommendation 15:</b> MACS to write to the Minister for Transport and Veterans to clarify Scottish representation on DPTAC with Baroness Kramer, Secretary of State for Transport.</p>
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## **Ferries Workstream**

### Scottish Government Ferries Plan

67. The Scottish Ferries Plan was published in December 2012. Since then, MACS representatives have met with colleagues from Transport Scotland's Ferries Unit to clarify elements of the Plan and how the rights of people with disabilities are supported by the Plan.

68. One of the proposals in the Scottish Ferries Plan was the setting up of an Accessibility Improvement Fund by April 2014 which would be administered on behalf of Transport Scotland's Ferries Unit, by Caledonian Maritime Assets Ltd (CMAL).

**Recommendation 16:** MACS to work with Transport Scotland's Ferries Unit to advise on the administration of the Accessibility Improvement Fund

69. It is also intended to set up a Fund Management Group to include two MACS representatives. We had a useful discussion with the Head of Transport Scotland's Ferries Operational Unit and we are pleased to have been allocated two seats on the Fund Management Group.

### Accessibility Improvement Fund

70. The Accessibility Improvement Fund has been agreed at £500k for 2014-2015. Operators are expected to match the Scottish Government contribution so that projects are financed on a 50:50 basis. This will mean that the total resource is £1 million.

### Northlink Ferries' revised Accessibility Policy Consultation

71. In February 2014, MACS responded to the consultation on the Serco Northlink Ferries revised Accessibility Policy. MACS was pleased to note that Serco NorthLink Ferries operates a continuous improvement programme, that the Accessibility Policy will be subject to regular review, the organisation will act decisively on customer feedback and will continue to work closely with representative bodies.

**Recommendation 17:** MACS to develop links with other ferry operators.



## **Planning and Infrastructure Workstream**

### Active Travel

72. MACS representatives met Rona Gibb who is leading on the National Walking Strategy. There was a wide ranging discussion and it was agreed that MACS would have the opportunity to comment on the Strategy which was expected to be published in Spring 2014.

### Regional Transport Strategies

73. In October 2012, MACS agreed to carry out a survey on how Regional Transport Partnerships (RTPs) are considering the needs of disabled people in the Regional Transport Strategies. The survey took the form of a questionnaire which was circulated to all 7 RTPs.

74. This report was discussed at the MACS meeting in January 2013. As a follow-up activity, it was agreed to scan 3 of the RTP Equality Plans published in April 2013. The results of this scan and recommendations were shared with the RTPs through a background paper (26 Oct 2013) and attendance at the RTPs quarterly meeting on 4 December 2013. Both MACS and the RTPs welcomed the opportunity for on-going dialogue and further co-operation.

75. The following next steps were agreed:

- RTPs will look at relevant proposals and feedback to MACS.
- RTP Strategy Refresh will consider Public Sector Equality Duties.
- RTPs will involve MACS in RTP Strategy Refresh consultation.

### Airports

76. In 2012-13, MACS undertook a survey of all Scottish airports related to their accessibility for people with disabilities. Eleven of Scotland's fifteen airports are run by Highland & Islands Airports Ltd (HIAL) and in May 2013, a meeting took place between MACS and HIAL's Director of Operations and H&S Manager to discuss the travel needs of disabled people so that these are fully taken into account in the delivery of services. HIAL had been very proactive in this area and

MACS was particularly impressed with their work on issues around people with diabetes.

77. In March 2014, MACS responded to a request from the UK Department for Transport for comments on the 'UK Enforcement Regime for EC Regulation No.1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

### Infrastructure

78. In November 2013, MACS representatives met with the Scottish Government's Chief Architect and Chief Planner with the aim of establishing contact and discussing the recent Scottish Government publication "Creating Places" and the revision of "Designing Streets".

79. Education, the dissemination of good 'inclusive design' case studies and evaluation by communities were highlighted as elements of good practice which would be helpful to planning and architectural professionals throughout the country.

## ANNEX A

### List of recommendations for MACS

#### Rail

**Recommendation 1:** MACS to ensure that they and disabled people are involved with identifying the criteria and monitoring the stations identified for improvement through the 'Access for All' programme in Scotland, to meet national targets and promote social inclusion.

**Recommendation 2:** MACS to engage with the successful bidders for the ScotRail and Caledonian Sleeper franchises and work with DPTAC on the successful bidder for the East Coast franchise, to ensure the delivery of quality franchises.

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**Recommendation 4:** MACS to closely monitor the access and consultation arrangements for the proposed re-development and temporary closure of Glasgow Queen Street.

**Recommendation 5:** MACS to monitor the impact of unmanned stations for the new Border Railway.

**Recommendation 6:** MACS to work closely with Passenger Focus to improve current monitoring of staff engagement/training, customer experience, benchmarking, improved transport information and Passenger Assist, to inform future disability policies.

#### Commonwealth Games

**Recommendation 7:** *MACS would stress the importance of ensuring some significant form of accessible transport legacy from the Games. We would urge the Ministers and partners in the Glasgow Games to make full use of this opportunity and to monitor the difference which the Games have made in this respect.*

## **Blue Badge**

**Recommendation 8:** MACS recommends that the Scottish Government continues to develop avenues for increasing public awareness of the scheme, including the use of social media.

**Recommendation 9:** MACS continues to monitor the progress of the Disabled Persons' Parking Badges (Scotland) Bill through parliament.

**Recommendation 10 :** MACS recommends investigating the possibility of local authorities becoming involved in tackling blue badge misuse in areas traditionally regarded as "safe" for offenders to misuse badges without reproach, such as shopping centre or supermarket car parks. Alternatively, encouraging centre owners to recognise and tackle the issue effectively, incentivised if required/appropriate.

**Recommendation 11:** MACS continues to receive updates from the Scottish Government on the impact of welfare reform on the blue badge scheme.

## **Bus and Community Transport**

**Recommendation 12:** MACS will monitor the outcomes from the consultation, particularly in relation to the MACS comments regarding the need for the Scottish Government to take steps to ensure that taxi licensing system in Scotland is supported by standard minimum requirements for provision of accessible taxis in all areas, together with a single national vehicle standard and training for drivers on providing a service to disabled passengers

**Recommendation 13:** MACS will monitor and comment on Health and social care transport pilot schemes across Health Board areas and consider and recommend that these are used to test potential solutions to many of the issues faced by disabled people living in rural areas particularly in relation to transport access to hospitals for routine appointments.

**Recommendation 14:** MACS will monitor and discuss with CTA, Transport Scotland and other relevant partners how they are meeting the ICI committee's recommendations to look at ways to address the problems faced by the community transport sector.

## **Liaison**

**Recommendation 15:** MACS to write to the Minister for Transport and Veterans to clarify John Ballantine's position on DPTAC with Baroness Kramer, Secretary of State for Transport.

## **Ferries**

**Recommendation 16:** MACS to work with Transport Scotland's Scottish Ferries Unit to advise on the administration of the Accessibility Improvement Fund

**Recommendation 17:** MACS to develop links with other ferry operators.

## **ANNEX B**

### **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.

MACS is divided into workstreams responsible for;

#### **Rail**

##### Members:

- Jane Steven (Lead);
- Bob Benson (Lead);
- Clare Byrne;
- John Ballantine;
- Hussein Patwa

##### Workstream

- Scottish Rail Accessibility Forum (SRAF)
- Edinburgh Trams
- Glasgow Subway

#### **Commonwealth Games**

##### Members:

- Grahame Lawson (Lead);
- Clare Byrne (Lead);
- Annette Monaghan;
- Jane Horsburgh;
- Marsali Craig.

##### Workstream

- Glasgow Commonwealth Games 2014

## **Roads**

### Members:

- Jane Horsburgh (Lead);
- Anne MacLean;
- Heather Fisken;
- Grahame Lawson;
- Keith Robertson.

### Workstream

- Forth Replacement Crossing
- Roads for All Forum
- Designing Streets, Shared Spaces and Shared Surfaces

## **Blue Badge**

### Members:

- Clare Byrne (Lead);
- Grahame Lawson;
- Bob Benson;
- Cecil Meiklejohn.

### Workstream

- Blue Badge Scheme

## **Bus and Community Transport**

### Members:

- Andrew Holmes (Lead),
- Jane Steven,
- Heather Fisken,
- Hussein Patwa
- Margaret Follon.

### Workstream

- Bus Sector
- Demand Responsive Transport
- Community Transport
- Concessionary Fares
- Audio Visual technology
- Accessible Taxis

## **Liaison**

### Members

- Anne MacLean (Lead);
- Andrew Holmes;
- Grahame Lawson;
- Bob Benson;
- John Ballantine.

### Workstream

- Equality & Human Rights Commission
- Disabled Persons' Transport Advisory Committee (DPTAC)
- COSLA/Local Authorities
- Regional Transport Partnerships
- Parliamentary Liaison
- Bus Stakeholder Group

## **Ferries**

### Members

- Annette Monaghan (Lead),
- Anne MacLean,
- John Ballantine
- Keith Robertson.

### Workstream

- Scottish Government Ferries Review

## **Planning and Infrastructure**

### Members

- Heather Fiskin (Lead),
- Annette Monaghan (Lead),
- James Glover,
- Jane Horsburgh
- Cecil Meiklejohn.

### Workstream

- Airports
- Active Travel
- Regional Transport Strategies



- Strategic Development Plans

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

### Members

Bob Benson (Lead);  
James Glover (Lead);  
Heather Fiskin.

### Workstream

Equality Act 2010  
Staff Training

## **ANNEX C**

### **MEMBERS' DETAILS**

#### **Convener:**

**Anne MacLean OBE**

Anne was a trustee of RNIB Scotland until October 2012 and a Committee Member of Sight Action until May 2012. She chairs Inclusive Cairngorm, a body which gives advice to the Cairngorm National Park Authority on equality and human rights issues. She was formerly a National Officer with the National Union of Civil & Public Servants (now PCS). She has chaired a number of committees within the voluntary sector, mainly covering Housing & Social Care. Anne was appointed in January 2009 and reappointed to serve a second 3 year term as Convener of MACS in January 2012.

#### **Members:**

##### **John Ballantine**

John is a retired solicitor and member of the Equalities Law Sub-committee of the Law Society of Scotland. He is the Treasurer of the Scottish Accessible Transport Alliance and a member of the Edinburgh Access Panel. He was appointed to the Board of the Lothian Centre for Integrated Living on 26 March 2014. These posts do not attract remuneration.

John is also a member of the Disabled Persons' Transport Advisory Committee (DPTAC) and was appointed in July 2009 as the MACS representative and re-appointed in July 2012 for the period until 31 March 2013 which has now been extended until 31 December 2013. John was appointed in 2009 and re-appointed in January 2012.

##### **Bob Benson**

Bob has extensive experience within local authority, public and third sector bodies and organisations. He was recently appointed for a four year term as a Board member of the new Scottish Fire and Rescue Service. This public appointment is remunerated at a rate of £280 per day. He stood down in September 2012 from the Equality and Human Rights Commission's Scotland and Disability Committees after serving two terms. He was previously first Scotland Director of the Disability Rights Commission (DRC) and had prior to this served as the Scottish representative on the UK Disability Rights Task Force which advised on the terms of reference and legislative framework for

the DRC . Previously appointed as a member of the Disability Employment Advisory Committee (DEAC), which reported to the UK Minister for Disability. He was also Executive Director for Community Development in England and Wales with Scope, and Director, Disability Scotland. He is a trustee of Foundation Scotland a charitable philanthropic grant giving organisation and currently is Chair of their Innovation and Impact Committee. Bob was reappointed to MACS in October 2012.

### **Clare Byrne**

Clare is Director and Vice Chair of Spinal Injuries Scotland. She has a background in retail management, specialising in training. Following a road traffic accident in 2000, Clare sustained a spinal cord injury. This led her interest in wheelchair access, and in particular being able to access public transport, as well as the Blue Badge Scheme, which provides parking concessions for people with severely restricted mobility who have difficulty using public transport. Clare was appointed in October 2009 and re-appointed in October 2012.

### **Marsali Craig**

Marsali Craig is a trustee and Director of the MS Society and a Director of Aberdeen based North-East Sensory Services. 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. Marsali was appointed in October 2013.

### **Heather Fiskin**

Heather currently works as Project Manager for the Independent Living in Scotland Project based within Inclusion Scotland. The project was previously hosted by Equality and Human Rights Commission until March 2012. Heather 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. Heather now sits on the Board of the National Registers of Communication Professionals working with Deaf and Deafblind People. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University. Heather was appointed in October 2009 and re-appointed in October 2012.

## **Margaret Follon**

Margaret is the Head of the Access Centre at West Lothian College in Livingston. She is responsible for the management of the staff who deliver courses for students with additional support needs, ESOL courses, adult learning in the Community and core skills across the College. She is a member of the College Equalities Committee and is responsible for the implementation of the College support for learning service. Margaret has been a member of the Equality Advisory Group to the Scottish Parliament for 2 years and was part of the sub-committee who advised on the new entrance. In September 2009 Margaret developed a spinal abscess which left her initially unable to walk and requiring a long period of rehabilitation. Unable to return to her third floor flat, she was re-housed in a ground floor adapted home with the help of Housing Options Scotland a charity who support disabled people to access the right house in the right place. Margaret is now a board member of the organisation. Margaret was appointed in October 2013.

## **James Glover**

James 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 and was re-appointed in January 2012. James resigned from his position in October 2013 due to work commitments with the NHS.

## **Andrew Holmes**

Andrew 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 and was re-appointed in January 2012.

## **Jane Horsburgh**

Jane is Policy Manager for Guide Dogs Scotland. 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 and re-appointed in October 2012.

## **Grahame Lawson**

Grahame 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. He currently leads for MACS on transport aspects relating to the Glasgow Commonwealth Games. Grahame was appointed in October 2009 and re-appointed in October 2012.

## **Cecil Meiklejohn**

Cecil is the main carer for her husband who has a chronic condition resulting in him being wheelchair dependent for over 20 years. She has worked for organisations such as shop mobility, as a mobility training officer, assisting people to use accessible forms of transport as well as providing training for transport providers. She has engaged in further study in accessible environments as a housing occupational therapy assistant. As an elected member within a Scottish Local Authority, she continually strives to create a more equitable society and ensure those who are vulnerable and disadvantaged are not marginalised. Cecil was appointed in October 2013.

## **Annette Monaghan**

Annette 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. Annette is a volunteer with the Citizens Advice Bureau in Glasgow and is also a Peer Supporter with Housing Options Scotland, which gives detailed information and advice to enable disabled people to have access to suitable housing. She tutors in Management Studies on a part-time basis at University of

Glasgow and University of Strathclyde. Annette was appointed in October 2009 and re-appointed in October 2012.

### **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. Keith was appointed in October 2013.

### **Jane Steven**

Jane is 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 was an Individual Public Member of Network Rail for 3 years and was a member of Passengers' Views Scotland (PVS). She is a past member of the management committee of Carers of East Lothian. Jane was appointed in October 2009 and re-appointed in October 2012.

## **ANNEX D**

### **MACS' responses to consultations during 2013-2014**

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.

- Response to the Scottish Parliament Infrastructure and Capital Investment Committee Community Transport Inquiry
- Model Code of Conduct for Members of devolved public bodies
- Response to the Scottish Parliament Equal Opportunities Committee - Commonwealth Games
- Response to DfT Informal consultation - Rights of Disabled Persons and Persons with Reduced Mobility when travelling by Air
- Response to Scottish Parliament Local Government and Regeneration Committee - Disabled Persons' Parking Badges (Scotland) Bill.

Copies of the responses are available on the MACS website:–

<http://www.transportscotland.gov.uk/public-transport/MACS/Publications/consultations>

## **ANNEX E**

### **Events Attended by MACS**

#### **April 2013:**

Annual Rail Conference

#### **May 2013:**

Meeting with HIAL at Inverness Airport  
6<sup>th</sup> National Active Travel Conference

#### **October 2013:**

AbilityFest Conference

#### **November 2013:**

Improving Public Bodies through Diversity – Women on Public Boards  
Transport Scotland Staff Conference

#### **December 2013:**

RTP Chairs Meeting - Dunkeld  
Blue Badge Bill media launch  
CIPFA Training

#### **January 2014:**

Transport for Social Outcomes  
Annual Transport Conference 2014

#### **February 2014:**

2014 Games Legacy

#### **March 2014:**

Visit to Edinburgh Trams



## **ANNEX F**

### **Speakers who have addressed MACS meetings**

**22 April 2013**

#### **Tom Davy and Joanne Gray - Transport Scotland's Bus & Local Transport Policy**

A discussion about the EU Regulation on rights of passengers in bus and coach transport and Regional Transport Partnerships.

**22 October 2013**

#### **Sharon Grant - Bill Manager - Transport Scotland's Blue Badge Bill Team**

To update the Committee on the Disabled Persons' Parking Badges (Scotland) Bill introduced to the Scottish Parliament by Dennis Robertson MSP.

**24 January 2014**

#### **Richard Hadfield - Head of Transport Scotland Ferries Operations**

To speak about Accessibility Improvement Fund as part of the Ferries Plan and the Ferries Review.

#### **Gavin Booth - Bus Users Scotland**

To speak about the remit of Bus Users Scotland in looking after the needs of bus passengers by monitoring bus services and complaints from users regarding service provision and complaints handling by bus operators.

#### **Keith Brown, Minister for Transport and Veterans**

To meet new committee members and discuss MACS Annual Report 2012-13

## ANNEX G

### Attendance at meetings

Date Of Meeting	17/4/13	24/7/13	23/10/13	22/1/14
Anne MacLean	√	√	√	√
John Ballantine	√	√	√	√
Bob Benson	√	√	X	√
Clare Byrne	√	√	√	√
Marsali Craig	-	-	√	√
Heather Fiskien	√	√	X	X
Margaret Follon	-	-	X	√
James Glover	√	√	√	-
Andrew Holmes	√	X	√	X
Jane Horsburgh	X	√	√	√
Grahame Lawson	√	√	√	√
Cecil Meiklejohn	-	-	√	√
Annette Monaghan	√	√	√	√
Hussein Patwa	-	-	√	X
Keith Robertson	-	-	√	√
Jane Steven	√	√	√	√

## **ANNEX H**

### Glossary of acronyms

<b>BSOG</b>	Bus Service Operators Grant
<b>CMAL</b>	Caledonian Maritime Assets Ltd
<b>COSLA</b>	Convention of Scottish Local Authorities
<b>CTA</b>	Community Transport Association
<b>DLA</b>	Disability Living Allowance
<b>DRT</b>	Demand Responsive Transport
<b>DPTAC</b>	Disabled Persons' Transport Advisory Committee
<b>HIAL</b>	Highlands and Islands Airports Ltd
<b>HRMCDLA</b>	Higher Rate of the Mobility Component of the Disability Living Allowance
<b>ICI</b>	Infrastructure and Capital Investment Committee
<b>MACS</b>	Mobility and Access Committee for Scotland
<b>NHS</b>	National Health Service
<b>NTS</b>	National Transport Strategy
<b>PIP</b>	Personal Independence Payment
<b>REACT (Rfid)</b>	Radio Frequency Identification Device
<b>RNIB</b>	Royal National Institute of Blind People
<b>RNID</b>	Royal National Institute of Deaf People
<b>RTPs</b>	Regional Transport Partnerships
<b>SCOTS</b>	Society of Chief Officers of Transportation in Scotland
<b>SRAF</b>	Scottish Rail Accessibility Forum

