

Mobility and Access Committee for Scotland



Main Committee Meeting

Minutes of meeting held on
Tuesday 23 July 2019 at
Victoria Quay Edinburgh

Easy Read





Who was at the meeting?

Naghat Ahmed
Linda Bamford, Convener
Joanne Fairweather
Sheila Fletcher
Susan Fulton
David Hunter
Hussein Patwa
Keith Robertson
Fraser Sutherland
Michael Tornow



Secretariat:

Karen Armstrong - Deputy Sponsor
Douglas Adams - Secretary
Aga Lysak - Secretary

Guest speakers:

Stuart McNeil - Traveline Scotland
Paul White - Confederation of
Passenger Transport



Observers:

Rachael Murphy - Community
Transport Association (CTA)
Emer Murphy – CTA
Steven Russell – Stagecoach



Who could not come to the meeting?

Audrey Birt
Marsali Craig
Hilary Stubbs
John Whitfield

Agenda Item 1

Welcome and Apologies

A Convener leads the work of MACS.
The Convener is Linda Bamford.



Linda started the meeting by welcoming everyone and asking everyone to introduce themselves.

George Mowat-Brown has left the committee.

The Convener thanked George and wished him well for the future.

Agenda Item 2

Minute of last meeting



Minutes of MACS meeting in April 2019.

The minutes of the meeting in April had been agreed by email, but there were some changes to be made:



Paragraph 3.13 should say “Integrated Joint Boards” and not “Integrated Health Boards.”

Paragraph 3.7 should say “That there is an issue with how the term ‘accessibility’ is interpreted.”

Paragraph 2.2.3. Linda will meet with Laura Murdoch and the Bus team after this MACS meeting.

The Convener said there was a need to talk about the word ‘accessibility’ and what it means.

She asked the Accessibility team at Transport Scotland to talk to the Steering Group about it.



Action Point 1: Karen to work with Transport Scotland steering group to talk about ‘accessibility’ and what it means.



Susan went to the first Place Standard Tool event.

It was organised by NHS Health Scotland.

MACS will keep going to these events.



It was agreed that all action points were complete.

There were some comments from the Committee:



Sheila to contact Lothian Buses to get their policy about mobility scooters on their buses.



David thanked Hussein for explaining how decisions are made about the Access for All Station improvement programme.

David said MACS should get more updates on which Scottish stations can get funding.



Action Point 2: Hussein to give an update on which Scottish stations can get Access for All funding.

Agenda Item 3 Convener's Update



Scottish Ministers think MACS does excellent work.

There had been meetings with:

- Cabinet Secretary for Culture, Tourism and External Affairs, Fiona Hyslop
- Cabinet Secretary for Social Security and Older People, Shirley-Ann Somerville
- Minister for Energy, Connectivity and the Islands, Paul Wheelhouse MSP



Letters received from Ms Hyslop and Ms Somerville thanked MACS for its work.



The Convener wrote to the CEO of Visit Scotland to ask it to share data on accessible tourism.

The letter also asked Visit Scotland to research tourists' experiences of travel in Scotland.

The CEO of Visit Scotland was invited to MACS Development Day on 29 August 2019.



Work with Motability started after the meeting in March 2019.

The next meeting is on 5 November 2019.

There will be a team building day on 11 September 2019.



Committee members can make their communication and teamwork better.

Michael Matheson, the Cabinet Secretary for Transport, Infrastructure and Connectivity will meet MACS on the same day.



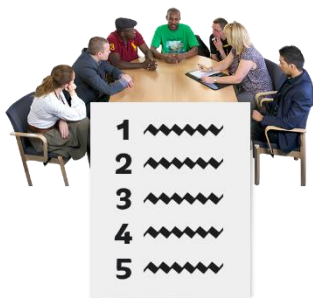
Linda wants the Committee to look at transport to health and social care, finding out what makes travel difficult for disabled people.

There will be a group to get evidence on the barriers people face and talk about solutions.

The group will meet in August to get an agenda and papers for the meeting in November.

The meetings with Ministers will take place in early 2020.

The Committee agreed this plan.



Linda said that MACS has got information on transport in health and social care from places including:

- Grampian Health and Transport Action Plan.
- Badenoch & Strathspey Access Panel.
- Care Opinion
- The Scottish Ambulance Service consultation event on Patient Transport Service vehicle design.



- The Poverty and Inequality Commission's report on transport and poverty.
- The Equality and Human Rights Commission priority aim on transport.
- 14 NHS Boards websites.



Action Point 3: David Hunter will ask Audit Scotland to do an audit on Transport for Health and Social Care as an update to their 2011 report.



Action Point 4: Aga to invite Sam Richie, Head of Patient Transport Service at Scottish Ambulance Service to the October MACS meeting.

The March 2020 Development Day will be about transport to health.



The Equality and Human Rights Commission will be invited to talk about their work.



Action Point 5: MACS will ask for a follow-up meeting with Ms McKelvie, Minister for Older People and Equalities.



- The MACS Development Day on 29 August will be hosted by Hilary Stubbs and Claire Smith and the theme is Aviation and Special Assistance.



- MACS is hosting the 4 Nations meeting on 8 August in Edinburgh.
- It was agreed to have one workstream report with comments from members.



MACS must give Ministers good advice for their work programmes.

Agenda item 4 Sponsor Team Update

Karen Armstrong gave an update:



- MACS has spent half their budget.
- The Blue Badge team will look at how good the new application system is. MACS supports an easier process.
- The Annual Delivery Plan has been launched.
- Mr Matheson will take three journeys to promote public

transport and improvements to make it inclusive.

- Karen is helping the UK consultation on self-driving vehicles.
- The Accessible Transport part of Active Travel Funding has stopped.
- Brexit might mean that Transport Scotland staff could move jobs at short notice.

Karl Zaczek has moved and Patrick Nyamurundira is returning to ScotRail.



Action Point 6: Karen Armstrong will share the Go Upstream survey results



Action Point 7: MACS Secretariat will contact the Transport Scotland Rail team to find out about Equality Advisory Panels.

Linda offered MACS' help to review the Delivery Plan.



Action Point 8: The Planning and Strategy Workstream will review the Accessible Travel Annual Delivery Plan between December 2019 and February 2020.



Agenda item 5 Guest speakers

Stuart McNeil of Traveline Scotland & Paul White of the Confederation of Passenger Transport.



- Stuart talked about Traveline. Traveline is Scotland's national public transport information service.
- The company's website, app and call centre give information on how to plan a journey using public transport and gives transport timetables.
- Traveline wants to work with MACS to get data on the accessibility of vehicles and roads.
- Traveline is working with NHS 24 to help patients attend appointments by public transport.

Paul is the new Director of the Confederation of Passenger Transport (CPT).

CPT represents buses and coaches.

Paul has shared MACS annual report with CPT members.





Action Point 9: Paul White to forward CPT's members' feedback on MACS' annual report.



There was a Question and Answer session after the presentations.

Action Point 10: Paul White will tell CPT members to talk about the Equality Act 2010 and not the DDA 1995.



Action Point 11: Traveline will get help from MACS and Transport Scotland policy officials to define 'accessibility.'

They will give MACS updates and involve MACS in their work to develop a way to plan accessible journeys.



Action Point 12: Paul White to report to MACS if disabled people are involved in the development and delivery of the accessibility training for bus and coach staff.



Action Point 13: Sheila and Joanne will share their report about the accessibility of buses and roads, with CPT members.

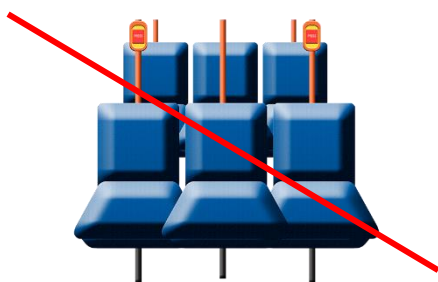
Agenda item 6

Update from Sheila Fletcher about the Bus and Community Transport Workstream.



- MACS has had emails about a bus route in Dundee being taken away.

MACS has passed this to the EHRC.



- Sheila met with Stagecoach about kerbs in Inverness.
- Cruise liner passengers are using local buses and taking up all the seats, making it hard for locals to travel.
- Her report on the different type of buses used by operators is delayed.



Action Point 16: Sheila Fletcher to send round a note on the outcomes of her meeting with the Transport Scotland Bus Team on 23rd July to the Committee.



Update from David Hunter on the Planning and Strategy Workstream.

David met with EHRC to talk about the launch of their Strategic Plan for 2019 to 2022.

MACS can work with EHRC on their priority aim 'Public Transport supports the economic and social inclusion of disabled people and older people.'

David will go to a meeting about the Strategic Transport Project Review.



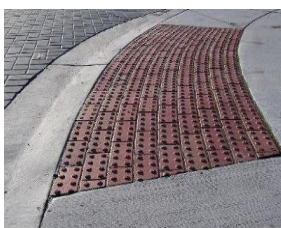
Action Point 17: Committee members to send David ideas for ways MACS and EHRC can work together.

Action Point 18: David to talk about STPR2 and what is happening next, at the August meeting.



Update from Hussein and Marsali on the Rail Workstream.

Network Rail, Local Authorities and planners should work together to make accessibility better at Stirling station.

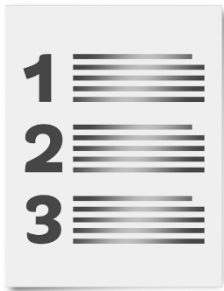


Tactile paving will be used on new platforms at Glasgow Queen Street station.



Hussein will ask the Rail Forum to give station staff information about changes to the station.

David asked how it is decided which stations get money to make accessibility better.



Hussein said the Department for Transport asks rail operators to nominate stations, then they decide which stations get money.

Action Point 19: Hussein to ask ScotRail for the list of nominations to the Access to All scheme and send this to the Committee.



Hussein said all complaints made to ScotRail are dealt with in the same way.

There is no different way for complaints from disabled passengers.



Hussein has written to Transport Focus about using a mystery shopper across all rail operators in Scotland.

He is waiting for a reply.

Sheila's daughter was told to give three days' notice to book passenger assistance.

This was wrong.

She told ScotRail about this and hopes this will change in the future.

Hussein said ScotRail use a company called Journey Call to run their passenger assistance line.

Michael had found it hard to use the ScotRail website and to book Passenger Assistance.

Hussein will ask Marsali to look at this problem.

Action Point 20: Hussein will ask Marsali to speak to the ScotRail Accessibility Manager and get an update on online booking for Passenger Assistance.

Hussein is working with Go Upstream on the Making Connections event in Edinburgh on 30 July.

The project wants to make it easier for disabled passengers to move from one type of transport to another.

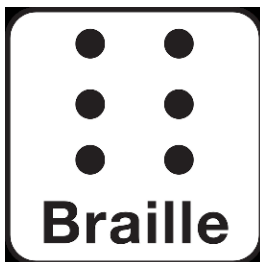




Action Point 21: Karen Armstrong to obtain a copy of the success measures for the Making Connections project and send the document to the Committee.



Michael said he had met with Andrew Marshall-Roberts and said there was no wheelchair space in first class carriages, or braille on buttons on new ScotRail trains.



Action Point 22: Marsali to talk to Andrew about wheelchair space in First Class carriages and braille buttons in new trains.

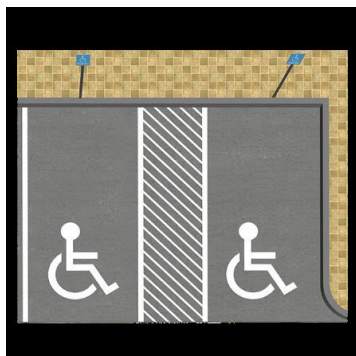


Update from Keith Robertson on the Roads, Infrastructure and Active Travel Workstream.

Wick won a Sustrans Design Assistance award.

All Pelican crossings in town will be upgraded to Puffin or Toucan crossings.

This happened because MACS worked with Sustrans Scotland.



Keith and Naghat met Karen and Robert from the Transport Scotland Accessibility Team to talk about making the Blue Badge scheme better.

The Committee agreed this work should start.



Keith has been working with the Department of Transport to change Tactile Surfaces guidance.

Keith wants five volunteers to look at tactile surfaces on 7,12 and 19 August.

Michael will go to the Glasgow event and Keith will go to the Edinburgh event.

Linda said Access Panels could help.

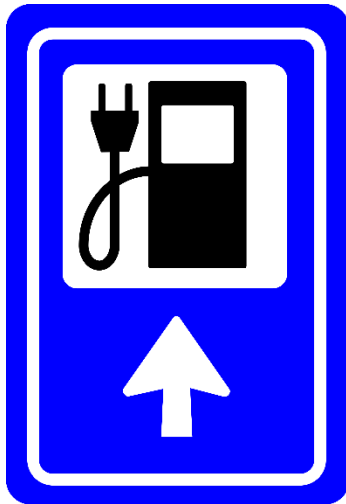


Keith will talk to Emma Scott of Disability Equality Scotland.

Keith went to a meeting of the Roads Authorities and Utilities Committee (Scotland) to give a presentation.

Keith talked about fluorescent colours on roadworks.





The Health and Safety Executive deal with this but they will not meet to discuss it.

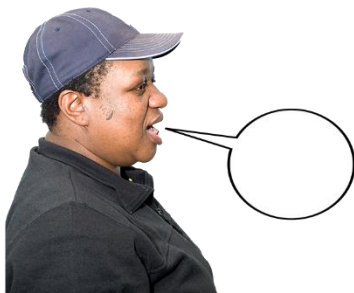
Keith will stop work on this for a while. Keith and Naghat met with the Transport Scotland Low Emission Vehicles team.

There is no single design for charging points and this needs to change.

Action Point 23: MACS Secretariat to ask Transport Scotland to arrange a site visit for Keith and Naghat to a new Low Emission Vehicles charging point.



MACS has been asked to give written evidence to the Rural Economy and Connectivity Committee of the Scottish Parliament about road maintenance and roadworks.



Keith will write about accessibility and asked the Committee if MACS should be able to give verbal evidence too.

Action Point 24: MACS to contact the Committee Convener, Edward Mountain, and ask if MACS can give verbal evidence.

Agenda Item 7

Any Other Business

Keith asked why members only got the Inclusion Scotland newsletter.

Keith asked for MACS to be added to the distribution lists for the Glasgow Disability Alliance and Disability Equality Scotland.



Action Point 25: MACS' Secretariat to arrange for the MACS e-mail address to be added to the distribution list for the Glasgow Disability Alliance and Disability Equality Scotland.



Fraser will give MACS his report on the parking working group meeting.

Action Point 26: Fraser will give MACS members his report from the parking working group meeting.



Linda said Susan Fulton is MACS' representative on the Sustrans Inclusive Infrastructure Steering Group.

Susan will give information from this group to the Roads, Infrastructure and Active Travel Workstream.

