

# Mobility and Access Committee for Scotland



Advising Scottish Ministers  
on Accessible Travel

## Main Committee Meeting

Minutes of meeting held on  
Tuesday 22 October 2019  
at Victoria Quay Edinburgh

Easy Read



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## Who was at the meeting?



Naghat Ahmed  
Linda Bamford, Convener  
Audrey Birt  
Marsali Craig  
Joanne Fairweather  
Sheila Fletcher  
Susan Fulton  
David Hunter  
Keith Robertson  
Hilary Stubbs  
Fraser Sutherland  
John Whitfield

Hussein Patwa and Michael Tornow joined the meeting on the phone.



## **Secretariat:**

Karen Armstrong - Deputy Sponsor  
Douglas Adams - Secretary  
Daniel Bulawa - Transport Scotland  
Aga Lysak - Secretary



## **Agenda Item 1 Welcome and Apologies**

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

There are no speakers at this meeting but there is a lot on the agenda.

## **Agenda Item 2**

### **Minute of last meeting and Action Points.**

The minutes of the meeting in July had been agreed by email.

Keith said people's titles should always be kept in the minutes.

**Action Point 1:** Secretariat to change paragraph 3.1 of the July meeting by adding MSP title (Member of the Scottish Parliament) to all three ministers.



Action Points from the July meeting are done except for:

- Action Point 1 – The Steering Group will talk about using the word 'accessibility' at the November meeting and Karen will tell MACS what it has decided.  
It was agreed the action can be closed.





- Action Point 6 – The Go Upstream survey result will be available at the end of October.  
The action would be closed when the report is sent to the committee.
- Action Point 7 will stay open. We need to find out about Rail Equality Advisory Panels.



**Action Point 2:** Karen will talk to Pauline Meenan about Rail Equality Advisory Panels.



- Action Point 8: The Planning and Strategy group need data by the end of February 2020 for the Accessibility Team.

Claire and Paul Sloan of Transport Scotland are working on the data.

The Accessibility Team is working on the Accessible Travel Annual Delivery Plan.

There are less staff because some have had to work on Brexit plans.



- Action Point 14 was closed and moved to the Bus and Community Transport Workstream.

- Action Point 20 is not finished.



ScotRail has a new Access and Inclusion Manager.

MACS said there must be an accessible way for everyone, including people who use screen readers, to book Passenger Assist when they book a ticket online.



ScotRail has asked people who use screen readers to test their website on 30 October.

Hussain will go to this event.

**Action Point 3:** Karen will talk to Pauline Meenan from Transport Scotland Rail Team about Passenger Assist accessibility.

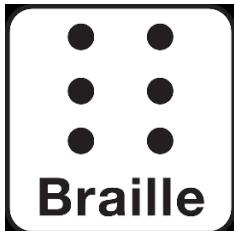


- Action Point 21 – there will be a report about the ‘Making Connections’ project at the end of October.

The action will then be closed.



- Action Point 22 – Members agreed that it is an equality issue that there are no accessible spaces and no Braille signs on buttons in the first class carriages on ScotRail.



Members agreed it would not be possible to ask for these to be fitted to the trains that run now.

They decided that the Rail Workstream would write to Train Operating Companies asking them to make train accessible.

**Action Point 4:** The Rail Workstream group will write to all Train Operating Companies asking them to make sure all new trains:



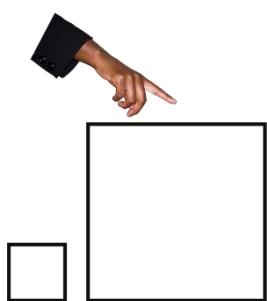
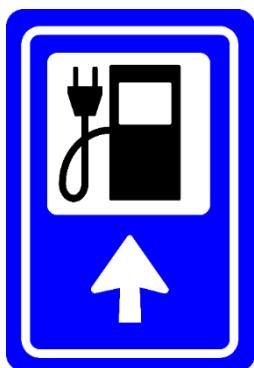
- are accessible
- have Braille signs on all buttons
- have accessible wheelchair space and toilet in first class.
- Action Point 11 has been done. Traveline have said they can't guarantee accessible rail journeys being available on the journey planner.



MACS members are not pleased that the Traveline app does not give disabled people what they need.



Susan said this may not follow the Equality Act 2010 and we should get advice from the Equality and Human Rights Commission.



Sheila will talk about this at her October meeting with the Equality and Human Rights Commission.

**Action Point 5:** Hussein will write to Traveline to say that MACS is disappointed the travel journey mobile app is not accessible.

The letter will ask when this could be looked at to make it better.

- Action Point 23 has been done but there needs to be more work to make all electric vehicle charging points accessible.

Keith will get in touch with Graeme McQuaker before the good practice guide is written again.

### **Agenda item 3 Update from the Convenor**

The Convenor said the new report is bigger because:

- the Committee is working with the leads of all the working groups
- it is covering all the issues that all the working groups are working on
- it shows how all the issues link to the high level recommendations.



Linda introduced and welcomed Daniel Bulawa.

He is a new member of the Accessibility Team, and has taken over from Karl Zaczek.



Linda thanked David for working on the National Transport Survey consultation and thanked all members who took part.

The National Islands Plan is being finished by Hilary.

It was agreed that the Plan and information from the Transport to Health event should be talked about with Mr Wheelhouse MSP.

**Action Point 6:** Aga will set up a meeting in January with Mr Wheelhouse MSP.



Hussein and Marsali are writing to the Department of Transport about accessibility of ScotRail services on the Fife Loop.



Subway response – Hussein said trains are being updated.

The trains that are not fully accessible can run in the meantime.



MACS wants the subway to have better customer service.



Four Nations Meeting – Linda said the first meeting went very well.

The next meeting is in March 2020 in Belfast.

Linda wants to have less MACS recommendations for 2020/21.

There will be one workplan for the whole committee.

It will include all the workstreams.

She will talk about her plans at the November Leads meeting.

She will then talk about her plans at the afternoon session of the Committee meeting in January 2020.

This will be for MACS members only.

MACS members said this was OK.

The March Development Day is about Transport to Health and working together.

Scottish Ambulance Service will be invited to talk about how people get transport to health, how it is booked, and who works as transport escorts.





The Transport to Health subgroup will talk after the meeting about inviting the Getting Better Together group. They work to make health and wellbeing of North Lanarkshire better.

**Action Point 7:** Secretariat will invite Scottish Ambulance Service to the March Development Day.

Karen will talk with the Equality and Human Rights Commission to see if they want to be invited to the MACS Development Day.

**Action Point 8:** Karen to talk with Equalities and Human Rights Commission at their October meeting to decide if they should work on transport to health.

The Scottish Law Commission has a consultation about self-driving vehicles.

Keith and Sheila are working on a response and will give this to the committee.

When the papers for the Transport to Health meeting are sent David will send a copy of the briefing pack to Audit Scotland.



Hilary asked Aga to check if we have contact details for the Canals and Rivers Trust.

**Action Point 9:** Aga to check if Chris Wilcock sent contact details for the Chief Executive Officer of the Canals and Rivers Trust.

#### **Agenda item 4** **Update from Sponsor Team**

Karen Armstrong talked about the work of the Sponsor Team.

- **Taxis and Clear Pathways** – work is going as planned.



Transport Scotland will make guidance for licensing authorities (the groups who make the rules for taxi drivers).

Linda would like the guidance to be sent to Sheila so that MACS can say what they think of it.



**Action Point 10:** Secretariat to ask taxi licensing team to send MACS the Bus, Taxis and Community Transport Workstream guidance for licensing authorities and ask when they need to reply.



- **Passenger Assist** – work is going well.

In 2021 Passenger Assist should have one hour notice.

MACS want there to be no notice period.



- **Thistle Assistance** – work is going well.

SEStran talked at the November Steering Group meeting.



- **Hate Crime** – work is slow.

They are hoping to work with Police Scotland on a video to tell people about hate crime.

Karen is working on this with Disability Equality Scotland.

- **Planes** – work is going well.

- **Bus** – will be taken over by Daniel. Sheila would like to be involved.



- **Signs, Information and Wayfinding** – work is continuing.

The Accessibility Team should look at the Inclusive Mobility Transport Advisory Committee report on pavement cafes.



Transport Bill – passed Stage 3 and there will be no changes.



Program for Government – Karen said £500 million has been given to the bus industry.

They will look at the best ways to spend the money.



Staff– Douglas is leaving the team in October 2019.

Daniel joined the team in September. Robert and Mark have had to work on Brexit transport issues.



Karen and Claire will do a presentation and talk about Accessibility at the Transport Scotland Directors' meeting in November.

They will ask Directors to make sure accessibility is included in everything Transport Scotland does.

Karen will email MACS members to ask what they think.



Claire spoke about the need for a Minister for Disabled People.

Karen said that all Ministers' jobs have areas about inclusion and accessibility.

They all have small amounts of money available and should work together on transport accessibility.

Karen and Claire will talk to Directors about this.

MACS thinks this is good work.



# 2020



Claire was at the World Road Congress in Abu Dhabi.

She wants to organise a follow-up event in Edinburgh in February/March 2020.

Linda will represent MACS at the event.

Sheila is worried the Community Transport short distance exemption will make it difficult for transport providers in rural areas.

MACS will look at this to see what happens.

Karen said the National Transport Survey is finished this week.

People have mostly said good things. It is not clear if work needs to be on Paths for All or more roads in rural areas.

Susan will represent her Local Authority, Head of Planning, on the Inclusive Design Working Group.

David said Karen's report on the Delivery Plan does not match what was said in the Sponsor Team Update paper.

**Action Point 11: Accessibility Team will make the Sponsor Team Update papers better.**

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They will have information on the eight areas of the Delivery Plan.



Social Security officials will not be at the Motability event in November.



Naghat asked why the Sponsor Team Update says giving someone a blue badge may cause harm.

**Action Point 12:** Karen will ask Robert to explain how a Blue Badge could cause harm to people.

### **Agenda Item 5: Escalation Papers - Linda Bamford**



Linda said the Transport to Health event in November is to talk about facts and research that MACS has done.

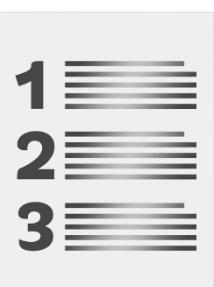
It will also talk about how to share good ways of working.

She thanked the sub-group for all their work.

Members agreed with the agenda, papers and subgroup's 4 recommendations within the escalation paper.

The event facilitator will be someone not connected to MACS.

MACS will write the report.





Nearly 1000 people took part in events and surveys so the report and recommendations must listen to what they have said.

The report must be finished in time for Ministerial meetings on 16 January.

### **Agenda Item 5b: Chronic Pain – Hussein Patwa**

Hussein said MACS must tell all organisations MACS works with that pain has a big effect on people's wellbeing and if they can travel.

MACS should tell people about online services and ways to use technology so that people who can't travel can take part in events.

There should also be accessible travel so that people in pain are not isolated.

### **Agenda Item 5c: Online vs Offline – Hussein Patwa**

Hussein talked about how things are not equal between online and offline ways of doing things.



He wants MACS to tell more people about this and that it is wrong that the Government want everything to be online, including ways to book transport tickets.

Members agreed that we must look after people who do not like doing things online.

MACS agreed that it must make sure accessibility is at the centre of what the Scottish Government does.

Linda said the Poverty and Inequality Commission is working on how people afford transport.

David said many disabled people like online ways of working and there should be a balance with manual and online.

It was agreed that any changes should have an Equality Impact Assessment.

Sheila could be a Non-Digital MACS champion.

### **Agenda item 6a – Update from Hilary Stubbs on the Ferries and Aviation Workstream**

- Hilary is working on MACS response to the National Island Plan.

- She has arranged a visit to Prestwick Airport.
- There have been talks between Helen Dolphin and Calmac Ferries about putting QUANTUM/Q'Straint system on ferries so that wheelchair users are safe.
- The Ferry Access Fund is open. Audrey and Hillary will look at the applications.
- The Ferries toolkit Hilary made is used by the UK Government, Department for Transport.

The Committee and Sponsor Team said well done to Hilary on this success.

- Work is happening with Scottish airports (especially Inverness) to make sure they reach they 'Very Good' standard of Civil Aviation Authority rating.

### **Agenda item 6b – Update from David Hunter on the Planning and Strategy Workstream**

- There will be a Delivery Board to help the work of the National Transport Strategy.

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MACS thinks an ‘access and inclusion champion’ should be on the Board.

- There will be a Motability meeting in November.
  - Motability Operations gave money to the Motability Charity. They have more than one billion pounds in donations. This shows that Motability make more money than they need to.
  - There will be a Scottish Motability scheme when the Scottish Government gets control of social security benefits.
  - The new Chief Executive is called Barry Le Grys.

MACS said Motability must stay on the meeting agenda.

MACS wants Motability to make sure their customers get a good service.



Members are worried about how Motability scheme will work when there is a move to smaller electric cars.

### **Agenda item 6c – Update from Sheila Fletcher on the Bus and Community Transport Workstream**

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There has been work on:

- the National Transport Survey
- the Strategic Transport Project Review
- working in local areas to make sure accessibility is part of all decisions.



Sheila is worried about the accessibility of Motability as a Service and if it will work in rural areas.

Members said MACS should keep working to tell people about accessibility.



Sheila met with the Community Transport Authority in Scotland to talk about replies to the Transport to Health Questionnaire.

The replies will be used in the Transport to Health project.



Sheila is looking at what councils have said about transport to health in the Association of Transport Coordinating Officers questionnaire.

There will be an event in November.

Sheila will be the chairperson at a meeting of the Equality and Human Rights Commission in Inverness in October.

She will tell the meeting about accessibility of public transport issues.





Sheila said legal advice from the Office of Rail and Road says buses and coaches used on rail replacement journeys should meet the Public Service Vehicle Accessibility regulations.



### **Agenda item 6d – Update from Hussein Patwa and Marsali Craig on the Rail Workstream**

- MACS was asked to give accessibility advice to Caledonian Sleeper.  
MACS can only advise Ministers, not train companies.
- Fraser and Hussein worked on the Glasgow subway request to be exempt from providing accessibility.  
'Exempt' means they don't have to do it.  
This was agreed as they will be getting new trains soon.
- There needs to be better passenger assist in the underground.
- ScotRail wants to be exempt from making the Fife Circle Line accessible.  
This was not agreed because they had a long time to do this.



- Susan will visit the Kilmarnock depot and visit ScotRail to talk about bike storage on train carriages.
- Linda said the Disabled People's Protection Policy should have a link to the Hate Crime Charter.



**Action Point 13:** Hussein to suggest to the Office of Rail and Road that the Disabled People's Protection Policy should have a link to the Hate Crime Charter.

- Hussein and Michael gave advice to ScotRail in May and June. This made ScotRail change things.
- Fraser asked for a copy of the Fife Circle Dispensation consultation.



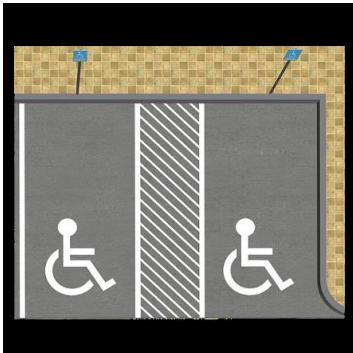
**Action Point 14:** Hussein and Marsali to send the Fife Cycle Dispensation consultation to Rail workstream members.

### **Agenda item 6e – Update from Keith Robertson on the Roads, Infrastructure and Active Travel Workstream**



- MACS members talked about Fraser's report on pavement parking. They are disappointed that people can park on the pavement for 20

minutes if they are loading and unloading.



- People with a Blue badge do not have to pay the Low Emission Zone charge.  
It is being decided how councils will make sure this happens.
- People with a Blue Badge will have to pay the workplace parking charge.
- Keith is working with the Department for Transport on tactile surfaces.
- Inclusive Street design will not be finished by March 2020.



### **Discussion paper on ‘Any Disability’ and ‘Grace’s sign.’**

MACS members said the signs are not accessible or inclusive.

MACS does not support either of the signs.

MACS says work for a new design should be done with disabled people and there should be a campaign to tell people about a new sign.



**Action Point 15:** Secretariat to send a letter to SEStran, Office for Disability Issues and Martin Whitfield MP advising them MACS does not support

either the ‘Any Disability’ or ‘Grace’s Sign’.



Karen said the ‘Any Disability’ sign is a free for anyone to use.

MACS thinks too many different signs will be confusing and make people worried.



### **Agenda Item 7 – Any Other Business**

Hilary asked members to only reply to the person who has sent an email.

Members should only use ‘Reply to all’ when everyone needs to know.

Members thanked Douglas for supporting the Committee.  
They wished him well in his new job.