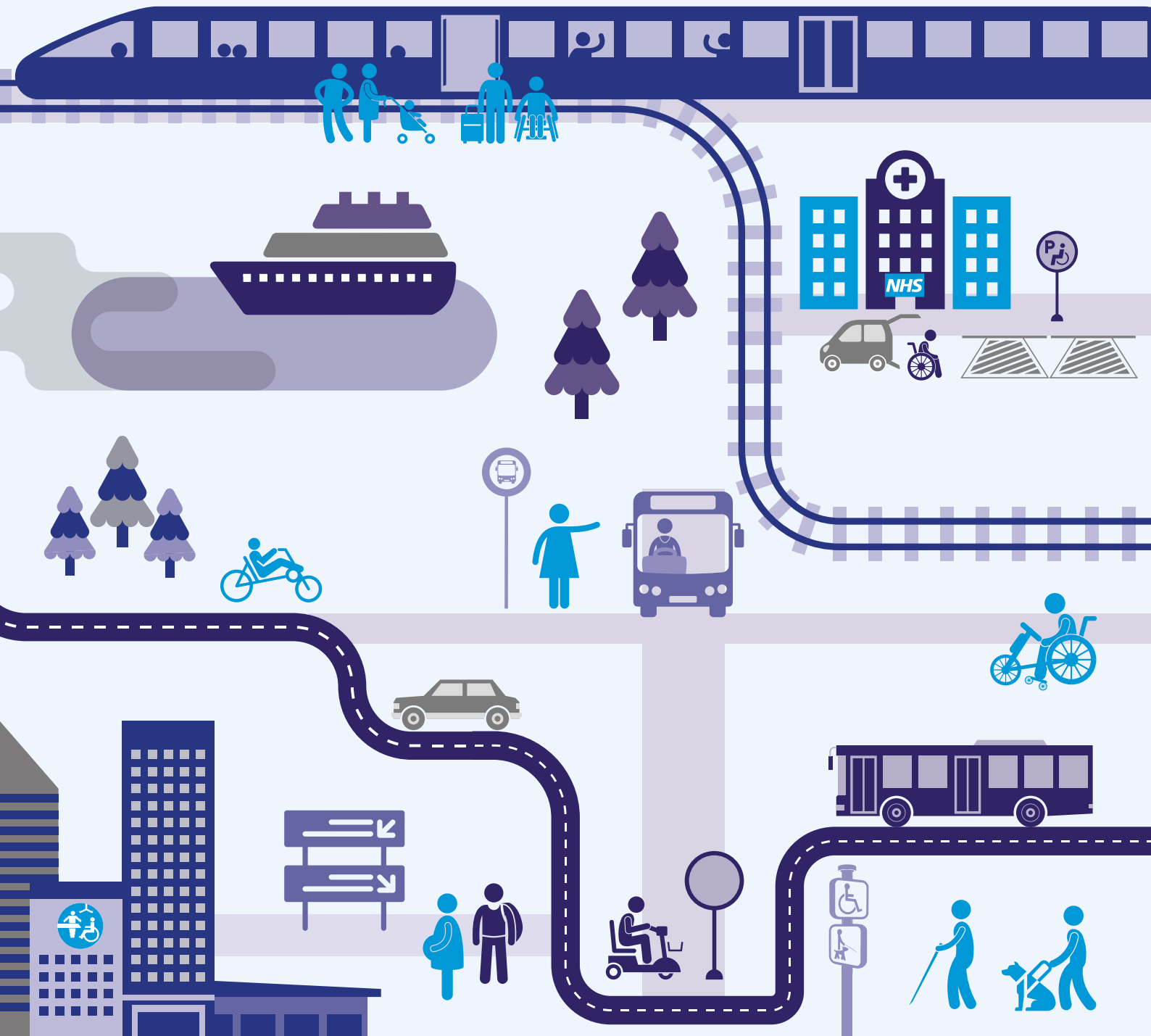
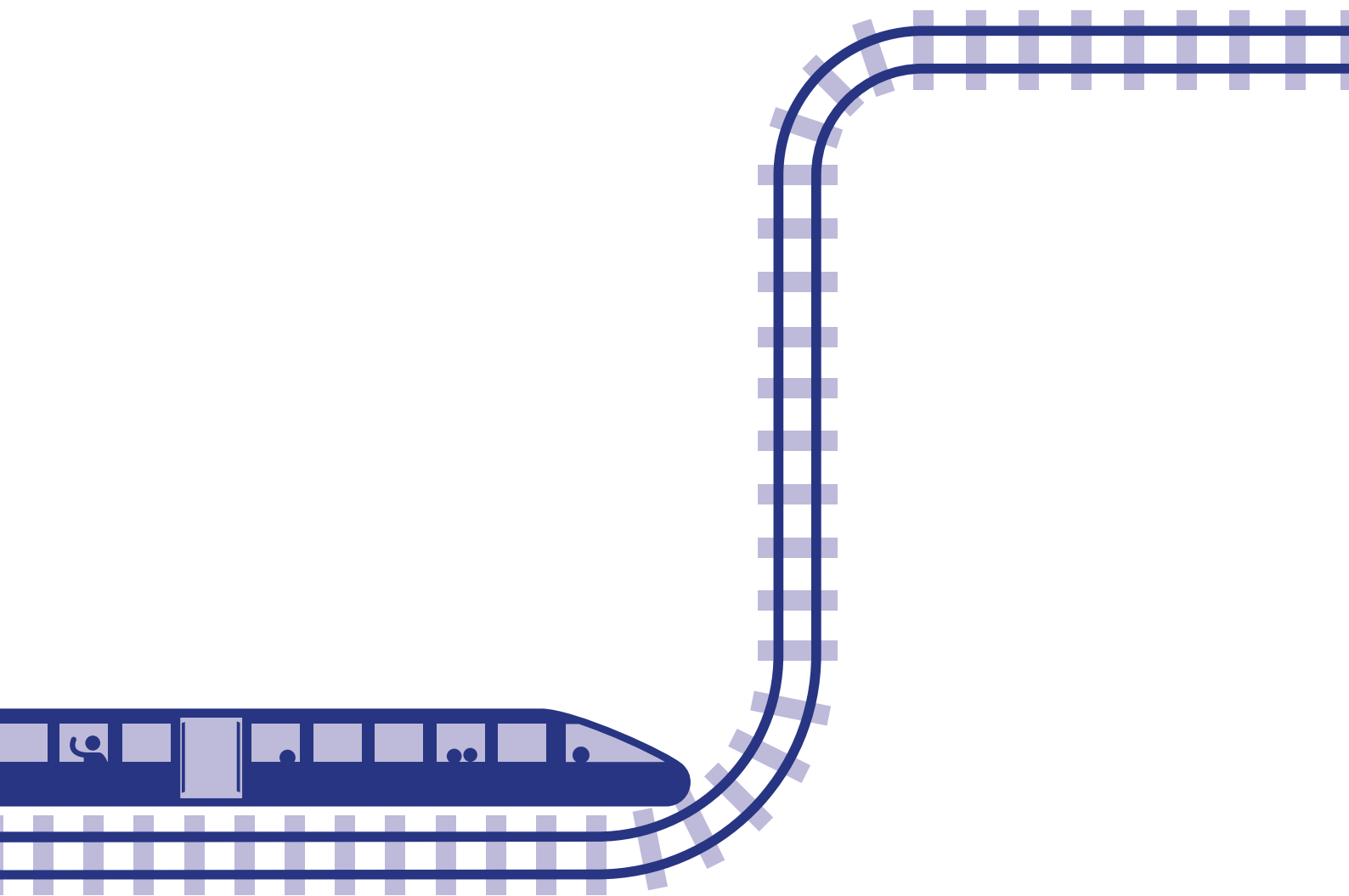
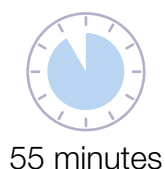
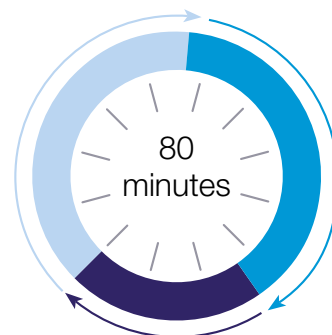


# Mobility and Access Committee for Scotland Annual Report 2021-2022





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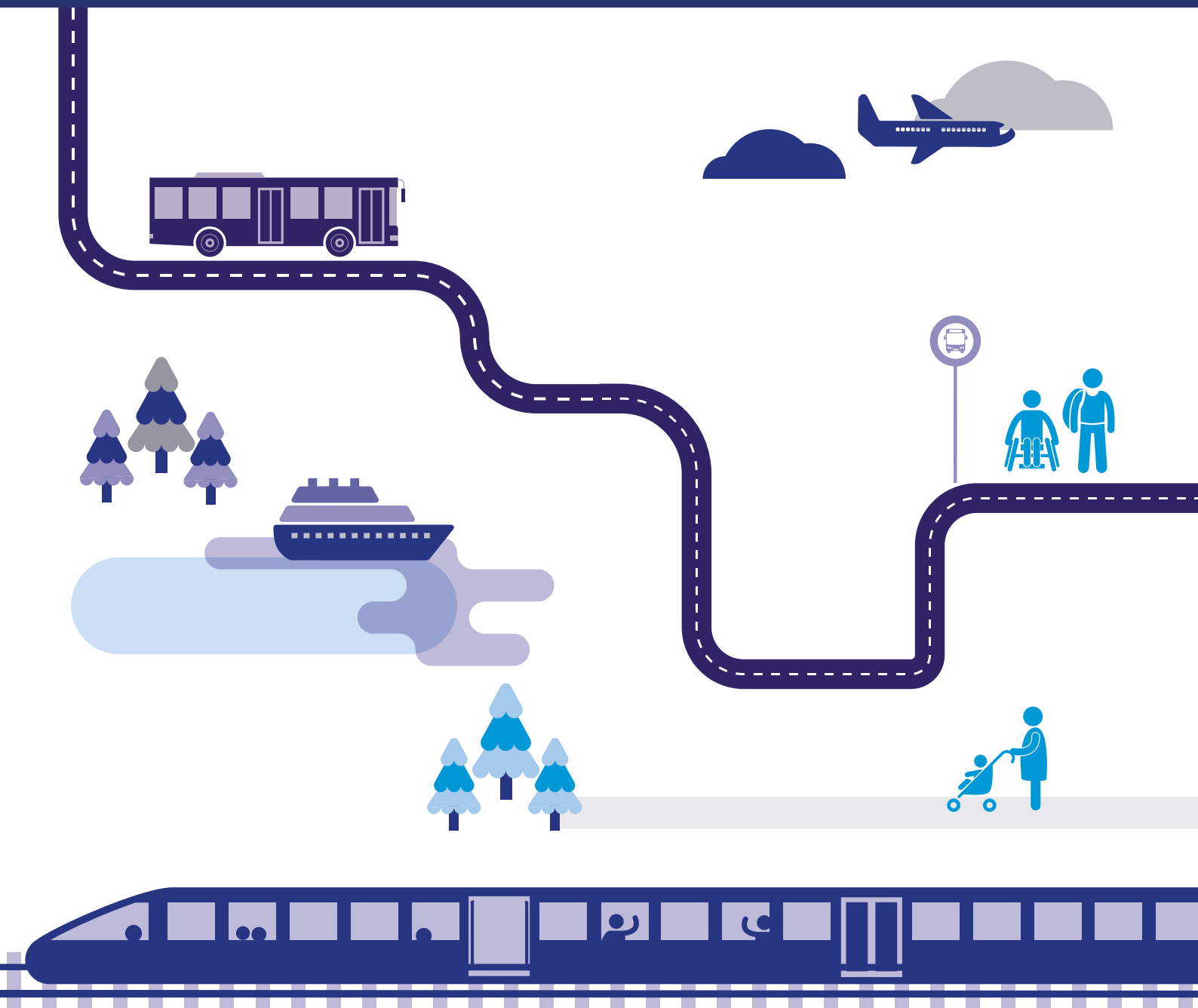
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# 1

## Convener's Update



## Convener's Update

Transport plays a vital role in all our lives. It enables us to get to work, education or training; to access health and social care services; to see friends and family; take part in leisure activities; and in doing so, prevents loneliness and social isolation. Accessible and affordable transport is not in itself a human right in international conventions, but it is a necessary requirement in order to enable our human rights. A rights-based approach to transport should start from the principle that access to suitable transport, no matter where in Scotland you live, your differing needs or capabilities, or your level of income, should be seen as a necessary requirement in order to achieve other human rights. The present transport system **does not yet deliver this** level of access for all and I would argue that **this must be addressed** and addressed at a much faster pace and with urgency.

Scottish citizens have been given a commitment within the National Transport Strategy (NTS2) to reduce inequalities. This is supported by the Accessible Travel Framework (Going Further) and the Strategic Transport Projects Review (STPR2).

- [The National Transport Strategy 2](#)
- [The Accessible Travel Framework - Going Further](#)
- [Strategic Transport Projects Review 2](#)

NTS2 sets out a vision for a public transport system that enables everyone in Scotland to share in the benefits of a modern and accessible transport system. Transport plays an important part in delivering the fully inclusive society we want and need. By reducing inequalities (in synergy with NTS2's three other priorities. i.e: take climate action; helps deliver inclusive economic growth; and, improves our health and wellbeing), the strategy will focus on delivering a public transport system that:

- **Will provide fair access to services we need.** There is a duty to reduce inequalities and advance equality of opportunity and outcome, including the protected characteristics of age, **disability**, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- **Will ensure that our disadvantaged communities** and individuals have fair access to the transport services they need. The transport system will enable everyone to access a wide range of services and to realise their human rights.
- **Will be easy to use for all.** People have different needs and capabilities. Our transport system will recognise these and work to ensure that everyone can use the system with as few barriers as possible.
- **Will be affordable for all.** People have different incomes and our transport system will not exclude people from mobility by making it unaffordable. We will target actions to deliver the strategy towards those needing most help, including those living in poverty.

The Mobility and Access Committee for Scotland (MACS) focuses a great deal of our capacity and work on offering advice and constructive challenge to Scottish Ministers and Transport Scotland, whilst encouraging the wider transport community to strive for progress. MACS developed and promotes the “**Triple A**” check for transport. That it is **A**vailable, **A**ccessible and **A**ffordable.

We know we have a “way to go” for our public transport system in Scotland to pass the **Triple A** check. We will continue to focus our work in pursuit of this, which we are currently driving through our five high-level objectives:

**Objective One.** To build on the commitment in Programme for Government (PfG) to promote a fair, accessible and inclusive Scotland.

**Objective Two.** To work across Cabinet and Ministerial portfolios to ensure the need for an accessible transport system is recognised and cited as an enabler.

**Objective Three.** To ensure that the Scottish Government makes it clear that public bodies and Local Authorities have a duty to respect the legislation regulating improvements of the accessibility of public transport service provision and the surrounding infrastructures.

**Objective Four.** To advocate for engagement with MACS when developing or revising policy, plans or contracts by officials to gain expert advice and ensure accessibility is given a priority consideration. This includes using procurement and franchise opportunities when awarding contracts to promote accessibility in transport provisions.

**Objective Five.** To review the NTS2 and the Accessible Travel Framework Annual Delivery Plan on an annual basis, acknowledging progress, identifying blockages and gaps and make recommendations to assist with the delivery of commitments.

**The ‘Strategic Plan’ section** of this report will give more detail on our work and the progress we have achieved under each of these objectives that derive from our strategic plan and form the base of our annual work plans.

MACS has also been working this year to promote consideration of the holistic journey (i.e. the end-to-end or door-to-door journey experience) and look at ways to encourage transport planners and providers to take a more joined-up approach in order to better consider the obstacles, gaps or pinch points which might be encountered in a door-to-door journey. These can (either alone or in combination) represent substantial barriers which discourage or prevent disabled people from planning, attempting or successfully completing a journey. We strongly believe that transport services should be delivered in a joined-up way that properly considers the type of journeys people take and want to take.

People should be able to change transport easily and affordably on their journeys (e.g. changing between buses or changing between different types of transport such as between bus and train or ferries). Particular attention needs to be paid to connectivity in rural areas and island communities, as evidence shows our rural and island communities face the most challenges keeping connected by public transport and incur the highest costs, with many people being forced into car ownership due to a failure in public transport provision.

Transport systems should be explicitly designed to be **inclusive**, taking into account the different needs of disabled people and older people. These groups of transport users should be at the heart of the design process. Our transport system should be inclusive and accountable, with people and communities able to influence the delivery of services to ensure it is designed around their needs, and importantly, meets their needs.

For me, the most accurate and concise framing of inclusion is as follows: **“Inclusion is participation in everything society has to offer. No boundaries, no barriers, no negative stereotyping, just making it happen”**. Let’s work together, listen, act and make it happen.

This year MACS has asked government bodies, and our stakeholders, to focus on the first and last part of the journey and inter-modal connections. Through our work with the Health and Social Care Alliance (The Alliance) and with Disability Equality Scotland (DES) we ran a series of themed webinars looking at the 20-minute neighbourhood aspirations and what this meant; what was important to disabled people and older people in their neighbourhoods. What did they need to get out and about, to feel connected and safe and to prevent social isolation and loneliness?

**Pavements.** Top of the lists – clutter free, well maintained, wide pavements with ample dropped kerbs, good lighting and clear lines of sight for safety. We heard how critical pavements were in getting about local neighbourhoods, getting to the bus stop, the doctors, health centre, shops, post offices, or to visit friends and neighbours. We heard of the growing and un-tackled problem of cars parked on pavements, blocking the way for people and discouraging people from going out for fear of their safety. The report from these themed events can be found at the link here:

[Exploring Scotland’s 20-minute neighbourhoods series event report - Health and Social Care Alliance Scotland \(alliance-scotland.org.uk\)](https://alliance-scotland.org.uk).

In response, MACS developed a well-received guidance document for Local Authorities to address these issues. We called it 'Small Changes Can Make A Big Difference' and we will continue to push for progress prioritising pavements.

[View report - Small Changes Can Make A Big Difference.](#)

## **Pavements are for people! Let's say it again – Pavements are for people!**

MACS believes that public transport should be available and affordable for everyone, no matter their level of income or distance from urban centres. People should not have to make trade-offs between spending on transport versus other essential items such as food or heating their homes. We have advocated a review of the concessionary travel scheme to address this and we are hopeful that the **Fair Fares Review** from 2021 PfG and the Scottish Government and Scottish Green Party co-operation agreement will address the issue of an outdated concessionary travel scheme that we believe embeds inequality for many disabled people and older people, particularly within rural and island communities.

Before moving to the main report let me sign off by thanking the organisations we worked with this year. The Health and Social Care Alliance Scotland (The Alliance) and Disability Equality Scotland helped us reach out and engage with **communities of interest and communities of place** to listen to, and hear what they need from their transport system. This has been critical in defining our work plans and the basis of the advice we give to Scottish Ministers and Transport Scotland.

- **Communities of Interest:** can refer to groups of people who share an experience. For example: consideration of the impact of strategic decisions on people who share one or more of the protected characteristics listed in the Equality Act 2010.
- **Communities of Place:** refers to people who are bound together because of where they reside, work, visit or otherwise spend a continuous portion of their time.

Thank you to Scottish Ministers for always having an open door and for the constructive discussions to seek solutions and deliver on the recommendations and commitments from many policies and strategies.

To many of the policy teams within Transport Scotland, we thank you for the regular and frequent meetings and for meeting us early in the change or planning process to ensure the voices and experiences of disabled people (experts by experience) are not lost or marginalised by the volume of others.

I would also like to thank our Sponsor Team and Secretariat for arranging numerous meetings with various stakeholders and for keeping us digitally connected.



My final thanks are twofold. Thank you to everyone who has engaged with us during this difficult year. We know how hard a time this has been for everyone and that disabled people have been disproportionately affected by the pandemic and we truly thank you for taking the time to talk to us, share your experiences and challenges and trust that we will ensure these are not lost but amplified to drive change.

To my MACS team, I will sign off our report this year by acknowledging our members who completed their second terms and retired and welcome our new members but for now, can I wholeheartedly thank my hard-working dedicated team.

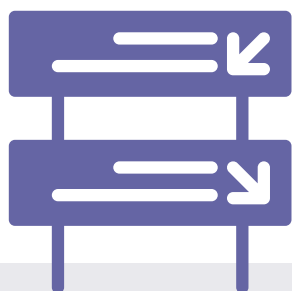
A team that works so well together, shares experiences and learning, takes time to help and understand each other and always, without fail, go the extra mile to get the job done. I thank you for this level of dedication and commitment.



**Linda Bamford**

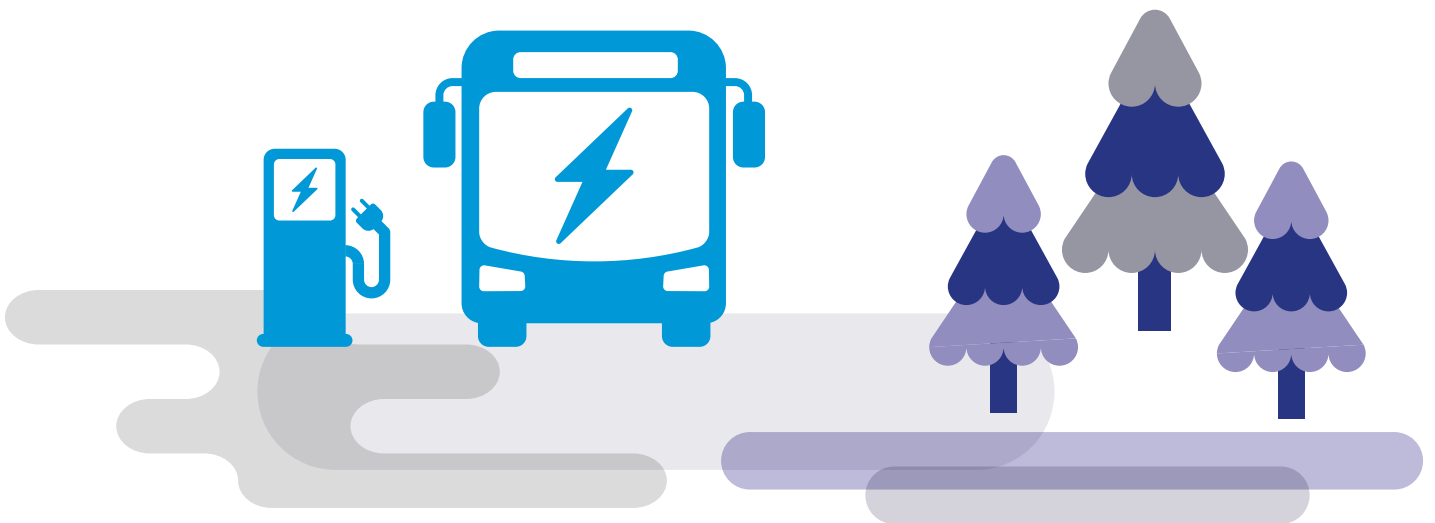
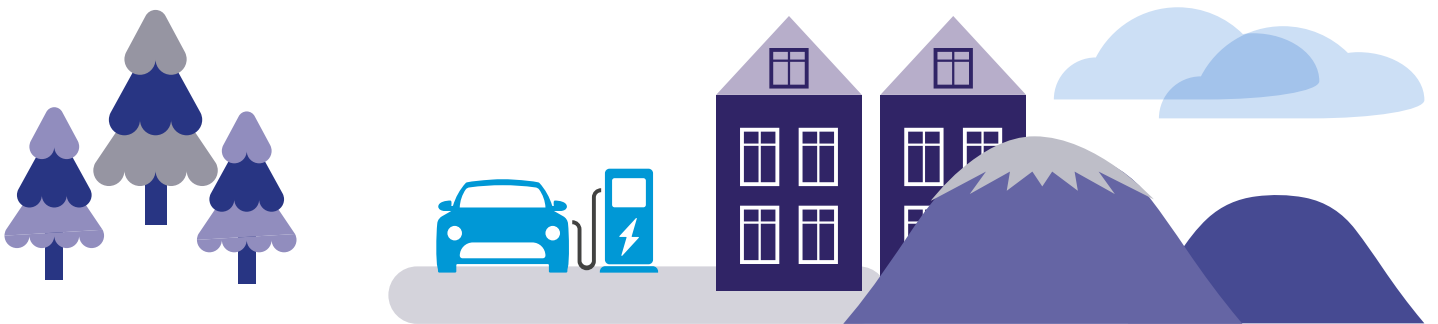
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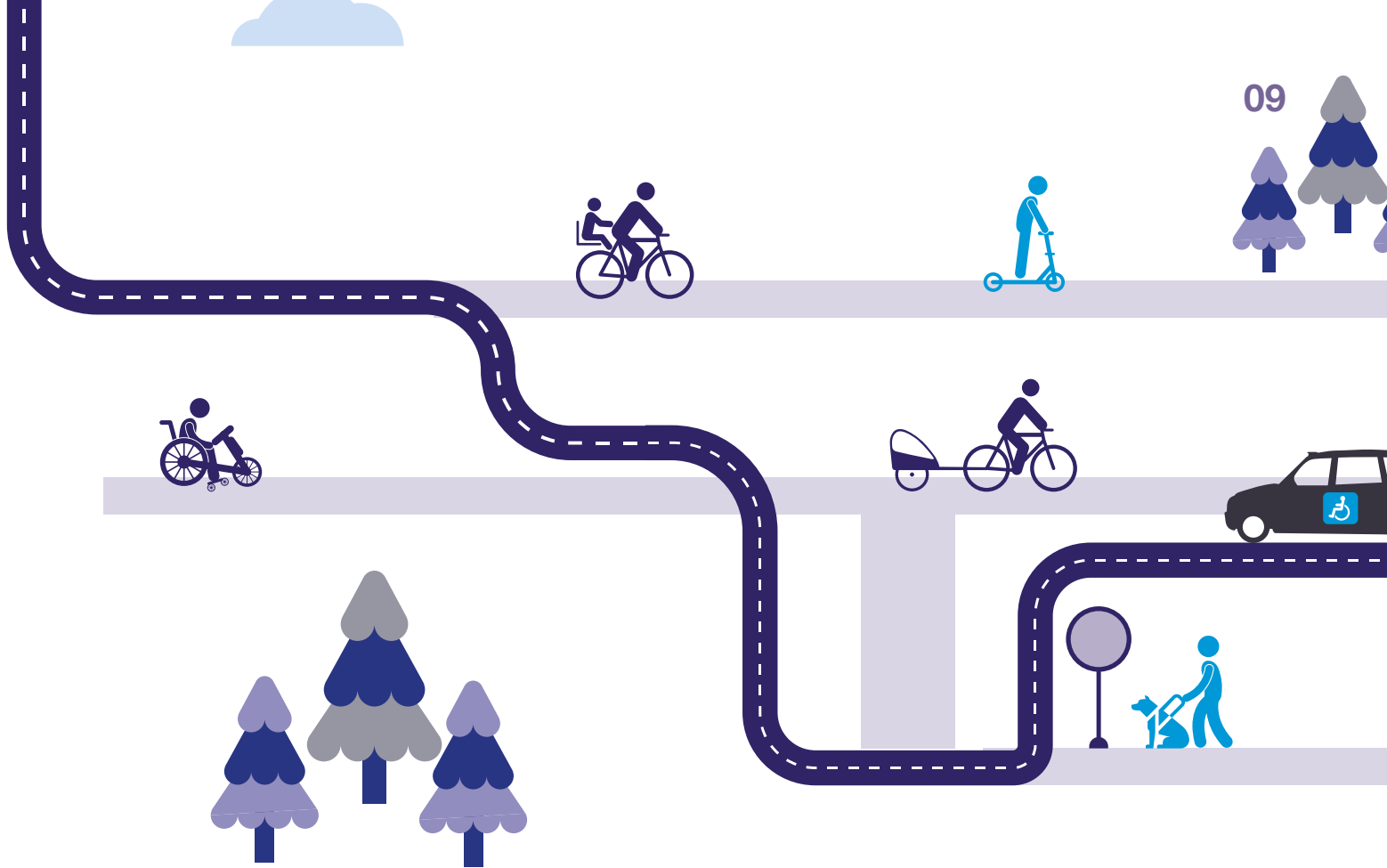
Mobility and Access Committee for Scotland (MACS)



# 2

## Responding to the Climate Emergency





## Responding to the Climate Emergency

This has been the year of Scotland hosting COP 26 and the Scottish Government entering a cooperation agreement with the Scottish Green Party. It has been a year when the need to address the Climate Emergency has come to the fore.

During this period MACS has continued to engage across ministerial portfolios to seek to ensure that disabled people are not left behind as we plan for a greener future with more sustainable transport options.

We worked hard to push for walking and wheeling to be included in the top tier of the **sustainable transport hierarchy** and this year has seen us being more vocal on disabled people's needs to bring this to life but also to ensure that we tackle the climate emergency through the lens of equality and inclusion.

## Sustainable Transport Hierarchy

The graphic (Figure 1) shows the transport hierarchy as an inverted pyramid with the most sustainable transport modes at the top.

**Top** – walking and wheeling

**Next level** – cycling

**Dropping down to** – public transport

**Next level down** – taxis and shared cars

**Bottom of the hierarchy** – private cars

## Prioritising Sustainable Transport

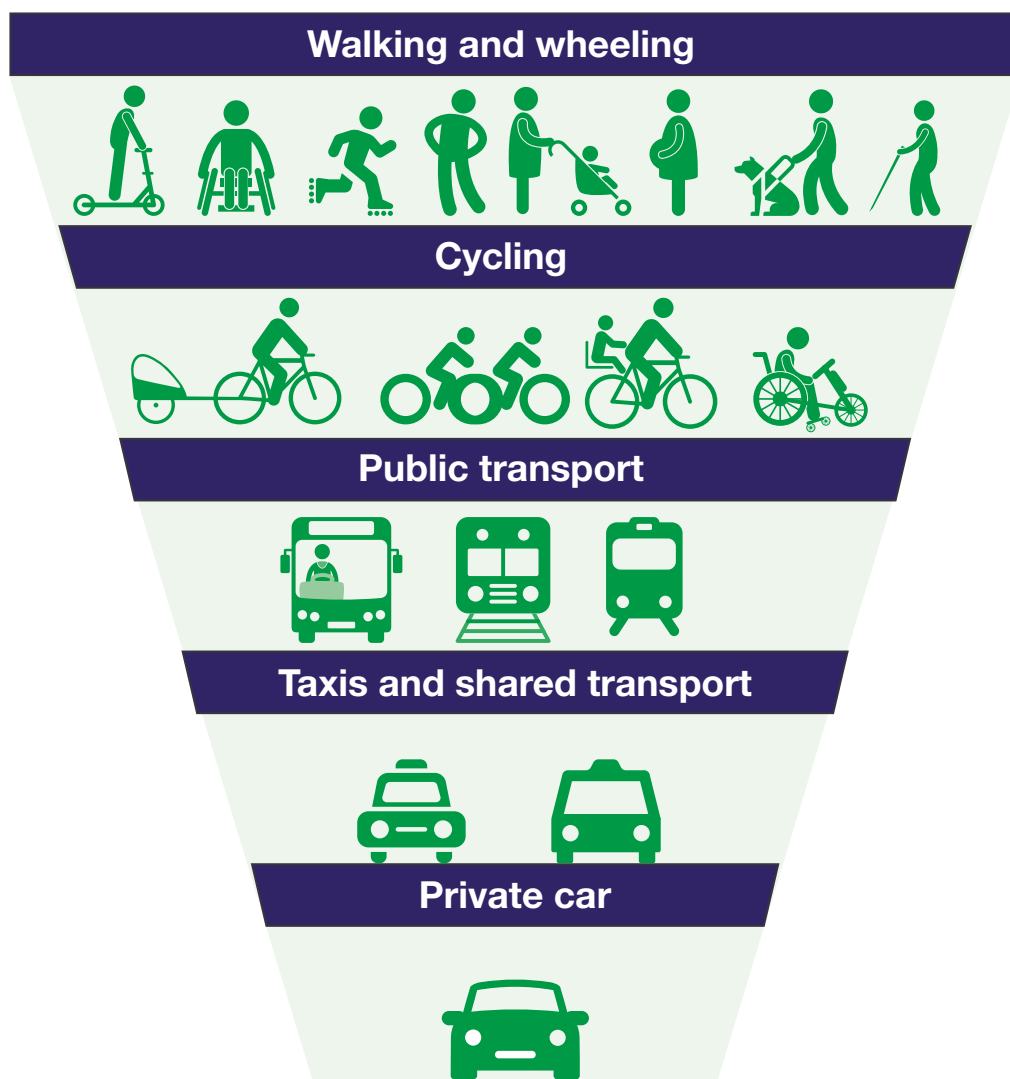


Figure 1 - Sustainable Transport Hierarchy

We need to take this approach not only to align with the NTS2 priority to reduce inequalities but also to “close the mobility gap”. We know that disabled people **travel less often, and make shorter journeys**, and much of this is not through choice but because of the challenges they face in infrastructure design and service provision and delivery.

MACS pushed for better data collection on disabled people’s travel behaviours and as a result, Transport Scotland published Disability and Transport in July 2021, which reports on data from the Scottish Household Survey.

[View report on Disability and Transport](#)

This will begin the data collection and analysis that will help measure the progress being made by NTS2, STPR2 and the Accessible Travel Framework. We would like to thank our colleagues in Transport Scotland’s Research, Statistics and Evaluation Unit for producing this report.

MACS supports tackling the climate emergency in alignment with the NTS2 priority of “Taking Climate Action” and our position on the current commitments is detailed below:

As previously stated, MACS welcomes the publication of the Scottish Government cooperation agreement, which we believe presents a number of opportunities to address the inequalities that disabled people face in terms of mobility and transport. It is essential that the focus on carbon reduction and other environmental goals is complemented by an equal focus on “reducing inequalities” – one of the four priorities underpinning the NTS2 Vision and supporting a “just transition”.

**Just transition** – MACS is supportive of the reduction in use of fossil fuels in transport, for example the proposed 20% reduction in car km target for 2030. However, alternatives to the car need to be accessible to disabled people. It must also be recognised that many disabled people do not have the option of non-car-use because of either poor infrastructure design or inaccessible or unaffordable public transport options. Inclusive designs of infrastructure and service delivery, as well as exemptions, must be made for disabled people where necessary.

A good example of this is the exemption of the approximately 240,000 Blue Badge holders from the Low Emission Zone (LEZ) proposals. We support a “just transition” where disabled people are not further disadvantaged.

## Specifics

Below, we briefly point to some of our work in connection with the Scottish Government's plans such as the 'STPR2' (see later in the report for more detail).

**Active Travel** - the increase in Active Travel budgets could be spent on walking and wheeling as well as cycling/walking. The increase in budget creates great scope for improving local pedestrian/wheeling environments, which are important to disabled people for everyday travel around their neighbourhoods as part of the door-to-door journey, for example, to the bus stop. We have made suggestions for this environment in our report titled 'Small Changes Can Make A Big Difference'.

[View 'Small Changes Can Make A Big Difference' report](#)

However, there remains an issue of how to publicise this opportunity and incentivise Local Authorities to produce proposals that prioritise the top tier of the sustainable transport hierarchy (walking and wheeling). This can often be overlooked, with a focus on cycling whilst walking and wheeling is the most common form of active travel and often under-reported in data collection.

Opportunities exist to collect more walking and wheeling information (including from the first and last part of a journey on public transport, i.e. home to bus stop and walking and wheeling as part of inter-modal connections).

**Trains** – we support increased investment, which presents opportunities to invest in improving the accessibility of stations, for example, lifts to platforms, tactile surfaces at the edge of platforms. The current rollout programme to remove these barriers to travel by rail is too slow and will take decades to cover the entire network at present levels of ambition. Making stations more accessible will prevent the exclusion of disabled people from this form of transport. MACS would also like to state at this juncture that they are excited by the new Minister for Transport's focus on passengers being able to make end-to-end journeys without being fearful, and without the threat of intimidation, verbal and physical abuse of violence. MACS looks forward to working closely with the Minister on these issues as well as what improvements can be made now that ScotRail has returned to public ownership.

**"Fair Fares" Review** – we believe that this should include consideration of the extension of concessionary travel to rail, community transport and taxis. Travel by community transport (and taxis and private hire cars) is particularly important to disabled people who need door-to-door services. Those who are excluded from accessing public bus services do not, in practice, have access to concessionary travel at present creating further inequalities.

This is more prevalent in rural and island areas (though also an issue in some urban areas due to the withdrawal of non-commercially viable or non-profit-making viable bus routes). Concessions for rail and ferry are largely a "postcode lottery" at present.

MACS would suggest this is an area where there is a known inequality (and discrimination) that to date has not been addressed. We see merit in reviewing the entire concessionary travel landscape, which was put in place 40 years ago. We think it may be useful to consider its fitness for purpose as new mobility patterns have developed.

**Buses** – in terms of improving active travel for disabled people, a positive move would be for buses to accommodate mobility scooters and also some other mobility equipment that disabled people can currently benefit from using if they are travelling by bus. Other bus operators in England have accommodated mobility scooters on buses for some time, as have Edinburgh Trams. The provision of bike spaces on buses may have specific benefits, especially in rural areas. However, it must not impact on provision, or access, for disabled passengers.

**20 mph limit in urban streets**– we support this approach, which will necessitate the significant re-design of many streets that were originally designed for 30 mph or higher limits. This approach would make it safer for pedestrians and support the sustainable transport hierarchy. The benefits of reduced speed limits in urban areas is well researched and evidenced.

**Active freeway network** – this could also be a useful barrier-free resource for longer-distance wheeling and for disabled cyclists and would support the development of the 20-Minute Neighbourhood concept and connected communities, which we are very much in favour of, as they can significantly benefit disabled people, if designed properly. This must include engaging with disabled people in the concept planning, design stages and in conducting the Equality Impact Assessment (EqIA) process that must accompany these initiatives.

MACS, in working with Transport Scotland's Sustainable and Active Travel Policy Team and Cycling UK, raised the issue of access to adaptive (non-standard) bikes via cycle hire or loan schemes for disabled people across Scotland. In response, Transport Scotland sought more information on opportunities and barriers to non-standard bike use and the potential interest in non-standard/adaptive bike share schemes in Scotland.

In May 2021, Transport Scotland commissioned Cycling UK to survey the opinions of disabled people on the possibility of non-standard/adaptive bike share, with advice on content and wording from MACS. The survey was promoted via a range of disability organisations, cycling groups and others to be completed online. A report from this survey was published in December 2021 with next steps agreed and being progressed. A link to this report can be found below:

[Survey shows interest in adaptive bike sharing in Scotland | Cycling UK](#)

[Survey shows interest in adaptive bike sharing in Scotland | Cycling UK](#) (easy read version)

**Community Bus Fund** – we support this initiative, would like to hear more about the proposals, and believe it should be extended to community transport. This should include Demand Responsive Transport (DRT) and Mobility as a Service (MaaS) approaches, which are especially important in supporting disabled communities, as well as our ageing population. It should also support the provision of better facilities at bus stops – seats and shelters – which are particularly important to disabled people.

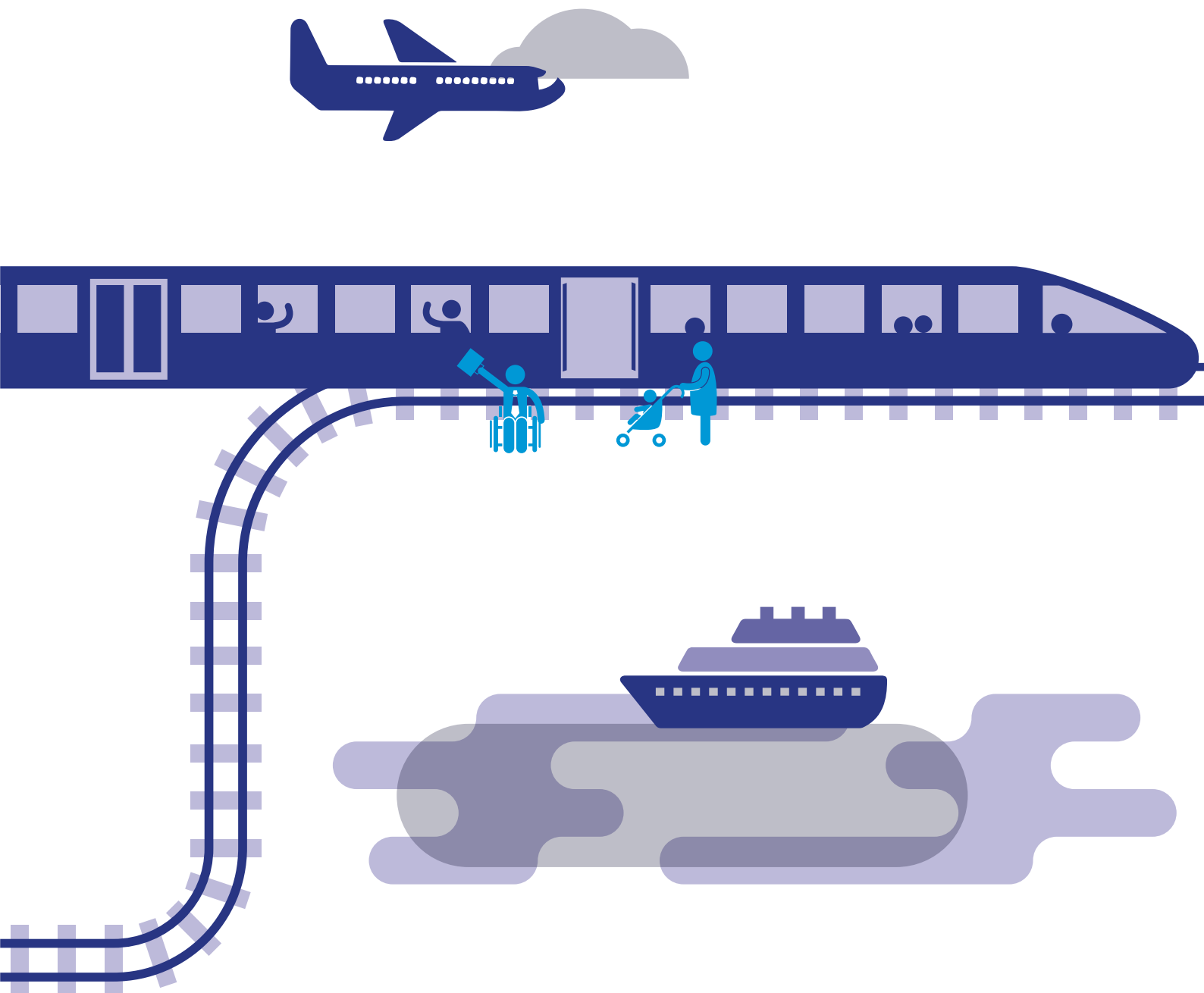
**Ferries lifeline services** – we fully support these initiatives, including their passenger assistance services. A “whole journey” approach linking to arrival and departure arrangements needs to be taken to ensure full access, as does linking ferry service and land transport timetables to ensure a fully integrated service.





# 3

## Strategic Plan – key engagements and achievements



## Strategic Plan – key engagements and achievements

### Objective One

To build on the commitment in Programme for Government (PfG) to promote a fair, accessible and inclusive Scotland.

During previous years MACS work in this area has been successful with the adoption of **wheeling** in the top tier of the sustainable transport hierarchy and PfG having a more equality and inclusion focus running through the commitments.

We have continued to work from, and to, PfG commitments and as stated previously spent a great deal of time this year working with the Alliance Health and Social Care Academy and Disability Equality Scotland to run a series of four themed webinars looking at the 20-Minute Neighbourhood concept from 2020-2021 PfG. This included:

Event 1 - Introduction to 20-Minute Neighbourhoods

Event 2 - Getting around and accessing essential services

Event 3 - Housing and Greenspace

Event 4 - Designing the 20-Minute Neighbourhood

These events were well attended and a great success. A report from the events, with key recommendations for actions around the 20-Minute Neighbourhood concept has now been produced with the link already provided in page 6 of this report.

The 20-Minute Neighbourhood concept has gained attention internationally and has been developed in cities such as Melbourne, Portland and Paris. The concept looks at having basic needs – health and social care, shops, work hubs, places to socialise – met within a 20-minute walk, wheel or cycle from where you live.

The Scottish Government's 2020-21 PfG announced the ambition of 20-Minute Neighbourhoods and the concept has gained significant traction since the beginning of the COVID-19 pandemic, with people staying closer to home to access support and services. This event series was an opportunity to explore the benefits and challenges of 20-Minute Neighbourhoods and provide a space to consider what's required to make them truly inclusive, accessible and transformational for everyone in the community.

Each event involved a panel of expert speakers and a Chair. Speakers included those with an interest and knowledge of the themes.

The 20-Minute Neighbourhood video aims to provide a snapshot of some of the key themes and discussions that came out of the series. Please see the video link below:

[20-Minute Neighbourhood Event Video](#)

**At the MACS Scoping Day in November 2021** we again reviewed the 2021-22 PfG and agreed areas for refocus in our 2022-2023 work plans to support the delivery of commitments and assist Ministers in delivering on their wider policies.

[View MACS Work Plans 2022-23.](#)

**The work plan covers the following areas necessary to deliver on our strategic remits and progress our objectives:**

- Engaging with disabled people (listening, learning and advocacy)
- Engaging and collaborating with key stakeholders (providing advice, challenge and scrutiny)
- Engaging with Scottish Ministers and providing advice on the travel needs of disabled people
- Responding to consultations and calls for evidence (advocacy)
- Providing guidance and scrutiny to the National Transport Strategy (NTS2)
- Developing and learning as a Committee, and
- Monitoring and reporting on our performance.

**During 2021-22 MACS prioritised and engaged more intensely in the following areas:**

- Closing the “Mobility Gap” through the NTS2 (“Reducing Inequalities” priority) and the Accessible Travel Framework
- Making active travel work more inclusive for disabled people, including through Spaces for People initiatives
- Motability and the Scottish Government’s Accessible Vehicle and Equipment Scheme (AVES)
- Transport to Health and Social Care, including the review of Adult Social Care Services
- Demand Responsive Transport, including highlighting inequalities with the National Entitlement Card (concessionary travel) and taxi schemes (linked to tackling inequalities and reducing the mobility gap)
- The 20-Minute Neighbourhood concept, and
- The National Islands Plan and Islands Connectivity Plan.

The above areas also linked to developing policies such as Mobility as a Service (MaaS) and Mobility Hubs.

We will continue to review the PfG commitments on an annual basis as part of our planning cycle between November and March. This allows us to ensure our work remains on focus and relevant and advocates the needs of disabled people in relation to transport and travel.

## Objective Two

To work across Cabinet and Ministerial portfolios to ensure the need for an accessible transport system is recognised and cited as an enabler.

MACS continues to have a good relationship with Scottish Ministers across the range of portfolios and through our advisory role, we have used this well to raise awareness, gain commitments and push for more progress, **with more urgency and at pace**, on the travel needs of disabled people. We have provided a “Ministerial Engagement” section within this report, which will give you a little more detail on who we met, what we discussed and what commitments were made to improve the travel and journey experiences of disabled people.

Our key message in these meetings has been that transport is an enabler of human rights and is critical to keeping people connected and ensuring everyone has equal opportunities, with no one left behind. We focused heavily on the need for transport to be **A**vailable, **A**ccessible and **A**ffordable. MACS’s Triple **A** check.

## Objective Three

To ensure that the Scottish Government makes it clear that public bodies and local authorities have a duty to respect the legislation regulating improvements of the accessibility of public transport service provision and the surrounding infrastructures.

MACS continues to advise Ministers on the need (and the legislative duty) to involve disabled people at the inception stage of EqlAs.

We have raised this in our meeting with Patrick Harvie, the Minister for Zero Carbon Buildings, Active Travel and Tenants’ Rights when we met on 21 October 2021, where we also highlighted the issue of the Avenues Scheme in Sauchiehall Street, Glasgow, where the removal of some kerbs had caused particular issues for those with sensory and sight loss. This has resulted in this area being a “no go” area for a MACS member and others with sight loss. This example emphasises that infrastructure changes can create more barriers, if proper consultation with all relevant groups of users is not undertaken, again highlighting the need for proper and meaningful EqlAs, including engaging with disabled people or their representatives.

We also raised EqlAs with the Minister for Equalities and Older People, in the context of the review of the Public Sector Equality Duty (PSED) and the seven proposal areas, which will seek to address the inconsistency by public bodies when fulfilling their legislative remit. MACS are fully aware that there are good examples of EqlAs being undertaken but sometimes this falls down when work is tendered out, with quality diminishing. We are pleased to say that the Minister asked her officials to look into this further and feed back directly to her.

MACS has also pushed this issue in various meetings of the NTS2, Transport Transition Plans and the Island Delivery Plan and we will continue to do so.

MACS has responded to a large amount of consultations over this past reporting year – **see Appendix 2**. We wish, to highlight our response to the high-profile consultation on Scotland's pavement parking prohibitions. MACS welcomed the opportunity to respond to the consultation; however, as the majority of it relates to process and procedures, we decided to focus on Question One. "Do you agree or disagree with the proposed characteristics that would allow Local Authorities to consider an exemption order for the pavement parking prohibition?"

MACS **strongly advises against this and advocates** that there should be no exemption orders issued for pavement parking. We believe that it should be what it says on the tin – a national ban – and Local Authorities should not have the ability to impose exemptions.

We also raised our concerns in relation to the lag time it has taken to move from legislation being passed in 2019 to the current timescale for implementation now being scheduled for 2023. We strongly believe the focus should be shifted from exemptions to enforcement by Local Authorities.



MACS also responded to the consultation on the impact assessments (undertaken retrospectively by a consultancy agency contracted by Transport Scotland - AECOM) on the NTS2 Delivery Plan. This included various impact assessments as highlighted in the box below. The link to MACS full consultation submission can be found in Appendix One.

**The assessments undertaken by AECOM on behalf of Transport Scotland were:**

- A combined Social and Equality Impact Assessment (SEqIA – including Child Rights and Wellbeing Impact Assessment, Fair Scotland Duty Assessment and Equality Impact Assessment)
- Islands Communities Impact Assessment (ICIA)
- Health Inequalities Impact Assessment (HIIA)
- Business and Regulatory Impact Assessment (BRIA)

## Objective Four

To advocate for engagement with MACS when developing or revising policy, plans or contracts by officials to gain expert advice and ensure accessibility is given a priority consideration. This includes using procurement and franchise opportunities when awarding contracts to promote accessibility in transport provisions.

MACS continues to engage in the **Transport Transition Plans** (TTP). In October 2021 the TTP National Advisory Group put out a call for MACS input to the Scottish Government's Covid-19 baseline measures. This was requested at short notice and MACS responded highlighting the risks, and areas that required a deeper understanding around the basic measures to control/suppress the virus.

During this reporting period MACS has also had more engagement and connection with the **Active and Sustainable Travel Team** within Transport Scotland given the PfG commitment that 10% of the transport budget will be spent on active travel and the drive to reduce car kilometres by 20% by 2030. It is MACS's opinion that it is critical that in progressing these issues, the needs of disabled people and older people are at the heart of policies and strategies. MACS will continue to build and strengthen their relationship with the Transport Scotland Team to ensure a just and fair transition and that no one is left behind.

We have also engaged more extensively with Sustrans Scotland, particularly in relation to Places for Everyone's ongoing review of the programme and the allocation of funding to Spaces for People temporary infrastructure programme. MACS will continue to support Sustrans going forward particularly around assessing applications and criteria around accessibility and inclusivity of the proposed projects and designs.

In July and August 2021, the Convener assisted the Transport Scotland Active and Sustainable Travel Team in the process of identifying potential pilot projects to test various elements for the delivery of the **Scottish Government's 100-day** manifesto commitment to provide a free bike for every child who cannot afford one. This assistance has included connecting the Active and Sustainable Travel Team to the network of organisations that MACS has been engaging with to tackle the exclusion of disabled people from bike hire schemes including on-street schemes. Simon Watkins is the MACS lead representative for this initiative. We are pleased to say that the first pilot Schemes were launched in August 2021 with half of them offering non-standard/adapted bike options with systems in place to signpost from other Schemes to these Schemes where there is demand.

Following the May 2021 election and the formation of a new Cabinet, the Convener wrote to the then Minister for Transport, Graeme Dey, MSP. At the request of MACS' Rail work stream, the Convener also took the opportunity to bring to the Minister's attention the need to focus on accessibility at railway stations and to ask that MACS be involved in the imminent work to prepare for the Scottish Government assuming the role as ScotRail's Operator of Last Resort. This approach was reinforced by a letter from MACS' Rail work stream to Transport Scotland's Director of Rail. In particular, this letter asked that if there was an intention to establish a project board or forum to take forward the work of STPR2's Recommendation 19 (building on Intervention 12 in Phase 1 i.e. "Infrastructure to provide access for all at railway stations"), then MACS stood ready to offer assistance in order to ensure that the views and needs of disabled people would be integrated into the planning and deployment of all the measures to be undertaken at Scotland's railway stations.

The Ferries Lead, Hilary Stubbs, has continued to work closely with the Ferries Team within Transport Scotland and this year has seen the draft of the **Island's Connectivity Plan**, which will replace the Ferries plan when it expires in 2022.

MACS also sought to feed into the early development of the Islands Bond, which is responding to the needs of our Islands communities. We made several suggestions which received a positive response including:

- should the qualifying criteria explicitly state that the bonds couldn't be used for a second home?
- acknowledgement that these bonds were welcome and intended to focus on re-population, but caution that the draft "felt" discriminatory to disabled and older people;
- could older islanders take advantage of the bond to return to the island or indeed for older people to move and settle there?
- would the bond cover accessibility adjustments to homes or new purchases to make homes accessible and allow people to live out their lives in their family home?

This year was also the last year of the **Ferries Accessibility Fund**, which has supported improvements to ports/harbours, terminals and helped ferry operators and owners to introduce more accessible facilities and services. Hilary Stubbs and Naghat Ahmed sat on the panel which considers the applications to the fund, with £20,250 being allocated this year to two successful applicants. This will be used for accessibility improvements, including signage and kerb drops, and upgrading existing facilities currently on site such as passenger shelters and accessible toilet blocks.

Again this year, we have worked closely with officials in Social Security Scotland as they take forward the smooth transition of the Accessible Vehicle and Equipment Scheme (AVES). We have kept officials updated on all our discussions with Motability and Motability Operations, including our asks for them to consider our proposals of returning excessive profits to customers as we continue to push for better value for money for customers. We fully recognise the importance of the scheme to customers and as responsibility for Scottish Child and Adult Disability Payments are transferred from Westminster to Holyrood, we have informed Scottish Ministers of our concerns, and of our hope to see fundamental change once the transfer of responsibility for disability payments has been completed.

This year MACS also invited guests along to inform us of their work and protect times for discussions and mutual learning. Our guests included a wide range of organisations as shown below.

- ScotRail, Accessibility Manager
- Network Rail, Access and Inclusion Manager
- Sustrans Scotland, Head of Infrastructure and Delivery
- Scottish Human Rights Commission, Chair
- Motability Chair and CEO of Motability Operations
- HITRANS, Partnership Director
- Tactran, Senior Strategy Officer
- Go Upstream
- See Me Scotland
- Allied Vehicles
- Scottish Rail Work Commissioner

As a result of the above engagements MACS produced two good practice guides this year and links to these guides can be found below.

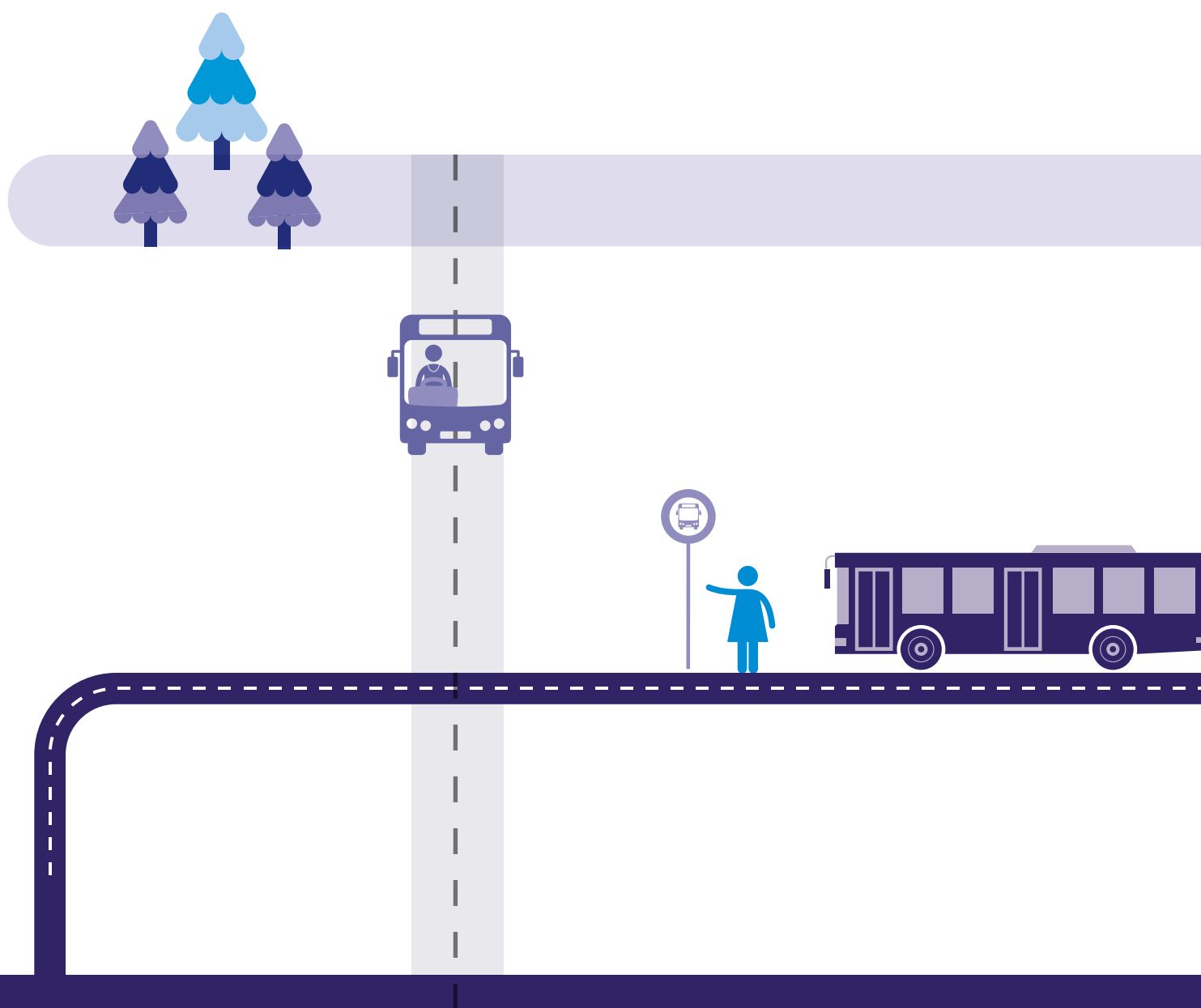
[Temporary Street Measures during the Coronavirus Crisis \(Revised Guidance, October 2020\)](#)

[Small Changes Can Make A Big Difference](#)



To ensure ongoing delivery under Objective Four, MACS will continue to actively pursue opportunities to provide expert advice to ensure the appropriate consideration of transport accessibility issues whilst encouraging the design of more inclusive infrastructure (including the adoption of the Place Principle). In doing so, we will continue to work constructively with officials on the design of inclusive plans, which will form a framework for future developments (for example TTP's, Infrastructure Investment Plan, NTS2, STPR2, Islands Delivery Plan, Islands Connectivity Plan, AVES and MaaS).

MACS aim to evidence progress in this objective by seeing policy, legislation, contracts and good practice guides acknowledge the importance of accessibility and the travel needs/experiences of disabled people.



## Objective Five

To review the National Transport Strategy and the Accessible Travel Framework Annual Delivery Plan on an annual basis, acknowledging progress, identifying blockages and gaps and make recommendations to assist with the delivery of commitments.

During this year MACS continued to input to the National Transport Strategy (NTS2) through regular discussion with Transport Scotland policy officials, by sitting on the NTS2 Delivery Board chaired by the Minister for Transport, through the TTP National Advisory Group and the Transport Equalities Network (TEN) chaired by Transport Scotland.

Our membership of these groups ensured that we could give advice on the transport needs of disabled people, while providing scrutiny to the production of the objectives of the NTS2, including via various impact assessments and in the production of the Working with Partners document to be produced later this year.

As well as input through these fora, MACS also raised issues, and gave advice, through regular dialogue with the Minister for Transport, including at our Scoping Day. This was aimed at ensuring MACS continues to review and scrutinise the progress of the NTS2 and the Accessible Travel Framework (as covered on the Scoping Day) on an annual basis, to identify progress, barriers and make recommendations aimed at escalating the delivery of the commitments.

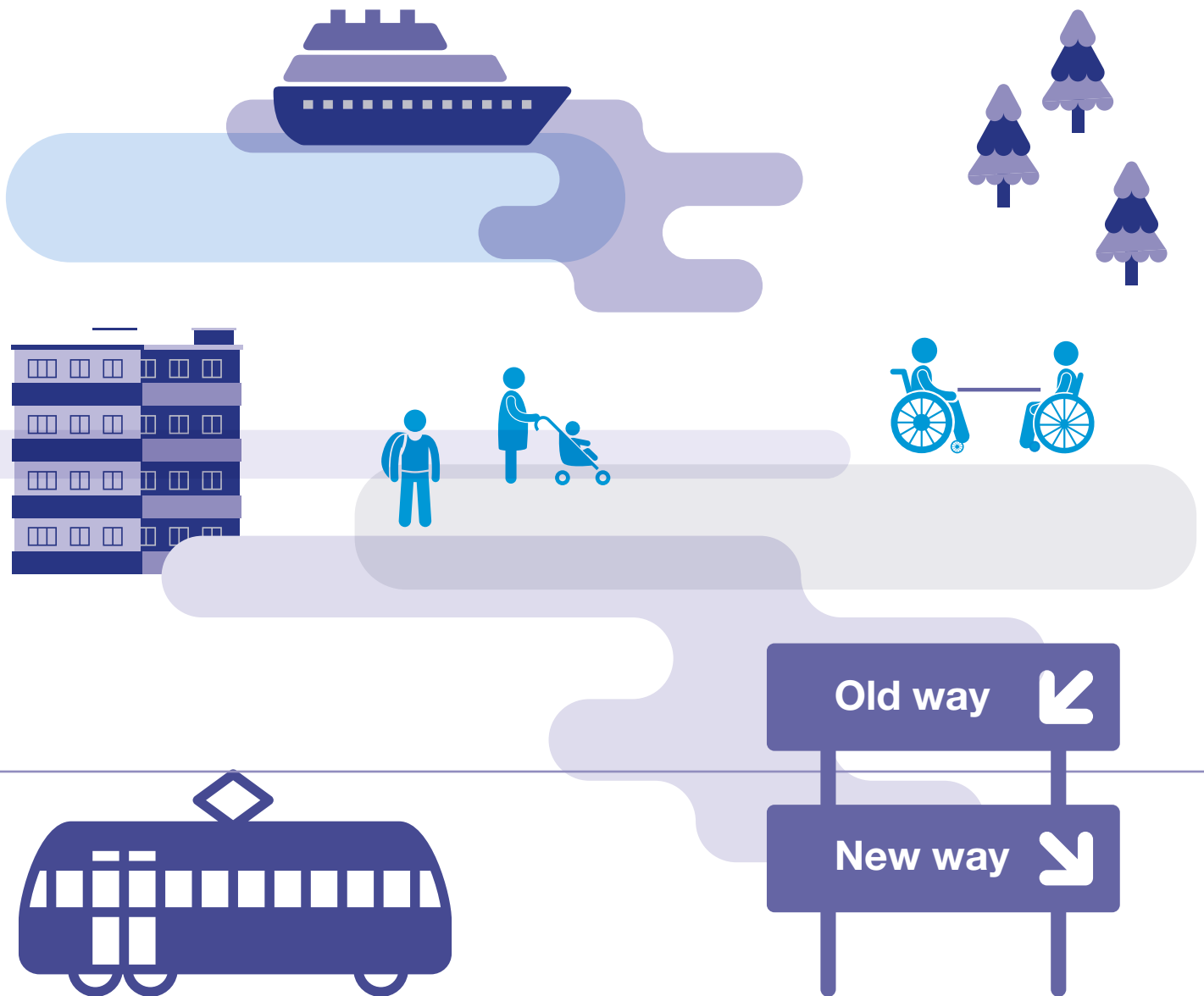
This work was complemented and assisted by the relevant Transport Scotland Policy Teams who continued to offer an open door to MACS and be open to scrutiny and suggestions to assist with the delivery of various transport policies. The developed relationship between MACS and Transport Scotland Ferries Policy Team being an exemplar of good practice in developing the Islands Plan with MACS also now contributing via the Islands Delivery Board.

We are grateful and thank the Transport Scotland Teams for their “open door” approach and jointly acknowledge that there is more work to be done and that the pace needs to be accelerated, particularly around the “reduces inequalities” priority of NTS2, the ATF and to “close the mobility gap”.

This year should see further progress and closer relationships built between MACS and Transport Scotland Sustainable and Active Travel Team and the Transport Scotland Rail Team as new work stream leads settle into positions and bring fresh perspectives and new challenges.

# 4

## Work Stream Leaders Top Three Highlights



## Work Stream Leaders Top Three Highlights

Much of MACS work is conducted through work streams. Leadership for each area is provided by the work stream leads. Highlights for this reporting year are set out below.

### Planning and Strategy

David Hunter is Co-Lead of the Planning and Strategy work stream, sharing responsibility with the Convener. The team also includes the other work stream Leads ensuring connection across all areas of the Committee's work and preventing silo working. This year's main achievements include the following:

A number of strategic initiatives that have been introduced by the Scottish Government, which will have implications for disabled people's mobility for many years. These include the first Delivery Plans for the NTS2, the capital investment plan (STPR2), a draft National Planning Framework (NPF4) and the ambitious plan to reduce private car kilometres by 20% by 2030, in line with the NTS2 and COP26 commitments.

MACS has engaged with these programmes and associated consultations, often through the Planning and Strategy work stream. Our consistent messaging has been to ensure that the **"just transition"** involves and includes disabled people, that the impacts of initiatives on disabled people are clearly understood with appropriate involvement of people with lived experience, and that the **"Triple A"** message of **"Available, Accessible and Affordable"** is reinforced at every opportunity.

Travel for disabled people is often hard, time-consuming and expensive – and sometimes impossible. We are therefore pleased to receive support from Ministers for the need to **"close the mobility gap"** between how disabled and non-disabled people travel. We also secured agreement from Transport Scotland to produce regular data on how disabled people's travel patterns compare with non-disabled people. This information is essential if we can tell that the outcome we want to see – that the mobility gap is closing – is being achieved. The first edition of 'Disability and Transport', was published in July 2021 and confirmed that disabled people make fewer journeys than non-disabled – **1.63 journeys per day versus 2.07**. In addition, it contains useful information about the modes of travel which disabled people use. We will look forward to seeing similar data in future years, and hope that they show positive trends.

[View report on Disability and Transport Statistics](#)

The graphic (Figure 2) shows a bar graph illustrating that when disabled people are compared to those who are not disabled, they are less likely to drive (42% to 54%), and more likely to be a car or van passenger (18% to 12%), take the bus (11% to 7%), or walk (24% to 21%).

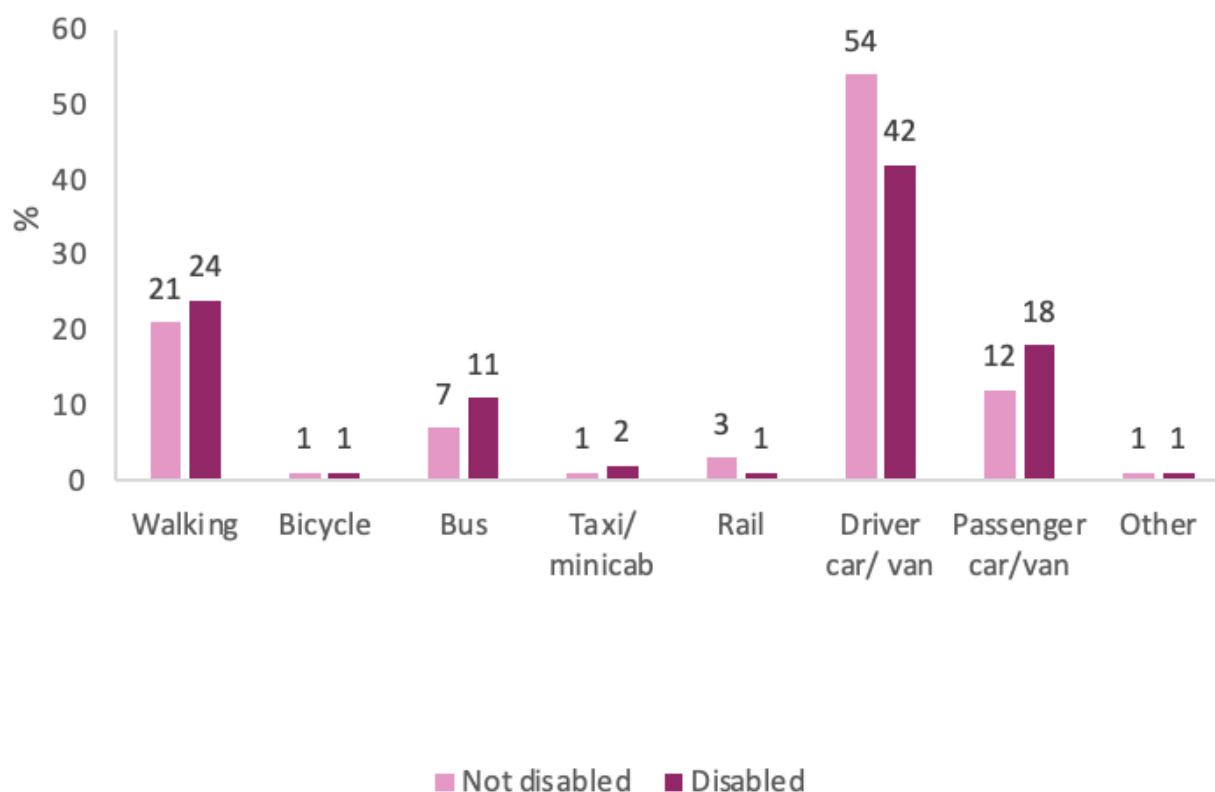


Figure 2

**Motability** is also an area the Planning and Strategy work stream has been focusing on for the past three years. Although a vital scheme to nearly 70,000 Scots, it was established in its current form over 40 years ago and we see major weaknesses in it in terms of its responsiveness to customers and value for money. During the past year, the Scheme made profits of over **half a billion** pounds and in addition made a donation of **£170 million** to the charity – in all, representing more than **£1,000** per user, which we believe should be rebated to customers.

As responsibility for disability assistance is devolved to Scotland, we have continued to engage with the key stakeholders including the Scottish Government officials with responsibility for the Accessible Vehicles and Equipment Scheme ('AVES'), the Motability charity and its commercial arm Motability Operations. We have put our concerns to Ministers Graeme Dey, Patrick Harvie and Ben Macpherson who recognise these concerns. In turn we recognise the importance of continuity during the transition to introducing new Scottish disability assistance benefits and Ministers' wish to ensure that no one loses entitlement to a Motability vehicle during this transition. We have therefore asked Ministers to look for opportunities to change and develop the Scheme in the medium to longer term, once the transfer of responsibility for disability benefits has been completed.

We also take some encouragement from the introduction **by Motability Operations from February 2022 of a £250 “new vehicle” payment to customers**, which appears to signal a greater recognition by Motability that it cannot go on accumulating excess profits. **MACS has been at the forefront of efforts to persuade Motability to return surplus profits to customers**, rather than retain them within the Motability system.

We therefore welcome this move – which would appear to return **more than £50 million a year to** disabled people on benefits – and hope that it will be significantly increased in future years so that customers pay no more than necessary to access the scheme’s services.

## Bus and Community Transport

Audrey Birt is the MACS Work Stream Lead for Bus and Community Transport and continues to be supported by Joanne Devitt. This reporting year saw the team strengthened with further support from new committee members Graham Dunn, Pauline Kelly and Heather Still, who bring their own valuable knowledge and experience.

This year’s achievements include the following:

Enabling the prioritisation of **accessible taxi availability across Scotland**.

This has involved working closely with Transport Scotland, where a collaborative approach resulted in co-signing a letter to all 32 Local Authorities. The letter invited them to take account of their obligations within the Equalities Act to encourage disability training, whilst promoting the free REAL (Respect, Empathise, Ask and Listen) “Real Passenger, Real Person” training package developed by the Department for Transport. This also invoked the **Triple A** (available, accessible, affordable) standard for taxis and private hire cars as a key provider of transport for the most vulnerable in our society.

Alongside this we have worked collaboratively with **the Health and Social Care Alliance to explore the concept of 20-Minute Neighbourhoods**, which has previously been mentioned; however, the main outcome was to ensure that all of those involved in the concept stage understood the need to involve disabled people at the start of this policy development.

In relation to our aspirations for **transport to health and social care, this work has been frustratingly slow to progress**; however, we have raised awareness across NHS Boards on the importance of transport and we have secured dedicated support with Scottish Government to progress this work and MACS nine recommendations from their Phase 1 work, which in itself is a key achievement. A link is provided below to the report of the March 2020 Development Day and nine recommendations.

[working-together-to-deliver-improvement-Transport-Scotland-march-2020-development-day-report.pdf](https://www.transport.gov.scot/media/1234567/working-together-to-deliver-improvement-Transport-Scotland-march-2020-development-day-report.pdf) (transport.gov.scot)

## Ferries and Aviation

2021-22 has been a year of transition, especially for ferries and aviation in general, but also for the Ferries and Aviation Work stream. Hilary Stubbs continues to lead, with the Convener Linda Bamford and Naghat Ahmed continuing with their support. The work stream now benefits from the newly appointed MACS members Lynsey Shovlin and Heather Still. The new members have been allocated their resource in this area due to their knowledge and experience.

This year's achievements include the following:

The work of the Ferry and Aviation work stream has gradually moved from rapid responses to the Covid-19 pandemic to a more **“work as normal” footing**. However, the Aviation side of our work has been slow to recover with our main piece of work being a response to a consultation on how Scotland can have national and international connectivity that allows us to enjoy all the economic and social benefits of air travel while reducing our environmental impact. In our response we were keen to ensure that any new developments were **fully accessible and maintained the lifeline services to the Islands**.

Over the year we have met several times with the Transport Scotland Ferries Team. The team has been strengthened over the year and we delivered an awareness session to their new members. This year they have begun to draft the **Islands Connectivity Plan, which will replace the Scotland Ferries Plan when it expires in 2022**. It is pleasing to see that the new plan supports our aim for inclusive travel and joined-up journeys.

This year was the last year of the Ferries **Accessibility Fund**. This fund has supported improvements to port/harbours, terminals and helped ferry operators and owners to introduce more accessible facilities. Hilary Stubbs and Naghat Ahmed sat on the panel, which considers the applications to the fund and have seen successful projects including Changing Place facilities, shelters at a harbour, ramps, automatic doors, lowered reception desks and a guide to ferries for autistic passengers.

As stated above, over the year the Ferries and Aviation work stream has welcomed two new members, and it's pleasing to see their knowledge influencing our response to discussions. At the end of 2019 the National Islands Plan was approved by Parliament. During 2019 we had regularly contributed to the draft document and were pleased to see that one of the Strategic Objectives was “to improve transport services”. MACS was also invited to have a representative on the National Island Plan Delivery Group.

Hilary Stubbs took up this role and has contributed to transport topics and other areas where we have an interest such as accessible housing and opportunities for cycle hire for disabled people.

**Mobility as a Service (MaaS)** – over the past two years we have built up a sound working relationship with colleagues from the MaaS team and Hilary Stubbs was invited to sit on their approval panel for the second round of the **MaaS Investment Fund** in 2021. Hilary was lead on the assessment of the accessibility and inclusivity of applications. The successful bids show innovative responses to travel options and some include Demand-Responsive Transport and links to Community Transport, which both feature in the work of MACS.

**Leads Meetings** – the work stream leads meet every quarter to discuss topics of interest. This year has seen the introduction of a **Risk Profile for MACS**. The Leads review this and update it at each meeting and meetings are chaired by Hilary in her role as Vice Convener.

## Rail

2021-22 has been a year of transition, both for rail in general and also for the Rail work stream. Marsali Craig and Hussein Patwa co-led this work stream until the summer of 2021 when the leadership was transitioned to Simon Watkins and the Rail team refreshed. This included two of the newly appointed board members joining the team. With the retirement of Marsali, Hussein and Fraser Sutherland and the arrival of Simon Watkins, Lynsey Shovlin and Pauline Kelly, almost the entire membership of the Rail work stream has changed during this year. The planned handover allowed for relationships to be maintained with key stakeholders and key areas of work to be handed over between leads. The new members had been recruited for their knowledge in this area.

Below are some of the work stream's key achievements this year. However, it should also be noted that during the height of the Covid-19 crisis travel by rail **fell by 90% in Scotland and the period following has been about long, slow recovery**. Given the changes in work patterns that the crisis has generated there is even a question whether rail travel will ever return to "normal". At the time of writing this update, Saturday is ScotRail's busiest day of the week.

This year's achievements include the following:

Whilst the recovery from Covid-19 has been the priority, the team were pleased that the ScotRail Equalities Group accepted their proposal to monitor and report on the use of Passenger Assistance as a proxy for the return of disabled passengers travelling by rail.

On the wider and bigger picture there have been two big developments in rail this year: the "nationalisation" of ScotRail as an operator of last resort; and the publication of the long-awaited Williams-Shapps Review of rail UK wide.

[View Great British Railways: The Williams-Shapps Plan for Rail.](#)



The nationalisation of ScotRail came into effect in April 2022 and we were gratified to see that the operator announced a reduction to one hour for the notice required to access Passenger Assistance. This compares very favorably with other train operators in the UK.

The Williams-Shapps Review was also encouraging in that the new body it creates, **Great British Railways**, will have a statutory duty to improve accessibility.

The Review also announced the first ever comprehensive audit of network accessibility at every station in the UK and this work has already begun in Scotland. We will be looking to the results of this work to provide a map of what needs to be done to make the railways in Scotland accessible for all.

Beyond this, the Rail work stream was instrumental in constructing the “Rail Development Day” in August 2021, for MACS as a whole. It included a presentation by the newly appointed UK Disability Champion for Rail, ScotRail’s Equality and Inclusion Lead and an update from a representative of the Office of Rail and Road.

Members of the work stream have also been heavily engaged in the plans to redesign Waverley Station in Edinburgh, which, if pursued, should lead to significant improvements in access for disabled people at this major, high-footfall transport terminus.

## **Roads, Infrastructure and Active Travel (RIAT)**

2021-22 has also been a year of transition for the Roads, Infrastructure and Active Travel (RIAT) Work stream. Keith Robertson led this work stream until September of 2021 when the leadership was transitioned to Susan Fulton and the RIAT team refreshed. This included one of the newly appointed board members joining the team who was recruited for their knowledge in this area.

With the retirement of Keith and Fraser Sutherland and the arrival of Graham Dunn, the team, under the leadership of Susan Fulton, took on a new focus incorporating the inclusive active and sustainable travel elements of their work, including accessible pedestrian environments to support the sustainable transport hierarchy and climate change agenda. The planned handover allowed for relationships to be maintained with key stakeholders and key areas of work to be handed over between leads.

During and post transition, members of the team continued to work with and challenge various bodies across several areas to reinforce the need for inclusive public places and spaces that everyone can access and use – irrespective of ability; for example if the discussion is around cycling and bike provision MACS always advocates for the inclusion of accessible/nonstandard bikes, if the conversation is around Electric Vehicle (EV) Charging MACS advocates that this should include accessible and inclusive EV charging provision as well as accessible infrastructure surrounding the EV points.

Members of the work stream collaborated with the team involved in the Low Emission Zone exemption criteria and were pleased to influence the provision to include not only online registration but registration by phone and in person.

The RIAT team continue to work with external partners in various areas. For example: **Sustrans Scotland** – to assist by giving advice on the need for robust and meaningful EqlAs, involving disabled people or their representatives at the start of the process.

**Paths for All** – to continue the work with Paths for All; walking and wheeling is for everyone, walking and wheeling is for everywhere and walking and wheeling is for every day.

**Scottish Road Works Commissioner** – to work towards eradicating the current barriers roadworks and road work signage present for pedestrians and in particular disabled people, and with Public Health Scotland – to collaborate on the work being undertaken in relation to the Health Inequality Impact Assessment linked to the 20% reduction in car kilometres by 2030.

The RIAT Work stream also continued to work across Scottish Government through various groups and forums including Roads for All Forum, Inclusive Design in town Centres and Busy Street Areas, the 20% reduction in car km and the safer speed limit of 20mph Task Group.

Consultation responses on a diverse range of topics is another area of work that the team have been involved in and responses include – Parking Charge Notice, Local Place Plans, Electric Vehicle Charge Points for New Residential and Non Residential Buildings, 20% reduction in car km route map and Pavement Parking.



# 5

## Ministerial Engagements



## Ministerial Engagements

Again this year, despite the challenges being faced by Scottish Government Ministers on a range of issues, including recovering from the Covid-19 pandemic, we were able to undertake a series of Ministerial engagements. These included committee-wide discussions with:

- Ministers for Transport, Graeme Dey, MSP and Jenny Gilruth, MSP
- Minister for Zero Carbon Buildings, Active Travel and Tenants Rights, Patrick Harvie, MSP
- Minister for Social Security, Ben McPherson MSP
- Minister for Equalities and Older People, Christina McKelvie MSP
- Cabinet Secretary for Social Justice, Housing and Local Authorities, Shona Robison, MSP.

The key areas of discussion included:

- the need to involve disabled and older people in the design in their local communities to enable walking and wheeling, working towards the aspirations of the 20-Minute Neighbourhood concept.
- the Fair Fares Review and the need to include the concessionary travel scheme.
- ensuring our islands have lifeline services to allow people to access health and other essential services and appointments and the need for better pavement infrastructure for walking and wheeling.
- ensuring disabled people feel, and can be more involved, in active travel programmes.
- using the active travel budget to improve Scotland's inaccessible pavements and public spaces.
- Motability value for money, reviewing of its grants scheme and the new Accessible Vehicles and Equipment Scheme (AVES).

### The agreed actions were:

The then Minister for Transport, Graeme Dey, asked the Committee to share their thoughts on **the top-slicing of budgets**. This was about using existing funds in a different way.

The Minister for Social Security and Local Government suggested that MACS may wish to engage with the Minister for Disabled People in the UK Government and that they should also consider writing to the Scottish Parliament's Social Security and Justice Committee.

The Minister for Social Security and Social Justice also stated that he has regular catch-ups with Motability where he would raise MACS concerns in relation to the **Grants Scheme and the Rebate Scheme**.

In relation to EqlAs MACS raised the issue that the quality of them can diminish when work is tendered out. The Minister for Equalities and Older People said that she would ask her officials to further explore the procurement tender process and EqlAs, although it was covered in the PSED review.

The Minister for Equalities and Older People also said that she would ask her officials to provide a written update to MACS in relation to the **Equality Data Improvement Project (EDIP)**.

At the meeting with the Cabinet Secretary for Social Justice, Housing and Local Authorities, MACS raised awareness of their work around 20-Minute Neighbourhoods and their hopes from the review of the Public Sector Equality Duty and discussed the Cabinet Secretary's views on both these issues.



# 6

## Our Other Key Activities



## Our Other Key Activities

### Work with the Scottish Government on Transport to Health and Social Care

MACS has been working closely with the Scottish Government Primary Care Team and Transport Scotland's Accessibility Team to work towards the implementation of our recommendations from our Phase 1 work within our Transport to Health and Social Care report mentioned earlier. MACS took part in a workshop session late last year, hosted by the Scottish Government Primary Care Team, to look at which areas of our report could be tackled in the short, medium and long term and also to what the role and remit of the Strategic Advisory Board should be.

In 2019 during a discussion with the Health Minister and other Cabinet Secretaries, MACS were asked to take a more in-depth look at **Transport to Health and Social Care**, mainly because, in our advocacy role, we were hearing (strongly) about the issues disabled people and older people were having when trying to get transport to access health and social care appointments. At our request Disability Equality Scotland reached out to their members (disabled people) and ran a snapshot weekly poll (August 2019) asking if people faced transport barriers when accessing medical appointments.

The weekly poll received nearly **1,000** responses, the highest-ever return to this style of poll, running over just seven days, showing how critical and emotive an issue this was. Of the near **1,000** returns **98%** responded stating they had faced barriers. Many described these barriers and the detrimental impact this had on their life, health and wellbeing and ability to access the medical and social care services they needed.

This led to MACS facilitating a multi-organisation roundtable discussion, with participants including the following:

**Disabled People and their Organisations**

**Access Panels**

**NHS Boards**

**NHS Board Equality and Diversity Leads**

**Integration Authorities**

**Regional Transport Partnerships**

**Transport Scotland**

**Scottish Government Health and Social Care Directorates**

**The Scottish Ambulance Service**

**Transport Service and Infrastructure Providers**

**Regulators Including the Equality and Human Rights Commission**

**The University of Edinburgh**

At the same time we engaged separately with several other organisations such as the EHRC, Audit Scotland, the Poverty and Inequality Commission, Transport Scotland's Accessible Travel Team and those leading on the NTS2 (with the new strategy imminent at the time), and the team leading on the Strategic Transport Projects Review (STPR2), to name a few. We also conducted desktop research looking at hospital websites, hospital travel reimbursements schemes, Traveline Scotland's website, healthcare opinion polls and Local Authority "Local Outcomes Improvement Plans".

The **Community Transport Association (CTA) in Scotland also ran a poll** for us with interesting and similar results, which showed a heavy reliance (outstripping resources) on CTA to take people to medical appointments.

Our first roundtable discussion followed in November 2019 and resulted in a report and 27 recommendations. This was made available widely and in March 2020, just before lockdown. We held a second roundtable to look at the recommendations, prioritise and theme them. This resulted in a shorter, more focused report with nine themed recommendations as follows:



- 1) Transport should be built in as an integral part of the care pathway. There needs to be better joined-up care planning and working with NHS, Local Authorities and the Scottish Ambulance Service (SAS), with CTA recognised as key partners in the planning and care pathway.
- 2) Missed health appointments should be seen as a priority for this work. Missed appointments that have resulted from transport barriers have a cost to the health service as well as to the individuals and their carers (including being detrimental to their condition through delayed treatment). Ideally this would be quantified to identify financial implications, health and wellbeing complications and the potential for the patient's condition to deteriorate while waiting longer for treatment.
- 3) Transport should be designed around access to health and social care. Organisations must engage with getting disabled and older people to their services. Transport resources and budgets should be shared between the NHS, Local Authorities, SAS and CTAs (with those budgets ring-fenced).
- 4) One organisation needs to take the strategic lead for planning of the cross-sector transport to health service. This must ensure that ambulance, hospital, community and public transport provision meets demand and is accessible, available and affordable to all. Local transport providers should be involved in the planning of transport particularly in rural areas.
- 5) Disabled and older people should be given more influence on transport to health services and the planning and design of buses, bus routes, bus stops, information points and public toilets to ensure they are geared towards disabled people and older people accessing health services. Transport Scotland should consider including plus one on bus passes for those on PIP.
- 6) Online booking of patient transport services should be explored by SAS. A booking system like Passenger Assistance on public services, which is a needs-based and person-centred process.

The SAS, hospitals and GPs need to take responsibility for proactively giving information on what is available locally for transport to health, including what's available should the person not qualify for patient transport. Information should be in accessible forms and suitable to the population it serves. This would include both online and printed form.

- 7) People report issues with accessible parking at healthcare, especially hospitals. Blue Badge holders report insufficient Blue Badge spaces and those available being used by non-Blue Badge holders. This also results in missed appointments and there are situations when people are asking for patient transport because they cannot park even when they have transport. This needs to be addressed and prioritised to ensure enough spaces and that these spaces are monitored to eliminate misuse.

- 8) All local authorities should have an accessible transport strategy that encourages and facilitates more disabled people and older people being able to access public transport.
- 9) Improve discharge or waiting hubs to be more like a social and shared space to improve social connection and reduce loneliness. NHS providers should involve patient groups in the design of these.

During further discussions with MACS, Scottish Ministers agreed that their officials would set up a **“Strategic Advisory Group”** to look at these recommendations and how they could be progressed, asking MACS to remain involved and report back as part of their remit to offer Ministers independent advice.

In 2021 MACS engaged more frequently with our Scottish Government Health and Social Care colleagues (Out of Hours, Transport and Rural) who have agreed to lead on taking this work forward to progress MACS recommendations running a further roundtable in September 2021 and producing a work plan by the end of the year.

Transport Scotland’s Accessible Travel Policy Team also agreed to include Transport to Health and Social Care within the Accessible Travel Framework Annual Delivery Plan from 2021.

## **Public Service Vehicle Accessibility Regulations 2000 (PSVAR)**

**In relation to PSVAR** current short-term exemptions for rail replacement and home-to-school services are due to expire on 30 June 2022 and 31 July 2022 respectively. The Department for Transport in the UK Government have made the decision to bring forward Medium-Term Exemptions (MTEs) pending their planned review of the Regulations by the end of 2023. More recent communications now suggest that these exemptions will be further extended to 2026. MACS has opposed these continued exemptions and although whilst not a devolved issue, MACS has asked Transport Scotland if there is anything they can do to address this position.

## Discussion on the ongoing review of the Reference Size Wheelchair

The Department for Transport (DfT) appointed Atkins Jacobs Joint Venture (AJJV) to undertake a review of the reference wheelchair and its specification used in the definition of accessible transport vehicles and transport infrastructure. The aim of the review was to understand the modern day needs of mobility-aid users.

A Steering Group was formed which included representatives from MACS and DPTAC as well as representatives covering the various modes of public transport. In addition, two separate surveys were undertaken to capture the perspective of mobility-aid users and industry stakeholders.

The research has recently been completed and DfT published the report on 29 March 2022. The report can be found via [Reference wheelchair standard and transport design - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/108122/reference_wheelchair_standard_and_transport_design.pdf)

DfT advise that there are many potential uses for the findings of this research. It will be considered, for example, during the review of the Public Sector Vehicle Accessibility Regulations (PSVAR).



# 7

## UK Four Nations



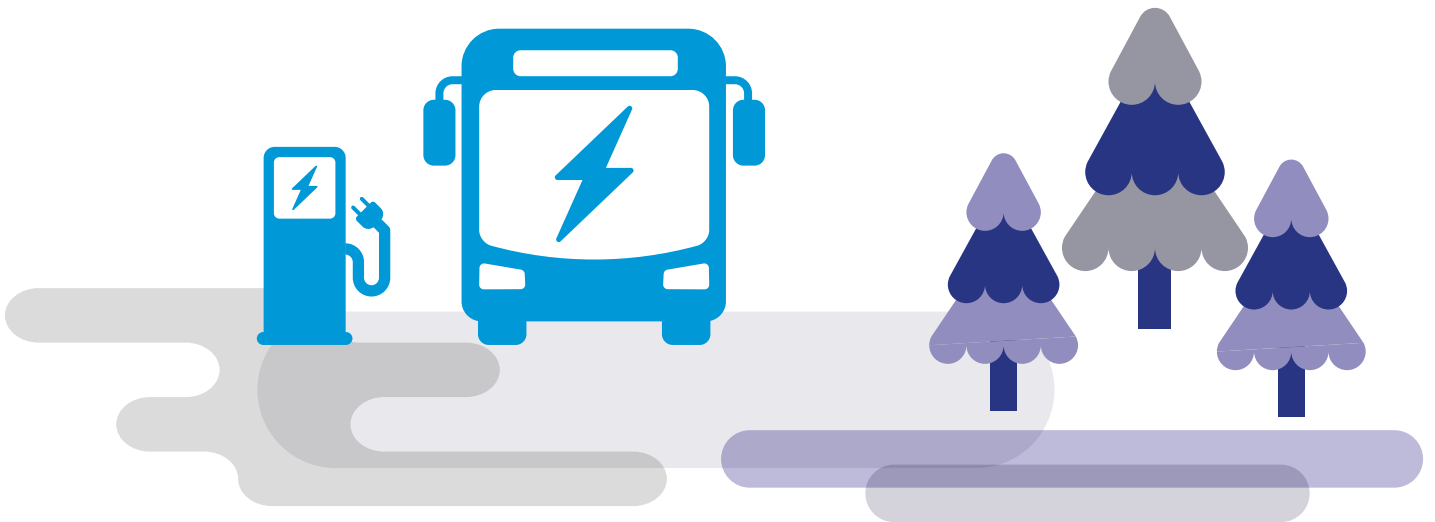
## UK Four Nations

The Inclusive Mobility and Transport Advisory Committee (IMTAC) chaired this Four Nations Meeting, with the MACS Planning and Strategy work stream agreeing issues that would benefit from a cross-UK discussion. The Convener also took the opportunity to update on MACS's high-level objectives. The main areas of discussion covered were:

- **Motability** – David Hunter drafted a letter to Motability following publication of the Motability Operations Annual Report, which was agreed by Four Nations colleagues. It asked for two specific changes to policy, firstly, that in future any surpluses generated by Motability Operations in excess of operational needs are returned to customers each year as an annual dividend rather than passed to the Motability Charity or being added to reserves. Secondly, that customers who lease power wheelchairs, mobility scooters and similar personal mobility aids are permitted to keep them at the end of the lease period, rather than return to Motability for second-hand sale and generation of further profits to the organisation.
- **Post-EU Exit Transition Travel with Assistance Dogs** – IMTAC colleagues updated that due to the Northern Ireland (NI) protocols in place, NI now had access to their own pet passports which will enable individuals, including those travelling with assistance dogs, to travel without barriers between the UK and EU. However, they highlighted the major issues for those in the rest of the UK who have to abide by a different set of protocols, which will require travelers to have an animal health certificate for every journey they make.
- **Changing Place Facilities at Key Transport Termini** – Northern Ireland colleagues raised the fact that their administration was looking to amend the building regulations to require changing places facilities with major developments, but that there is suggestion that transport infrastructure will not be included. They were keen to hear the different approaches across the nations. MACS pointed them to the Planning Circular 1/2020, 'Changing Places Toilets Regulations' introduced by the Planning (Scotland) Act 2019 and that a map of changing places across Scotland is already available.
- **Cycling Infrastructure and Bus Stop Design** – given the increasing policy prominence given to promoting walking, wheeling and cycling, IMTAC were keen to learn if there were examples of where disabled people, policy makers and the active travel lobby sector had worked well together.

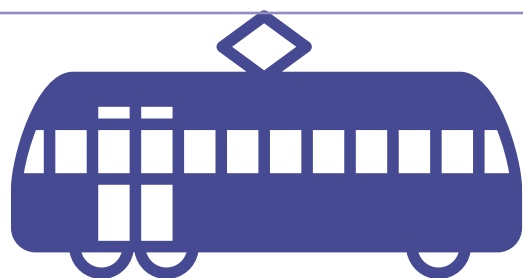
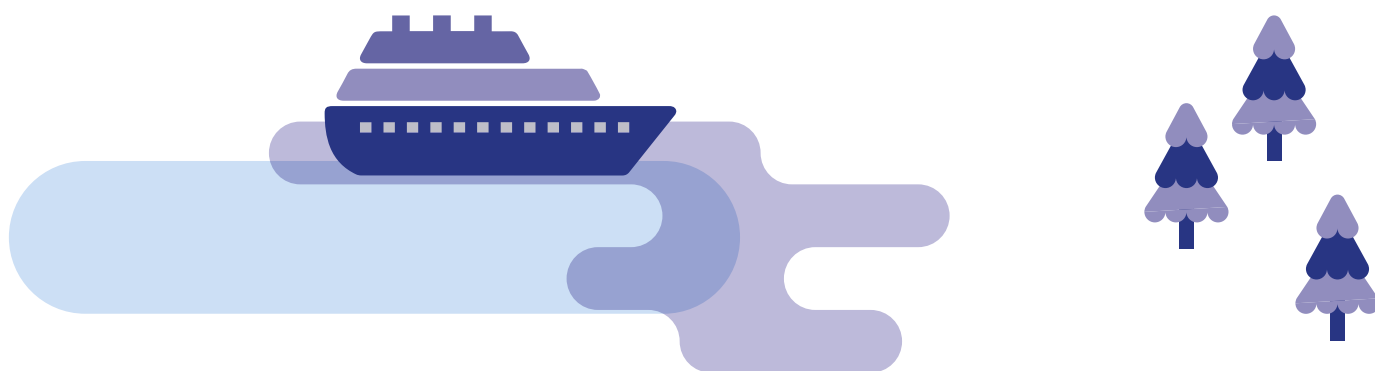
MACS raised awareness of a walk, wheel, and cycling group which was established to build bridges (particularly with sight loss organisations), in order to accommodate inclusive design. However, at the time of writing this report, MACS is unaware if a solution has been found.

- **Demand-Responsive Transport and Mobility as a Service (MaaS)** – MACS gave an overview of the definition and concept of MaaS, focusing on its main purpose to modernise and make access to public transport easier and simpler for all. We also spoke about the modal shift to public transport reducing reliance on private cars and supporting key Government agendas to reduce carbon emissions for healthier more sustainable travel and build on innovation and digital skills. MaaS supports this agenda as an enabler, using digital solutions to improve people’s access to travel information, allowing them to make informed decisions on journey options. This includes platforms to gather personalised travel requirements into a single app. It will provide solutions for improved end-to-end journey planning and travel information, including smart ticketing, apps, integrated fares and retailing.



# 8

## Development Days



Old way



New way



## Development Days

Our first Development Day of the reporting year was led by the Roads Infrastructure and Active Travel work stream which including three presentations:

- the first focused on Inclusive Design in the built environment by Susan Fulton;
- secondly, the Scottish Road Works Commissioner (SRWC), looked at road works barriers to disabled people and solutions;
- lastly, Keith Robertson, previously a MACS member, presented on street barrier and clutter and what the barriers are in meeting the door-to-door challenge.

MACS second annual Development Day took place on 3 August 2021 and the agenda focused on looking to the future, lessons from the pandemic, the future of accessibility and what that should look like. Time was also set aside to discuss Scotland's move to "operator of last resort" and the Williams/Shapps review.

The day included a range of presentations from guests including:

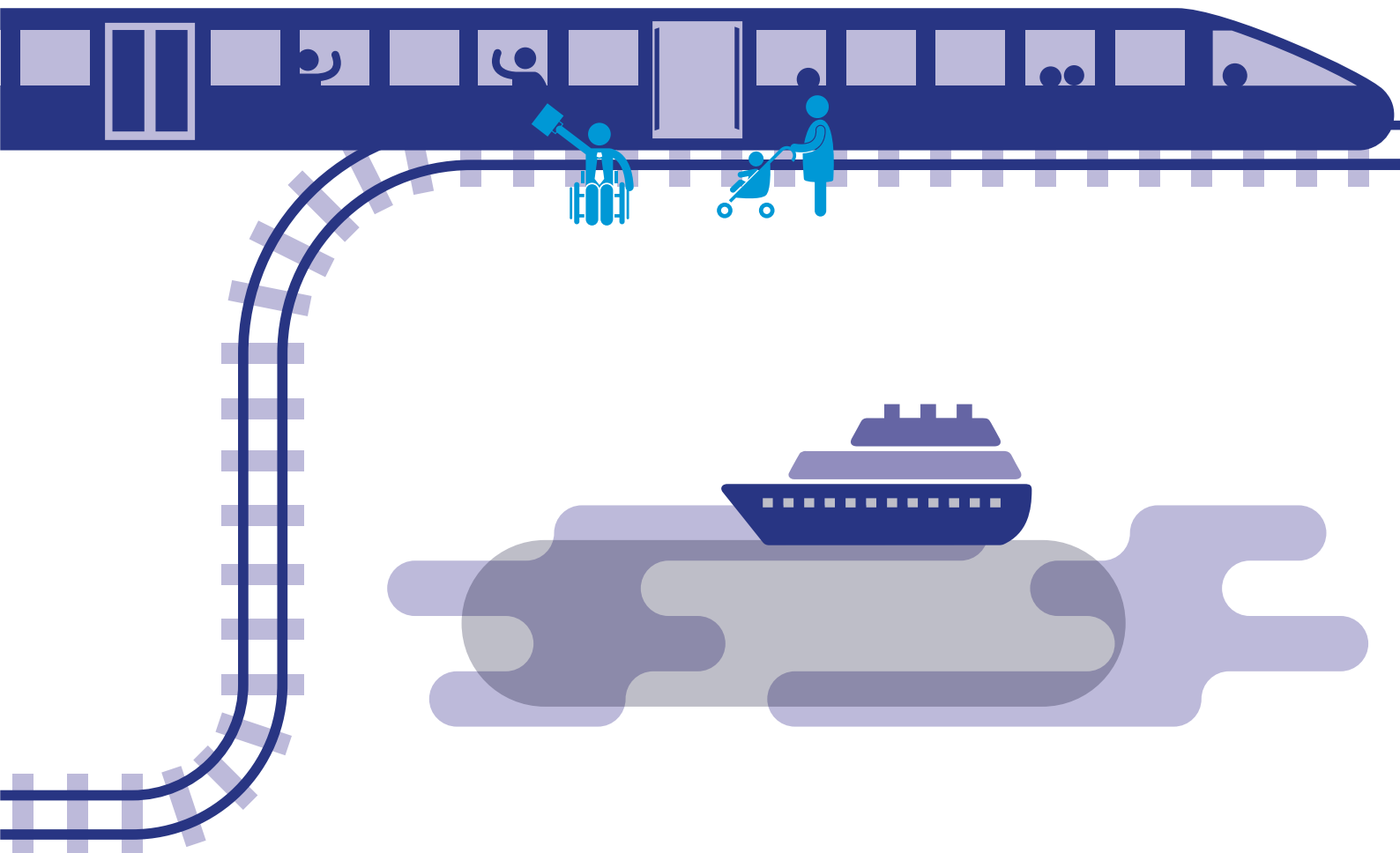
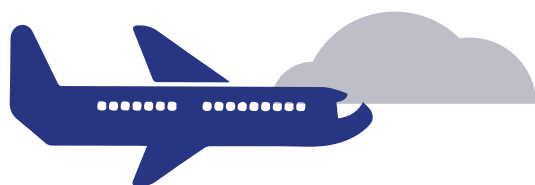
- ScotRail Customer Experience Manager who focused on lessons learned from the pandemic, the future of passenger assistance and touched on the operator of last resort;
- Network Rail Access and Inclusion Manager who focused on disability equality training and;
- Network Rail Senior Project Manager who focused on the Whole Industry Strategic Plan (WISP).

These discussions helped us to set up our stall for the work we are doing with the Transport Scotland Rail Team, discussions with Ministers and with developing the Rail work stream's priorities going forward.



# 9

## Scoping Day



## Scoping Day

In November 2021 at the MACS Scoping Day we heard from Transport Scotland's Accessible Travel Policy Team (ATPT) on progress of the Accessible Travel Framework (ATF) Annual Delivery Plan (ADP) for 2021-22. This included their work around the "Reducing Inequalities" priority of NTS2, which is the main driver for the ATF and contains 48 issues, being addressed through ADP. These issues include:

- infrastructure
- ticketing
- staff
- training and Assistance
- information, and
- key issues for specific transport operators

The ATPT reported that they had **successfully addressed 37% (18)** of the ATF's issues and were continuing to monitor and make progress with the remaining **63% (30)**. A short update on the issues is provided below with MACS response given in asking for reflections as the ATPT developed the 2022-23 ADP.

Progress against the 2021-22 Accessible Travel Framework Annual Delivery Plan.

**Passenger Assistance** – the ATPT continue to engage with Thistle Assistance and raise awareness of Rail, Ferry and Aviation assistance via various stakeholder groups. They have also now started exploring how they might complete the "bus" aspect of this priority and have set up a short life working group with various transport operators and disabled people's groups to help conduct surveys and engagement with bus users and transport operators to see what could be done.

**MACS Response:** How do we weigh up/balance progressing with Thistle Assistance cards against repeated majority comments from disabled people (as the end users) that it doesn't make a difference to their journey experience? How do we show we are listening if we keep pushing forward without responding to disabled people's lived experiences and asks – i.e. for better availability or accessible and affordable transport and improved disability awareness training for transport staff rather than more assistance cards?

**Journey Planning** – the ATPT held a Webinar in May 2021 with Traveline Scotland and have been engaging with Thistle Assistance to further explore improvements to their apps.

They also intent to meet with CTA to explore opportunities on how they could further promote services.

**MACS Response:** How do we tackle the combined barriers that many disabled people can't use the Traveline app and the previous comments on Thistle Assistance? We need to do something different and address the issues.

**Staff Training** – the ATPT updated that they had conducted a survey with local authorities to understand the training provided to taxi drivers and will be doing the same with bus operators. As part of this work they are working closely with DES around training on the Hate Crime Charter creating a sub-group of the Steering Group to focus on Staff Training.

**MACS Response:** MACS welcomes this approach and in particular involving Disabled Peoples' Organisations (DPOs) and disabled people in the process, reflecting that early engagement was key to success.

**Transport to Health** – the ATPT updated that they were working closely with Scottish Government Health colleagues to share information and engage with NHS and Health Transport Groups to meet their objective in this area. They also plan to raise awareness among disabled people and were considering the use of focus groups and regional health partnerships to do this, as well as exploring opportunities with CTA.

**MACS Response:** MACS welcomed the collaborative approach and the use of focus groups.

A few questions were posed for the ATPT to consider in developing their approach to this objective. These included defining the objectives, how progress will be measured and how interface is achieved with MACS' 9 recommendations from their Phase 1 work on Transport to Health and Social Care?

**Blue Badge** – the ATPT have concluded engagement with Local Authorities, Blue Badge holders and Healthcare Professionals to review the existing guidance they give to local authorities and are rewriting that Guidance. They will also finalise their revised Blue Badge application forms and the rights and responsibilities leaflet – which will be published alongside the guidance in 2022.

**MACS Response:** MACS welcomed this work and also consideration of exploring the renewal process for disabled people with lifetime conditions to prevent them having to reapply every three years.

**Taxi and Private Hire Cars** – the ATPT confirmed that they were working closely with MACS on this issue. They have already completed a survey of Local Authorities to better understand their provision of accessible vehicles and are engaging regularly with the Department for Transport (DfT) on their review of taxi guidance.

**MACS Response:** MACS welcomed the progress in this area, confirming that their Development Day in April 2022 was themed around MACS work on Taxis and Private Hire Vehicles, encouraging and asking the ATPT to contribute.

**Clear Pathways** – the ATPT confirmed that this work was being driven forward collaboratively with Scottish Government colleagues. The Draft Guidance (which MACS had input to) would be finalised soon and will go out for public consultation in 2022.

**MACS Response:** MACS welcomed the public consultation process to inform this area as it was critical to the overarching objective to remove the barriers that isolate and exclude disabled people from making their choice of successful door-to-door journeys.

**Bus** – this is mainly focused on audio and visual regulations which is being led by the Department for Transport (awaiting further updates on their commitment through the Bus Strategy) and also focuses on the under 22 concessionary fare being implemented in January 2022.

**MACS Response:** MACS sought confirmation that the bus elements of the ATF were now being progressed outwith the ATPT?

### **The ATPT provided some forecast projections for the ADP (Spring 2022)**

Of the eight ADP Priorities the ATPT forecast that they will **fully complete**:

- journey planning
- staff training
- Blue Badge
- taxi and private hire car, and
- bus

**MACS Response:** MACS questioned the measure to confirm “fully complete” – i.e. how will we know? MACS believe that sufficient progress has not been made and there is still a lot of work to do in these areas to make transport available, accessible and affordable.

The ATPT also forecasted that they will have completed up to 80% of:

**Passenger Assistance** – with the only thing forecast left to do being to implement a trial of assistance at bus stations, which will be explored and undertaken in 2022-23.

**Clear Pathways** – MACS welcomes the move to a consultation on the guidance for inclusive design in town centres and busy street areas and look forward to final publication.

**Transport to Health and Social Care** – is one priority that the ATPT confirmed they would require a bit more focus on in 2022-23 and stated that they will likely only be 50% completed by Spring 2022. This is being led by Health colleagues as they move into 2022 MACS would hope to see an additional focus on the promotion of available services via Regional Health Strategic Groups that will enable this work **to be close to completion**. However, we anticipate that this is a priority that will be a long-standing commitment in future Annual Delivery Plans.

**MACS Response:** In addition to the responses above and mainly in reply to the update on Transport to Health and Social Care, MACS raised the following points for reflection by the ATPT.

MACS asked how this area can be forecasted to be 50% complete by the spring 2022 when the Scottish Government Health Directorate (Primary Care) haven't published their work plan? MACS has been working with the Scottish Government Team on this.

What were the ATPT looking to do and how would progress and more critically success be measured?

MACS also reflected that the descriptors were confusing as it mentions 50% complete by spring, then close to fully complete and then a long-standing commitment, asking for confirmation on which is was?

Overall this was a worthwhile session and MACS thanked the ATPT for the opportunity to scrutinise their work progress and input into the following years ATF ADP.

MACS also raised the issue with the lack of SMART (Specific, Measurable, Achievable, Realistic and Time-Bound) objectives in their plan making it difficult to measure progress and hence the benefits to disabled people's travel experiences. This work and progress updates from the NTS2 feed into MACS work plans and areas of focus for the following year. We also note that as the Framework is now six years old, a deeper review will be required soon.

It was agreed that the ATPT would reflect on MACS comments and schedule a further stand-alone session in March/April 2022 to respond to the issues raised by MACS.

# 10

## Team Sessions (Knowing Me, Knowing You)



## Team Sessions (Knowing Me, Knowing You) (KM, KY)

The third KM, KY Team Session took place April 2021 and focused on chronic pain as a hidden disability. This included discussing some of the challenges of journey planning and travelling with chronic pain and the impact disruptions and extended journeys also had on managing chronic pain. MACS members shared their personal experiences and the mechanisms they used in their pain management strategies. It was agreed that it would be beneficial to have some more in-depth conversations on this issue at the next session and with some external input from more “experts by experience” to complement the issues and strategies shared by MACS members.

The fourth KM, KY Team Session took place in August 2021. This session focused on raising awareness about the needs of people with dementia and mental health problems, and returned to the topic of travelling with chronic pain, including how this affects access to transport and possible solutions.

Guests included Go Upstream, and See Me Scotland, and again MACS members sharing their experiences of living with chronic pain.

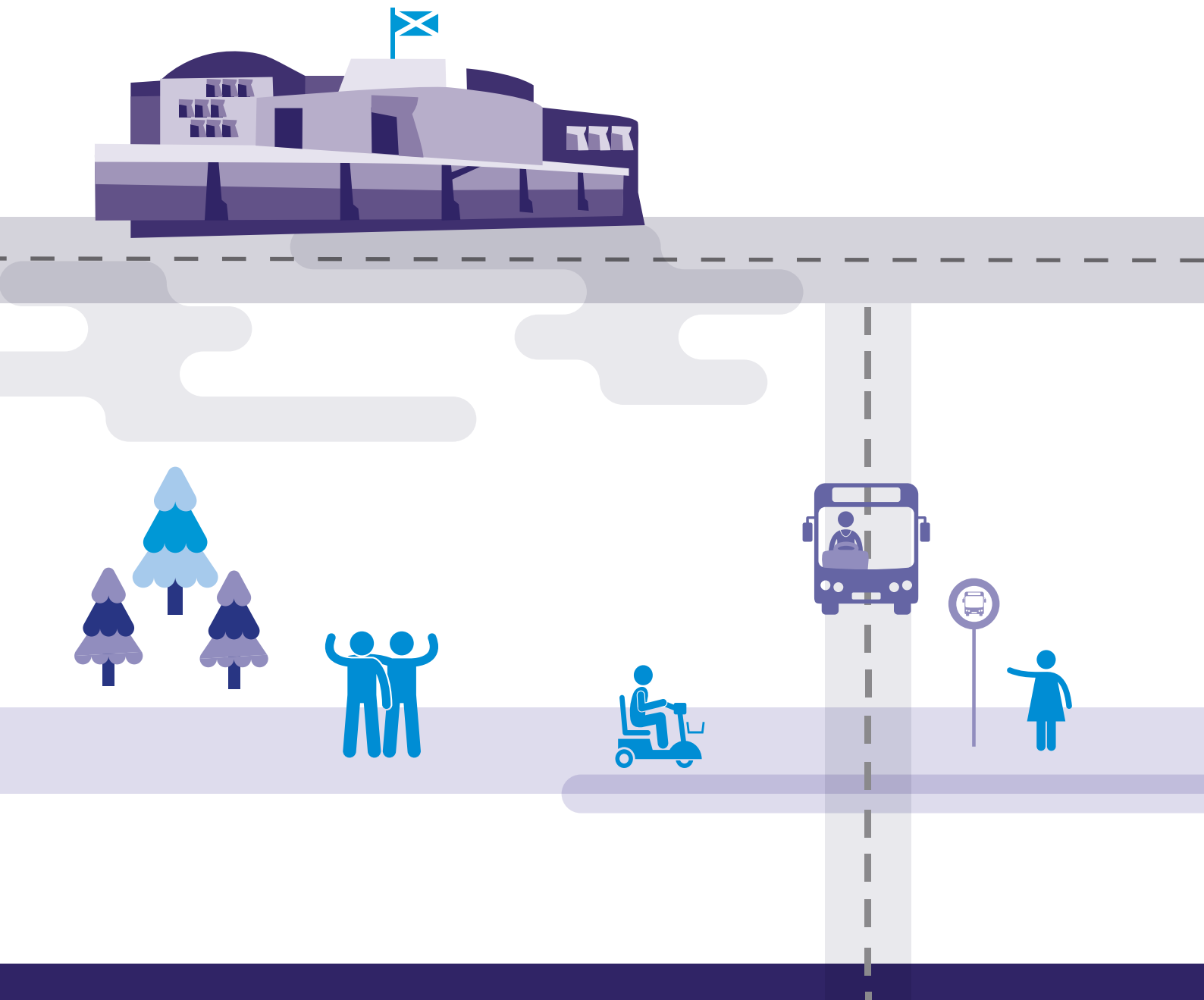
The session was very productive and well received with suggestions that MACS could reframe our conversations to talk more about journey experiences (including journey times and the impact of extended journeys on some conditions) rather than by modes of transport. Following the session MACS followed up with the CTA an inquiry regarding mental health being recognised as a disability and therefore individuals being given access to dial-a-ride bus services and similar facilities. The CTA confirmed that mental health is recognised as a disability by them (as defined in the Equality Act 2010) and hence people requiring support for these reasons should be given access. The information was fed back to See Me who thanked MACS for addressing the issue.

After the two KM, KY Team Sessions, the Convener invited committee members to put forward suggestions on topics for the Team sessions for 2022-23. Through committee agreement it has been decided to focus on:

- A session on inclusive communication (written and verbal)
- A session on “framing conversations and messages”
- A follow-up session on traveling has currently been parked due to other priorities.

# 11

To Finish - Say Hello and Wave Goodbye!





## To Finish- Say Hello and Wave Goodbye!

This year has seen another period of great change for our team. Three of our long-standing members retired after serving two terms and eight years with our Board. One of our other team members “stood down” after serving five years. All these members brought a great deal of experience, knowledge and commitment to our work over the years and it is hard to replace this level of skill and expertise.

We would like to acknowledge the dedication and hard work given by Marsali Craig, Keith Robertson, Hussein Patwa and Fraser Sutherland and once again say thank you for the tremendous contribution over the years of selfless devotion aimed at improving travel and the journey experience for disabled people.

These departures also brought opportunities to bring in new team members and with this, opportunities to bring fresh challenges, fresh ideas, new ways of working, not to mention more crusaders to join our cause!

We would like to take this opportunity to welcome Simon Watkins, Graham Dunn, Pauline Kelly, Lynsey Shovlin and Heather Still.

We have included a “getting to know you” snap shot of each of our new members on the next page.

**Simon Watkins** – Simon began working with Cumbernauld Corporation before moving to the then Strathclyde Regional Council as a planner. He was seconded for ten years to an EU Programme, assisting local authorities in Central and Eastern Europe, the last two years as Director. Mr Watkins joined the newly created Scottish Parliament as one of its Clerk Team Leaders and led teams supporting many of the main Committees of the Parliament, including the Health Committee's handling of the Bill banning smoking in public places.

**Graham Dunn** – Graham has worked within the third and statutory sectors throughout his career and over the last 16 years within the community and social transport sector. He is now a consultant working with third and statutory organisations in relation to Community, Health and Social Transport.

**Pauline Kelly** – Pauline is a communications and training specialist who has spent the last 10 years working in the third sector in Scotland focusing on equalities, human rights, and education. Pauline previously held the Secretariat for the Cross-Party Group on Human Rights at Holyrood and is focused on contributing to a rights-respecting society. She trained as a counsellor and has served as a volunteer counsellor. She spent much of her earlier career in Asia working in communications and education for organisations including the British Council and the University of Hong Kong. Pauline is a frequent user of public transport across the country and is an advocate for accessible travel for all.

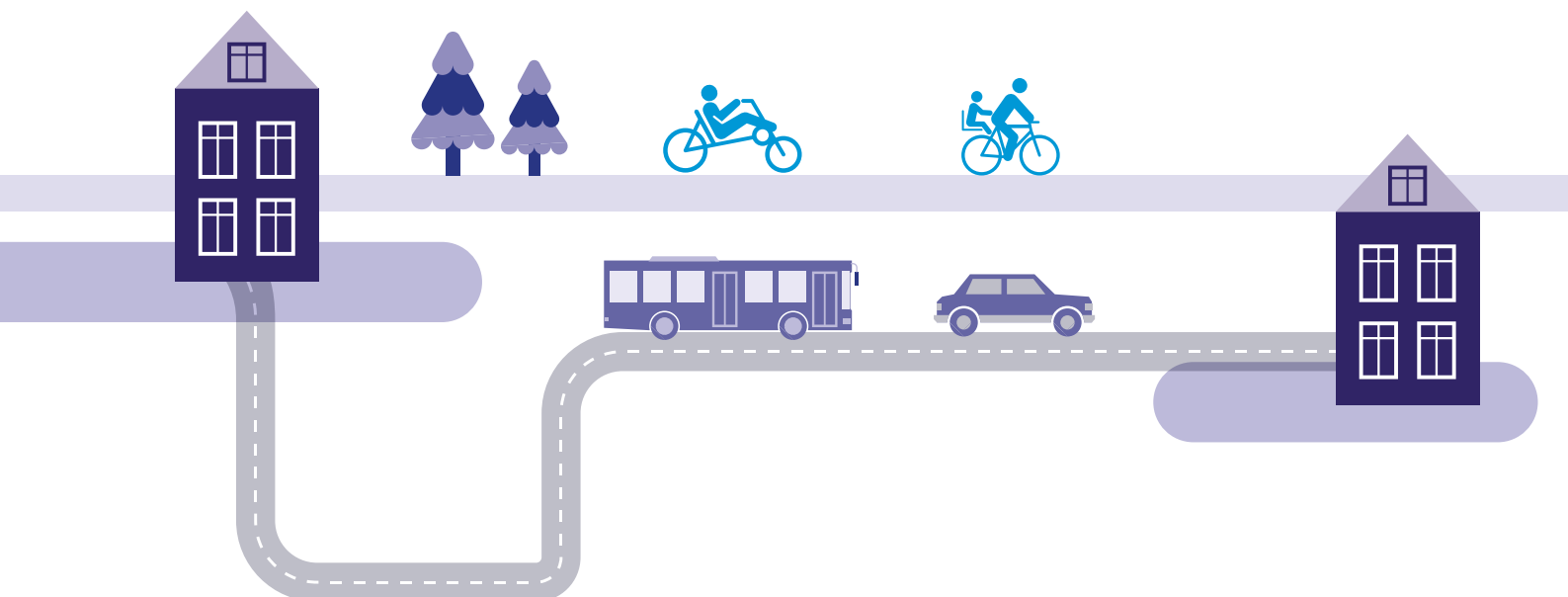
**Lynsey Shovlin** – Lynsey is a Project Manager for Scottish Enterprise who helps to grow the Scottish economy for the benefit of all. She graduated from Edinburgh Napier University with a BA degree in Festival and Events Management and has worked at several major events coordinating transport services, including London 2012 and the 2014 Ryder Cup in Glasgow. She was one of Scotland's first Customer Service Apprentices for ScotRail and is a regular traveller on public transport, especially rail services.

**Heather Still** – Heather works in health improvement for a Health and Social Care Partnership. She enjoys listening to people and conducting qualitative research into illness and health experiences. She has a congenital lifelong illness which gives her a critical perspective on barriers traditionally unseen. Her empathy and skills in advocacy and research allow her to push lived experiences as a viable perspective for social and health issues in our society.

As we encountered a turnover of around thirty percent of our team this year, and given our re-prioritised focus and to align with PfG and wider ministerial policies, we took the decision to restructure our committee set up and refocus some of the areas of work. We discussed and planned this starting at our Scoping Day in November 2021, with further committee-wide discussions in December 2021 and January 2022, and we are ready to start our new performance year with refreshed work plans and a restructured committee to support this. Our committee structure and areas of engagement is displayed within **Appendix Two**.

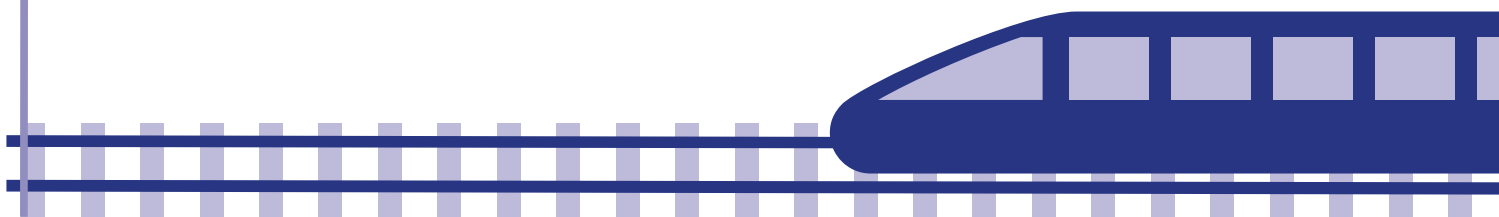
Within our annual planning cycle, we revisit the structure and areas of engagement twice a year to ensure we are making the most effective use of our finite resources. I am hopeful that when we catch up with you again in our next year's Annual Report that you will see the progress our new ways of working has delivered.

But for this year, can I close by reminding everyone that we will continue to work to promote a transport system that is **A**vailable, **A**ccessible and **A**ffordable for all (including sustainable and active travel modes) and that pavements are for people and are at the centre of keeping people and communities connected.

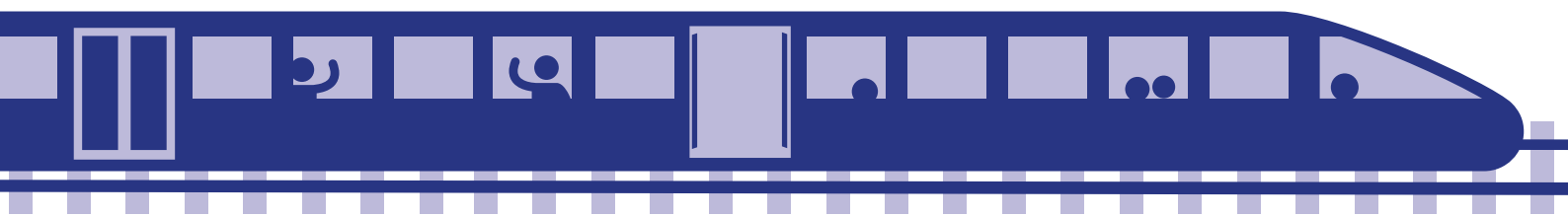


## Appendix One – Our Consultations and Engagement

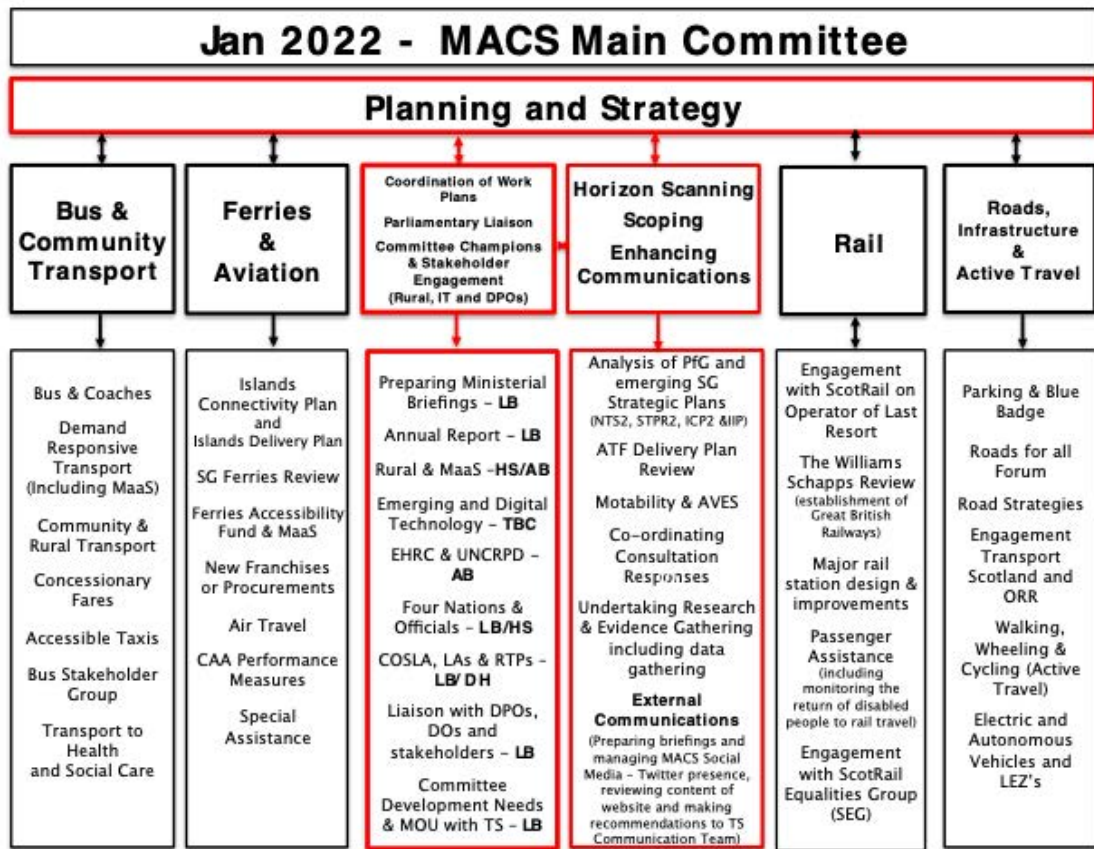
- [Local Place Plan Regulations Consultation - Scottish Government - Citizen Space](#)
- [Impact on Islands Communities of Free Bus Travel for Young People Under 22 - Scottish Government - Citizen Space \(consult.gov.scot\)](#)
- [Transport Scotland - Consultation on Traffic Regulation Orders](#)
- [Workplace Licensing Scheme Regulations and Guidance](#)
- [National Strategy for Economic Transformation - Scotland's Economy Working to deliver economic transformation \(blogs.gov.scot\)](#)
- [Implementation of Part 3 \(bus services\) of the Transport \(Scotland\) Act 2019](#)
- [Recommendations for Changes to the Code of Practice for Ministerial Appointments to Public Bodies in Scotland and a Revised Draft Code](#)
- [Scottish Government Consultation: Electric Vehicle Charge Points for New Residential and Non-Residential Buildings](#)
- [Development of the Islands Bond - Scottish Government - Citizen Space \(consult.gov.scot\)](#)
- [Penalty Charge Notices on Parking Enforcement](#)
- [Membership of the National Smart Ticketing Advisory Board - Scottish Government - Citizen Space \(consult.gov.scot\)](#)
- [Equality and Human Rights Commission - Our Strategic Plan for 2022-25](#)



- [Consumer Duty for Public Bodies](#)
- [Tactile Surfaces for Wayfinding](#)
- [The Aviation Strategy Consultation](#)
- [NTS2 Delivery Plan - Impact Assessments Consultation](#)
- [Draft National Planning Framework 4](#)
- [NHS Scotland Climate Emergency and Sustainability Strategy 2022 to 2026 - draft: Consultation.](#)
- [Public Sector Equality Duty Review](#)
- [Scotland's pavement parking prohibitions: pre-implementation directions and regulations for local authorities](#)
- [Consultation to update MGN 306\(M\) Designing ships for persons with reduced mobility](#)
- [Consultation on the draft second Strategic Transport Projects Review \(STPR2\) for Scotland](#)
- [Aviation Consumer Policy Reform](#)
- [Consultation on Mobility as a Service Code of Practice](#)
- [Island Communities Impact Assessments: guidance and toolkit](#)



# Appendix Two – Committee Structure and Areas of Engagement



This graphic shows MACS key work areas and engagements by work stream. The Planning and Strategy Work stream over-arches the modal work streams, has two flows and co-ordinates activities and learning to prevent silo working. The diagram contents are also displayed in text version below.

## Work stream areas of engagement:

### Planning and Strategy

**Lead – Linda Bamford**

Coordination of Work Plans, Parliamentary Liaison, Committee Champions and Stakeholder Engagement, (Rural, IT and DPOs), Preparing Ministerial Briefings, Annual Report, Rural and MaaS, Emerging and Digital Technology, EHRC and UNCRPD, Four Nations and Officials, COSLA, LAs and RTPs, Liaison with DPOs, DOs and Stakeholders, Committee Development Needs.

## **Co-Leads – David Hunter and Vacancy**

Horizon Scanning, Scoping, Enhancing Communications, Analysis of PfG and emerging Scottish Government Strategic Plans (NTS2, STPR2 ICP2 and IIP), ATF Delivery Plan Review, Motability and AVES, Co-coordinating Consultation Responses, Undertaking Research and Evidence Gathering including data gathering, **External Communications** (preparing briefings and managing MACS Social Media – Twitter presence, reviewing content of website and making recommendations to Transport Scotland Communication Team)

## **Bus and Community Transport: Lead – Audrey Birt**

Bus and Coaches, Demand Responsive Transport (including MaaS), Community and Rural Transport, Concessionary Fares, Accessible Taxis, Bus Stakeholder Group, Transport to Health and Social Care

## **Ferries and Aviation: Lead – Hilary Stubbs**

Islands Connectivity Plan and Islands Delivery Plan, Scottish Government Ferries Review, Ferries Accessibility Fund and MaaS, New Franchises or Procurements, Air Travel, CAA Performance Measures, Special Assistance

## **Rail – Simon Watkins**

Engagement with ScotRail on Operator of Last Resort, The Williams-Shapps Review (establishment of Great British Railways), major rail station design and improvements, Passenger Assistance (including monitoring the return of disabled people to rail travel), Engagement with ScotRail Equalities Group (SEG)

## **Roads, Infrastructure and Active Travel – Susan Fulton**

Parking and Blue Badge, Roads for all Forum, Road Strategies, Engagements, ORR, Walking, Wheeling and Cycling (Active Travel), Electric and Autonomous Vehicles and LEZ's.



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