



The Mobility and Access Committee for Scotland

Annual Report

2014-15

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MACS – Who we are

Introduction from the Convener, Anne Maclean OBE

The Mobility and Access Committee for Scotland (MACS) was established in 2002. MACS believes in a Scotland where anyone with a mobility problem due to some physical, mental or sensory impairment can go when and where everyone else can and has the information and opportunities to do so.

Our aims are:

- to give Scottish Ministers advice on aspects of policy affecting the travel needs of disabled people;
- to take account of the broad views and experiences of disabled people when giving advice;
- to encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities;
- to work closely with the Scottish Government and ensure our work programme complements the work being undertaken by the Disabled Persons Transport Advisory Committee (DPTAC), the Scottish Office of the Equality and Human Rights Commission and other organisations, voluntary and statutory agencies;
- to promote the travel needs of disabled people with transport planners and operators so that these are fully taken into account in the delivery of services; and
- to monitor and evaluate the effectiveness of our work against the above aims and objectives in improving travel opportunities for disabled people in Scotland.

Our doubts about the position of the MACS representative on DPTAC were removed by July 2014 when it was confirmed that our representative would have more than observer status and would participate fully in DPTAC meetings.

A major innovative initiative was taken by Transport Scotland's Accessibility and Road Safety Unit to hold a Transport Accessibility Summit in co-operation with Disabled People's Organisations. This was held in March 2015 jointly chaired by the head of the Unit and the Chief Executive of Inclusion Scotland. The Summit was considered to be very successful and the Working Group set up to assist with its organisation, attended by the MACS convener, will now become a Steering Group and will assist in progressing the priorities identified on the day.

In October the MACS workstreams were amended to take account of the fact that major work on the Commonwealth Games and Blue Badge reform had come to an end. MACS will however keep itself informed of the transport legacy from the Games and any changes in respect of Blue Badge reform.

In January we welcomed the new Minister for Transport and Islands, Derek Mackay MSP, to our meeting (see paragraph 60) who as well as commenting on our past work emphasised the valuable role we would play in giving advice to the new rail franchisees.

In late 2014 we bade farewell to Wendy Nichol, our acting Secretary who left on promotion to take up another post. We wish her well in her future career. In January we were joined by Robert Wyllie and Aga Lysak as Secretary and Assistant Secretary respectively. We would like to welcome them to the team and look forward to a friendly and fruitful working relationship with them.

I would like to thank Jill Mulholland, Sharon Grant and Christine Thomson for all their help and advice during the year and the Committee for their unfailing support during the same period.

We look forward to a continuing good working relationship with the Minister and the committees of the Scottish Parliament.

ANNE MACLEAN OBE

MACS workstream reports for 2014-15

Rail

1. The Rail Workstream continues to address a broad range of issues relating to access and communication matters with an increasing focus on strategic issues, new franchises and major station projects across Scotland. We are grateful for the assistance of the Rail Directorate in Transport Scotland.

Scottish Rail Accessibility Forum

2. MACS has provided on-going support through its regular attendance and contribution to the Forum through which Transport Scotland, Network Rail, ScotRail, other rail operating companies and disability bodies interact to address access matters.

3. MACS continues, through the Forum, to push for greater involvement of disabled people to influence the criteria of, and monitor stations identified for improvement through, the 'Access for All' programme in Scotland, to meet national targets and promote social inclusion. We have also requested that consideration be given to improve or provide alternative travel arrangements for disabled people at stations that are unlikely to be identified for improvement through the programme.

4. MACS was pleased to offer a thematic session on Engagement and Consultation Frameworks for operating companies to SRAF members as its contribution to enhancing the role and activity of the Forum. This work equally applies to other forms of transport such as buses and trams.

Recommendation 1: MACS to take forward work on the development of Engagement Frameworks as a strategic tool across other workstreams and to explore their usage with new developments and transport operators.

Recommendation 2: MACS to continue to explore with SRAF how it can push for greater involvement of disabled people to develop and include a wider disability representation and range of impairments for greater effectiveness and impact.

New ScotRail, Caledonian Sleeper Service and East Coast franchisees

5. MACS has successfully engaged with Abellio and Serco as new franchisees for the ScotRail and Caledonian Sleeper services respectively, further to our considerable work through the provision of advice and recommendations prior to the announcement of the successful bidders. We have met with key Serco staff to advise on improving the customer experience for disabled travellers, particularly through commenting on their Disabled People's Protection Policies (DPPP), and Accessible Travel Plan. We have also made comment to improve their website accessibility and look forward to being involved with the design of the new interiors for their proposed rolling stock.

6. MACS has continued to engage in the transition period between First ScotRail and the new franchisee Abellio. In February we were consulted and responded in detail to the new rail franchise draft DPPP. We have been invited to comment on the Minor Works Draft Programme 2015-16 and will be active in developing and shaping the proposed Stakeholder Engagement Forum. Similarly we have made overtures to the new East Coast franchisee Virgin/Stagecoach and will report back in due course.

7. MACS had also previously met with staff from First ScotRail, Public Affairs Stakeholder Management in August covering a range of issues. First ScotRail service some 86 million passenger journeys per annum therefore the stakeholder strategy in relation to DPPP's is of key importance. Discussions included how customers are informed about disruptions, collaboration with other organisations and special events, including Commonwealth Games and Gleneagles Ryder Cup and further qualitative information.

Recommendation 3: MACS to monitor the impact of the DPPPs and Passenger Charters for all new franchisees and to give special attention to the redesign of new rolling stock.

Recommendation 4: MACS to assess the impact and added value of the proposed Stakeholder Engagement Forum being established by Abellio.

Recommendation 5: MACS to work closely with Transport Focus

(formerly Passenger Focus) to improve and enhance the quality of survey responses from disabled travellers on the passenger experience.

Transpennine Rail

8. MACS took part in the consultation held by the Department for Transport regarding the forthcoming award of the Transpennine rail franchise and attended a consultation meeting in Edinburgh in June 2014.

Network Rail

9. MACS has been invited to comment on the Network Rail Inclusive Design Strategy, which aims to provide a seamless journey experience for the passenger. Our key focus will be on improving accessibility of stations and wherever passengers access Network Rail's infrastructure.

Edinburgh-Glasgow Improvement Programme (EGIP) – Winchburgh Tunnel Closure

10. In March 2015, MACS was invited to be involved in the consultation relating to the Edinburgh Glasgow Improvement Programme (EGIP) – Winchburgh Tunnel closure from 13 June and reopening 27 July 2015 affecting journeys between Glasgow Queen Street High Level – Falkirk High – Edinburgh. This is a key consultation as the expected disruption will be considerable during its closure.

Glasgow Queen Street Station

11. In December 2014 MACS welcomed Network Rail Scotland's positive response to our initial concerns about the major Glasgow Queen Street Redevelopment. We welcomed arrangements with a number of disability organisations being formalised to enable them to inform the detailed scope of provision within the station for their service users/client groups. We further recommended that Network Rail should increase the amount of detailed information published as part of the second phase of consultation and that plans should be revised with a view to enhancing proposals for access from the concourse to the low level station on the west side of the station.

12. Our main concern is that the accessibility of the station to disabled passengers is maintained during the period of disruption. This includes not just passenger assistance in its narrow sense, but accessible and timely provision of information about disruptions and the difficulty of accessing the station by taxi. We have no doubt of the good intentions of Network Rail and ScotRail but there needs to be an effective delivery plan.

Recommendation 6: MACS to assess the engagement and consultation arrangements for the Glasgow Queen Street redevelopment and report on their impact as the programme develops.

Edinburgh Waverley

13. MACS has engaged with Network Rail and East Coast regarding the changes made at Edinburgh Waverley relating to access to the station since June 2014. These changes have posed significant challenges to disabled people's ease of use of the premises and its facilities, especially taxi ranks and passenger assistance. MACS's engagement has contributed to a number of changes that have improved the situation including improving infrastructure around help points, communications with passenger assistance staff, signage around the station and awareness of the impact of the changes on disabled people, e.g. the significantly increased time taken for people to reach trains from station access points. This engagement is continuing with meetings every 4-6 weeks.

Edinburgh Haymarket

14. MACS work at Haymarket re-development over the last three years resulted in the development of positive working relationships with Network Rail Scotland and the station staff. The station redesign is a vast improvement on the previous access arrangements in generally moving around and getting to platform areas. Disabled people will have greatly benefitted from these changes. In retrospect however, the single disabled toilet, shared with mothers and toddlers, for a two-level station may need to be revisited. Given the expected targets of 15 million travellers per annum using the station it is not sustainable for this arrangement to continue and further toilet capacity will have to be considered.

Recommendation 7: MACS to write to Network Rail Scotland to consider increasing disabled toilet capacity to meet the anticipated demand.

15. A further key area of difficulty, but a more strategic one, relates to the inter-modal transfer arrangements for disabled people in accessing buses and taxis. Due to the difficulties of surrounding land ownership and responsibility there were a number of problems with these drop-off points where retrospective arrangements had to be made. The primary issue for many disabled travellers, and Haymarket Station management, is that once a disabled passenger leaves the station, they are outwith the controlled areas for access and staff responsibility and face many barriers as a consequence. Our learning from this situation and from other stations such as Aberdeen and Dundee, and throughout Scotland is that this is a major issue which may require a strategic approach. This is also a matter where local disabled access panels have a key role to play at national and community level.

Recommendation 8: MACS, along with partners such as Scottish Disability Equality Forum and key public bodies, to consider formulating a strategic approach to addressing inter-modal transfer issues throughout Scotland.

Dundee Station

16. Two meetings were attended during the year - in Glasgow in July 2014 and in Dundee in December 2014 - regarding the proposal by Dundee City Council to redevelop the existing Dundee station. The new development (which has the support of the Scottish Government and Network Rail) will provide level access for disabled people to the whole site along with much improved facilities in the station and is part of the re-development of the Dundee Waterfront in connection with the opening of the Victoria and Albert Museum in Dundee. Planning permission has been granted and it is anticipated that work will start shortly.

Borders Railway

17. MACS corresponded with the Rail Directorate of Transport Scotland regarding the accessibility of the new Borders Railway (which is due to open in September 2015) and is pleased to note that all the new stations will have level access albeit that they will

be unstaffed. The various issues which arise, including passenger assistance and the provision of information to passengers, will be pursued further once Abellio has taken over responsibility for the Borders Railway as part of the ScotRail franchise.

Recommendation 9: MACS to assess the effectiveness of ongoing monitoring arrangements between Abellio and disabled travellers on Borders Railway further to opening in September 2015

Transport Select Committee, 5th report of session 2013-14

18. The MACS Convenor asked the Rail Workstream to ensure its work was addressing the main considerations in the House of Commons Transport Select Committee's report. The workstream confirmed that we were compliant with the key elements of this report that relate to rail. These are the Accessibility Access Plan; access to rail network and station staffing; monitoring of the quality of service by Passenger Focus (now Transport Focus); funding from the Department for Transport (DfT) for station improvements; the requirement from DfT for franchisees to brief station staff on interchange beyond the forecourt; the development of a marketing strategy to raise awareness of new features of Transport Direct among disabled people; ongoing review of Transport Direct websites to increase content accessibility guidelines and provide alternative means of planning a journey; and improved coordination between departments.

Passenger Focus seminar on Special Events/Gleneagles

19. On 12 June 2014 members of MACS attended this seminar hosted by Passenger Focus (now Transport Focus) which looked at how ScotRail would keep Scotland moving during the Commonwealth Games and the Ryder Cup and how the plans would be effectively communicated to passengers and stakeholders. MACS would also wish to explore the impact of the legacy arrangements from both of these events.

Recommendation 10: MACS to evidence the impact of the legacy arrangements for disabled travellers further to the Commonwealth Games and the Ryder Cup.

Transport Accessibility Summit

20. Members of the Rail Workstream attended a meeting with transport operators on 5 February 2015 to discuss the forthcoming Transport Accessibility Summit which would bring together all relevant parties to look at the need identified for joined up working not just across policy teams, but between operators, disabled people's organisations, Regional Transport Partnerships, and local authorities. MACS subsequently attended the Summit in March 2015.

Office of Rail Regulation (ORR) meeting

21. MACS attended a meeting with the Office of Rail Regulation (now Office of Road and Rail) and train operators to discuss criteria used when collecting information on complaints from passengers as well as on complaint handling procedures. The aim was to standardise practices across the industry and to facilitate more appropriate information dissemination by the ORR. MACS stressed the importance of ensuring data collection criteria includes those relevant to disabled people and their needs when using the railways. We also stressed the need for complaint handling to be undertaken with them in mind, e.g. ensuring fair access to complaint submission mechanisms and maintaining ongoing communication throughout the process.

7th Scottish Annual Rail Conference

22. MACS attended the 7th Scottish Annual Rail Conference on 28 May 2014 which was an opportunity to network with a variety of stakeholders from the rail industry. Updates were given regarding the Borders Railway project, Edinburgh-Glasgow Improvement Project and the vision for the next Network Rail Control Period 6. This knowledge will inform much of the subsequent work undertaken when engaging with projects and their stakeholders.

Availability of information

23. MACS researched the availability of information related to services and support for disabled passengers disseminated via social media by those operators running services in Scotland. This was done by accessing information presented on social media website feeds and comparing this with information available on

operators' websites. It was deemed important given the increased use of social media by disabled passengers, particularly due to the improved accessibility of technology whilst travelling.

European Union Technical Specifications for Interoperability: Persons with Reduced Mobility (TSI:PRM)

24. MACS has previously commented on these EU technical standards relating to additions to or refurbishment of the rail network. Original plans to make radical changes to the standards were eventually dropped and the revised standards broadly reflect the previous version applied since 2008. The standards are technical and not easy to read or interpret, but provide the template for all infrastructure managers to apply when building new or refurbishing all parts of the rail network. To reflect the revised TSI:PRM, the DfT has published a revised *Accessible Trains and Stations for Disabled Persons: A Code of Practice*. This contains the relevant UK and European standards in an easier to read format.

Commonwealth Games

25. In April 2014 it was indicated that tickets and transport arrangements for the Games would become available in May and opportunities would be given at the same time for spectators to book Blue Badge parking although this would be limited. MACS attended a conference in July to consider the legacy from the Games where it was advised that a Transport Accessibility Map would be finalised.

26. In October 2014 we received a report on the assistance requests made in advance for Games venue rail stations. The total was just over 800 with the largest number of requests – more than 400 – from wheelchair users. ScotRail reported that about the same number of travellers – over 800 – sought assistance with boarding and alighting on the day of travel. One of the key factors of the Games transport was the high number of people on hand – both regular transport staff and Clydesider volunteers – to assist if problems arose.

27. The Transport Accessibility Map or maps which were to be put together to create a Glasgow-wide map or set of maps were taken over by Glasgow City Council who were to update the map

post-Games. In October however, in spite of detailed research and contact with Glasgow City Council, we do not know if an overall map has been produced.

28. There are, however, two transport investment proposals which have the potential to deliver a step change in accessible transport in the west of Scotland following the Games. One is Clyde Fastlink introduced in 2015 which is a high quality bus system linking up Central and Queen Street stations, Buchanan Street bus station to development sites along the Clyde, including the Scottish Exhibition and Conference Centre and the new South Glasgow University hospital. The other is a major reconstruction of Queen Street station in which MACS is closely involved (see paragraph 11).

29. A Games Legacy evaluation is being carried out, led by the Scottish Government with support and advice from the Games Legacy Evaluation Working Group. This will include the effect the Games have had on infrastructure. A post-Games report is set to be published in July 2015, an interim report is due to be published in 2017 with the final report to be issued in 2019.

Roads and Active Travel

Active Travel

30. Following the publication in June 2014 of the Scottish Government's national walking strategy *Let's Get Scotland Walking*, MACS participated in the national stakeholder event to develop and prioritise the walking action plan. The national walking partnership organisation, Paths for All, led the development of the detailed action plan, which was out for targeted consultation in March 2015. MACS provided a response to this to ensure that disabled people are included in any work going forward, particularly in reference to suitable infrastructure including accessible streets and paths. With this focus in mind, in October 2014, Active Travel was moved from the Planning and Infrastructure workstream to now sit within the Roads workstream.

Roads Maintenance Review Stakeholder Group

31. Originally formed under advisement from Audit Scotland, this group consists of predominantly roads engineers and is hosted by

SCOTS (Society of Chief Officers of Transportation In Scotland). The principal aims of the group are to improve methodology, management and timescales of road maintenance of trunk and local authority roads in Scotland. MACS representation is predominately to advise and persuade roads engineers to take access for disabled people and Transport Scotland's *Good Practice Guide for Roads* into serious consideration during all design aspects of roads maintenance programs. Also, whenever necessary, where standards have had to be deviated from because of topographical or engineering, MACS advises responsible authorities implement the best possible access given the site situation at any given area. This compliments well with recent discussions on the Roads for All Forum, one of whose aims for next year, subject to confirmation is likely to be the promotion of the use of the *Good Practice Guide* to civil engineers, designers and local authorities for use on new designs, thus increasing accessibility during maintenance projects.

Roads for All Forum

32. MACS maintains our role as member of this Transport Scotland led Forum, which meets approximately three times per year, and aims to advise and take forward issues of inclusion of disabled people in road and street design and usage. Following the refresh of Transport Scotland's *Good Practice Guide for Roads*, this year has seen consolidation and monitoring of how this is being used within Transport Scotland and in the wider roads environment.

Recommendation 11: MACS will work with the Roads for All Forum in 2015 to find ways of promoting the *Good Practice Guide* to the wider roads community.

33. The last quarter of 2014 saw the Department of Transport start to take forward the two points from the House of Commons Transport Select Committee's report on access to transport for disabled people through its Accessibility Action Plan. The two actions are reviews of the documents *Inclusive Mobility* and *Guidance on the use of Tactile Paving*. Transport Scotland is participating in these reviews.

Recommendation 12: Through 2015 MACS will engage on revision of *Inclusive Mobility* and *Guidance on the use of Tactile Paving*,

particularly as consultation on these proposals is highly likely.

Haudagain Access Forum

34. The Haudagain Roundabout Project is the improvement of the peripheral and feeder roads after the completion of the Aberdeen Western Peripheral Route improvements have been completed, estimated to be in 2018. This includes trunk roads such as the A90 and A96 and a considerable number of roads that come under Local Authority control. An access forum has been established consisting of Bon Accord Access Panel, North East Sensory Services and MACS to advise on the accessibility issues that are entailed in this project. The access forum will also advocate the use of Transport Scotland's *Good Practice Guide* and where standards have to be deviated from, seek to get the best possible accessibility outcomes. This project is technically quite difficult because of the existing topographies of the area where the new and improved road and pedestrian systems are to be put in place. We are now at stage three of the design process that contains a little more detail with regard to accessibility. It is expected that this project will go out to tender in 2015-16. The Haudagain Access Forum will be expected to be in place until the completion of the project. Jacobs UK Ltd has been appointed as the Design Consultants on this project.

Queensferry Crossing (Forth Replacement Crossing) Access Forum

35. The Access Forum has met through the year, with much work being carried out by email between meetings. The Forum provides access input to designers and contractors on ensuring inclusion of accessibility in designs, and using the *Good Practice Guide* as a standard. This project is in its last stages, and in 2015 while MACS will participate in site visits, the role will start to move towards monitoring of access improvements and engaging with Transport Scotland on assessing the effectiveness of using the *Good Practice Guide* as an access design tool.

A9 Dualling Access Forum

36. This Access Forum is run along similar lines to the Queensferry Crossing Access Forum. There has been no face to face meeting held in the last year, with work being carried out via email. Activity has focused on the non-motorised routes in the

Kincraig to Dalraddy area. The Access Forum is engaging on ensuring the highest form of accessibility and where there are deviations from the *Good Practice Guide*, that these are for unavoidable reasons.

Pavement Parking

37. MACS is aware of the significant negative effect that vehicles parking on pavements causes to the independent mobility of disabled people. A watching brief has been held throughout the last year on Sandra White MSP's proposed Responsible Parking (Scotland) Bill.

Smith Commission

38. Following the Smith Commission settlement on further devolution of powers, a watching brief is being kept on the outcomes and implications of powers over road signs and speed limits being devolved.

Blue Badge

39. MACS has been involved in the development of the Disabled Persons' Parking Badges (Scotland) Bill and subsequent guidance for implementation of the Act which came into effect in March 2015. The Act provides additional powers to local authorities to strengthen enforcement of the Blue Badge scheme and allows those who have been refused a Blue Badge to seek a review of the local authority's decision.

40. Representatives of MACS attended multi-agency working meetings to support the Bill's development and progress through the Scottish Parliament. They also assisted with the development of the policy guidance, including the requirement on local authorities to have a consistent and fair review process. MACS members assisted in the promotion of a public awareness campaign, including use of social media, to highlight the difficulties for disabled people parking and proper use of the Blue Badge.

41. A further development is to consider the eligibility of people with mental health conditions within future eligibility criteria. MACS has been invited to contribute to discussions on this.

Recommendation 13: MACS to participate in further developments relating to mental health eligibility as Transport Scotland progresses with augmenting the Blue Badge scheme.

Bus and Community Transport

42. The workstream continues to see its core task as monitoring the National Transport Strategy outcomes of quality, affordability and accessibility as they apply to buses, taxis and community transport. It is also monitoring any issues that may arise in respect of the Edinburgh Trams. While we recognise that progress is being made in some areas, it remains concerned over the lack of forward movement in others.

Taxis

43. MACS submitted a response on the 2013 Scottish Government public consultation on Taxi and Private Hire Car Licensing. At the core of our response was the huge variation in standards imposed by licensing authorities across Scotland and in many areas the impossibility of obtaining a taxi or private hire vehicle that can accommodate travellers with disabilities, a requirement that exists all day and every day. Local councils operate varying policies on provision of accessible taxis within the overall fleet and there is no national standard or guidance for their provision or for driver training.

44. The provisions in the subsequent Air Weapons and Licensing (Scotland) Bill do not address the issues raised by MACS and represent a significant lost opportunity given pressures on parliamentary time.

Recommendation 14: MACS will continue to press for the taxi licensing system in Scotland to incorporate standard minimum requirements for provision of accessible taxis in all areas, together with a single national vehicle standard.

Community and Demand Responsive Transport

45. MACS continues to be concerned at the lack of strategic view on Community Transport and the wide variation across Scotland in opportunities to access such transport.

46. MACS is concerned that there is no apparent budget flexibility that recognises the costs of providing such transport which can be far outweighed by savings in keeping people in their homes rather than in care or hospital and MACS urges NHS Scotland and councils to combine resources on this issue and, where such services can be developed, to seek to make them available for wider use.

47. Community transport schemes are subject to severe funding difficulties both in operation and in vehicle replacement. Local Council funding regimes do not give security beyond a year and this makes forward planning difficult. There is neither a wider national strategy for community transport nor any opportunity to access longer term funding following the Concordat transfer of funding to local authority budgets. MACS was concerned that this lack of strategic framework threatened the existence of existing schemes and preventing others emerging to fill gaps in provision. The majority of existing community transport operations date to a period when central government provided core funding for schemes and there is little opportunity for new schemes to develop as conventional public transport disappears. MACS welcomed the establishment by Transport Scotland of a fund for vehicle replacement however this accommodated only around a quarter of applicants and replaced only around 3% of the vehicles used for community transport in Scotland.

Recommendation 15: MACS considers that there should be a continuing availability of funding for vehicle replacement in established community transport schemes and assistance with formulation of new schemes.

Transport for health and social care

48. As reported in the 2013-14 annual report, the report from the 2011 Audit Scotland examination of transport for health and social care not only recommended the pilot schemes mentioned but acknowledged that other issues relating to health and social care transport, such as bus (and accessible bus) availability, although recognised were beyond the scope of the report and not dealt with. With increased concentration of clinical specialities this is an increasing problem.

49. Community transport plays an increasing role in taking people to health services in Scotland. The Community Transport Association believes that this reflects the demands of an aging population and changing criteria by Health Authorities and Scottish Ambulance Service for non-emergency transport. This has resulted in wide variations and inconsistencies between areas reflecting different levels of engagement of health authorities and the geographical variations in transport provision. MACS notes this view and believes that the new Health and Social Care Partnerships coming into effect in 2015 need to recognise the issue and take a common approach.

Recommendation 16: MACS considers that the new Health and Social Care Partnerships need to recognise the increasing difficulties for people with mobility impairments in accessing health and social care and to produce common strategies to deal with this using the experience gained in the Highland Integrated Transport Provision project.

50. MACS was interested to hear of the Highland Integrated Transport Provision project being carried out in Lochaber. The main driver for this project was the Audit Scotland report on transport for health and social care. In this project, four partners - the Regional Transport Partnership, the Scottish Ambulance Service, Highland Council and NHS Highland - are working together with community organisations to introduce a Lochaber Transport Advice and Booking Service to provide an information service advising enquirers of appropriate travel options.

51. Advice is based on the individual's overall travel needs and takes into account such issues as mobility difficulties, wheelchair access needs, location in relation to main transport routes and community transport services. It also works with the Patient Transport Booking Service and if necessary advises the relevant bus company that a wheelchair user will be using the service route. The project also communicates with the Scottish Ambulance Service to discuss the possibility if necessary, of transport being provided under its social/geographic criterion. The operational phase of this project ran from April 2014 to March 2015. MACS will be seeking information on the project outcomes during the summer of 2015.

Buses

52. MACS has engaged with the Confederation for Passenger Transport over the issue of disability awareness training for drivers and other staff. We received a helpful presentation and are aware that the vast majority of operators provide such training. We do however consider that there should be a standard national accredited scheme of training which should be linked to service registration.

Recommendation 17: MACS considers that there should be a single nationally agreed scheme for disability awareness training and that this should be linked in some way to service registration to ensure complete national coverage.

Electronic registration of bus services

53. MACS was consulted for comment as part of the engagement process for the intention by Transport Scotland to increase the period of notice to be given to local transport authorities before service changes can be registered with the Traffic Commissioner. Issues relevant to disabled people include:

- Ensuring fully accessible transport alternatives, including those provided by local Community Transport, when bus services are withdrawn, even at short notice.
- Ensuring the designation and labelling of bus stops is meaningful and synchronised between timetables, journey-planning services and the physical infrastructure on the street. This is particularly important given the increasing use of accessible technologies online and on mobile devices used for journey planning by disabled people.
- Ensuring that local Access Panels and other interested stakeholders are consulted by either local authorities or bus service providers prior to any change in service provision and that any concerns are noted and incorporated into strategic planning.

Recommendation 18: MACS considers that issues relevant to disabled people need to be incorporated in any Government guidance on registration of bus services.

Liaison

Bus Stakeholder Group

54. The Convener continues to represent MACS on the Bus Stakeholder Group. Following Bus Users Scotland's (BUS) attendance at a MACS meeting in January 2014 where bus complaints were discussed, we suggested that disability be included as one of the category of complaints. This issue was again raised at a Bus Stakeholder Group meeting where BUS said they would consider this. In early March 2015, BUS told us that this category would indeed be included. This matter is important to the relationship between MACS and bus operators, especially in relationship to driver disability awareness training.

Association of Transport Co-ordinators (ACTO) Scotland

55. In June 2014 the Convener and Andrew Holmes, the bus and community transport workstream lead, attended a meeting of ACTO Scotland where they gave a presentation on the work of MACS.

Meeting with Dave Thomson MSP

56. In August 2014 the Convener attended a meeting organised by Transport Scotland at the request of Dave Thomson MSP at which transport accessibility was discussed. The meeting was attended by representatives of Disabled People's Organisations and officials from policy divisions in Transport Scotland. There was a wide ranging debate concerning all modes of transport. Transport Scotland undertook to reflect further on how to bring together disabled people with those responsible for transport services and infrastructure.

Transport Accessibility Summit

57. Between January and March the Convener was invited to be part of the working group which was assisting Transport Scotland in the co-production of the Transport Accessibility Summit in March. The Summit involved Transport Scotland policy officials, local authorities, regional transport partnerships, operators across all transport modes including community transport, and MACS. The Summit considered four themes: transport connectivity and

physical improvements, deliverability, information/assistance, and training and customer service. Feedback from the Summit was very positive and the newly formed accessible transport steering group will be considering how to take forward the priority issues raised.

Disabled Persons Transport Advisory Committee (DPTAC)

58. A new Disabled Persons Transport Advisory Committee was appointed as from 1 April 2014. As a result of correspondence between the then Minister for Transport and Veterans in the Scottish Government (Keith Brown MSP) and the Minister with responsibility for DPTAC in the Westminster government (Baroness Susan Kramer) it was agreed that MACS could nominate a representative to attend DPTAC meetings who would be entitled to participate in the meetings, but not be a member of the Committee. MACS appointed John Ballantine to undertake this role and in that capacity he attended DPTAC meetings in September and December 2014, and in March and April 2015.

UNCRPD and equality

59. MACS will ensure that all its activities take account of the progression of disabled people's human rights as set out in the UN Convention on the Rights of Persons with Disabilities (UNCRPD), for which Transport Scotland and several of the constituent organisations making up Scotland's transport framework are duty bearers. MACS will ensure that it is equipped to recognise and assess how each part of its work plan can help to progress these rights through bespoke guidance for members and review of work outputs.

Ministerial visit

60. At our January meeting we welcomed the new Minister of Transport and Islands, Derek Mackay MSP. In his talk the Minister confirmed the Scottish Government's commitment to transport accessibility and thanked the committee for their work in the past year, in particular our input towards accessible transport for the Commonwealth Games. He also noted that the year ahead would be a busy one for MACS especially in respect of ensuring a positive engagement with the new rail franchisees.

61. All the workstream leads gave brief presentations of their work. In response, the Minister said he had some knowledge of the challenges facing disabled people from his previous Ministerial portfolio which included planning. He said he would ask officials to give further consideration as to how Transport Scotland's *Good Practice Guide for Roads* could be disseminated more widely.

BBC Radio Scotland

62. In January 2015 the Convener participated in the "Call Kaye" programme on BBC Radio Scotland. Unfortunately her time on the programme was quite restricted but it did lead to an invitation to address two groups representing disabled people. It was clear from these contacts that, in spite of the excellent service provided by Passenger Assist for rail travellers, this service is not as widely known about as it might be. This is something that the rail workstream will be taking up with operators.

Ferries

63. The Ferries Accessibility Improvement Fund, a feature of the 2012 Ferries Plan, was launched by Scottish Ministers to stimulate and support works to enhance the accessibility of ports. Decisions on funding are taken by a Fund Management Group comprising representatives from Transport Scotland and MACS. The finances of the Fund are administered on behalf of the Scottish Government by Caledonian Maritime Assets Ltd. The Accessibility Improvement Fund was agreed at £500k for 2014-15. Operators are expected to match the Scottish Government's contribution so that projects are financed on a 50:50 basis. This will mean that the total resource for 2014-15 was £1 million.

64. In autumn 2014 the Fund Management Group met and agreed the application pack, evaluation process, criteria and external advice and timetable for 2014-15. Applications were invited from operators and local authorities and in December 2014 the first applications were received and assessed. In January 2015, the results of this first funding round were agreed.

65. In February 2014, MACS responded to a consultation on the Serco Northlink Ferries revised Accessibility Policy. In April 2014 a representative from Serco Northlink Ferries attended a meeting of

MACS and gave a presentation on the revised Northlink Accessibility Policy.

66. In September 2014, the MACS ferries workstream lead met with representatives from Calmac and had a wide ranging and informative discussion. At that stage Calmac was reviewing their accessibility policy and endeavouring to go beyond the requirements of the relevant legislation.

Recommendation 19: MACS will seek to work with and support ferry operators, designers and engineers in their efforts to adopt standards beyond the minimum contained within guidance and legislation.

Planning and Infrastructure

Regional Transport Partnerships

67. Ranald Robertson from Hitrans took over the Regional Transport Partnership (RTP) secretariat role during 2014. Contact was made from MACS and it was agreed that MACS liaison/updates be added to the agenda of the autumn 2014 RTP lead officers meeting with a view to gathering information on any relevant work that the RTPs are progressing. It was agreed to keep this as a standing item for future meetings to ensure MACS is updated at an early stage.

68. Hitrans was planning to roll out the Thistle Assistance Card in the Highlands and Islands following the Tactran model and also undertaking as part of the East Inverness Bus Improvement Corridor Project a review of public transport facilities in Inverness identifying any disabled access barriers.

Strategic Development Plans

69. Discussions have taken place on scanning the Strategic Development Plans of the four main Scottish cities – Aberdeen, Dundee, Edinburgh and Glasgow – to highlight the areas relating to accessibility.

Recommendation 20: MACS will produce a report on Strategic Development Plans, highlighting areas relating to transport accessibility.

ANNEX A: LIST OF RECOMMENDATIONS

Recommendation 1: MACS to take forward work on the development of Engagement Frameworks as a strategic tool across other workstreams and to explore their usage with new developments and transport operators.

Recommendation 2: MACS to continue to explore with the Scottish Rail Accessibility Forum (SRAF) how it can push for greater involvement of disabled people to develop and include a wider disability representation and range of impairments for greater effectiveness and impact.

Recommendation 3: MACS to monitor the impact of the Disabled People's Protection Policies and Passenger Charters for all new rail franchisees and to give special attention to the redesign of new rolling stock.

Recommendation 4: MACS to assess the impact and added value of the proposed Stakeholder Engagement Forum being established by Abellio.

Recommendation 5: MACS to work closely with Transport Focus (formerly Passenger Focus) to improve and enhance the quality of survey responses from disabled rail travellers on the passenger experience.

Recommendation 6: MACS to assess the engagement and consultation arrangements for the Glasgow Queen Street redevelopment and report on their impact as the programme develops.

Recommendation 7: MACS to write to Network Rail Scotland to consider increasing disabled toilet capacity at Haymarket station to meet the anticipated demand.

Recommendation 8: MACS, along with partners such as Scottish Disability Equality Forum and key public bodies, to consider formulating a strategic approach to addressing inter-modal transfer issues throughout Scotland.

Recommendation 9: MACS to assess the effectiveness of ongoing monitoring arrangements between Abellio and disabled

travellers on Borders Railway further to opening in September 2015

Recommendation 10: MACS to evidence the impact of the legacy arrangements for disabled travellers further to the Commonwealth Games and the Ryder Cup.

Recommendation 11: MACS will work with the Roads for All Forum in 2015 to find ways of promoting the *Good Practice Guide* to the wider roads community.

Recommendation 12: Through 2015 MACS will engage on revision of *Inclusive Mobility* and *Guidance on the use of Tactile Paving*, particularly as consultation on these proposals is highly likely.

Recommendation 13: MACS to participate in further developments relating to mental health eligibility as Transport Scotland progresses with augmenting the Blue Badge scheme.

Recommendation 14: MACS will continue to press for the taxi licensing system in Scotland to incorporate standard minimum requirements for provision of accessible taxis in all areas, together with a single national vehicle standard.

Recommendation 15: MACS considers that there should be a continuing availability of funding for vehicle replacement in established community transport schemes and assistance with formulation of new schemes.

Recommendation 16: MACS considers that the new Health and Social Care Partnerships need to recognise the increasing difficulties for people with mobility impairments in accessing health and social care and to produce common strategies to deal with this using the experience gained in the Highland Integrated Transport Provision project.

Recommendation 17: MACS considers that there should be a single nationally agreed scheme for disability awareness training and that this should be linked in some way to service registration to ensure complete national coverage.

Recommendation 18: MACS considers that issues relevant to disabled people need to be incorporated in any Government guidance on registration of bus services.

Recommendation 19: MACS will seek to work with and support ferry operators, designers and engineers in their efforts to adopt standards beyond the minimum contained within guidance and legislation.

Recommendation 20: MACS will produce a report on Strategic Development Plans, highlighting areas relating to transport accessibility.

ANNEX B: WORKSTREAMS

MACS established workstreams in order that it would most effectively target its resources in the areas where it felt able to have most influence for the disabled traveller and where the Committee felt its priorities lay. These were the workstreams for the 2014-15 reporting period:

Rail

Members:

- Jane Steven (Lead);
- Bob Benson (Lead);
- Clare Byrne (until July 2014);
- John Ballantine;
- Hussein Patwa

Workstream

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

Commonwealth Games (stood down 2014)

Members:

- Grahame Lawson (Lead) (until October 2014);
- Clare Byrne (Lead) (until July 2014);
- Annette Monaghan;
- Jane Horsburgh;
- Marsali Craig.

Workstream

- Glasgow Commonwealth Games 2014

Roads (included Active Travel from October 2014)

Members:

- Jane Horsburgh (Lead);
- Anne MacLean;
- Heather Fiskien;
- Grahame Lawson (until October 2014);
- Keith Robertson.

Workstream

- Forth Replacement Crossing

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

Blue Badge (stood down October 2014)

Members:

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

Workstream

- Blue Badge Scheme

Bus and Community Transport

Members:

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

Workstream

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

Liaison

Members

- Anne MacLean (Lead);
- Andrew Holmes;
- Grahame Lawson (until October 2014);
- Bob Benson;
- John Ballantine;
- Heather Fiskin (joined January 2015).

Workstream

- Equality and Human Rights Commission
- Disabled Persons' Transport Advisory Committee (DPTAC)

- COSLA/Local authorities
- Regional Transport Partnerships
- Parliamentary liaison
- Bus Stakeholder Group

Ferries

Members

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

Workstream

- Scottish Government Ferries Review

Planning and Infrastructure

Members

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

Workstream

- Airports
- Active Travel
- Regional Transport Strategies
- Strategic Development Plans

Disability Equality Rights, Standards and Outcomes (stood down October 2014)

Members

Bob Benson (Lead);
Heather Fiskin.

Workstream

Equality Act 2010
Staff Training

ANNEX C: MEMBERS' DETAILS

Anne MacLean OBE was a trustee of RNIB Scotland until October 2012 and a Committee Member of Sight Action until May 2012. She chairs Inclusion Cairngorm, a body which gives advice to the Cairngorm National Park Authority on equality and human rights issues.

She was formerly a National Officer with the National Union of Civil & Public Servants (now PCS). She has chaired a number of committees within the voluntary sector, mainly covering Housing & Social Care. Anne was appointed as Convener in January 2009 and reappointed in January 2012.

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

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

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

Previously he was appointed as a member of the Disability Employment Advisory Committee (DEAC), which reported to the

UK Minister for Disability. He was also Executive Director for Community Development in England and Wales with Scope, and Director, Disability Scotland. He is a trustee of Foundation Scotland a charitable philanthropic grant giving organisation and currently is Chair of their Innovation and Impact Committee. Bob was appointed in October 2009 and re-appointed in October 2012.

Marsali Craig is a Trustee and Director of the MS Society and a Director of Aberdeen based North-East Sensory Services. Marsali has professional skills and experience as a Social Worker and as a Solicitor and has a wide personal experience of travelling as a disabled person. Marsali was appointed in October 2013.

Heather Fiskin works as a Project Manager for Independent Living in Scotland. The project was previously hosted by Equality and Human Rights Commission until March 2012. Heather was previously employed in a variety of roles in the Disability Rights Commission including policy, practice development and introducing the Disability Equality Duty to Scotland.

She was previously a Trustee of the RNID (Royal National Institute for Deaf People) and has worked as an Inclusive Design Consultant. Heather now sits on the Board of the National Registers of Communication Professionals working with Deaf and Deafblind People. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University. Heather was appointed in October 2009 and re-appointed in October 2012.

Margaret Follon is the Head of the Access Centre at West Lothian College in Livingston. She is responsible for the management of the staff who deliver courses for students with additional support needs, ESOL courses, adult learning in the Community and core skills across the College. She is a member of the College Equalities Committee and is responsible for the implementation of the College support for learning service.

Margaret has been a member of the Equality Advisory Group to the Scottish Parliament for two years and was part of a subcommittee who advised on the new entrance. In September 2009 Margaret developed a spinal abscess which left her initially unable to walk and requiring a long period of rehabilitation. Unable to return to her third floor flat, she was re-housed in a ground floor adapted home with the help of Housing Options Scotland a charity

who support disabled people to access the right house in the right place. Margaret is now a board member of the organisation. Margaret was appointed in October 2013.

Andrew Holmes trained and worked as a civil engineer before becoming involved in the wider area of planning, economic development and transport. Prior to retiring in April 2008 he was Director of City Development for the City of Edinburgh Council. He has served on a number of transport related groups and committees at both Scottish and UK level. He currently sits on the Board of Trustees of the National Museums of Scotland. Andrew was appointed in January 2009 and was re-appointed in January 2012.

Jane Horsburgh is Policy Manager for Guide Dogs Scotland. She was previously a board member of MACS from 2005 to 2008 and was involved in the Department for Transport's Research on Designing for Disabled People in Home Zones. She is a member of the Scottish Accessible Transport Alliance, and a previous member of Angus Access Panel. Jane was appointed in October 2009 and re-appointed in October 2012.

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

Annette Monaghan worked for the NHS in Scotland for 20 years including 5 years with the Scottish Government Health Department and most recently in the Human Resources Directorate of NHS Greater Glasgow and Clyde. Her background is Learning and Education and Organisation Development. Annette is a volunteer with the Citizens Advice Bureau in Glasgow and is also a Peer Supporter with Housing Options Scotland, which gives detailed information and advice to enable disabled people to have access to suitable housing. She tutors in Management Studies on a part-

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

Hussein Patwa was elected as an RNIB (Royal National Institute of Blind People) Scotland Member Representative in 2011 and to the RNIB Scotland Committee shortly thereafter. He was co-opted onto the strategic Living with Sight Loss Programme Board and also sits on the Travel, Shopping & Control of Money Programme Board within the same organisation. He is a member of the Scottish Accessible Transport Alliance with a particular interest in accessible rail and local bus transport. Hussein has a background in Business Management, Innovation & Change and Internet Information Systems with e-Business. Hussein was appointed to MACS in October 2013.

Keith Robertson is a Royal Navy Veteran. He was invalided out of the forces in 1973 after an accident that left him disabled and a paraplegic wheelchair user. He is a graduate of Heriot Watt University and has professional expertise in the field of accessibility and design of Inclusive Environments. Keith is the General Manager of Wheelchair s for Ukraine. Keith was appointed in October 2013.

Jane Steven is a qualified nurse and social worker with a long history of working on both disabled issues and rural community and access issues and on Collaborative and Community Development Projects until her retiral. She was an Individual Public Member of Network Rail for 3 years and was a member of Passengers' Views Scotland (PVS). She is a past member of the management committee of Carers of East Lothian. Jane was appointed in October 2009 and re-appointed in October 2012.

The following were members of the Committee who resigned during the year:

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

public transport. Claire was appointed in October 2009, re-appointed in October 2012 and resigned in June 2014.

Grahame Lawson was Head of Planning, Roads and Building Control for North Lanarkshire Council until he retired in 2004. He was an adviser on disability matters to the Convention of Scottish Local Authorities and for many years he was a member of DPTAC, where he chaired the Personal Mobility and Local Authority Working Group and led on Blue Badge issues. He is a Fellow of the Chartered Institution of Highways and Transportation. He led for MACS on transport aspects relating to the Glasgow Commonwealth Games. Grahame was appointed in October 2009, reappointed in October 2012 and resigned in October 2014.

ANNEX D: MACS RESPONSES TO CONSULTATIONS

During the period covered by this annual report, MACS provided responses to the following public consultations, offering views and input from the perspective of the disabled passenger:

- Response to Department for Transport consultation on aviation (reported on at April 2014 meeting)
- National Walking Strategy action plan

Copies of the responses are available on the MACS website (www.macs-mobility.org).

ANNEX E: EVENTS ATTENDED BY MACS

During the period covered by this annual report, MACS attended the following events, offering views and input from the perspective of the disabled passenger:

May 2014

Scottish Rail Conference

June 2014

Transpennine Express franchise consultation event
Meeting with Association of Transport Co-ordinators Scotland

July 2014

Dundee Station development consultation event

September 2014

Meeting with Serco Caledonian Sleeper
Meeting with Caledonian MacBrayne to discuss accessibility policy
National Roads Development Guide conference

October 2014

ORR event on train operating company Disabled People's
Protection Policies and Complaints Handling Procedures

November 2014

Workshop on Delivery of the National Walking Strategy

December 2014

Disability Agenda Scotland Accessible Transport Roundtable

ANNEX F: SPEAKERS WHO HAVE ADDRESSED MACS MEETINGS

April 2014

- **Tom Davy, Bus Policy, Transport Scotland**
Updated the Committee on follow up to the Transport for Social Outcomes Audit Scotland report.
- **James Linklater, Northlink Ferries**
Spoke to the Committee on the company's accessibility policy

July 2014

- **Joan Aitken, Traffic Commissioner for Scotland**
Spoke to the Committee about her work in regulating the bus industry
- **Owen Campbell and Geoff Cook, Network Rail**
Spoke to the Committee about the work to redevelop Glasgow Queen Street station as part of the Edinburgh-Glasgow Improvement Programme

October 2014

- **Paul White, Confederation of Passenger Transport**
Spoke to the Committee about the work of the Confederation to improve bus driver disability awareness training

January 2015

- **Derek MacKay MSP, Minister for Transport and Islands**
The Minister heard from the Committee about its work over the past year and spoke about transport accessibility policy

ANNEX G: ATTENDANCE OF MEMBERS AT MEETINGS

	April 2014	July 2014	October 2014	January 2015
Anne MacLean OBE	✓	✓	✓	✓
John Ballantine	✓	✓	✓	✓
Bob Benson	✓	x	✓	x
Claire Byrne	x	x	-	-
Marsali Craig	✓	✓	✓	✓
Heather Fiskien	x	✓	✓	✓
Margaret Follon	✓	x	x	✓
Andrew Holmes	✓	✓	✓	x
Jane Horsburgh	x	✓	✓	✓
Grahame Lawson	✓	✓	✓	-
Cecil Meiklejohn	✓	✓	✓	✓
Annette Monaghan	✓	✓	✓	✓
Hussein Patwa	✓	✓	✓	✓
Keith Robertson	✓	✓	✓	✓
Jane Steven	✓	✓	✓	✓

- ✓ Present
- x Absent
- Not a member of the Committee for this meeting

ANNEX H: GLOSSARY OF ACRONYMS

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

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).

اس دستاویز کی مزید کاپیاں آڈیو کیسٹ پر اور بڑے حروف کی چھپائی میں اور کیوٹی کی زبانوں میں طلب کیے جانے پر دستیاب ہیں، برائے مہربانی اس پتے پر رابطہ کریں:

এই ডকুমেন্ট-এর (দলিল) অতিরিক্ত কপি, অডিও এবং বড়ো ছাপার অক্ষর আকারে এবং সম্প্রদায়ের ভাষায় অনুরোধের মাধ্যমে পাওয়া যাবে, অনুগ্রহ করে যোগাযোগ করুন:

Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànan coimhearsnachd. Cuir fios gu:

इस दस्तावेज़/कागज़ात की और प्रतियाँ, माँगे जाने पर, ऑडियो टेप पर और बड़े अक्षरों में तथा कम्युनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਆਡੀਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

此文件有更多備份，如果需要，語音版本和大字體版本及少數種族語言版本也可提供，請聯絡：

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Mobility and Access Committee for Scotland Secretariat
Area 2D North, Victoria Quay, Edinburgh, EH6 6QQ

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