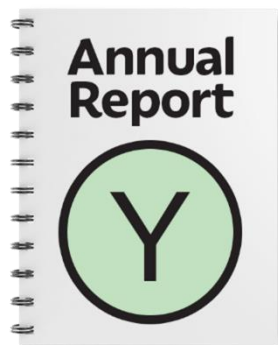




Advising Scottish Ministers
on Accessible Travel

Mobility and Access Committee for Scotland

Annual Report 2021-2022



Convener's Introduction – Linda Bamford



The transport system is not accessible by everyone at the moment.



Public transport should follow the **Triple A** check:

- **A**vailable – easy to get
- **A**ccessible – everyone can use it
- **A**ffordable – it is not expensive



The National Transport Strategy (NTS2) will make a public transport system that follows the **Triple A** check.



Just transition

MACS supports people using cars less if other kinds of transport are accessible and affordable to disabled people.



It is good that the Blue Badge holders are exempt from the Low Emission Zone rules.



Active travel – There is more money in the budget for this which means local spaces for walking and wheeling could be made better.



Trains – Work is not going fast enough to make it easy to use train stations and train travel for disabled people.

MACS are pleased that the new Minister for Transport wants passengers to feel safe on their journeys.



Fair Fares review – we think that discounted travel should include:

- rail
- community transport
- taxis



Buses – buses should have room for:

- mobility scooters
- mobility equipment



20 mph limit in urban streets – we support this so it is safer for people who walk and wheel.



Active freeway network – this must involve disabled people in:

- planning
- design
- carrying out the Equality Impact Assessment



MACS want adaptive bikes to be available to hire or borrow across Scotland.

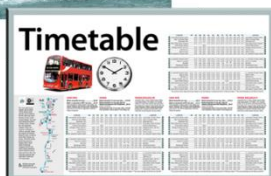
Cycling UK asked people what they thought about this.

Click to see their [Easy Read report about adaptive bike share](#).

Community Bus Fund – this should:



- include Demand Responsive Transport
- include Mobility as a Service ideas
- support better seats and shelters at bus stops



Ferries lifeline services – these should link with land transport timetables

MACS Objectives - what we want to happen

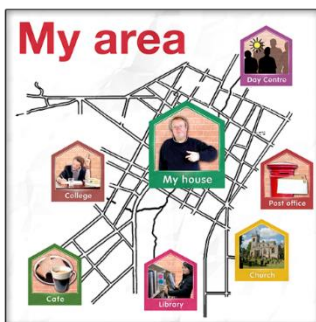


1. To work for a fair, accessible and inclusive Scotland.

It says this in the Programme for Government.



We worked with The Alliance Health and Social Care Academy and Disability Equality Scotland to run 4 webinars about 20-Minute Neighbourhoods.



Click to see the [20-Minute Neighbourhood video](#) and [report](#) that show some of the main points.



Click to see the MACS [guidance for local councils about making accessibility better](#) for people who want to walk, wheel or cycle.



2. To work with Government Ministers so there is an accessible transport system.



3. To make sure Scottish Government and councils understand accessible public transport laws.

MACS has given information to many consultations in the past year.

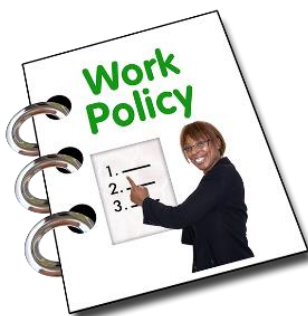


One of these was impact assessments on the National Transport Strategy 2 Delivery Plan.



We want be clear about the consultation on pavement parking.

We say there should be no exemptions for pavement parking.



4. To ask organisations to get advice from MACS when making new policies, plans or contracts.

And to make sure they think about accessibility.



The Scottish Government said they would give free bikes to every child who cannot afford one.

There were pilot schemes in August 2021.

Half of the schemes offered adapted bikes.



Hilary is working with the Transport Scotland Ferries Team on the Island's Connectivity Plan.

The Ferries Accessibility Fund has helped ferry operators to start more accessible facilities and services.



5. To look every year at how well the Accessible Travel Framework Delivery Plan and the National Transport Strategy are working.



MACS carries on giving information to the National Transport Strategy.

The Working with Partners document will be finished later this year.

In 2021-2022 MACS most important work was:



- Working on making the “Mobility Gap” smaller
- Making active travel work more inclusive for disabled people
- Motability and Accessible Vehicles and Equipment Scheme (AVES)
- Transport to Health and Social Care
- Demand Responsive Transport
- 20-Minute Neighbourhoods
- The National Islands Plan and Islands Connectivity Plan



Click to [see MACS 2022 to 2023 work plans online.](#)

Workstream Leads Update

Planning and Strategy: David Hunter and Linda Bamford

This year's good work includes:



- Giving information to Scottish Government plans that affect disabled people including:
- Delivery Plans for the National Transport Strategy 2
- the capital investment plan
- a draft National Planning Framework
- the plan to have 20 percent fewer private car miles by 2030



We want to make sure that:

- disabled people are involved in these plans
- everyone understands how the plan affects disabled people



Closing the mobility gap between how disabled and non-disabled people travel.

Disabled people travel less often and make shorter journeys - often because there are not enough services and they are not accessible.

MACS want better information about how and when disabled people travel.



In July 2021 Transport Scotland published a report about disability and transport.

Click to find out more about the [‘Disability and Transport’ report](#).



We have worked closely with Social Security Scotland on the Accessible Vehicle and Equipment Scheme (AVES).



We want Motability to give customers:

- profits
- better value for money



From February 2022 Motability Operations will give a £250 new vehicle payment to customers.

Bus and Community Transport: Audrey Birt supported by Joanne Devitt.



This year's good work includes:

- working with Transport Scotland to make sure there are accessible taxis across Scotland
- inviting all 32 local councils to understand their Equality Act responsibilities
- sharing disability training with local councils
- talking with people who run taxis and private hire care about the **Triple A** standard
- working with the Health and Social Care Alliance to make sure disabled people are involved at the start of any work on 20-Minute Neighbourhoods



Ferries and Planes:

Hilary Stubbs supported by Linda Bamford and Naghat Ahmed.

This year's good work includes:



- ferry and plane travel is starting to get back to normal after the pandemic
- MACS have given information to a consultation - it was about how Scotland stays connected at the same time as looking after the environment



The Island's Connectivity Plan will replace the Scotland Ferries Plan when it ends in 2022.



MACS ran a session about their work to new Transport Scotland members.



This was the last year of the Ferries Accessibility Fund.

It helped make many things better.



Mobility as a Service (MaaS)

Hilary was on their panel for the **MaaS Investment Fund** in 2021 to check applications are accessible and inclusive.

Roads, Infrastructure and Active Travel: Susan Fulton



This year's good work includes:

- helping organisations to see the need to have public places and spaces that everyone can get to and use
- working with the Low Emission Zone exemption rules staff to make sure people can register in lots of different ways
- working with organisations to give advice about Equality Impact Assessments
- making sure disabled people are involved at the start of these Assessments





- working with Paths for All to get more people walking and wheeling
- working with the Scottish Road Works Commissioner to get rid of the barriers roadworks and road work signs
- working with Public Health Scotland on the Health Inequality Impact Assessment - linked to using cars less



MACS worked with many Scottish Government groups and gave information to many consultations.

Rail: Simon Watkins

This year's good work includes:



- ScotRail Equalities Group agreed to look at how Passenger Assistance is used
- the new organisation **Great British Railways** will have to improve accessibility



- every rail station in the UK will be checked for accessibility
- we will then make a map of what needs to be done to make the railways in Scotland accessible for all

Meetings with Scottish Government Ministers



MACS met:

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



The meetings were about:



- making sure that disabled people and older people help to design their communities
- the Fair Fares Review and the concessionary travel scheme
- making sure our islands:
 - have lifeline services
 - have better pavements for walking and wheeling



- making sure disabled people are more involved in active travel programmes
- using the active travel budget to make pavements and public spaces more accessible
- Motability value for money, looking at its grants scheme and the new Accessible Vehicles and Equipment Scheme

The actions from these meetings



The Minister for Transport – who was Graeme Dey at this time – asked the Committee about using funds in a different way.



The Minister for Social Security and Local Government said that it might be good for MACS to:

- talk with the Minister for Disabled People in the UK Government
- write to the Social Security and Justice Committee



He also said he will talk to Motability about MACS worries about:

- the grants scheme
- the rebate scheme



The Minister for Equalities and Older People said she would talk to her officers.

She will ask them how companies are chosen to do Equality Impact Assessments.



She also said she would get a written update to MACS about the Equality Data Improvement Project (EDIP).



MACS met with the Cabinet Secretary. They talked about:

- the 20-Minute Neighbourhood work
- the review of the Public Sector Equality Duty

Our Other Activity

Work with Scottish Government on Transport to Health and Social Care



MACS took part in a Scottish Government Primary Care Team workshop to see:

- which areas of our report could be worked on
- what the jobs of the Strategic Advisory Board should be



In 2019 MACS were asked to look at **Transport to Health and Social Care.**

There were problems for disabled people and older people getting transport to their appointments.



Disability Equality Scotland ran a poll asking if people had problems getting to medical appointments.

Nearly everyone who answered the poll said yes, they had difficulties.



In March 2020 we held a second meeting and made a shorter report with **9 recommendations.**



1. Transport should be an important part of care and organisations should work together on care planning.

2. Get information on health appointments that are missed because of transport difficulties.

3. Transport should be designed around access to health and social care.



Resources and budgets should be shared.



4. One organisation needs to lead the planning of transport to health service.

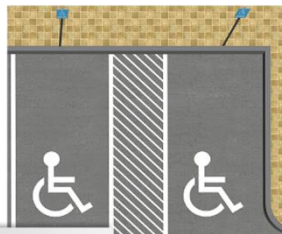


5. Disabled and older people should be more involved in transport to health services and design.



6. The Support Assistance Service should look at whether patients can book transport online.

The Support Assistance Service, hospitals and GPs need to have accessible information about transport.



7. There must be enough parking and accessible parking at hospitals and other health care places.



8. All local authorities should have an accessible transport strategy.



9. Make it quicker to leave hospitals. And make waiting spaces nicer and easier to chat with other people.



Scottish Ministers said they will:

- look at these recommendations
- make a plan by the end of 2021

Public Service Vehicle Accessibility Regulations 2000 (PSVAR)



Public Service Vehicle Access Regulations are the rules about accessibility on public transport.

Exemptions to the rules will now carry on until 2026.

Exemption means you do not have to follow the rules.

MACS does not agree with these exemptions.



Discussion about Wheelchair Size



There was a review to:

- understand the needs of people who use mobility aids
- decide the size of wheelchair that is used in plans for accessible vehicles and transport services

You can click to see the report at [Reference wheelchair standard and transport design - GOV.UK](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/281222/Reference_wheelchair_standard_and_transport_design_-_GOV.UK.pdf) (www.gov.uk)

UK Four Nations



The main points were:

Motability – David Hunter wrote a letter to Motability asking for 2 changes to policy:

- extra Motability profit is given back to customers each year
- customers who borrow power mobility aids can keep them at the end of the loan



Travel with Assistance Dogs

People in Northern Ireland can get pet passports so they can travel more easily between the UK and the European Union.

People in the rest of the UK need an animal health certificate for every journey they make.

Changing Places at Stations



Northern Ireland staff wanted to know how the other UK nations worked with building rules.

MACS talked about the Changing Places Toilets rules and the map for Scotland.

Cycling Network and Bus Stop Design –



MACS want to work with sight loss organisations.

They want to make a group to help design routes for everyone to be able to walk, wheel and cycle.



Demand Responsive Transport and Mobility as a Service (MaaS)

Demand Responsive means transport like Dial-a-Ride buses where users call a booking service that plans a route for the day to pick people up.



Mobility as a Service wants public transport to:

- be more modern
- be easier for everyone
- have information apps

Development Days



Our first Development Day was about:

- Inclusive Design
- road works problems
- street clutter



The second Development Day was about:

- looking to the future
- what we can learn from the pandemic
- the future of accessibility

Scoping Days

MACS Scoping Day in November 2021



At the Scoping Day we:

- looked at the 2021 to 2022 Programme for Government
- agreed which things to work on in our 2022 to 2023 work plans



18 of the 48 issues have been finished in the Accessible Travel Framework Annual Delivery Plan for 2021 to 2022.

Passenger Assistance



The Accessible Travel Policy Team is working with Thistle Assistance to do surveys and talk to bus users and transport operators.



MACS would like:

- more accessible and cheaper transport
- better disability awareness
- not more assistance cards



Journey Planning

The Accessible Travel Policy Team held a Webinar in May 2021.

They have been working with Thistle Assistance to make their apps better.

MACS think something different needs to be done because many disabled people can't use the Traveline app.



Staff Training

The Accessible Travel Policy Team did a survey about training for taxi drivers. Next they will do one with bus services.

They are working with Disability Equality Scotland on the Hate Crime Charter and Staff Training.



Transport to Health

The Accessible Travel Policy Team are sharing information and work with NHS and Health Transport Groups.

They want to:

- make more people aware
- use focus groups and local health partnerships
- join with community transport

Blue Badge



In 2022 the Accessible Travel Policy Team will publish:

- new guidance for local councils
- new blue badge application forms
- rights and responsibilities leaflet

Taxi and Private Hire Cars



The Accessible Travel Policy Team are working with MACS on taxis and private hire cars.

They have done a survey asking local councils about accessible vehicles.

Clear Pathways



In 2022 a consultation will ask the public what they think about Clear Pathways Guidance.

Bus

This work is being led by the Department for Transport. It is about **audio and visual** rules.

Audio and visual means using sound and using sight.



By Spring 2022 they will finish work on:



- Journey Planning
- Staff Training
- Blue Badge
- Taxi and Private Hire Car
- Bus

and be almost finished with:



- Passenger Assistance
- Clear Pathways
- Transport to Health and Social Care

Knowing Me Knowing You Sessions



The Knowing Me Knowing You Team Session in April 2021 was about chronic pain.

The Knowing Me Knowing You Team Session in August 2021 was about:

- letting more people know about things that people with dementia need
- mental health problems
- travelling with chronic pain



2022 to 2023 sessions will be about:

- inclusive communication
- how to frame conversations and messages
- travelling with dementia

New Committee members

3 MACS Team members retired and 1 member left this year. We would like to say thank you to



- Marsali Craig
- Keith Robertson
- Hussein Patwa
- Fraser Sutherland

for their hard work.

We welcome new Team members:



- Simon Watkins
- Graham Dunn
- Pauline Kelly
- Lynsey Shovlin
- Heather Still