

**Mobility and Access Committee for Scotland (MACS)
Main Committee meeting**

**Minutes of meeting held on Tuesday 23 January 2018
Conference Room 2, Victoria Quay Edinburgh**

Present:

Linda Bamford, Convener (LB)
Marsali Craig (MC)
Joanne Fairweather (JF)
Anne Findlay (AF)
Sheila Fletcher (SF)
David Hunter (DH)
Hussein Patwa (HP)
Keith Robertson (KR)
Hilary Stubbs (HS)
Fraser Sutherland (FS)
Michael Tornow (MT)
John Whitfield (JW)

Secretariat:

Karl Zaczek (KZ) – MACS Deputy Sponsor
Aga Lysak (AL) – MACS Secretary
Robert Wyllie (RW) - Transport Accessibility Policy Officer

Apologies:

Susan Morris (SM)
George Mowat-Brown (G M-B)

In attendance:

Micky Ball (MB) - Head of Customer Services, National Rail Enquires
Mike Addlington (MA) - Access and Inclusion Manager, National Rail Enquiries

Agenda Item 1. Welcome and Apologies

1.1 The Convener welcomed all attendees and, for accessibility purposes, invited everyone to introduce themselves indicating their location around the table.

1.2 Apologies were noted as above.

1.3 The Convener noted that SM had unexpectedly resigned from the Committee and expressed thanks for her service and commitment to the Committee.

1.4 It was noted that the Agenda was slightly amended to accommodate the speakers' travel arrangements.

Agenda Item 2. Minutes of the previous meeting, matters arising and action points

2.1 It was noted that the agreed minutes of the Committee meeting held on 25 October 2017 were updated to add to paragraph 7.4d a comment: "A discussion took place about the possibility of extending the current scheme to assist people with severe mobility difficulties, who were unable to use buses". The updated minutes were agreed as a true record.

2.2 No matters arose from the previous meeting that were not to be considered as part of the action points.

2.3 It was noted that most actions points from the meeting held on 25 October 2017 were either completed or taken over by the workstreams (Action Points 9 & 12), with the exceptions to Action Points 10 & 11, which are still in progress.

2.4 The committee then turned to other matters arising:

2.4a The Committee noted an update from HP, who confirmed that the Rail Accessibility Toolkit created by the rail workstream is in the finalising stage and should be finished soon.

2.4b DH requested an update on the Inclusive Mobility document revision undertaken by DfT (item 3.4.d of the minute of previous meeting) and highlighted the need for updating this 13 years old document. KZ confirmed research was now being taken forward by DfT. This was one of a number of items of work being progressed by DfT, which also included handling responses to their Accessibility Action Plan consultation. The Committee agreed that if there was no progress by July 2018, the workstream leads would consider MACS' capacity to revise this document. The first step being a scoping exercise. If MACS then decided to progress work in this area it would be overseen by the Planning and Strategy Workstream and added to their workplan.

2.4.c HP and JW asked that the Social Isolation Strategy and BSL National Action Plan be discussed as any other business and the Committee agreed to this.

Agenda Item 3. Members Update on External Engagements

3.1 The Convener noted 6 written updates from workstreams' members about their external engagements in the previous quarter. It was noted that report 6(3)d was a duplication of the report 6(3) c. The following comments were noted:

Item 3a: Improving Parking in Scotland

3.2 The Committee discussed the enforcement of road markings on streets, and was interested to ensure that the Traffic Regulation Order (TRO) process was streamlined and more affordable for local authorities. It was noted that the lack of parking enforcement, especially in private car parks, contributes to streets clutter and has a negative impact on disabled people. KR said the Roads, Infrastructure and

Active Travel workstream would continue to monitor the situation. The Committee agreed to this course.

Item 3b: Smarter Travel Conference

3.3 DH spoke to his report, highlighting the significance of dockless bike hire schemes and its positive impact on encouraging active travel. However, he also recognised that the bike can be parked anywhere and, potentially, increase the risk of street clutter. The scheme is being procured in Edinburgh and it was noted that the council hadn't consulted local access panels, missing out on the opportunity to make the scheme more accessible and suitable for disabled people (i.e. by introducing trikes).

Item 3c: Initial meeting with Architectural Planning Service

3.4 KR reiterated that the building standards team is very keen on working with MACS and involving the Committee in any future consultation about building standards. It was recognised that the architectural matters are multimodal and affect more than one workstream.

Item 3d: A duplicate of 3c

Item 3e: Community Transport Association Scottish Conference

3.5 SF indicated this was a worthwhile conference. The Committee noted this update without comment.

Item 3f: Transport Scotland Bus Stakeholders Group

3.6 As a follow-up from the above event, JF will meet Stagecoach on 2 February in Elgin. The Committee agreed to this.

Item 3g: Meeting with Scottish Building Standards Officers

3.7 KR noted that the original report contained the wrong title and instead of 'Scottish Building Standards Officers' it should read 'Scottish Government Building Standards Division Officials'.

Agenda Item 4. Convener Update

4.1 The Committee noted the Convener's update. She reported on the meeting with the Minister for Transport and Islands she attended, together with the Sponsor Team, in November last year. She confirmed that during that meeting the following issues were discussed:

4.1a The Minister had expressed his thanks on the work of the Committee and acknowledged members' commitment. He had supported the increase of the days' allocation for each member and it was confirmed that the Sponsor Team is progressing this.

4.1b The proposal of establishing a Transport Accessibility Annual Awards Event was discussed to recognise those exceptionally contributing to increase of the

travel accessibility. The Minister strongly supported the idea of holding the awards ceremony at the Annual Accessibility Summit and the Sponsor Team is progressing this.

4.1c Timeframe for the implementation of the Accessible Travel Framework was commented upon and the Minister agreed with the Convener that the sooner the Framework is delivered, the better. However it was acknowledged that in order to progress, the Accessible Team's capacity had to be increased.

4.1c An idea of increasing the accessible funds within Transport Scotland had been mentioned to the Minister. However DH pointed out that transport providers are obliged under Equality Act 2010 to continuously improve accessibility and Transport Scotland should cooperate with them to ensure they fulfil their duties..

4.1d A proposal to establish a Scottish Strategic Accessible Board was also mentioned, which CS is leading on. The purpose of the board, at which MACS would have a seat, would be to scrutinise the progress of the implementation of the Framework, identify blockages and bring together influential decision makers from within the industry to assist with delivering progress in relation to accessible travel and improved journey experiences. KZ confirmed that the proposal has to be signed off by the Steering Group first at their meeting on 9 February.

4.2 Convener provided an update on her preparation for the next Ministerial meeting on 22 February and confirmed that the final briefing would be circulated after 25th Jan, once comments from members were received. She also confirmed that she had already liaised with Transport Scotland Blue Badge Officials to clarify the eligibility for a blue badge under the extended criteria and she would now not raise this issue with the Minister. AL confirmed that the publicity had been lost in translation and the indication that carers of disabled people could be eligible for a badge was incorrect. She reminded the Committee that the scheme targets people with a diagnosed mental disorder, who as a result of their condition, are not aware of danger from traffic and could compromise their safety or safety of others. The Communication team were in the process of distributing clearer messages to prevent any further misrepresentation.

4.3 Convener confirmed that despite SM's departure, who was going to jointly facilitate the afternoon session , the arrangements for the 3rd Development Day are proceeding.

4.4 She updated the Committee briefly on the recruitment process, confirming that 16 applications had been received and 7 candidates would be interviewed on 7 February. It is still to be confirmed whether another appointment round would be required to fill SM's place.

4.5 She also confirmed the she is liaising with Secretariat on the preparation for the publication of the Annual Report.

Agenda Item 5. Secretariat Update

5.1 KZ invited questions after briefly updating members on the progress of implementation of the Framework and noting a decision to increase accessibility resource within Transport Scotland to enable a faster Framework delivery.

5.2 KR suggested that two separate types of accessible parking bays could be introduced to accommodate both physical impairments, requiring more space, and mental and other disabilities, where additional space is not required. However, SF challenged that idea and highlighted that some people with mental disabilities still need the car to be open widely. AL confirmed that this proposal had been brought to the attention of the Blue Badge officials and the evidence is being gathered to confirm if this solution would be fit for purpose.

5.3 MC asked about rolling stock procurement, and MA noted procurement takes many years. A patchwork of regulations form the majority of the policy making and these are the responsibility of either the EU or a reserved matter for DfT. KZ noted that DPTAC is now getting involved in franchise design much earlier than previously and suggested that there is scope for MACS to do the same.

5.4 SF asked about taxi accessibility and information provision. She expressed her concerns about gathering feedback from those, who either are not digitally connected or currently do not use any services. KZ replied that these issues were being considered as part of the Framework, but challenges remained, mainly due to the lack of capacity. These included finding information about the reasons why disabled people don't travel so social isolation could be tackled. The Convener noted that there was potential for MACS members to advise on these issues by getting involved in progressing the Work Packages of the Framework, however it was recognised that this would depend on resourcing.

5.5 KZ noted that most local authorities have their own routes to communicate to disabled people and these should be exploited.

5.6 AL provided an updated annual report format and asked for comments to be sent in by email. She also proposed to introduce changes to the format of the workplan table and encouraged members to set up SMART objectives (specific, measurable, achievable, realistic and time bound) when planning workstreams' work for the next reporting year. Members acknowledged that the new format would make the evaluation of the Committee's achievement easier and more accurate for the next Annual Report.

Agenda Item 6. Micky Ball, Head of Customer Services & Mike Adlington, Access and Inclusion Manager, National Rail Enquiries (RNE)

6.1 MB introduced himself and described the role of Rail Delivery Group (RDG). He explained the Group is in a process of transition from policy delivery to focussing more on customers' experience. He explained that a new plan was being developed with short, medium and long term actions and a positive vision for accessible, consistent and positive journeys for everyone, where customers' feedback is taken into account.

6.2 Things like inclusive journey mapping, building on existing stakeholder groups and relationships, and developing survey work has helped to get a clear idea of existing barriers. The key breakdown RDG has undertaken is between frequent and non-frequent users. A series of approaches were being undertaken to develop consistency. There were several areas of work:

6.2a Listening – RDG has developed a roadmap based on a variety of data (such as the National Rail Passenger Survey), feedback from disabled customers and their organisation and journey mapping to identify issues and fix them.

6.2b Governance – a direct reporting route enables escalation of accessibility issues, complementing the existing RDG accessibility group comprising Train Operating Companies and Network Rail. Customer promises were being developed and equality and diversity impact assessments are now scrutinised by RDG whenever project initiation documents are developed.

6.2c Innovation – examples of work in this area include a single ramp now available for 90% of rolling stock.

6.2d Collaboration – RDG has a “one railway” strategy and a communications strategy, including a bi-monthly newsletter.

6.3 MA spoke to a number of the specific changes this approach has enabled. For example:

- In January 2017, a single Passenger Assist number was developed.
- Unbooked assistance has now been advertised in respect of five of the GB rail franchises.
- Accessibility information was being cleansed on the NRE website, with a longer-term roadmap to improve the website as a whole.
- A national textphone service was implemented.
- A pilot was being developed with Virgin Trains West Coast to deliver accessible toilet information on Customer Information Screens at platforms.
- A new Passenger Assistance system was to be launched later this year.
- Refreshes were taking place of disability awareness training across the industry, and a national rail communication card was potentially being progressed.

6.4 The Convener invited questions from members, which were asked during the lunch break.

Agenda Item 7. Workstream’ Leads Update on Priorities for the Next Reporting Period

7.1 The Convener thanked members for their efforts in this area and invited workstreams’ leads to provide an update on their priorities for the next reporting period. It was also agreed that the Convener and AL will jointly work on the revision of the Planning and Strategy workstream plan to incorporate the SMART objectives and circulate the revised table to members by end of January 2018 to serve as an example. This will allow workstreams to revise their workplans accordingly and send to the Secretariat by the 28th February 2018.

Action Point 1: AL & Convener to produce a revised model of the workplan with the SMART objectives incorporated and circulate to members by end of January.

Action Point 2: Members to produce a revised workplans with SMART objectives incorporated and submit to Secretariat by 28th Feb 2018.

7.2 Bus and Community Transport – SF:

7.2a Overlap in certain areas, particularly in integrated ticketing, was noted. It was also reiterated that workstreams' objectives should be measurable, focus on strategic level and not get involved in local matters.

7.2b SF agreed that MACS should be more involved in the buses' designed process to ensure that accessibility is given full consideration at the beginning of the process. Lack of enforcement on the part of DVSA, was also pointed out and it was agreed that the workstream should focus not only at design but also at monitoring the compliance.

7.2c The priorities for the next reporting period were identified as:

- work on the response to the DfT Consultation on Community Transport, regarding section 19 and 22 permits, which should highlight the importance of the measurement and impact of any changes, especially on smaller groups, and those living remotely.
- attending meetings on implementation of the accessible travel provisions in the Bus Services Act 2017. It was agreed that the meeting with DfT's representatives being held in Edinburgh on 5 February will be attended by JF. Secretariat agreed to forward details of that meeting to JF.

Action Point 3: Secretariat to forward to JF details of the meeting on 5 February regarding accessible travel provisions in the Bus Services Act 2017.

7.3 Ferries Workstream – HS

7.3a HS noted that the workstream's work is constantly increasing in complexity and currently the main focus is on establishing links with airports and fulfilling SM's role. She also updated the Committee on the contacts made with ferry providers, acknowledging that relationship with NorthLink requires facilitation from KZ.

Action Point 4: KZ to facilitate a meeting between NorthLink Ferries and Ferris Workstream.

7.3b It was also confirmed that MACS' involvement in the Ferries Accessibility Fund is continuing, with a good range of applications being already submitted.

7.3c Ferry Terminal Toolkit, based on HP's Rail toolkit has been created and disseminated to members for comments.

7.4 Planning and Strategy – DH

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7.4a DH presented the workplan and noted that this newly established workstream has a cross-modal character and is formed by all leads. The main purpose of this workstream is to co-ordinate Committee's work (including collating responses to consultations and calls for evidence) and therefore he highlighted the importance of the communication through leads to ensure consistency.

7.4b The on-going Social Isolation Strategy consultation response was also discussed. The importance of tackling social isolation was highlighted as it was acknowledged that it has substantial consequences in rural areas in Scotland, where its increasing impact on mental wellbeing of older and – more often – younger population is noted.

7.5 Rail – MC & HP

7.5a MC reported that the Rail workstream has been busy since the last meeting, particularly in respect of infrastructure improvements and engagement with a variety of partners. She also acknowledged that it is necessary to introduce a difference in approach between looking at major station developments and on-going station accessibility improvements, which needs to be reflected in the workplan.

7.5b She confirmed the on-going Passenger Assist resource requirements will be an important feature of future work, as will be consistent booking and ticketing arrangements, with an emphasis on consistency. HS asked for the ferries and airports workstream to be kept updated on the latter.

7.5c A response to the consultation on smart ticketing was provided, in partnership with other workstreams. It was also confirmed that following on ScotRail's staffing changes, meetings have already been set up to continue relationship development with the new Accessibility Manager. JW had identified a number of accessibility issues in the Queen Street redevelopment in the last reporting period and the importance of MACS' involvement in early design stage was reiterated.

7.6 Roads and Active Travel – KR

7.6a KR emphasised that the workstream, similarly to Planning and Strategy, is also cross-modal and liaison is required with other workstreams to address the overarching issues.

7.6b The subject of shared space was a particular focus of the workstream. It was noted that the terminology has to change and 'shared space' should be replaced by 'Inclusive Design/Accessible Streets'. It was acknowledged that this would be difficult to achieve, however the workstream confirmed it's very keen on making a progress on this, if not on the UK level, then at least in Scotland. The Committee agreed that, due to the subject's complexity, it was not necessary to present reports from all future meetings but keep the members informed if key points emerged.

7.6c DH said that as the budget for Active Travel had doubled from £40 million to £80 million and as such it is important to engage MACS in advising on

accessibility aspects in this area. He reported on a positive meeting with Sustrans. Following up from that meeting it was agreed to invite Sustrans to attend MACS Main Committee meeting in April so they can provide an update on successful pilots and what can be done to allow MACS to advise others and signpost to good pilots to improve accessibility.

Agenda Item 8. AOB

8.1 KR reported the next leads' meeting will take place on 20 February 2018 at 12.30 in Victoria Quay.

8.2 JW asked about future of the Blue Badge scheme post-Brexit and RW confirmed decisions on this were awaited.

8.3 KR noted the proposed new DfT guidance on tactile surfaces was still forthcoming and KZ undertook to pursue this matter.

Action Point 5: KZ to enquire about the progress of the new DfT guidance on tactile surface.
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8.4 HP asked about the social isolation strategy and it was agreed this would be pursued at the next leads' meeting. SF agreed to consider a possible response to the Social Isolation and Loneliness consultation, through the Planning and Strategy Workstream"

Action Point 6: Planning and Strategy Workstream to consider responding to the Social Isolation and Loneliness consultation.
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Action Points from meeting held on 25 October 2017

Action point no	Minute ref	Action	Update	Follow up required
10	7.5f	Secretariat to ensure that external point of contact is added to the SharePoint database.	In progress	
11	7.5f	Secretariat to involve HP in assessing accessibility of the SharePoint site.	In progress	

Action Points from meeting held on 23 January 2018

Action point no	Minute ref	Action	Update	Follow up required
1	7.1	AL & Convener to produce a revised model of the workplan with the SMART objectives incorporated and circulate to members by end of January.	Complete	
2	7.1	Members to produce a revised workplans with SMART objectives incorporated and submit to Secretariat by 28 February 2018.	Complete	
3	7.2c	Secretariat to forward to JF details of the meeting on 5 February regarding accessible travel provisions in the Bus Services Act 2017.	Complete	
4	7.3a	KZ to facilitate a meeting between NorthLink Ferries and Ferris Workstream.	In progress	
5	8.3	KZ to enquire about the progress of the new DfT guidance on tactile surface.	In progress	
6	8.4	Planning and Strategy Workstream to consider responding to the Social Isolation and Loneliness consultation.	Completed	

Secretariat
29 March 2018