



Mobility and Access Committee for Scotland

Annual Report 2017-2018

Easy Read

Introduction from the Convener



Hello, my name is Linda Bamford.

I have been Convener of the Mobility and Access Committee (MACS) for almost two years and this is my second report.



This year has been busy for the Committee.

We have done a lot of work and helped to make changes for disabled people.



The Committee has worked as a team this year.

The Committee has changed the way it works so it can work better.



The Committee is working better with other Disabled People's Organisations.

We make sure we get involved with important things as soon as possible.

We have helped Transport Scotland improve accessibility on transport for disabled people.

I would like to thank all the members who left the Committee this year.

I would like to welcome the new members to the Committee.



The new members are:

- Joanne Fairweather
- Michael Tornow
- Naghat Ahmed
- Audrey Birt

I would like to say thank you to Claire Smith who has helped support the Committee to grow.



I would also like to say thank you to the team at Transport Scotland.



I am looking forward to working with the Scottish Government and Transport Scotland even more next year.

We will work together to help make journeys better for disabled people.

2. Who we are

The Mobility and Access Committee for Scotland (MACS) is an independent public body.

This means that MACS is not controlled by the Scottish Government.

Transport Scotland helps the Committee with its work.

The Committee is made up of 1 Convener and 14 members.

A Convener is a person who is in charge of the Committee.



The Committee helps Scottish Ministers to make transport accessible for disabled people in Scotland.





The Committee helps Ministers by:

- Producing this report every year.
- Meeting with Ministers.
- Responding to consultations to make sure the views of disabled people are shared.
- Giving advice.



The Committee believes that transport in Scotland should be accessible for everyone.

Everyone should be able to make a door-to-door journey easily and safely.

3. A year of change

Sometimes it is difficult to make transport accessible.

This is because people who work in transport focus on one type of transport at a time.



This means that they do not look at the whole journey from door to door.

But sometimes people have to use more than one type of transport to complete their journey.



People who work for Ministers and transport providers sometimes don't engage with disabled people enough when making changes.

In the last year the Committee made some changes to make sure it can help support disabled people to travel. These changes are here:



- It created a new group called Planning and Strategy. Its job is to make sure that members work together and talk to one another and decide what is important for the Committee including things that are changing.

Committee members now spend half of their time engaging with other people responsible for making transport more accessible and half their time working with Committee members. They also spend more time on learning and planning what needs to be done.

- Committee members now meet twice a year to think about team working.
- The Committee changed the way it plans its work to make sure things are done on time.



The changes meant that the Committee can help Scottish Ministers better and the members can talk directly to Scottish Ministers.



In the last year the Convener of the Committee has talked to Scottish Ministers about community transport, the value of disabled peoples' organisations, trains, passenger assistance and hospital transport.



The Transport Minister agreed with the Convener that the work of the Committee involves other Scottish Ministers too.

He told the Convener that she should talk to the other Ministers, so the Committee can help disabled people better.



The Committee also worked on how to talk better to other organisations and make sure that disabled people who use technology and who live in the countryside can do so.



The Committee also updated the logo and the website. It is better for disabled people now.

When the Committee was looking for new members it used social media so lots of people would know about the opportunity.



In June the Turkish Government representatives will come to Edinburgh to speak to the Committee to learn from its work and achievements.



All the changes have meant that the Committee has been able to look at the Scottish Government's Accessible Travel Framework better.

This is the Scottish Government's plan to make transport more accessible for disabled people.

The Committee wants engagement to continue.

MACS Recommendation 1



Transport Scotland's Accessibility Team should to continue to seek expert advice and support from MACS on the implementation of the Accessible Travel Framework.



This report will update you on the work that the Committee did between 1 April 2017 and 30 March 2018 and will make recommendations to improve transport for disabled people.

The report is organised into 5 sections which is meant to feel like a journey. The sections are:

- Access to accessible information to plan journeys.
- Ability to reach public transport without anything getting in your way.
- Making sure you get the support you need to access transport.
- Travelling in comfort and safety.
- Completing the journey.



4 Access to accessible information to plan journeys



Disabled people have to have information, so they can plan their journey and book tickets.

It's very important that disabled people know about all the different ways to travel and information is accessible, and they can understand it.

The Committee has looked at this issue by:



- Working with train companies to make sure the National Rail Enquiries website is accessible.
- Letting train companies know if their websites are accessible.
- Telling the Scottish Government about how to make their smart tickets accessible.



The Committee noticed issues that could affect disabled people:

- Travel information is available mainly on computers. This means that people who can't work a computer can't plan their journeys. The Committee will tell transport companies to make their information available in lots of different ways.
- Travel companies only tell people about their own transport. This

means that disabled people don't know about other ways to travel. The Committee wants travel companies to join up their travel information.



- At the moment online services aren't equal for disabled people and non-disabled people. This means that disabled people can't book the same tickets or book passenger assistance and this makes journeys more difficult.
- There isn't enough joining up between different ticket types, like bus tickets and train tickets. This makes it more difficult for disabled people to connect journeys.
- Transport companies often don't communicate with passengers well enough, so if something goes wrong many disabled people get stressed.



The Committee wants transport companies to communicate with passengers better and earlier, so if anything goes wrong with the journey, disabled people can feel safe and can make changes so they can complete their journey.

MACS Recommendation 2



Information and services or planning and booking journey, including SMART ticketing facilities, should be accessible and available in a variety of formats with the needs of disabled people at the core.

5. Ability to reach public transport without anything getting in your way



After disabled people have planned their journey they have to get to the station or the bus stop without anything getting in their way.

This means that pavements and streets that are safe are important.

The Committee is doing lots of things to make sure pavements and roads are accessible for disabled people:

- Giving advice to lots of groups of people who work for transport companies.
- Giving advice on big transport projects like the new Queensferry Crossing or the new A9 road.
- Telling the Scottish Government what the Committee thinks by filling in consultations. The Committee thinks that banning



parking on pavements or dropped kerbs is a good idea.

Over the last year the Committee thinks there are things that need to be changed:



- Better accessibility training for road workers to make sure disabled people can get passed road works safely.
- Better signage to help disabled people and people with dementia.

Shared space is another thing the Committee has looked at. Shared space is where cars and pedestrians share the same space and there is no pavement.



This can be dangerous for blind people, guide dogs, and deaf people.

The Committee wants disabled people's needs to be thought of when streets are being built.



Not all disabled people get the same level of service from transport providers. Some areas of Scotland don't have as good a service as others.

The Committee has seen transport providers giving good service but wants this to be right across Scotland.

All of the problems that are talked about can be fixed by making language easier to understand and information that is up to date for transport providers.

MACS Recommendation 3



Transport Scotland should look again at the guidance about inclusive mobility to make sure it talks about Scotland and is up to date.

6 Making sure you get the support you need to access transport



Disabled people often need help to travel. Public transport providers have to make sure there are adjustments in place to help disabled people to travel.



MACS has spoken to different disabled people about their experiences of travel and found these key points:



- The waiting areas for passengers are not always fully accessible, welcoming or easy to get in and out of.
- There needs to be more accessible toilets and Changing Places toilets on all modes of transport and in train station, bus stations and ferry terminals.
- Booking and buying a ticket is not always easy to do.





- Passenger assistance services are not the same at every station. Most can give some help to disabled people to get on and off of transport and move about stations. But they are not always on time. MACS has told Ministers this.

Passenger assistance needs to be booked earlier, which means that disabled people have to plan ahead for their journey and cannot just turn up and go like non-disabled people.



To help transport companies, MACS wrote an Accessibility Toolkit for ferry terminals in March 2018. MACS is working on one for railway stations.

The toolkit gives advice on how to improve access.

MACS wants accessibility to be part of the design of services. It should be included at the beginning of a project and not the end.



MACS thinks the toolkits will help transport companies to make improvements.

MACS Recommendation 4

Transport companies should keep talking to disabled people so they can keep making improvements to accessibility.



MACS can help by sharing its Accessibility Toolkits for ferry terminals and train stations.



MACS responded to the Scottish Government consultation on smart ticketing. MACS gave advice on what needed to change to meet disabled peoples' needs, like the design of the machine.



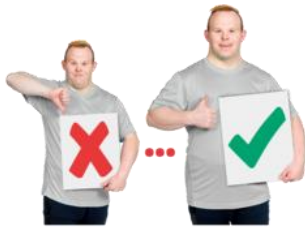
MACS also thinks it is important that all transport staff are around and able to help disabled passengers.



MACS knows that many journeys would not have happened without the help of passenger assistance.

Poor service can knock disabled people's confidence to travel.

They might choose not to make a journey at all.



MACS would like to ask all transport providers to look at how they help disabled people and see if they can do better. This will help increase disabled people's confidence.

MACS Recommendation 5



Transport providers should work with disabled people or organisations who speak for disabled people to improve passenger assist service and overall journey experience.

7 Travelling in comfort and safety



Passengers should be able to travel in comfort and safety. It is important that transport is accessible and comfortable.



In the last year, MACS has given advice to transport providers about the design of vehicles to let disabled people use them comfortably. This includes

- making sure there are ramps in place; and
- making sure there is training so staff know how to use the ramps.



MACS has been working on:

- Telling the Minister for Transport and the Islands about the difficulties disabled people have when traveling by train.
- The Minister said he would travel with disabled people to see for himself what it is like.



MACS visited Plaxton to see the design for a step-free coach. The coach was launched in May 2018.

MACS heard how it can be difficult to provide accessible coaches in line with rules about construction and use.



MACS suggested changes to the application form for Transport Scotland's Ferries Accessibility Fund. It helped to make the form more accessible.

MACS works with ferry operators to help with accessibility.



MACS is to focus on improving accessibility and comfort of air travel for disabled people.

Over the next year, MACS will speak to airlines and airports to help improve accessibility.

MACS has also been working to advise on the design of trains to make them accessible. Improvements include:



- Having more than 2 wheelchair spaces on each train, near the toilets. There are only 2 spaces at the moment. This means wheelchair users cannot travel in groups.



- Having more accessible toilets and Changing Places toilets on trains. For example, there are no accessible toilets in First Class carriages.



Trains sometimes do not stop at every station if they are running late. This helps them catch up time, but it can be confusing for disabled people.



MACS thinks that good customer service from transport staff is needed to make a journey better for disabled people.



MACS did research together with Transport Scotland and found out that if passengers experienced bad journeys, it was mainly because transport staff often do not understand about disability and do not feel confident helping disabled people, so they don't get it right.



The law says that transport providers need to train their staff on disability awareness. They need to

make sure everyone is trained.

This includes managers and people designing transport.



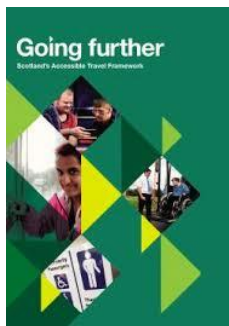
Deaf

There are some good examples of training.

One is training about hidden disabilities.

Some transport providers are doing training on hidden disabilities.

MACS thinks that all transport staff, managers and people designing transport do training on disability awareness.



Transport Scotland's Accessibility Team are working with partners to design disability awareness training.

This is part of work to meet Scotland's Accessible Travel Framework.



MACS will help Transport Scotland to make sure all transport staff understand the needs of disabled people.

MACS Recommendation 6



Disability awareness training for all transport staff should be introduced. This is for staff, managers and people who design transport. This will help them better support disabled people. MACS will help put this training together.

8 Completing the journey



Disabled people want to make journeys from door-to-door, on time and with help available if they need it.

Sometimes disabled people need help changing between different types of transport.



MACS thinks it is important that passengers can give their feedback about their journey. This helps Transport Scotland know if the journey was a success.



MACS knows not all passengers can use public transport. There needs to be other methods of transport available, like community transport and taxis to help disabled people make journeys.

Community transport and taxis should be safe and comfortable to use.



These types of transport are important to stop disabled people feeling lonely or stuck at home, especially in rural communities.

In the last year, MACS has:



- Said there should be staff at stations to help disabled people, as this can make them more confident to travel.



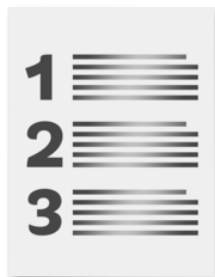
- Spoken to the manager at ScotRail who looks after access and inclusion to talk about a document called the Disabled People's Protection Policy.



- Said there should be more accessible taxis and these should be accessible for all disabled people.



- Worked with Transport Scotland on the National Concessionary Travel Scheme by going to meetings.
- Talked about how important it is to offer transport so that people do not feel lonely or depressed. MACS has been chairing a group about this for the National Transport Strategy document.



- MACS has written a response to the Scottish Government's consultation on feeling lonely and alone.
- MACS has a new person who is the Champion for Rural Issues to make sure transport in rural communities is talked about.

There are some things that MACS is worried about.



1. Help for disabled passengers changing from one type of transport to another needs to be better. Sometimes disabled people are left at stations or stops because the staff cannot take them out of the station. MACS wants to see passenger assistance across all types of transport.



2. MACS is worried about the future of community transport. The Department of Transport want to make the UK law the same as EU law where drivers have to have extra training. But in Scotland, community transport groups are small and are usually volunteers. So increased costs and time might mean that community transport services stop. MACS told the Department of Transport about their worries and will also tell the Scottish Ministers.

3. MACS is worried about the poor communication between transport decision makers and disabled people. The Minister for Transport would like to see better communication between everyone.



MACS wants to see organisations like Health Boards, Local authorities, Integration Joint Boards, Regional Transport Partnerships and transport providers talk to disabled people before they make changes to travel services.



These organisations need to understand disabled peoples' needs to help them travel.

MACS says that Equality Impact Assessments should be conducted with disabled people and their organisations.



At the moment, if an Equality Impact Assessment is done, it is based on the needs of non-disabled people. This does not help disabled people to travel.



By including disabled people, changes can be made and any problems for disabled people can be identified.

MACS wants accessibility to be taken into account at the early stages of planning in transport policy, services and infrastructure.



MACS wants transport providers to have a plan for engaging with disabled people. If changes are being made by Transport Scotland, then they should speak to MACS.

MACS Recommendation 7



Any changes or planned changes to transport services should be talked about with disabled people and their organisations.

MACS Recommendation 8



Transport providers should work with disabled people and their organisations to improve what happens when changing between one type of transport and another.

MACS Recommendation 9



Equality Impact Assessments and Health Inequality Impact

Assessments should be done before any changes are made to identify any negative impacts for disabled people.

MACS Recommendation 10



MACS should be asked their views on designing transport policy and guidance so they can give expert advice on the impact of disabled people and make sure accessibility is included.

9. Further recommendations



MACS thinks that accessible travel has improved in Scotland in the last year, but more can be done.



The Scottish Government can help to improve accessibility. The Government is already working on the Accessible Travel Framework and the Disability Action Plan.

MACS thanked the Minister for Transport and the Islands for his help in improving accessible travel.



The Scottish Government has things it wants to achieve. These are called the National Outcomes. MACS knows that many of the Outcomes cannot be met unless travel and transport improve. This is because travel and transport are important to help people get to work, school, hospital, shops and leisure.



The Scottish Government has a work plan for the year. It is called the Programme for Government. In it, the Government wants to see more disabled people walking, cycling and making active journeys.

MACS Recommendation 11



MACS thinks the Programme for Government for next year (2019/20) should have more in it about accessibility.



MACS knows that decisions about travel accessibility for disabled people are made by local councils, regional transport partnerships and individual transport providers.

MACS Recommendation 12



Local Councils and Regional Transport Authorities should make sure that their transport is accessible.



MACS has found that the best way to make inclusive travel better is to have senior management to help. Some transport providers have a person who is responsible for accessibility. It is their job to make travel better for everyone.



For example, MACS has been working with the Accessibility, Equality and Inclusion Manager at Caledonian MacBrayne. MACS thinks having a person responsible for accessibility helps transport providers link with disabled peoples' organisations.

MACS Recommendation 13



MACS wants transport providers to know about access and disability to help them understand and make improvements for disabled people. This includes staff training.

MACS wants the recommendations to help disabled people make more door-to-door journeys. MACS is ready to help by offering advice.



MACS has a workplan for the next year. MACS will give advice to different people on accessibility and making a journey as a disabled person, including booking a ticket, changing types of transport and what happens if things go wrong on a journey.

MACS hopes that it can help disabled people make more journeys, that are better across Scotland.

10 Summary of Recommendations



1.

To Transport Scotland's Accessibility Team:

The Accessibility team should continue to seek expert advice and support from MACS on the implementation of the Accessible Travel Framework.

2.

To Transport providers and accessibility leads:



Information and services on planning and booking journeys, including SMART ticketing facilities should be accessible and available in a variety of formats, with the needs of disabled people at the core.

3.

To Transport Scotland:

Transport Scotland should look again at the guidance about inclusive mobility to make sure it talks about Scotland.



4.

To Transport Providers and Operators:



Transport companies should keep talking to disabled people so they can keep making improvements to accessibility.

MACS can help by sharing its Accessibility Toolkits for ferry terminals and train stations.

5.

To Transport Providers and Decision Makers in Accessibility:



Transport providers should work with disabled people or organisations who speak for disabled people to improve passenger assist service and overall journey experience.

6.

To Transport Scotland's Accessibility Team:



Disability awareness training for all transport staff should be introduced. This is for staff, managers and people who design transport. This will help them better support

disabled people. MACS will help put this training together.

7.

To Scottish Ministers, Transport Scotland, Local Authorities, NHS Boards, Transport providers and Integration Joint Boards:



Any changes or planned changes to transport services should be talked about with disabled people and their organisations.

8.

To Transport Providers, Transport Scotland's Accessibility Team:

Transport providers should work with disabled people and their organisations to improve what happens when changing between one type of transport and another.



9.

To the Scottish Government, transport providers and local authorities:

Equality Impact Assessments and Health Inequality Impact Assessments should be done before any changes are made to identify



any negative impacts for disabled people.

10.



To Transport Scotland officials:

MACS should be asked their views on designing transport policy and guidance so they can give expert advice on the impact of disabled people and make sure accessibility is included.

11.



To Scottish Ministers:

MACS think the Programme for Government for next year (2019/20) should have more in it about accessibility.

12.



To Scottish Government:

Local Councils and Regional Transport Authorities should make sure that their transport is accessible.

13.



To Transport Providers:

MACS wants transport providers to know about access and disability to help them understand and make improvements for disabled people. This includes staff training.

11 Biographies

Linda Bamford



Linda worked in the NHS. She was a nurse before working with the Scottish Ambulance Service as a paramedic then as a manager.

Linda has a spinal cord injury which meant she stopped working for the Scottish Ambulance Service.

She used to be the Chair of Spinal Injuries Scotland and is the current Interim Convener for Disability Equality Scotland.

Linda has lots of skills in planning and management.

Naghat Ahmed



Naghat studied law and accounting. She is on the committee for the Law Society of Scotland Client Protection Sub-committee.

She works at Glasgow City Council and has worked before in policy, equality and governance.

Naghat cares for members of her family who are disabled.



Audrey Birt

Audrey used to be a nurse, and then she worked for different charities, including Breakthrough Breast Cancer and Diabetes UK Scotland. She was the chair of the Health and Social Care Alliance for 10 years.

She has experience in improving health and social care.

Marsali Craig



Marsali Craig has experience as a Social Worker and a Solicitor. She has been a Director for the MS Society and North East Sensory Services.

Marsali is a member of the Equalities and Human Rights Commission in Scotland Committee.

Marsali has experience of travelling as a disabled person.

Joanne Fairweather



Joanne has a slight learning disability and is a member of Enable Scotland, an organisation for people with learning disabilities.

At Enable, Joanne is involved with Active Community Empowered (ACE) who challenge barriers to an equal society for people with learning disabilities. Joanne represents her local group in Elgin at national ACE meetings.

Joanne does a lot of work about transport for disabled people and goes to meetings with Transport Scotland.

Dr Anne Findlay



Anne studied medicine to be a doctor. She has worked in hospitals and in management jobs in Scotland and abroad. She has worked for the World Health Organisation.

Anne is a carer for a relative with visual and physical disabilities.



Sheila Fletcher

Sheila has worked for 25 years in the public and charity sector. She has lots of experience of public transport.

She lives in the Highlands and has lots of experience of rural issues.

Sheila volunteers with community transport groups.



David Hunter

David works for a company called Not For Profit Planning. He has worked for over 30 years promoting accessible transport. He was the first director of the London Dial A Ride Users Association and worked to develop accessible and sustainable transport services for Lothian and Edinburgh councils for 10 years.



Dr George Mowat-Brown

Dr Mowat-Brown is a lecturer, writer, researcher, musician and public speaker. He travels around the UK on different types of transport.

He has an interest in MS in Scotland and has given talks about it. He is the Chair of the Patients Reference Group for the Scottish MS Incidence Register.



Hussein Patwa

Hussein was elected as a RNIB Scotland Member Representative in 2011 and to the RNIB Scotland Committee. He is a member of the Scottish Accessible Transport Alliance and has an interest in accessible rail and bus travel.

Hussein studied Business Management, Innovation and Change and Internet Information Systems with e-business.

Keith Robertson



Keith is a Royal Navy Veteran. He had an accident in 1973 that left him disabled. He is a paraplegic wheelchair user. He has lots of experience of accessibility and design of places to make them inclusive.

Keith is the manager of Wheelchairs for Ukraine.

Hilary Stubbs



Hilary worked for 40 years in local government. She is an expert in HR, Finance, performance management and risk management.

Hilary has experience of doing audit inspections – she audited all the local authorities in the UK.

Hilary travels often on the ferry and she lives on the isle of Arran.

Fraser Sutherland



Fraser works in campaigns and communications. He wrote a report for Citizen's Advice Scotland on rural buses and worked with them to campaign about the private parking industry.

Fraser is a member of the Scottish Council for Voluntary Organisations Policy Committee.

Michael Tornow



Michael works at NHS Health Scotland as the Senior Health Improvement Officer. He works on topics like housing and dementia.

Michael is studying Physical Activity part time at Edinburgh University. He already has degrees in Sociology, Housing, Equality and Human Rights.

He is a member of the National Institute for Health Care Excellence's Public Health Advisory Committee which is writing guidance on making people more active.

John Whitfield



John has a severe hearing loss. He wears bi-lateral hearing aids and lip reads. He has been registered blind for 30 years.

He works with Deafblind Scotland and does a lot of travelling, so he has a lot of experience of accessibility.

John represents Deafblind Scotland on a number of meetings.

