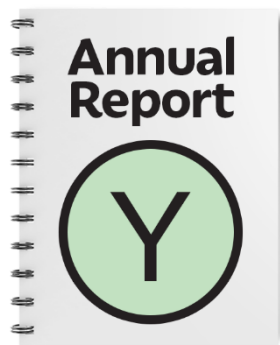




Advising Scottish Ministers  
on Accessible Travel

# Mobility and Access Committee for Scotland



## Annual Report 2019-2020



Sheila Fletcher (1954 - 2020)

We would like to dedicate this Annual Report to Sheila Fletcher.

Sheila helped to make bus and community transport accessible in rural Scotland.

Sheila was a colleague and friend to us all and we will miss her very much.

## Convener's Introduction – Linda Bamford.



This is the third annual report I have written as Convener of the Mobility and Access Committee for Scotland (MACS).



I thank everyone we work with and people who have shared their experience and stories with MACS to help us decide what to work on.



I think the National Transport Strategy 2 will give Scotland an inclusive and accessible transport system.



I hope it can change over the next 20 years to meet people's needs and that it can give facts and figures to show how well it is working.



MACS were pleased to see 'wheeling' (travelling by wheelchair) in the National Transport Strategy 2, in the Islands Plan and in Sustrans Scotland Active Travel Projects.

## Transport that is good for the environment.



Lots of organisations ask MACS for advice on the travel needs of disabled people.

We are pleased about this.



We use a lot of facts and figures and are always learning.

We need to get better at telling disabled people's stories to show why things need to get better.



MACS introduced the Triple A check - transport should be available, accessible and affordable.

Lots of organisations now use this term.



The 6 things we think are most important are on p23 of this report.

We have 3 aims in our work plan:



1. To promote a Scotland that supports disabled people to have equal choices in the journeys they make.



2. To give advice to Scottish Ministers on policy, laws and what works well for the travel needs of disabled people.



3. To listen to the views and experiences of disabled people when giving advice.

## Workstream Leads Updates.



A lot of MACS' work is done through workstreams.

Each has a person who is a Workstream Lead.

# Planning and Strategy: David Hunter and Linda Bamford.



We have asked that the National Transport Strategy 2 includes equality when it is checked to see how well it is working.



We would like to see regular facts and figures on how and why disabled people travel, what transport they use and what makes it difficult.



We want this information to be in the National Transport Strategy 2.

MACS is working with a group at the Scottish Government on this.



MACS gave information to lots of consultations. A consultation asks what people think about things.

A list of the consultations is online [here](#).



We want to see how the £500 million from the Scottish Government for bus services could make bus stops more accessible, make buses faster and make them run on time.

## Ferries and Planes: Hilary Stubbs - MACS Vice-Convener.



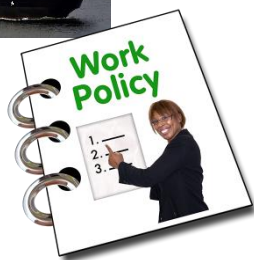
Hilary was chairperson of MACS Development Day – the theme was ‘Planes and Special Assistance’.

The group are working with organisations that run ferries and planes to support inclusive travel.



Hilary represented MACS at an airport conference in June 2019.

She talked about MACS work, the Accessible Travel Framework and the good work that is happening in Scottish airports.



The group have made the ‘Improving Access at Ferry Terminals’ policy which is being used across Scotland.

The group are working with the Transport Scotland Ferries Team on the Ferries Accessibility Fund.

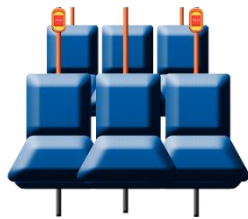
# Bus and Community Transport: Sheila Fletcher.



The group have had meetings about bus, community transport and taxi laws.

MACS are working with Transport Scotland's Accessibility Team.

Disabled people must be involved in work on new guidance for councils about taxis and private hire cars.



The group had a project to tell people about buses and coach accessibility and how the inside of buses are designed.



Joanne Fairweather made a report. It has been used at lots of meetings including the Equality and Human Rights Commission event in October 2019.



Group members went to meetings about transport in the countryside.

Sheila was involved in work looking at Mobility as a Service.

Two projects were given money.



Mobility as a Service gives people easy digital travel information.

# Roads, Infrastructure and Active Travel: Keith Robertson.



We have been part of work to make the documents ‘Inclusive Mobility’ and ‘Guidance on the use of Tactile Surfaces’ better.

We hope the Department for Transport will give money to print new versions.



We hope the Scottish Government will give money to publish the new Inclusive Street Design Guidance that we have worked on.

We worked with Transport Scotland on inclusion and accessibility.



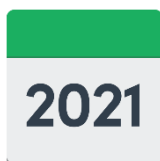
We looked at the rules about driverless cars and met with the Scottish Law Commission.



We worked with Transport Scotland’s Accessibility Team to make the Blue Badge Scheme better.



Blue Badge holders should not pay the Low Emission Zone – this is a cost if you are driving in a city centre.



The first part of this work will be finished by March 2021.

To keep work moving forward more money will be needed.



## Rail: Marsali Craig and Hussein Patwa.

The group got new members with extra skills and knowledge.



We worked to make ScotRail's Passenger Assistance booking more accessible.



We told rail companies how important it is to have good information for passengers when rail services are cancelled and there is different transport.



We looked at the accessible travel policies for Scottish rail companies.

We want accessibility to be part of the rules and regulations when things are designed and planned.



We gave information to the consultation on rail replacement transport and gave ideas on how to make it better.



The group are worried that two Scottish services have dispensations. This means they do not have to follow the rules.

## Roundtable 1. Motability.



MACS hosted two events with the Motability charity and Motability Operations in 2019.

The National Audit Office look at organisations to see how they spend money.

They think Motability could be run better.

The roundtable events were to talk about this.

We are worried that Motability services for people in rural areas and on the islands are not good enough.

We are unhappy that Motability did not work with MACS or its Scottish customers in developing its strategy.

Motability make a lot of money but will not make it cheaper to hire a Motability car.

MACS hope to work with the Westminster Social Security Advisory Committee to get a better Motability service.



We want there to be more Driving Assessment Centres in Scotland. There is only one at Astley Ainslie hospital in Edinburgh.

The centres let disabled people try different mobility vehicles and adaptations.



There will be a new Scottish Scheme called the Scottish Accessible Vehicle and Equipment Scheme (AVES).

Motability will deliver the AVES service.

MACS want to see a new way of delivering Motability in Scotland, which is better and costs less money.



MACS was disappointed the Scottish Government did not ask what they thought about who should provide the Motability service.

## Roundtable 2: Transport to Health and Social Care.



The Transport to Health event focused on the problems disabled people have getting to the doctor and hospital appointments.



A MACS group will get information on how this works across Scotland.



MACS asked Disability Equality Scotland to ask their members questions online about booking or using transport to health services.



The polls showed that most people think this is a problem.

It is more difficult for people who live in the countryside or on our islands.



After the event MACS gave advice to Scottish Ministers about how to make things better.

## March Development Day.



This event looked at the 27 recommendations from the roundtable event and MACS report. A recommendation is what people think should happen.

The most important things to work on are in the National Transport Strategy 2.

## Active Travel Development Day.



MACS had a Development Day with Transport Scotland's Active Travel Team and Sustrans Scotland.

In 2019/20 they worked together on:

- using what MACS know about accessible design.
- making accessibility better.
- encouraging people to walk, wheel and cycle.
- talking about why adapted ebikes, wheelchair power boosters and mobility scooters must be available at places where bikes can be hired.

# Air Travel and Special Assistance Development Day.



At this event in August 2019 MACS met the Civil Aviation Authority (CAA) and talked about a CAA report on airports.

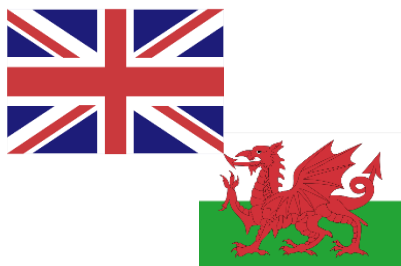
MACS tried out new equipment and gave ideas on how things could be better.



MACS talked about the QUANTUM system for securing wheelchairs during a bus journey.

Some MACS members have used it and think it is very safe.

## Four Nations Meeting.



This meeting in August 2019 was about accessible transport in Britain.

The Welsh Government want to have a Committee like MACS.



The meeting decided:

- Now is a good time to work together to make travel accessible.
- Disabled people must be involved at the start of any project so that it gets it right first time.



- Transport providers need good training that is designed and delivered with the involvement of disabled people.



The committees think the Public Sector Vehicle Access Regulations must be changed before 2028.

These rules make sure that public transport is safe.

There must be better information to make sure transport organisations follow the law.



MACS are worried about coaches that are not accessible being used on countryside bus routes.

The committees will work together to get the Department for Transport to have the review earlier.



The committees will meet twice a year to keep talking about things.

There was a meeting in March 2020 in Belfast. The next meeting will be in August 2020.

# MACS Meetings with Scottish Government Ministers in January 2020.

## Transport to Health and Social Care – MACS Report.



Mr Matheson - the Cabinet Secretary for Transport, Infrastructure and Connectivity agrees a group should look at the difficulties disabled people have getting to health and social care appointments.



Mr Fitzpatrick - the Minister for Public Health, Sport and Wellbeing and government officials will help with this.

## Programme for Government – the Government’s plan for Scotland and how it must include accessibility.



MACS are pleased that money has been given to improve bus services and active travel.

Accessibility and inclusion must be an important part of the Programme for Government.



Mr Matheson asked Transport Scotland officials to set up a meeting with MACS to talk about this.

This happened in February 2020.



## Getting facts and figures about accessibility.



Mr Matheson thinks there should be good facts and figures to see how well the National Transport Strategy and the Accessible Travel Framework are working.



MACS and Transport Scotland staff will talk about this and decide how to get the information and make reports.

## National Transport Strategy Delivery Board.



MACS and Mr Matheson want David Hunter of MACS to be on the National Transport Strategy 2 group.

Transport Scotland officials will make this happen.

## Equality Impact Assessments.



Equality Impact Assessments make sure policies and the way organisations work treat everyone equally.

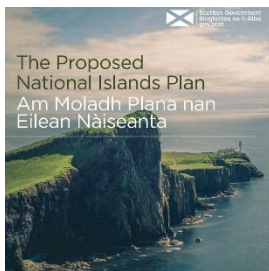
A new Scottish Government team will be set up to check that Equality Impact Assessments work well.



Ms McKelvie - The Minister for Older People and Equalities will meet with the new team, Transport Scotland and MACS.

Mr Wheelhouse - the Minister for Energy, Connectivity and the Islands asked that his officials come to the meeting.

## National Islands Plan.



At the meeting with Mr Wheelhouse MACS asked to be involved in work about Scotland's islands.

The Minister asked his officials to set this up.

## Minister for Disabled People.



After speaking with Ms McKelvie MACS decided we do not need a Minister for Disabled People.

Ms McKelvie knows a lot about equality and inclusion and thinks it is very important.

## Poverty and Inequality.



MACS thinks a good transport system will pass the Triple A Check.

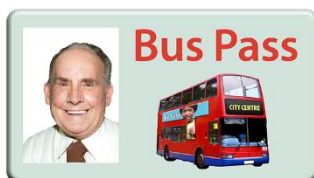
Transport should be:

- Available
- Accessible
- Affordable.



Transport can be very expensive for disabled people if there is no accessible public transport.

The National Transport Strategy 2 is a way to make this better.



Concessionary travel lets young people, people over 60 and disabled people have free or cheaper bus fares.

Having more concessionary travel would help people with less money.

It would also help people get to healthcare appointments and jobs.



In July 2019 MACS Convener, Linda Bamford, was appointed by Scottish Ministers as a Commissioner with the Poverty and Inequality Commission.

## Climate Change.



We want Scotland to have cleaner air.

Transport puts the most emissions into the air through exhausts.



We must give people choices in how they travel so they do not have to use cars.



Disabled people need public transport that they can afford and that is easy to use.

## Areas that still need work.



### **Accessible Travel Framework.**

It was difficult to show if work had been going well. There were not enough facts and figures.



We need to have clearer outcomes and objectives – what we want to happen, and what work we will do to make it happen.



### **Programme for Government.**

MACS thinks more work needs to be done on having more accessible transport and making it easier to use.



## Traveline Scotland.

MACS have been asking for years for the Traveline Scotland app to be made better. Some parts do not work for disabled people and it is not accessible.



## Exemptions to Equality Regulations.

We are worried about the number of exemptions given to organisations about accessibility. An exemption means they don't have to follow the rules.



MACS have told the Office of Rail and Road that all rail replacement services should be accessible.



## Public Service Vehicle Access Regulations.

MACS is worried these rules do not give access for all disabled people. All countries of the UK want the rules to be changed soon.



The Department for Transport say there will be a review some time before 2027.

## Final Remarks:



We think it is important to work with other organisations to make transport work well for everyone.

We want disabled people to keep talking to us and giving us information

This year we will look at the first and last mile of journeys and transport connections – moving from one type of transport to another.



We have been told these are the most difficult parts of the door-to-door journey.

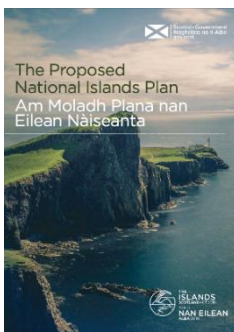
## National Transport Strategy 2.

We want a safe and accessible transport system to keep people connected.



It will help Scotland to be healthier and work well for everyone.

We want cities, towns, the countryside and our islands to be treated equally.



We are pleased that transport is an important part of the National Islands Plan, and we will work with other organisations to make the plan happen.



## MACS Recommendations- what we think will make things better.



1. The Programme for Government should have accessibility at the centre of all its work.



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



3. Make sure the work of Scottish Government and councils follows accessibility laws.



4. Organisations should have Equality Impact Assessments before any changes are made.



5. To ask organisations to get advice from MACS when making new policies.



6. To look every year at how well the Accessible Travel Framework Delivery Plan and the National Transport Strategy are working and what needs to change.

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