

Mobility & Access Committee for Scotland



Annual report 2009-10

Annual Report

Mobility and Access Committee for Scotland (MACS)

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1. Introduction from 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 have the information and opportunities to do so.

Our aims are:

- 1.** To give Scottish Ministers advice on aspects of policy affecting the travel needs of disabled people.
- 2.** To take account of the broad views and experiences of disabled people when giving advice.
- 3.** To encourage awareness amongst disabled people in Scotland of developments which affect their mobility, choices and opportunities.
- 4.** 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 Scotland Office of the Equality and Human Rights Commission and other organisations and voluntary and statutory agencies.
- 5.** 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.
- 6.** To monitor and evaluate the effectiveness of our work against the above aims and objectives in improving travel opportunities for disabled people in Scotland.

50% of the Committee (including the Convener) must deem themselves to have a disability under the provisions of the Disability Discrimination Act 1995. The majority of the Members have such disabilities, and with the support of the MACS Secretariat we operate a fully functioning committee.

Members ensure that there is a good working relationship between MACS and the Scottish Government and other key stakeholders such as local authorities, Transport Scotland, the 7 Regional Transport Partners, Passengers' View Scotland, the Disabled Persons' Transport Advisory Committee (DPTAC), the Equality and Human Rights Commission and the Rail Passengers' Council. Various sections of this report will cover these relationships.

As Convener, I would like to thank the MACS Committee Members for their support during the last 18 months. I would also like to express my appreciation of the work done by the MACS Secretariat; Bill Brash, Judith Ballantine, Jean Goldie and Sarah Guy.

2. Members' details

Anne MacLean OBE (Convener) is currently a trustee of RNIB Scotland, Chair of Sight Action and is a board member of the Cairngorm National Park Authority. The latter post attracts an annual rate of £6,936. She was previously an assessor for the Office of the Commissioner of Public Appointments in Scotland, and was a former National Officer with the National Union of Civil and Public Servants.
Anne was appointed in January 2009.

John Ballantine is a retired solicitor and member of the Equalities Law Subcommittee of the Law Society of Scotland. He is the Treasurer of the Scottish Accessible Transport Alliance and a member of the Edinburgh Access Panel. These posts do not attract remuneration. He also sits on the Disabled Persons' Transport Advisory Committee as the MACS representative, which is a Ministerial appointment.
John was appointed in January 2009.

Bob Benson is currently a member of the Equality and Human Rights Commission's, statutory Scotland Committee and is a co-optee on its statutory Disability Committee, which attracts an annual rate of up to £4500 per annum. He has considerable experience in the equality and human rights field and is a trustee of the Scottish Community Foundation and Chair of its Grants Committee. He was previously an Executive Director for Community Development with Scope, and Director Scotland, Disability Rights Commission.
Bob was appointed in October 2009.

Steven Boyd has a varied background in Human Resource Management and Resourcing and is presently the HR Partner for Scotland and Northern England for WRVS, the older peoples charity. He previously held various HR & Resourcing Management appointments for different blue chip Hospitality, Media and Engineering Companies. His initial management career was as Recruitment Director for a small niche People Consultancy.
Steven was appointed in January 2009.

Clare Byrne has been a director of Spinal Injuries Scotland since 2004, a position which does not attract remuneration. She has a background in retail management, specializing in training.
Clare was appointed in October 2009.

Heather Fiskien currently works as Project Manager for the Independent Living in Scotland Project at the Equality Human Rights Commission. She 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 and has worked as an Inclusive Design Consultant. She is a graduate of the Inclusive Environmental Access and Design course at Herriot Watt University.

Heather was appointed in October 2009.

James Glover is Head of Equality and Diversity at NHS Lothian. He led on the Disability Equality Duty at the Equality & Human Rights Commission, and its predecessor, the Disability Rights Commission. James has also set up and been a committee member for community transport projects and organisations. He originally trained as a research chemist.

James was appointed in January 2009.

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.

Jane Horsburgh is Public Policy Manager for Guide Dogs for the Blind Association. She was previously a board member of MACS from 2005 to 2008 and was involved in the Departments 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.

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 Institution of Highways and Transportation.

Grahame was appointed in October 2009.

Muriel Masson is a trustee of SKILL, a member of the SKILL Scotland Branch Committee and sits on SKILL Council. She has also been the convener of Edinburgh University Disabled Students Group for several years. These posts do not attract remuneration. She is currently completing a PhD in Osteoarchaeology.

Muriel was appointed in October 2009.

Annette Monaghan currently works in the Human Resources Directorate of NHS Greater Glasgow & Clyde. Her background is Learning & Education and Organisation Development. She is on the Board of Impact Arts, an arts charity based in the east end of Glasgow but with projects throughout the central belt. This position does not attract any remuneration.

Annette was appointed in October 2009.

Jane Steven was 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 retirement. She has been an Individual Public Member of Network Rail for 3 years and is a member of Passengers' Views Scotland, a post which attracts remuneration of up to £1,200 per year. She is also a member of the management committee of Carers of East Lothian.

Jane was appointed in October 2009.

Shonagh Terry works as an HR Consultant, latterly in interim or short-term HR Management roles, mainly in Strategy, Policy and Employee Relations. She has experience of working within Local Government, Non-Departmental Public Bodies, Government Research Councils, Multi-Nationals and the Finance Sector. Her initial career was as a self-employed Chiropodist.

Shonagh was appointed in October 2009

3. Attendance at meetings

Date Of Meeting	20/01/09	28/04/09	25/08/09	27/10/09	15/12/09	26/01/10	13/04/10
Members Appointed On 01/01/2009							
Anne MacLean	✓	✓	✓	✓	✓	✓	✓
John Ballantine	✓	✓	✓	✓	✓	✓	✓
Steven Boyd	✓	✓	✓	X	✓	X	X
James Glover	✓	✓	X	✓	X	✓	✓
Andrew Holmes	✓	✓	X	X	✓	✓	✓
Members Appointed On 01/10/2009							
Bob Benson				✓	✓	✓	X
Clare Byrne				✓	✓	✓	✓
Heather Fiskin				X	✓	✓	✓
Jane Horsburgh				✓	✓	✓	✓
Grahame Lawson				X	X	✓	✓
Muriel Masson				✓	✓	✓	✓
Annette Monaghan				✓	X	✓	✓
Jane Steven				✓	✓	✓	✓
Shonagh Terry				✓	✓	✓	✓

4. Consultations to which MACS has responded.

April 2009:

Scottish Government - Designing Streets Consultation.

Department for Transport – Improving Access to Taxis.

May 2009:

Scottish Government – Cycling Action Plan.

August 2009:

Network Rail - Gogar Rail Interchange.

October 2009:

Disabled Persons' Transport Advisory Committee (DPTAC) Maritime Passenger Guidance.

DPTAC Maritime Industry Guidance.

January 2010:

Scottish Government – Single Equality Duty – Public Sector Equality Specific Duty.

Scottish Government – Designing Streets (2010 draft).

March 2010:

Scottish Government – UK Equality Bill – Codes of Practice & Guidance (Transport Chapter).

5. Working Groups

MACS established working groups in order that the individual areas of work could be adequately addressed. The following working groups were set up (work streams that the groups are responsible for are also listed):

Rail

Working Group Members: Muriel Masson (Lead), Clare Byrne, Jane Steven.

1. Glasgow Airport Rail Link/Paisley Corridor Improvement
2. Scottish Rail Accessibility Forum

Light Rail

Working Group Members: Heather Fiskin (Lead), Jane Horsburgh, Annette Monaghan.

1. Edinburgh Trams
2. Glasgow Subway

Technology & Information

Working Group Members: Steven Boyd (Lead), Heather Fiskin, Shonagh Terry.

1. Integrated ticketing consultation
2. Traveline
3. Audio Visual Technology

Roads

Working Group Members: Jane Horsburgh (Lead), Steven Boyd, Anne MacLean.

1. Forth Replacement Crossing
2. Roads for All Forum
3. Designing Streets
4. Park & Ride

Equality

Working Group Members: James Glover (Lead), Bob Benson, Andrew Holmes.

1. Single Duty Equality Bill
2. Disability Discrimination Act

Commonwealth Games

Working Group Members: Grahame Lawson (Lead), Annette Monaghan, Jane Horsburgh.

1. Glasgow Commonwealth Games
2. London Olympics and Paralympics
3. Olympics and Paralympics Legacy

National Performance Framework

Working Group Members: Jane Steven (Lead), Anne MacLean, James Glover.

1. National Transport Strategy
2. Single Outcome Agreements
3. Regional Transport Strategy
4. Strategic Development Plans
5. National Conversation
6. White Paper – “Your Scotland Your Voice”

Bus and Community Transport

Working Group Members: Andrew Holmes (Lead), Jane Steven, Heather Fiskin.

1. Bus
2. Demand Responsive Transport
3. Community Transport
4. Concessionary Fares

Liaison

Working Group Members: Anne MacLean (Lead), John Ballantine, Bob Benson.

1. Equality & Human Rights Commission
2. Disabled Persons' Transport Advisory Committee (DPTAC)
3. Passengers' View Scotland
4. Regional Transport Partnerships
5. Transport, Infrastructure and Climate Change Committee

Ferries

Working Group Members: Shonagh Terry (Lead), Muriel Masson, Andrew Holmes.

1. SG Ferries Review

Climate Change

Working Group Members: Annette Monaghan (Lead), James Glover, Grahame Lawson.

1. Low Carbon Vehicles
2. Active Travel
3. Aviation

Taxis

Working Group Members: John Ballantine (Lead), Muriel Masson, Clare Byrne.

1. DfT Consultation on Improving Access to Taxis
2. Black cabs
3. Legislation
4. Licensing
5. Mini Cabs

Blue Badge

Working Group Members: Clare Byrne (lead), Grahame Lawson.

1. Disabled Persons' Parking Places (Scotland) Act 2009
2. Blue Badge Reform

Promoting Disability Awareness

Working Group Members: Bob Benson (lead), Shonagh Terry, Steven Boyd.

1. Staff Training
2. General awareness of accessible transport

6. Working group summaries and recommendations.

1. National Performance Framework

National Transport Strategy:

6.1.1. The National Transport Strategy (NTS) is due to be refreshed towards the end of this year with a consultation on the refresh planned over summer/autumn. The strategy objective on which MACS considers that it can have the most impact is *“improving quality, accessibility and affordability, to give people a choice of public transport where availability means better quality transport services and value for money.”*

6.1.2. Issues which have been of particular concern to MACS are:

1. Designing Streets;
2. Transport Scotland's DDA Good Practice Guide;
3. Demand Responsive/Community Transport;
4. Travel Information;
5. Roads for All.

These matters are covered in more detail at a later stage in this report.

6.1.3. The Convener of MACS sits on the NTS stakeholder group. During the initial consultation process for the original NTS, the Scottish Government met with a range of equality groups to discuss the impact of the NTS on different sectors of the population. Once again we are seeking the views of equalities groups as part of this consultation process. The NTS sets the high-level strategic direction for transport in Scotland and provides the framework from which individual transport policies and projects flow. These lower-level actions are likely to require consideration under both the Single Equality Act and an Equalities Impact Assessment and we will consider these further when the outcomes of the consultation are analysed. MACS is seeking to establish how Transport Strategy as a whole fits in with the “Independent Living in Scotland” project to which the Scottish Government is committed.

6.1.4. The Stakeholder Group does not currently contain a representative from the Community Transport Association (CTA) and MACS pressed for such representation, as we believe that this will assist in carrying out the extended consultation of the NTS.

6.1.5. At an early stage of development, one of the questions asked in a draft of the consultation paper was concerned with whether the themes and opportunities suggested by Transport Directorate were appropriate. MACS responded indicating that more required to be done in respect of disability

awareness training. We are currently undertaking work in this respect in conjunction with the Disabled Persons Transport Advisory Committee (DPTAC). The consultation on the NTS Refresh will be made available on the Scottish Government consultation website.

(The MACS Annual report covers the period 1 April 2009 – 31 March 2010, and the summary of the work in relation to the NTS Refresh above reflects MACS' thinking at that time. However, when the findings of the Independent Budget Review were published on 29 July 2010, they included options relating to transport. As part of this, Scottish Ministers acknowledged the need to prioritise transport investment with the aim of achieving greater efficiency in the way they deliver. Ministers want to focus on how they deliver existing transport commitments rather than revisiting the underlying policy, and to this end have taken the decision not to proceed with the NTS Refresh).

Single Outcome Agreements:

6.1.6. Two of the Scottish Government's national indicators relate specifically to transport:

- To reduce the proportion of driver journeys delayed due to traffic congestion, and;
- To increase the proportion of journeys to work made by public or active transport.

In addition to these, a number of strategies and reports also highlight the importance of transport to the economy in meeting the Scottish Government's strategic objectives (Wealthier and Fairer, Smarter, Healthier, Safer and Stronger and Greener). Research has been undertaken to look at ways in which these indicators might be met, although we are aware that encouraging people to change their behaviour is not without its challenges.

Regional Transport Strategies/Strategic Development Plans:

6.1.7. In the present economic climate it is essential that local authorities and regional transport partnerships refocus their roles and responsibilities and demonstrate what value can be gained from transport expenditure, in addition to focusing on more efficient and effective use of available funding. The term 'Transport Value' is defined by J Dowson (Dowson J 2010) as "*the complete measure of transport related benefits associated with investing in transport beyond the typical benefits.*" It aims to show how transport can benefit other sectors such as health and education and encourages consideration of other less tangible benefits.

6.1.8. Transport organisations and providers should be encouraged to work collaboratively and think laterally in new ways.

Recommendation 1: MACS recommends that the CTA is consulted on the NTS Refresh.

Action for MACS: to respond to the consultation to highlight that disability awareness training should be an integral part of the refreshed NTS.

2. Liaison

Equality and Human Rights Commission:

6.2.1. MACS invited a member of the Scottish Government's Equality Unit to talk to them about the specific public sector equality duty contained in the Equality Act 2010. Although the general duties covered in the Act are retained at UK Government level, the specific duties are covered by devolved administrations. MACS submitted comments as an advisory NDPB on the specific duties and is considering further how it might give advice on specific conditions once the new legislation beds in. At a future meeting, we will be welcoming a representative from the Equality and Human Rights Commission to discuss matters relating to the Act.

Disabled Persons' Transport Advisory Committee:

6.2.2. The Disabled Persons Transport Advisory Committee (DPTAC) advises the Secretary of State for Transport in the UK Government on the transport needs of disabled people. MACS has a concordat with DPTAC, and attends the main committee meetings, the Rail Working Group meetings and the meetings of DPTAC's International Working Group, which deals with maritime and aviation issues. In these capacities, MACS submitted comments on the text of the EU Passenger Rights by Sea Regulations, and took part in the Scottish Ferries Review.

6.2.3. A Member of the DPTAC Secretariat attends MACS meetings as an Observer, and at a future MACS meeting we look forward to welcoming the Convener of DPTAC.

Passengers' View Scotland:

6.2.4. MACS sends an observer to meetings of Passengers' View Scotland and this is reciprocated.

Transport, Infrastructure and Climate Change Committee:

6.2.5. MACS will attend a meeting of the Transport, Infrastructure and Climate Change Committee (TICC) in Autumn 2010. We look forward to answering questions from Committee Members on the work that MACS has carried out to date.

3. Equality

Single Equality Duty Act:

6.3.1. In January 2010, the working group provided a thorough response to the Scottish Government's consultation on the proposed Single Equality Duty, a key part of the UK Equality Act 2010. The key points in the response were:

- MACS welcomed the extension of the current statutory equality duty arrangements to include a wider range of equality characteristics.
- The new duty should retain the requirement for active involvement of disabled people, whether or not this is extended to cover people with an interest in other equality characteristics.
- All public authorities should be subject to the duty, although those that are particularly small in size (for example, with no staff or budget) need not be required to meet some of the more onerous elements of the duty such as development of a Scheme.
- Public authorities should be required to publish key equality information such as equality objectives and performance information. Key equality processes such as impact assessment should be retained for all policies and plans that may impact on equality groups.

6.3.2. In March 2010, the working group contributed to MACS' response to the consultation on the Statutory Code of Practice for the Equality Act 2010. The main points in the response included:

- The layout and format of the Code were not conducive to straightforward reading and would benefit from revision.
- The detailed transport elements of the Code would benefit from expert scrutiny.

6.3.3. MACS attended an event run by the Scottish Government's Equalities Unit in November 2009, entitled "An Outcome Based Approach for Public Bodies".

4. Promoting Disability Awareness

Staff Training:

6.4.1. DPTAC has produced training guidance for transport operators, which MACS will be adapting to ensure that it is relevant to the devolved administration. It will then be circulated widely to organisations on the MACS contacts database, which includes almost 400 disability and other public and third sector organisations. We will also be sharing the completed document with regional transport partnerships, Passenger Focus, the Association of Train Operating Companies, the Confederation of Passenger Transport and bus companies. In addition, we will seek contact with the Traffic

Commissioner, Civil Aviation Authority and ferry operators. MACS is still considering how best to evaluate the effectiveness of this guidance.

Recommendation 2: the Minister should encourage all local authorities, RTPs and transport operators to implement the proposed MACS Staff Training Guidance for Transport Operators.

5. Bus and Community Transport

Demand Responsive and Community Transport:

6.5.1. The group sees its core task around one of the three National Transport Strategy Key Strategic Outcomes of quality, affordability and accessibility and within that, the particular issues of community and demand responsive transport. (NTS sections 217-225)

6.5.2. Many disabled and elderly people rely on such transport for access to facilities and services, however, the NTS (Section 223) recognises the lack of information on coverage of such schemes. Preliminary work indicates wide geographical variations, owing much to historic funding opportunities and level of community activity. In the emerging financial climate, reductions in grant funding and the likely reductions in funding agency budgets will severely impact on the level of coverage.

6.5.3. Further strain on budgets arise from changing regulatory requirements which increase operating costs making it harder to continue current levels of service. Problems are likely to be compounded by funding pressures on support for conventional local buses and the search for community-based alternatives. The decision of the Scottish Ambulance Service not to retain any involvement in shared transport reduces options available. While this decision recognised the poor level of awareness around alternatives, there has been no move to progress this. All of this impacts on the ability of many people who have severe mobility problems and disabilities to gain access to services and thus to live independently, producing savings in care costs.

6.5.4. Although NTS recognises the lack of information available in relation to coverage and service provision, there is still no comprehensive assessment of availability. The Community Transport Association (CTA) has carried out work amongst its own members, and there is some discussion within the Association of Transport Co-ordinating Officers (ATCO). This is why MACS felt it imperative that the CTA be offered a seat on the NTS stakeholder group. Local authorities do not appear to have a uniform approach to collecting information on this matter, and while recognising the problem, neither they nor the Regional Transport Partnerships (RTPs) appear to be moving towards a common approach to best practice.

6.5.5. Some initial examination by MACS members has uncovered examples of good practice:

- In Northumberland, work carried out by the local CTA organisation (Transport in North Northumberland), includes transporting some patients on behalf of the North East Ambulance Service, as well as operating school buses in rural areas, which are then used by the Dial a Ride service on discontinued Post Bus routes.
- In the Greater Glasgow area, Strathclyde Partnership for Transport has made use of new software which co-ordinates many DRT schemes and has made significant savings by utilising CT/DRT services more efficiently and effectively.
- In Durham, the Primary Care Trust has invested in transport infrastructure and services by providing £1m over two years to grit 35 miles of bus route and pavements on the basis that the benefits of reduced injuries and accidents would be greater than the financial outlay.

6.5.6. Initial discussions with RTPs and Councils suggest that while the difficulties outlined previously are recognised, a uniform attempt to address the issues or establish a common best practice is lacking. MACS believe that communities faced with transport problems, have little guidance as to how they could establish some form of community based scheme. Given the increasing numbers of people with some form of mobility difficulty, and the pressures to move towards community rather than conventional transport, the lack of guidance could be a major impediment and counter the NTS's objectives of increased mobility.

6.5.7. MACS therefore proposes to carry out an initial high level audit which will identify core issues and requirements as well as best practice examples which are relevant to MACS. There will be discussion with ATCO and the CTA. It will also explore whether the Scottish Government can do more to disseminate and support best practice.

6.5.8. Many of these issues are convergent with the responsibilities of Passengers' View Scotland (PVS), such as the move from conventional towards community and third sector transport. We are aware that PVS would wish to work with MACS in this respect.

Concessionary Fares:

6.5.9. MACS welcomed the research carried out in to the efficacy of concessionary fares. We welcomed the extension to the scheme to include armed forces veterans. However, we feel it is important to note that due to the geographic nature of rural areas in Scotland and the limited coverage which bus service operators provide there, that it was not surprising that there were lower levels of uptake in remote and rural areas.

Recommendation 3: The Scottish Government should do more to acquire and disseminate examples of best practice in relation to Community and Demand Responsive Transport.

Recommendation 4: the Scottish Government should encourage local authorities to adopt a uniform approach when collecting information on Community and Demand Responsive Transport.

6. Roads

Forth Replacement Crossing:

6.6.1. Once the Forth Replacement Crossing has been completed, it is proposed that the existing Forth Road Bridge will be used for public transport, pedestrians and cyclists. The Replacement Crossing will be for private and commercial vehicles. MACS welcomes Transport Scotland's initiative of appointing an Access Consultant to the Replacement Crossing project team. In addition to having already established and engaged with an access focus group. MACS is seeking a meeting with Transport Scotland Forth Replacement Crossing Team to explore further how the needs of disabled people are being accommodated.

Transport Scotland's Roads for All Forum:

6.6.2. In October 2009, Transport Scotland published its *Disability Discrimination Act: Good Practice Guide for Roads*, which was an objective of its *Trunk Road Disability Equality Scheme and Action Plan*. MACS welcomed this piece of work, not solely for its content and output, but as a good example of how an organisation can promote disability equality by using constructively the Disability Equality Duty processes.

6.6.3. We welcome the request by local authority roads departments for training in the use of the Good Practice Guide and will be contacting the Society of Chief Transport Officers in Scotland (SCOTS) to find out how best we can monitor this training.

6.6.4. MACS is a member of Transport Scotland's *Roads for All Forum* which underpins the *Trunk Road Disability Equality Scheme and Action Plan*. At the National Roads for All conference we took part in facilitating workshops, the theme of which was joint working to promote disability equality. We have taken the opportunity of commenting on their soon to be published report on new and emerging technologies, and referring them to current development and trials of new way-finding systems for disabled people which are currently taking place in England.

Designing Streets:

6.6.5 The Scottish Government published its 'Designing Streets' policy statement, which is aimed at residential and lightly trafficked streets. It advocates that many of the principles can also apply to other types of streets

such as rural and high streets, even when the street is a trunk road. Transport Scotland has responsibility for trunk roads and motorways and has published its *'DDA: Good Practise Guide for Roads*. There are conflicting policy positions within these documents, particularly in relation to issues that impact on disabled people. The Scottish Government and Transport Scotland need dialogue to resolve these differences.

6.6.6 MACS was consulted on the final draft of *Designing Streets*, and was pleased to see many of our suggestions included in the published document. It is disappointing that the Scottish Government has not taken a more cautious approach to the promotion of shared surface streets, which as *Designing Streets* itself states poses difficulties for disabled people. Effective design features that facilitate inclusivity in these shared surface areas have not been identified as yet. In response to a question at a recent Transport Scotland Roads for All conference, the Minister for Transport, Infrastructure and Climate Change said that *'although there was a body of evidence from the Netherlands which points to these schemes working, they have also recognised that there are outstanding issues in the designs'*. He went on to say that he would welcome any ideas suggesting how to create safe delineation.

6.6.7 Access and inclusion is a first principle of good design. The Scottish Government should revisit how the built environment division engages and involves disability organisations, and promotes disability equality within its work. Lessons can be learned from the effective engagement strategy undertaken by Transport Scotland's Roads for All forum.

Level Crossings:

6.6.8 Following on from the Level Crossing Safety Conference held in January 2010, we have written to Transport Scotland endorsing the "no new level crossing" policy and closure programme. MACS would not advocate having open or half barrier crossings in areas where there are pedestrians, as these are particularly difficult to negotiate by people with a sensory impairment.

Recommendation 5: the Minister should encourage planning authorities to engage an access consultant during the design and construction stage of any shared surface scheme. They should consult with disabled people and advise on suitable inclusive design features.

Recommendation 6: the Scottish Government should form a multi-disciplinary working group to monitor the implementation of shared space and shared surface streets.

Recommendation 7: the Minister should encourage local authorities to use Transport Scotland's DDA Good Practice Guide.

7. Commonwealth Games

6.7.1. It is essential that the 2014 Commonwealth Games in Glasgow are fully accessible for all people - whether as participants, spectators or those who are involved in the organisation and operation of the Games. In this connection, MACS notes that when the Games were last held in the UK - in Manchester 2002 - Manchester City Council was very active in promoting the interests of disabled people. This led to the establishment of Manchester City Council's Access 2000 Strategy.

6.7.2 The Glasgow Commonwealth Games website indicates that the Scottish Government, Glasgow City Council and Commonwealth Games Scotland all have ambitious plans to generate a lasting social, economic and sporting legacy from the Games. There is reference to the intention to:

“create a Games environment that is accessible to all people with and without a disability and which delivers a quality experience to all constituent groups. As part of this ambition, Glasgow 2014 will develop an Accessibility Policy. This policy will outline our approach in addressing, amongst other areas, venues delivery, infrastructure development, service levels and communications. In doing so, Glasgow 2014 will aim to adhere to the general accessibility benchmark areas identified by the International Paralympic Committee, a partner of the Commonwealth Games Federation, which includes: dignity, equity and functionality.”

6.7.3 The Glasgow Commonwealth Games represents a major opportunity to improve the nature and quality of transport infrastructure in the west of Scotland. Through the Scottish Government's Games Delivery Team, MACS has requested a seat on Glasgow City Council's Transport & Environment Steering Group for the Commonwealth Games and are pressing for a response to this request.

6.7.4. Hampden Park in Glasgow will be a venue for football during the London Olympics in 2012. MACS will be involved in discussion relating to the accessibility of this venue.

8. Rail

Scottish Rail Accessibility Forum (SRAF):

6.8.1 After the “Rail in Scotland” conference in November 2009, an initial meeting with ScotRail's Access and Inclusion manager and Transport Scotland's Rail Accessibility manager was followed by another three meetings with the SRAF (of which MACS is a Member).

6.8.2 Access for All (AfA) funding has been cut by 51% this year, impacting greatly on what can be achieved. AfA has improved the accessibility of stations significantly and helps fund projects such as Describe Online, a website whose aim is to ensure that every public venue has a text guide which outlines its features and how it can be accessed. Another example is Stations Made Easy (an online accessibility guide to railway stations), which

also provides clear and easy to find information for people with internet access. Funding for this scheme is due to cease in 2015.

Glasgow Airport Rail Link (GARL)/Paisley Corridor Improvement (PCI):

6.8.3 MACS has been in regular communication with GARL (now known as the Paisley Corridor Improvement/ PCI team) throughout 2009-10. A significant portion of our initial discussions with PCI covered the challenge of finding suitable replacement parking bays and drop off points at platform 12 in Glasgow Central Station. These were removed when the initial work was undertaken as part of the Glasgow Airport Rail Link (which was later abandoned). No agreement was reached with GARL/PCI on how to resolve this, and the alternative arrangements originally promised in 2006 were never put in place. The new alternatives do not offer acceptable accessibility to all and ultimately the matter will now have to be resolved by Glasgow City Council as the authority with the statutory powers to propose the necessary Road Orders.

6.8.4 Most recently, we responded to a consultation on a 3D visual train demo from ScotRail. MACS was of the opinion that the intended facility was aimed more at wheelchair users and would not have been as accessible to visually and audio impaired individuals. We also had concerns that the consultation would not reach those who did not have access to the internet. In conclusion, MACS was of the opinion that a different format might be more appropriate for ScotRail's aims. This could be achieved by using clear and detailed step by step photographs showing disabled passengers using the train, with information as text and voice over addressing all types of disabilities. It would also be helpful to make it clear what type of assistance is available and how to get it if it needs to be booked in advance, as well as what differences to expect in other types of trains operated by ScotRail.

6.8.5 The main issues at present can be summarized as follows:

- Improvement works at numerous rail stations throughout Scotland, mainly through AfA schemes, have greatly increased access to rail transport for disabled passengers. However, the two main rail stations in Scotland, Glasgow Central and Edinburgh Waverley still have problems involving access to the stations, parking, PA system and bus signage.
- Good access needs integrated systems. A train is not accessible if it does not come with clear signage and available accessible information (in the train/station, about the train/station, about the connections including bus/tram stops, parking, etc and assistance available). Integration between transport systems is fundamental, as well as collaboration between organisations inside and outside the stations.

- Staff disability equality and awareness training is at least as important as physical access to facilities. All the improvements carried out would be pointless without thorough and ongoing staff training in this field, and we hope that the impending guidance that we are producing in conjunction with DPTAC will contribute to success in this field.

Recommendation 8: Transport Scotland, Glasgow City Council and Network Rail should work together to establish a suitable resolution to the problem of parking at Glasgow Central Station.

9. Light Rail

6.9.1. In Scotland there is currently only one operational light rail system, the Glasgow Subway system which is operated by Strathclyde Partnership for Transport. The Edinburgh tram system is currently under construction and is due to be completed and operational by 2012.

6.9.2 The Glasgow Subway is a publicly owned service which does not meet current expectations of a modern and inclusive transport service. On the other hand, the forthcoming Edinburgh tram system is being built in the 21st century in the capital of Scotland and carries the expectation that it will provide an accessible and inclusive service for all users, including disabled people whether residents or visitors.

Edinburgh Trams:

6.9.3 MACS received a presentation from Trams in Edinburgh (TiE) earlier this year. It allowed members to learn more about the physical design of the trams, the location of tram stops and the role played by disabled people in steering these aspects.

6.9.4 Subsequently, a letter was sent to TiE requesting further detail on accessibility relating to the above points. In particular there is concern about the location of tram stops in relation to Waverly Station. Current plans respond to the needs of other road traffic and related regulations and consequently there is a loss of positive application of the principles of interlinked transport modes. This is of particular importance given Waverly Station's status as a major transport interchange. We await TiE's response to this letter at time of writing.

6.9.5 MACS is not convinced that an upgrade of Haymarket Station is the most appropriate solution to this problem either. It is likely to curtail traveller choice, given that not all train journeys call at Haymarket. Disabled people would be required to add an extra train journey between Haymarket and Waverly Stations in order to complete their journey. Furthermore, we note that not all the trains from Waverley which head west actually stop at Haymarket. In addition, there are virtually no refreshment, newsagent or other facilities and toilet provision is minimal. Such facilities as there are, are barely accessible at present.

6.9.6 We hope that as a result of this constructive intervention by MACS, that TiE will address the issues raised and pick up on previous good practice involving disabled people directly in identifying issues and developing solutions for accessibility and inclusion.

6.9.7 Since TiE is not a public body, it is not covered directly by the Single Equality Duty (SED). Although a private company, it is wholly owned by City of Edinburgh Council (CEC) and as such is funded by the public purse and will require to contribute to the delivery of the general duties in the SED through its contractual relationship with CEC.

Glasgow Subway:

6.9.8 Historically the subway system in Glasgow has been largely inaccessible to many disabled people, due to the age of the structure and lack of investment. For example, few stations have step free access between entrance level and platforms.

6.9.9 However, we understand that this is a moving agenda as SPT announced a £300m modernisation programme in April 2010. There is no clear detailed information as to the level of disabled access improvements planned. MACS intends contacting SPT to seek involvement from the early design stage.

6.9.10 However, it is noted that SPT is relying on Scottish Government increasing their funding to enable them to realise their plans for the Subway. MACS recognises that at the present time, funding for all sectors is being squeezed and unsecured plans may be reconsidered. SPT has agreed that MACS will have representation at any future meetings on the improvement of the Glasgow Subway.

Recommendation 9: the Minister should encourage TIE to continue to engage with disability organisations and other stakeholders throughout the development of the Edinburgh Trams project.

10. Climate Change

Low Carbon Vehicles:

6.10.1 The Scottish Government Climate Change Delivery Plan includes Transformational Outcome 3: "Almost complete decarbonisation of road transport by 2050 with significant progress by 2030 through wholesale adoption of electric cars and vans, and significant decarbonisation of rail by 2050."

6.10.2 MACS will be maintaining a watching brief on targets as they apply to mobility and access issues and to monitor the impact of technology options on low carbon vehicles.

6.10.3 MACS has expressed concern regarding the lack of sound emitted by low carbon vehicles and the potential danger this could cause to people with a range of mobility and sensory problems. We hope to work with organisations who are seeking a solution to this problem. We are aware of research being carried out by DfT at European level and MACS intends to monitor this.

Active Travel:

6.10.4 The consultation document, Cycling Action Plan for Scotland (CAPS) was published in May 2009. MACS responded to that consultation highlighting in particular the DPTAC principle that public investment should only take place if those who provide and spend the money take in to account the accessibility of disabled people. MACS still has concerns regarding the shared nature of the cycling/walking tracks and the safety of those with mobility/sensory impairments.

11. Ferries

SG Ferries Review:

6.11.1 Since early 2010 there have been no meetings of the steering group for MACS representatives to attend.

6.11.2 In early 2010, MACS commented on the Scottish Ferries Review: Economic Work Package: Final Report, prepared for Highlands and Islands Enterprise and the Scottish Government. A MACS representative sits on the Scottish Government's Ferries Review Stakeholders' Group. The group looks at:

- The importance of the Accessibility Work Package;
- The need to promote social inclusion with particular reference to the level of fares charged;
- Accessibility, individual affordability and sustaining populations.

6.11.3. A consultation exercise on the Ferries Review is currently underway. It runs until the end of September 2010.

Recommendation 10: The Scottish Government Ferries Review should consult representatives of disability organisations - including MACS - prior to the proposed Ferries Plan being finalised.

12. Blue Badge Working Group

Blue Badge Reform:

6.12.1 MACS is working closely with the Scottish Government towards improving the Blue Badge scheme, a critical service promoting enhanced access to facilities for people with mobility problems.

6.12.2 The Blue Badge Reform Working Group includes representation from local authorities, NHS Scotland and the British Parking Association, all of whom are involved in the Blue Badge Scheme. One of the MACS Members on the working group is also a Blue Badge holder. The aims of the working group are:

- To make the scheme easier to access and use by those who are eligible;
- To make the legislation easier to enforce and minimise fraudulent applications/abuse of blue badges;
- To help local authorities administer the scheme and assess eligibility.

6.12.3 Local authorities recently completed a questionnaire to help the working group assess the scheme as it exists currently, e.g. how many applications are received, how many badges issued, how much each authority currently charges applicants.

6.12.4 The working group's aim is to assist in the creation of a uniform process for the whole of Scotland, including a single application form, a single charge per application regardless of location, an appeals procedure and independent assessment of applicants where necessary. There will be enhancements to the Badge design and to the nature of concessions pertaining to the use of the Badge.

6.12.5 The leaflet currently issued to successful applicants has been revised and will be targeted to the end user. There will now be three leaflets providing clear guidelines:

- Leaflet 1 - Am I eligible for a Blue Badge?
- Leaflet 2 – Roles and responsibilities for Blue Badge holders (supplied when a Blue Badge is issued)
- Leaflet 3 – Roles and responsibilities for organisational Blue Badge holders.

6.12.6. The Scottish Government will be upgrading the Blue Badge website and will develop a new "Code of Practice" for local authorities.

6.12.7. We hope that the measures taken will result in a fairer and more straightforward process for all involved.

Taxis

6.13.1. MACS responded last year to the DfT Consultation on "Improving Access to Taxis". As a result of the Consultation DfT has announced that it intends to proceed with three demonstration schemes of accessible taxi vehicles. It is anticipated that DfT will release details of the demonstration schemes when it publishes its Response to the Consultation. MACS continues to monitor developments in this area.

Technology & Information

Audio Visual:

6.14.1. Some progress has been made in wider awareness of systems, web interfaces and emerging technologies which could have a positive impact on travel. MACS has continued to press for information in buses and at bus stops to be available through audio and visual technology.

Traveline:

6.14.2. Following a presentation from Traveline Scotland, which assisted in familiarising MACS with the existing system which provides information prior to travel, we would like to consider other information which could be developed to assist disabled travellers, such as descriptions of station accessibility and assistance especially for those who can access the internet. Traveline have also, where possible, committed to directing passengers to the specific demand responsive transport/community transport websites.

The REACT System:

6.14.3. The REACT system is available in some Scotrail stations and enables those with visual impairments to find their way around the station and its environs. We have given advice to Scotrail as to how best to contact those who would use this system when it is introduced to a new railway station. We have asked Scotrail to keep us informed of new developments.

Roads for All:

6.14.4. Those attending the Roads for All Conference in June 2010 received a very comprehensive report on a variety of new and emerging technologies which might be of assistance to those with visual impairment. MACS recognises that the provision of information for the disabled traveller across a wide range of transport providers in the future may well be done by various new technologies. We will therefore be seeking to engage with the providers of such technology over the next 12 months.

7. List of recommendations:

Recommendation 1: the Scottish Government should ensure that the Community Transport Authority is consulted on the NTS Refresh.

Recommendation 2: the Minister should encourage all local authorities, RTPs and transport operators to implement the proposed MACS Staff Training Guidance for transport operators.

Recommendation 3: the Scottish Government should do more to acquire and disseminate examples of best practice in relation to Community and Demand Responsive Transport.

Recommendation 4: the Scottish Government should encourage local authorities to adopt a uniform approach when collecting information on Community and Demand Responsive Transport.

Recommendation 5: the Minister should encourage planning authorities to engage an access consultant during the design and construction stage of any shared surface scheme. They should consult with disabled people and advise on suitable inclusive design features.

Recommendation 6: the Scottish Government should form a multi-disciplinary working group to monitor the implementation of shared space and shared surface streets.

Recommendation 7: the Minister should encourage local authorities to use Transport Scotland's DDA Good Practice Guide.

Recommendation 8: the Minister should encourage Transport Scotland, Glasgow City Council and Network Rail to work together to establish a suitable resolution to the problem of parking at Glasgow Central Station.

Recommendation 9: the Minister should encourage TIE to continue to engage with disability organisations and other stakeholders throughout the development of the Edinburgh Trams project.

Recommendation 10: The Scottish Government should consult representatives of disability organisations - including MACS - prior to the proposed Ferries Plan being finalised.

8. Glossary of acronyms:

AfA - Access for All (Government funding which aims to improve accessibility to railway stations).

ATCO - Organisation of transport professionals.

CT – Community Transport

CTA – Community Transport Authority

DDA – Disability Discrimination Act

DfT – Department for Transport

DRT – Demand Responsive Transport

DPTAC – Disabled Persons' Transport Advisory Committee

EHRC – Equality & Human Rights Commission

GARL – Glasgow Airport Rail Link (the Glasgow Airport Rail Link is now called the Paisley Corridor Improvement – PIC).

NTS – National Transport Strategy

PVS – Passengers' View Scotland

RNIB – Royal National Institute of Blind People

RTP – Regional Transport Partnership

SCOTS – Society of Chief Officers of Transport in Scotland

SG – Scottish Government

SPT – Strathclyde Partnership for Transport

SRAF – Scottish Rail Accessibility Forum

TICC – Transport, Infrastructure and Climate Change Committee

TiE – Trams in Edinburgh.

