

Mobility and Access Committee for Scotland

Notes and Action Points from main Committee meeting

Tuesday 21 April 2020 11:00-13:00 – By virtual conference audio/video

Present

Linda Bamford (LB) - Chair

Marsali Craig (MC)

Fraser Sutherland (FS)

Naghat Ahmed (NM)

Michael Torno (MT)

Susan Fulton (SF)

David Hunter (DH)

Hillary Stubbs (HS)

Audrey Burt (AB)

Joanne Fairweather (JF)

Keith Robertson (KR)

Hussein Patwa (HP) - Notes

Apologies

Sheila Fletcher (SFI)

John Whitfield (JW)

Agenda Item One: Check in – Roll call and team welfare check

The Convener commenced the meeting by confirming the names of who was in attendance by both video and audio for orientation. She explained that as this was a new way of working she would do things a bit differently. Those wishing to come in should say their name and the Convener would introduce them to the discussion. She also explained that during decisions she would ask for “those against or not in agreement”. When closing an agenda discussion/section she would conclude by asking if anyone else had any contributions prior to moving on. Before commencing the meeting the Convener confirmed the agenda

timings and in particular the comfort break at 1150 hours and that the meeting would conclude at 1300 hours.

Agenda Item Two: Approval of minutes and update on action points from previous meeting:

Minutes of the Previous Meeting on 21 Jan 2020

The Convener highlighted two typos from the minutes for corrections:

Agenda item 3c – point b – page 8 – paragraph 4 – amend to remove wording “from more” from sentence.

Agenda item 4.5 – page 10 – paragraph 2 – should read - “reduces inequalities

SF also stated that agenda item 3.4 – Page 6 - Law commission consultation response should read SFI (Sheila Fletcher) and not SF (Susan Fulton)

Action Point 1: Secretariat to be notified by Convener to amend minutes.

Other than the above the minutes were agreed.

Actions from the full committee meeting in October 2019

From 23rd July 2019: 1 action remained open.

Action 7 for Pauline Meenan - *Secretariat to contact the TS Rail Team and find out what and who Rail Equality Advisory Panels are.*

HP/MC reported that ScotRail Access and Inclusion Manager was unaware of who these panels were. On inquiry there has also been no response from Transport Scotland’s (TS) Rail Team or Pauline Meehan either. It was agreed to close this action.

Actions from the full committee meeting in October 2019

Action 3 for KA/PM - *KA to discuss with PM from TS Rail Team the lack of online booking facility for Passenger Assist.*

This action remained outstanding. MT agreed to try to follow up the ScotRail online site accessibility issues through his network. HP/MC agreed to also progress this during their regular catch up meetings with Patrick from ScotRail. Their next meeting is scheduled for 6 May 2020.

Action Point 2: MT to progress the issues with ScotRail on-line site accessibility through his network.

Action Point 3: HP and/or MC raise the ScotRail on-line site accessibility with Patrick during regular catch ups

Action 10: Secretariat to ask taxi licencing team to share with MACS Bus, Taxis and CT Workstream Lead (SFI) proposed guidance for licensing authorities and ask for the deadline for response.

It was agreed to close this action and progress this ask through the scrutiny of the Accessible Travel Framework Annual Delivery Plan.

SF questioned the lack of EqIA's on this and LB explained that concerns had been raised with the TS official from the Accessible Travel Policy Area. This included MACS concerns around the lack of involvement with MACS, Disabled People Organisations (DPOs) or disabled people to inform the development of guidance aimed at ensuring accessibility for disabled people when travelling. In effect this had been a desktop exercise carried out by one individual within the TS Accessibility Team.

The Convener explained that MACS had not been approach to assist with the development of this guidance and to her knowledge neither had any Disabled People Organisation (DPOs), disabled people or their representatives, this going against the ethos of "nothing about us without us" and at the Leads Meeting in November 2019, this point had been made in the hope that these situations would be avoided in future.

Similar concerns had been voiced by Leads regarding the implementation of "turn up and go" development and announcements for rail passenger assistance.

Actions from the full committee meeting in January 2020

Action 4: Secretariat to check with the Ferries Team if accessibility is embedded in new ferry terminals infrastructure and whether an Access Consultant is included in the design team.

HS had a meeting scheduled for 21 April 2020, which is now on hold. It was agreed to keep this action open for the July 2020 full committee meeting and revisit any progress.

SF and KR asked about quality of access and the crosscutting nature of access improvements to compliment all modes of travel. An example was given of the quality of ramp access to Glasgow Queen Street station. This poor design may be implemented at other locations if it is seen as being a success here.

MT offered to join any ScotRail Stakeholder Equality Group (SEG) meetings held virtually to ensure MACS participation and that the engagement reflects on Rail Workstream objectives.

KR stressed the importance of reiterating areas where we do not agree to ensure we remain a critical friend and add value to our attendance.

Action Point 4: HP to advise ScotRail of MT's offer to represent MACS at any virtual SEG meetings.

Action 5: KA to liaise with Traveline and enquire about the timeframe for the Traveline to improve the app's accessibility.

It was agreed to keep this action open and pick up the conversation around this issue as a "sticking point" with Transport Scotland's Accessibility Team and Ministers when the next series of meetings takes place. This would probably be late summer or after the summer recess given the current public health crisis.

There has been no movement on this since HP sent a letter on behalf of MACS to Traveline in October 2019 (including follow-up attempts to make contact by email and phone) and despite asking TS for assistance.

Members gave multiple reports of problems accessing Traveline both with the site's accessibility and ability to plan a journey as a disabled person. AB flagged the issue of how these challenges are widening inequalities and that TS should understand this.

Action Point 5: HP to raise the issue with Traveline Scotland's app with TS's Accessibility Team with a view to gaining their assistance to rectify

the issues with Treeline. This may necessitate a further discussion with TS Accessibility Team at a Leads meeting.

Action 11: *KA to share with MACS the Scottish Government's position statement on the PSVAR exemptions.*

It was agreed that this action had been progressed and was now closed.

Agenda Item Three: Questions from Super Report/Convener's Update

The Convener asked the committee for their thoughts on the format regarding linking engagements to the work plan or if a simplified reporting mechanism would be preferred.

Note: The report included links to the newly agreed objectives (primary drivers), the secondary drivers and the work plan tests to show how MACS are linking engagements to our work plan.

The committee discussed the format and content of the Super Report at length. HS stressed the importance of showing external audiences what we are doing and them understanding how different threads of our work fit together. It was agreed the Super Report would remain as an internal document as some information may be sensitive and the key points from the report would be discussed and captured within the minutes of the Committee meeting to inform the wider audience.

KR said the report should act as a reference and AB suggested a full report once a year with streamlined versions in between.

LB explained her rationale being that the Super Report fed into the Annual Report, which would then be collated by the secretariat. Her expectations had been that the four Super Reports, escalation papers, minutes from the main Committee meetings, reports from roundtables and Ministerial briefing papers would be enough information and evidence for the Secretariat to populate and produce the Annual Report for the Committee.

This had been agreed previously with the Secretariat before the Convener agreed to undertake the task of producing the Super Reports, but had not happened this year because of the instability of the Sponsor Team before being redeployed for Covid-19. The Convener stated, that she was hopeful that the Secretariat would adhere to their commitment in future years.

DH suggested leads taking responsibility for reporting their own work stream issues.

MC stressed the importance of showing how workstream work links to recommendations.

She suggested a compromise; having a 'glossary' of recommendations/objectives rather than embedding them all within the main document to reduce its overall length.

LB proposed and it was agreed to consider the matter further at the May 2020 leads meeting and run with the current format for now.

Action Point 6: HS to add the format of the Super Report to the May 2020 Work Stream Leads meeting agenda.

The Convener confirmed that with less external engagements over the next quarter and more frequent shorter meeting, there may not be a need for a Super Report for July 2020 and the updates could default to by Convener and Workstream Leads.

August 2020 Development Day

It was agreed to defer the decision on whether to postpone the Development Day in August 2020 until either the Workstream Leads meeting in May 2020 or at the full committee in July 2020.

Action Point 7: HS to add "August 2020 Development Day discussions" to the agenda for the May 2020 Work Stream Leads Meeting.

Proposed themes for 2021 Development Day

The Convener commenced the discussion with confirming the themes that had been previously mentioned for the 2021 Development Days.

Rail: Looking at the work of the Railways for Everyone Board and progress from the Williams Review – Chaired by Leads of Rail Workstream.

Inclusive Mobility: Updating on the progress of the review of Inclusive Mobility and good practice guides – Chaired by Keith and David.

It had been thought that the decision on which session should be March 2021 and which should be August 2021 would be determined by the level

of progress or intervention/focus needed within the areas nearer the time. She acknowledged that this would need to be revisited now and asked Committee members for their thoughts.

DH questioned the National Transport Strategy being achievable given changes in working patterns and the robustness of companies involved given the current Covid-19 crisis.

HP raised the need to plan for extended reduced support from officials, which would see the need to make connections for Scottish Government engagements differently i.e. to either find different/direct ways of connecting or to plan for a pause on some areas of the accessibility agenda. He said the latter is of course unacceptable as disabled people still need to travel and there will be issues that MACS need to address quickly.

MC reminded everyone that older and disabled people would likely be the last to be relaxed from lockdown restrictions.

KR provided examples of how many transport and other civil servants have been moved to focus on Covid-19 resilience work reducing the priority of and capacity for continuing existing projects at this time.

It was agreed that it may be a good idea and opportunity to discuss these issues and “the new normal” at the November 2020 scoping day as this would also lead nicely into the Planning and Strategy Workstream’s timeline for reviewing the Committee’s High Level objectives and following years work plans.

DH suggested Motability could be a theme for one of the development days and mentioned a meeting he and LB were due to have with James Wilson from SG Social Security Team to discuss progress of the Scottish Accessible Vehicle and Equipment Scheme (AVES) and the on-going concerns of MACS working subgroup and wider Committee members. DH agreed to circulate a note of the meeting to be held on 21 April 2020.

Action Point 8: Planning and Strategy Workstream to agree the focus of the November 2020 scoping day.

Action Point 9: DH to circulate the note of the meeting held on the 21 April 2020 with James Wilson (SG Social Security Team) regarding AVES

Sponsor Update

The following issues were raised in relation to the Sponsor Team Update paper provided in advance of the meeting. Due to the current crisis and redeployment to resilience work no secretariat or sponsor team officials were present to comment but a copy of the minutes would be forwarded to the Sponsor Team.

Section 2 – Active Travel – Page 3 paragraph (d)

Consultation has taken place with disabled organisations and Cycling UK to consider a wide range of wheeling users and discuss areas of the guidance where there is the potential for pedestrian/cyclist conflict such as at floating bus stops.

It was agreed that MACS would appreciate seeing a copy of the consultation information.

DH mentioned a consultation event he and several MACS members attended in February 2020 on Cycling by Design and wondered if this may be what was referred to.

Action Point 10: DH to seek clarification on this with Karen Armstrong and also circulate the report of the March 2020 event to members for information.

Agenda Item Four – Any Other Business

Accessible Appraisal form

The committee verbally approved the final version of the accessible annual appraisal form designed and circulated by HP. HS and AB are going to use the form for AB's current annual appraisal and will provide feedback.

HP said he wanted the form signed off now but was happy to fix any showstoppers or make major technical tweaks as updates where necessary.

Action Point 11: HP to send the final version of the accessible annual appraisal form to the secretariat for filing and inclusion in the MACS induction pack.

MACS Twitter Engagements

AB asked about any developments following Twitter engagement with Christina Mckelvie MSP. LB said she had been in dialogue with the Minister her on several issues, and Ms. McKelvie was receptive to MACS messages around social distancing.

After-note: Ms McKelvie has since written to the Convener and the letter was shared with the full committee for information.

KR said it was important for Ministers to follow MACS on Twitter. DH said that MACS needed to portray that we are here to help in order to build a presence and increase awareness.

HP mentioned a suggestion from LB that Twitter should be kept as a standing item for all future meetings to agree one or two key messages from the discussions at the meetings. HP said it would be good to have one 'hot topic' item to tweet on following each meeting. The committee agreed to this.

HP confirmed that he was managing the MACS Twitter account this week (rotating weekly with DH and AB) and is aiming for at least one news item or development tweet from MACS each day.

He said he felt it was essential that MACS is seen to be proactive on Twitter in the work they are doing as well as responding to external events posted by others or highlighting examples of good practice and stories from disabled people.

HS mentioned she had been invited to sit representing MACS on a steering group designing the Gourock to Dunoon ferry service. HP asked HS to send him information so he could craft a tweet on it.

The Convener thanked MACS "Twitter Gatekeepers" for keeping on top of this as the initial agreement was for the Sponsor Team to work with 3x1 to provide this function given MACS members limited days.

Action Point 12: LB/Secretariat to add MACS Twitter Engagement as a standing item to all future MACS committee meetings.

Action Point 13: HS to send HP info on MACS involvement in Gourock-Dunoon ferry service steering group

List of actions from Committee meeting on 21 April 2020

		Progress
Action Point 1 Typos from minutes of Jan 2020 meeting	Secretariat to be notified by Convener to amend.	Completed
Action Point 2 Lack of online booking facility for Passenger Assist.	MT to progress the issues with ScotRail on-line site accessibility through his network.	
Action Point 3 Lack of online booking facility for Passenger Assist.	HP and/or MC raise the ScotRail on-line site accessibility with Patrick during regular catch ups	
Action Point 4 On-going design consultation and engagement	HP to advise ScotRail of MT's offer to represent MACS at any virtual SEG meetings.	Completed
Action Point 5 Traveline Scotland	HP to raise the issue with Traveline Scotland's app with TS's Accessibility Team with a view to gaining their assistance to rectify the issues with Traveline. This may necessitate a further discussion with TS Accessibility Team at a Leads meeting.	
Action Point 6	HS to add the format of the Super Report to the May 2020 Work	

Super Report	Stream Leads meeting agenda.	Completed
Action Point 7 August 2020 Development Day	HS to add “August 2020 Development Day discussions” to the agenda for the May 2020 Work Stream Leads Meeting.	Completed
Action Point 8 Nov scoping Day	Planning and Strategy Workstream to agree the focus of the November 2020 scoping day.	Completed (NTS2 and AFT)
Action Point 9 AVES and Motability	DH to circulate the note of the meeting held on the 21 April 2020 with James Wilson (SG Social Security Team) regarding AVES	Completed
Action Point 10 Active Travel consultation by TS	DH to seek clarification on this with Karen Armstrong and also circulate the report of the March 2020 event to members for information.	Completed Report circulated
Action Point 11 Accessible annual appraisal form	HP to send the final version of the accessible annual appraisal form to the secretariat for filing and inclusion in the MACS induction pack.	Completed
Action Point 12 Twitter messaging as standard agenda item	LB/Secretariat to add MACS Twitter Engagement as a standing item to all future MACS committee meetings.	Completed
Action Point 13 Twitter key message	HS to send HP info on MACS involvement in Gourock-Dunoon ferry service steering group	Completed

Note prepared by Hussein Patwa and Linda Bamford

26 April 2020