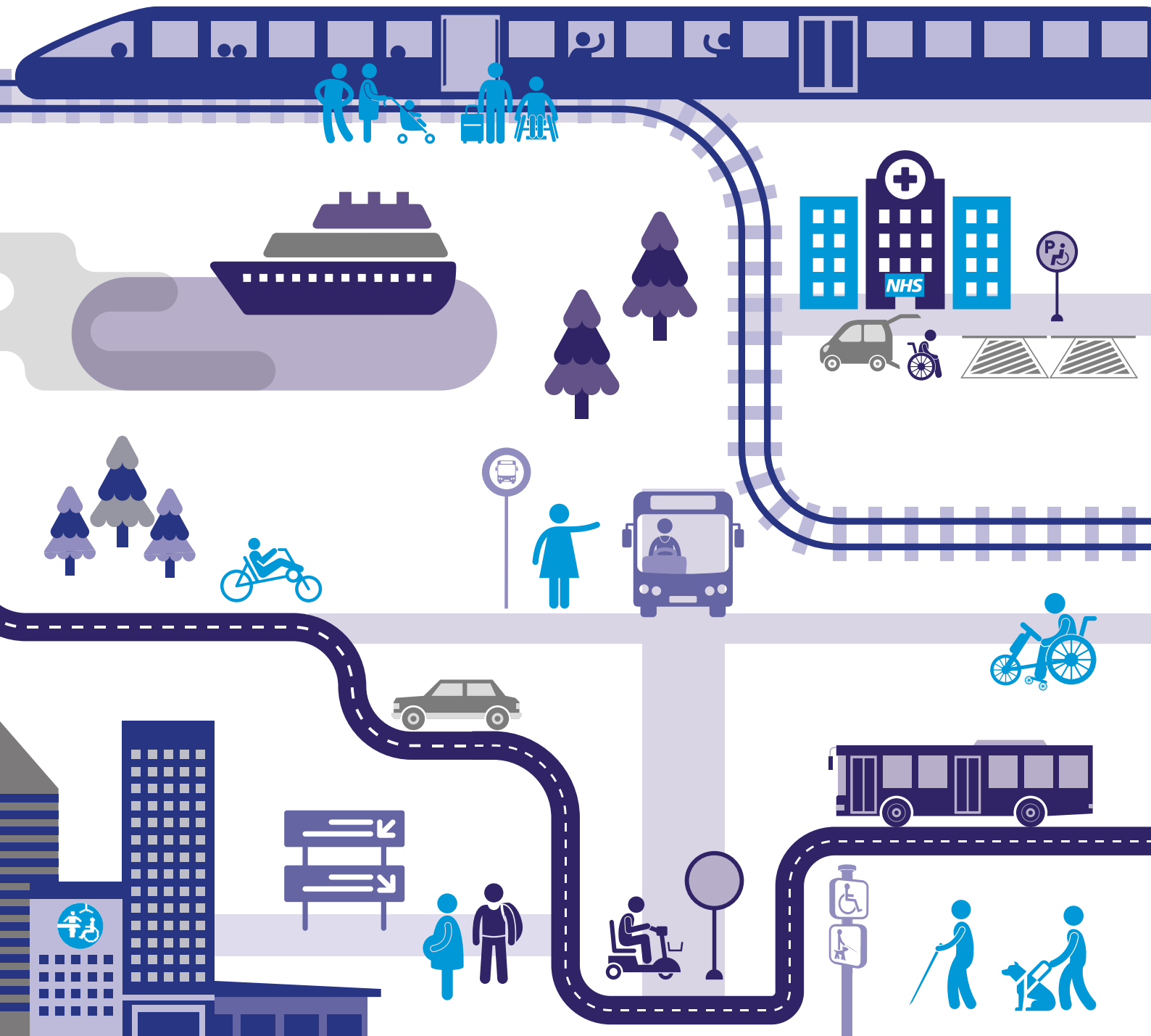
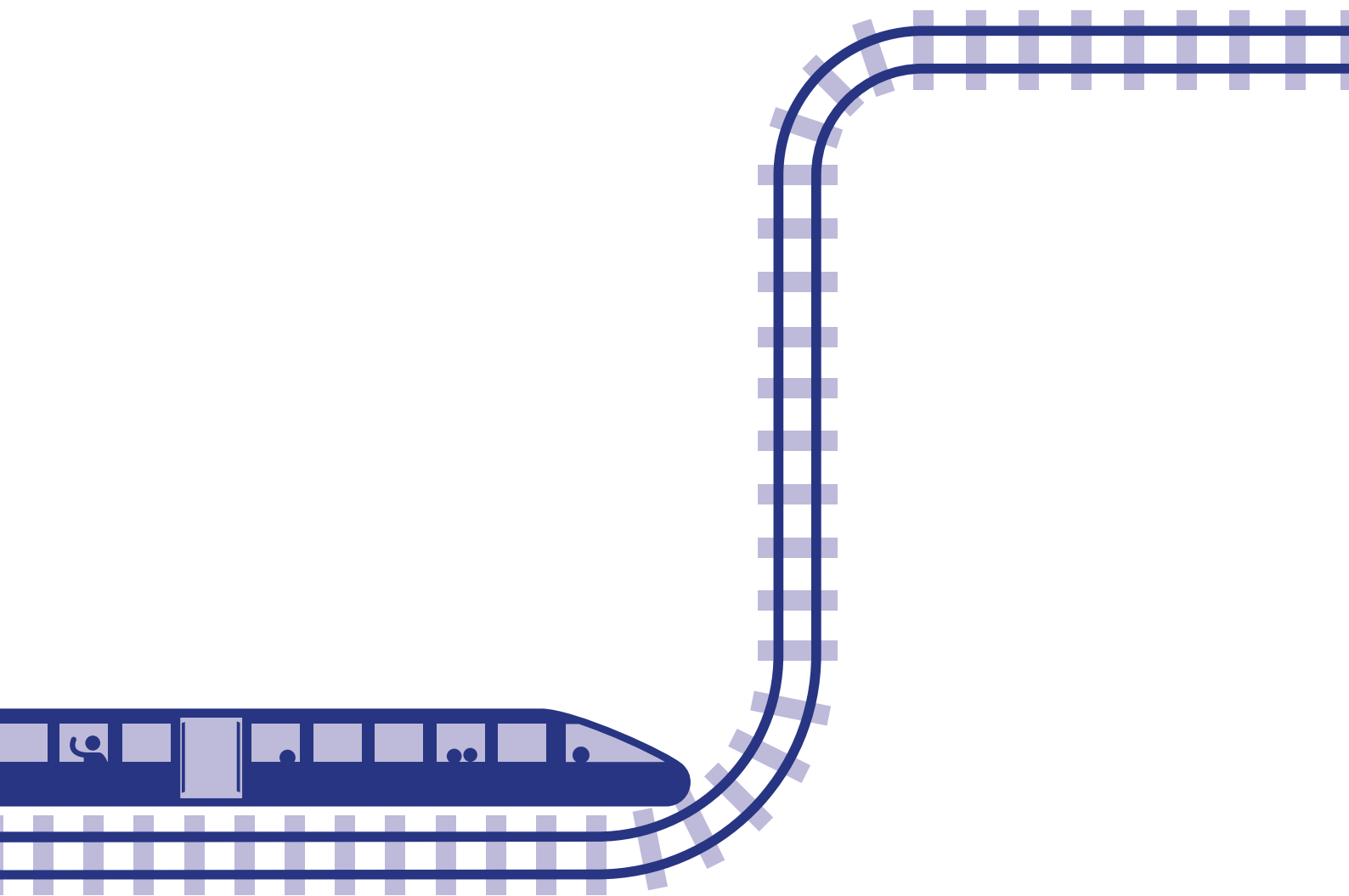
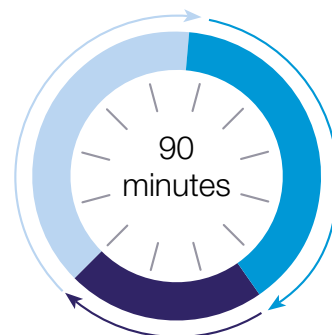


Mobility and Access Committee for Scotland Annual Report 2019-2020





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Sheila Fletcher (1954 - 2020)

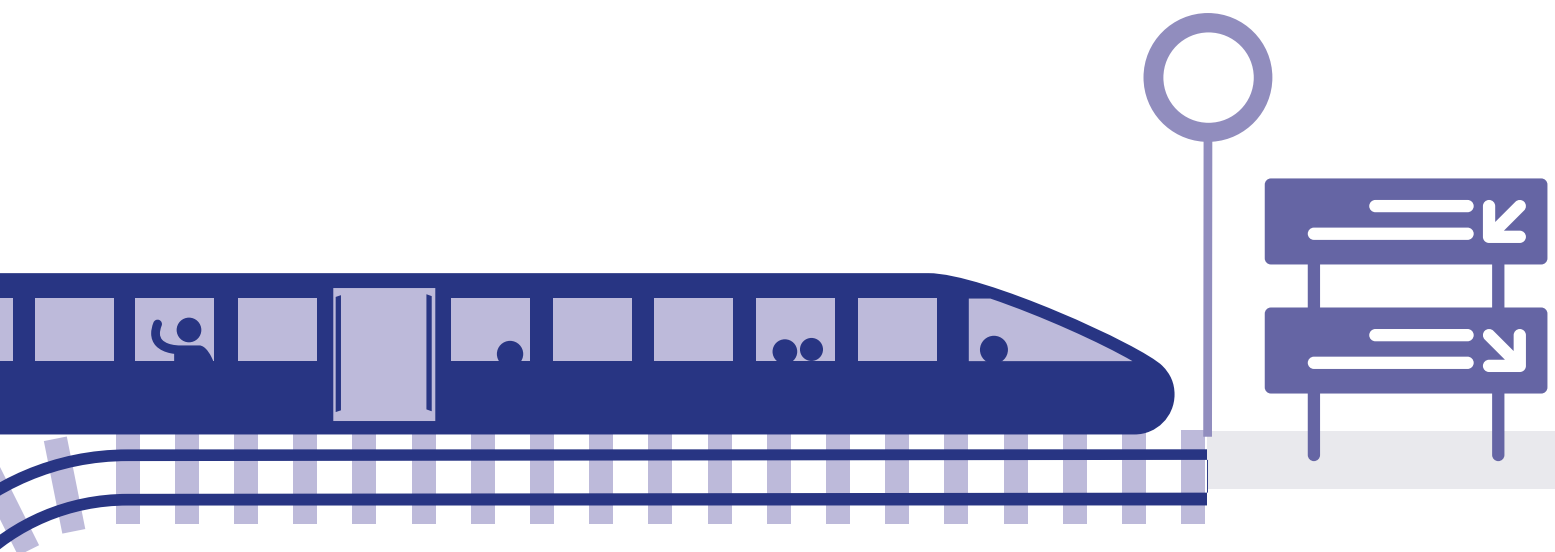
I would like to dedicate this Annual Report to Sheila Fletcher. Without Sheila's dedication and selfless commitment we would not have achieved this progress. She leaves a legacy of improvements to the accessibility of public transport, particularly bus and community transport in rural Scotland. Sheila was a colleague and friend to us all and will be greatly missed.

Convener's Introduction

This is the third annual report I have written as Convener of the Mobility and Access Committee for Scotland (MACS) and over the three-year period our report has shifted in both what we tell you and how we tell our story. What has not shifted is that our work continues across all areas of Scotland, be it urban, rural, mainland or Island.

In this report I will give my personal update, my Workstream Leaders will give their updates and I will update you on our Development Days and the "winter series" of ministerial engagements (including key outputs from these meetings). I will touch on poverty and inequality, climate change and also capture some of our sticking points – the areas we have found hard to move or progress, regardless of our advice, engagements and impetus.

I would like to thank my Committee, Scottish Ministers, our Sponsor Team, our partners and stakeholders for working with us throughout this challenging and exciting year to further drive and raise awareness of the critical accessible travel agenda. Travel and transport are key enablers for a host of other high priority policy areas across the Scottish Government and this year we continued to be fortunate enough to have an open door to Scottish Ministers and Transport Scotland Policy Directors to enable cross-portfolio discussions.



I would especially like to thank Disabled People Organisations (DPOs), Disability Organisations (DOs), Disability Access Panels and members of the public for sharing their experience and stories with MACS to inform and influence our work and allow us to use **their voice** to amplify the issues, including what needs to change and what improvements are needed to allow us all fair and equitable access to our public transport system.

A system driven by a **National Transport Strategy** (NTS2)¹ that will, as stated in the strategy, deliver a sustainable, inclusive and accessible transport system helping to create a healthier, fairer and more prosperous Scotland for all of its communities, businesses and visitors. I am encouraged by the NTS2 and look forward to working closely with all stakeholders as it develops, however I hope that it will have flexibility to adapt to change and meet people's needs over its 20-year lifetime and that the delivery plan will identify measurable outputs to track progress.

We see the NTS2 as a “down payment” on the transformational change required to ensure public transport is easy to use and affordable to all.

With the key pillar of reducing inequality at its heart, this confirms how vital this strategy is to allow us all to stay connected, in this fast paced environment of continual change, to allow us to have choices, not be limited in our opportunities and enable everyone to reach their full potential.

MACS were encouraged to see the introduction of the term “wheeling” (travelling by wheelchair) within the NTS2, within the transport sections of the Islands Plan and now being commonly used by Sustrans Scotland in their work on Active Travel Projects.

Not only does the NTS2, other relevant strategies, and travel projects repeatedly refer to “wheeling” but it is now cited in the sustainable transport hierarchy:

Source: NTS2 – Chapter 4, figure 14, page 43.²

To “wheelies”, this signals that consideration has been given to the need for well-maintained and uncluttered pavements and pathways, dropped kerbs and step free access and routes.



¹ <https://www.transport.gov.scot/media/47052/national-transport-strategy.pdf>

² <https://www.transport.gov.scot/media/47052/national-transport-strategy.pdf>

Prioritising Sustainable Transport

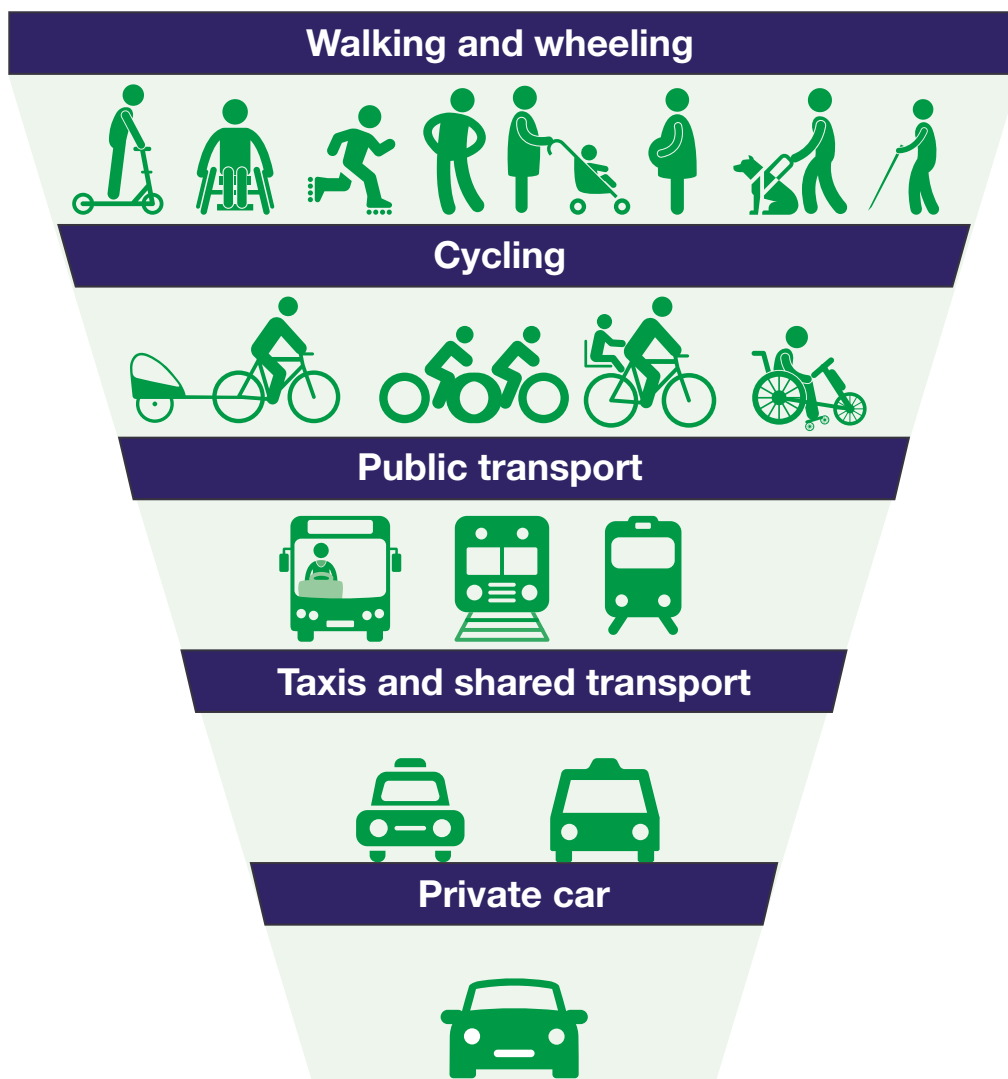


Figure 14: The Sustainable Travel Hierarchy

In this report I will do my very best to capture the wide range of work that has been undertaken by MACS this year. A year that once again, has been extremely busy, with MACS looking in to new and challenging areas and continuing to press for change on long-standing and “sticky” issues.



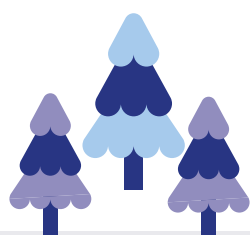
Later in the report I will lay out that work in more detail but let me take this opportunity to share my personal highlights of the year:

- engaging with DPOs, DOs, Access Panels and many disabled people to hear what needs changed to reduce inequalities
- being given an open door to Ministers (across the Cabinet) and Transport Scotland (TS) Directors to have meaningful conversations about what needs to change. This includes a listening ear from Laura Murdoch (TS Director, Bus Accessibility and Active Travel) and Claire Smith (TS Head of Transport Accessibility Policy)
- ensuring the NTS2 prioritised “reducing inequality” as one of the 4 priority areas through our involvement with the NTS Partnership Steering Group and by co-chairing the NTS Reducing Inequalities Working Group
- gaining agreement from my UK counterparts to pool our resources through a Four Nations forum to help us tackle reserved matters that includes identifying and addressing the barriers to travel affecting disabled people across all UK and devolved nations
- holding Motability to account and bringing our concerns to the attention of Scottish Ministers and the Scottish Government Social Security Team leading on this remit
- our phase one work on Transport to Health and Social Care, culminating with a full report with 27 recommendations

Equally important is the time my team also took out for reflection, some further team building and to really think about how we could further enhance our resources, skills and knowledge looking forward to 2020/2021 and beyond.

This opportunity gave us time to get to know each other better in terms of our preferred working and learning styles. It also gave us an opportunity to remind ourselves where our passions and skills lay, our reasons for joining MACS and to reassure ourselves that we hadn't lost sight or focus of our ambitions and our motivators – our reason for being a member of MACS.

Needless to say the passion was very much front and centre for all to see!



From this we have had more informal and productive discussions and came to the conclusion that the Committee had effectively navigated itself through a period of great change to ensure we were effective, productive, had increased our profile and that we had proven, and as such built, our credibility as experts in our field.

Evidence of both advice and engagement requests show that we are now the “go to”/sought after organisation for strategic guidance, advice and assistance on the travel needs of disabled people. We are honoured to hold that position amid so many professionals and authorities.

To place MACS here we relied heavily on research, evidence gathering and continuous learning. Although this will always be at the foundation of our work, we felt we could be more vocal and visual in telling disabled people’s stories to underpin the need for removing barriers and seeking improvements. We agreed that, moving forward, we would continue in this vein to ensure we were more vocal and focused on what needs to change from a person-centred/end user perspective.

Through our engagement with disabled people we were told, loudly and clearly, that “place” is extremely important. That people wanted to be far more involved in designing their own local communities to ensure that these meet their needs and the needs of the wider community, resulting in continued and improved connections, people feeling safe and feeling more confident and able to use our public transport system.

People told us they also wanted to be more involved in the planning and designing of places, spaces and services to remove some of the current barriers – particularly getting from their own front door to the nearest bus stop or train station.

Disabled people told us that they wanted to be at the forefront of timetable planning to ensure, like all travellers, that they had an ability to move with ease, seamlessly and from one transport mode to another.

We agreed that we needed to provide a platform for individuals and frame our conversations to ensure these messages were central to our work and that we spoke up for individuals who are not currently being heard. Importantly we want to amplify their voice to ensure people’s day to day experiences are not being lost in statistics, but focus on the lives and experiences of people – basically it comes right back down to people asking for a triple check with public transport. Transport that is Available, Accessible and Affordable – our “**Triple A Check**”.



MACS introduced the concept of a three-point check; that transport should be available, accessible and affordable. This term is now widely used and referred to as the underpinning criteria in relation to a fit for purpose public transport system.

We feel that this is fundamental to enable all of Scotland's citizens to achieve their full potential, stay connected and support our nation to focus on **inclusion and wellbeing as a measure of success**.

We acknowledged that this means continued scrutiny and challenge to Ministers, Local Authorities, Regional Transport Partnerships, NHS Boards, Health and Social Care Partnerships, Transport Operators and Service Providers. To enable this, we have refined our strategic objectives – focusing on six key areas that also ensures we comply with our governance checks and balances (**Appendix 1**).

We took time to develop and design our overarching work plan, being driven through three embedded principles (our aim) derived from our strategic remit.

1. To promote a Scotland without barriers that isolates and excludes disabled people from making their choice of successful door-to-door journeys.
2. To give advice to Scottish Ministers on aspects of policy, legislation and practice affecting the travel needs of disabled people.
3. To take account of the broad views and lived experiences of disabled people when giving advice.

We have also developed our primary and secondary drivers, which will focus our work and allow us to check achievement as we go.

We agreed that, as a committee of 15 Ministerial public appointees, we would have the will to say what is right and not what is easy. We stand both ready and committed to your ask of us, and our task.



Linda Bamford

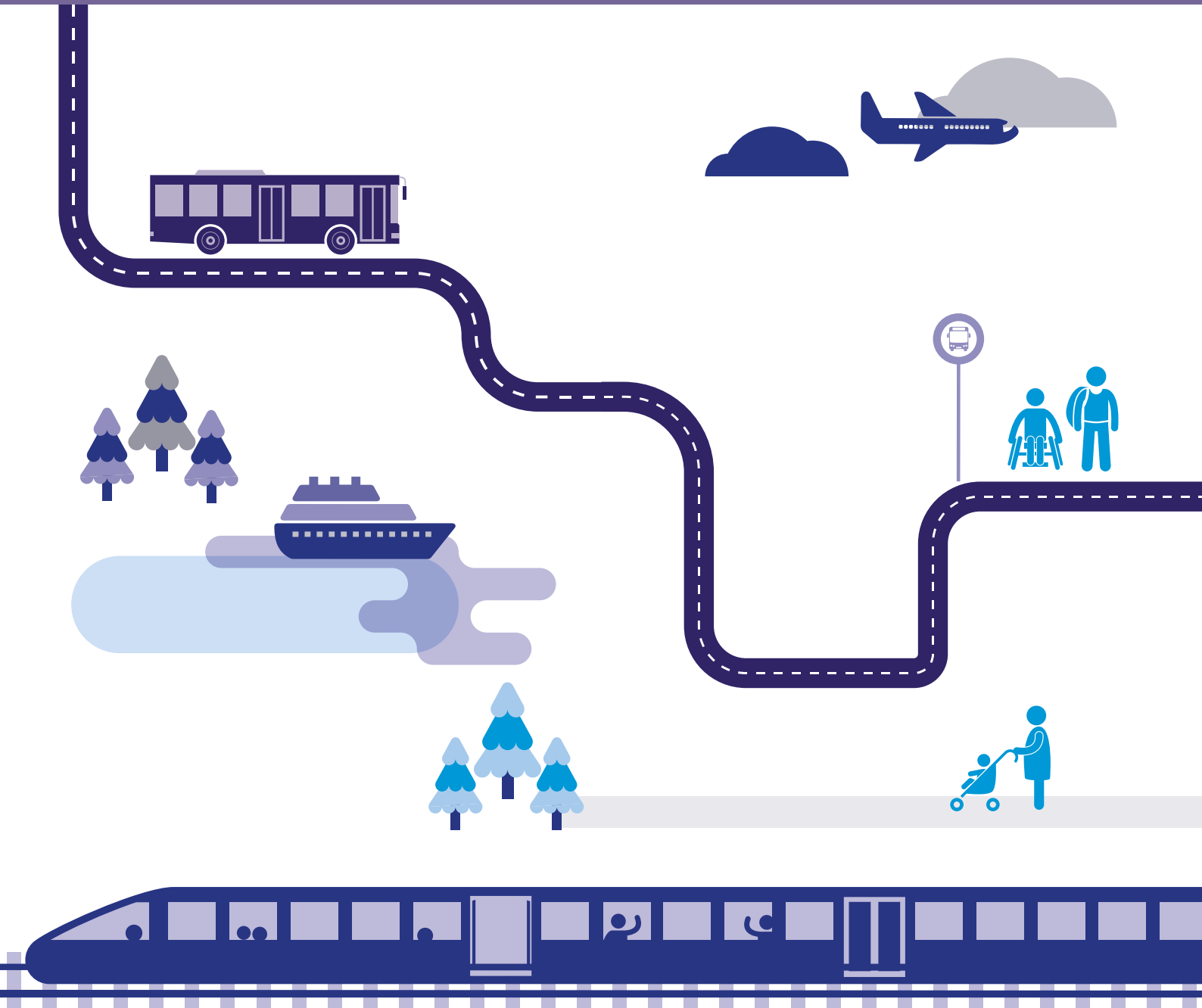
National Convener

Mobility and Access Committee for Scotland (MACS)

A note to the reader – all work within this year's annual report was undertaken pre COVID-19. I am fully aware that the pandemic will lead to changes in a number of elements in transport services provided, the likes of which we have not seen before, with some issues amplified by the need for physical distancing. MACS is keen to engage in these necessary changes going forward and accept the challenge of #BuildingBackBetter.

1

Leads Update



Leads Update

Much of MACS' work is conducted through workstreams. Leadership for each area is provided by the Workstream Leads.

Planning and Strategy

David Hunter is the co-lead of the Planning and Strategy Workstream, sharing responsibility with myself as Convener. The team also includes the other Workstream Leads ensuring connection across all areas of the Committee's work and preventing silo working. This years main achievements include:

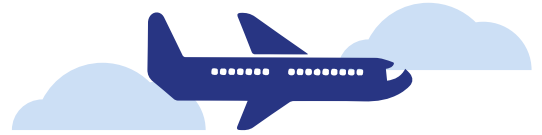
Asking that the monitoring framework for NTS2 includes robust measures to ensure that MACS can see if progress is being made especially in "reducing inequality" in the transport sphere. In particular, we would like to see regular statistical data on how disabled people travel, why they don't travel, comparisons with how non-disabled people travel, and the ability to see differences between transport modes, regions of Scotland and where possible, identify the type of access and inclusion barriers by transport mode. We have been encouraged by the appetite to ensure that such data is integrated and "mainstreamed" to monitor progress of the NTS2. MACS is continuing dialogue with the Scottish Government's Analytical Unit to progress this.

This workstream also facilitated MACS responding to numerous consultations, on both strategic and specific topics, ensuring that the importance of access and mobility are highlighted. A list of these consultations and calls for evidence can be found at: <https://www.transport.gov.scot/our-approach/accessible-transport/mobility-and-access-committee-for-scotland-macs/#42413>

One other important theme of our work during the year has been to try to ensure that opportunities to improve accessibility are identified and pursued vigorously in other relevant fields of transport policy. Of particular note are two things, firstly: is our on-going contribution to understanding how the 'active travel' agenda can contribute to disabled people's mobility (discussed further below). Secondly: how the major £500 million investment in bus priority, announced by the Cabinet Secretary for Transport, Infrastructure and Connectivity and relayed in the 2019 Programme for Government (PfG) commitments, could facilitate better access to bus stops as well as improving the speed and reliability of buses themselves.

More generally, and as part of the workstreams remit (horizon scanning) we have begun to explore the relationship between the climate change/carbon-reduction agendas and accessible travel. We have covered our thoughts on this in section five but one example could be in redesigning the Motability Scheme (soon to be the Scottish Government's Accessible Vehicle and Equipment Scheme – AVES) to greater incentivise the take-up of more environmentally friendly cars.

This Motability Scheme accounts for **one in ten new car sales** and current options for larger vehicles (which are more accessible and capable of carrying mobility equipment) are mainly diesel.



Ferries and Aviation

Hilary Stubbs is MACS Vice Convener and leads the Ferries and Aviation Workstream. Below are some of the workstream’s key achievements:

Hilary chaired and facilitated the MACS Development Day themed around “Aviation and Special Assistance”. This is discussed in more detail later in this report. The workstream also established working relationships with the Civil Aviation Authority (CAA) and the Maritime and Coastguard Agency (MCA) to further develop initiatives that support inclusive travel.

Hilary represented MACS as a guest speaker at the British and Irish Airports EXPO Conference in June 2019. This provided an opportunity to share not only MACS work in this area but also highlight some of the good work and initiatives from Scottish airports.

Afterwards Hilary said, “It was a privilege to be on the platform with Frank Gardener (BBC Correspondent) and to speak about our Scottish airports, highlighting some of their good work and good practice initiatives, and talk about the Accessible Travel Framework”.

Through the “bread and butter” work of our Ferries and Aviation Workstream we produced a toolkit – “Improving Access at Ferry Terminals”, which not only became widely used in Scotland but was picked up by the MCA and Department for Transport (DfT) in developing and designing their Maritime Passenger Rights – Industry Toolkit. Our Ferries & Aviation Workstream continued to work closely with TS Ferries Team, particularly around the [Ferries Accessibility Fund](#).

Extract from UK Government publication: 22 January 2020 – Maritime passenger rights (EU Regulation 1177/2010): implementation requirements

This toolkit covers the whole journey experience, from accessing information at the booking stage through to arriving at the final destination. It is aimed primarily at operators in England and Wales however it will be useful for operators across the UK. Operators in Scotland may also wish to consult the Mobility and Access Committee for Scotland (MACS) toolkit on [improving accessibility at ferry terminals](#), which we have referred to in creating this toolkit. As well as covering some of the same topics addressed in this toolkit the MACS document provides insight into a number of topics specific to Scottish ferry operators.

MACS currently have one vacancy in their team and this year we will tailor our recruitment to meet the needs of Hilary’s team.





Bus and Community Transport

Sheila Fletcher led the Bus and Community Transport Workstream. Below are some of the workstream's key achievements:

The workstream members were involved in a number of meetings with regard to bus, community transport and taxi provision and legislation. Transport Scotland's work around taxi and private hire cars continues into 2020 with MACS workstream leads offering assistance to the lead officials from Transport Scotland's Accessibility Team to bring direct and lived experience from a users perspective to a draft of new official guidance for Local Authorities (LAs) in Scotland. MACS believe that end users need to be involved in developing policy and legislation to get it right.

The workstream also undertook a project to raise awareness of the accessibility issues on buses and coaches. This included raising awareness of the various internal designs of buses and coaches throughout Scotland including in rural, urban and Island areas. The project culminated in a report by Joanne Fairweather, MACS Member, which has been used at a number of meetings, but most prominently, the Equality and Human Rights Commission (EHRC) event in Inverness in October 2019 where legal representatives of those who are experiencing barriers were encouraged to contact EHRC for support.³

Workstream members also attended various meetings looking at rural transport issues and Sheila was involved in the evaluation of the Mobility as a Service (MaaS) applications resulting in the funding of two pilot projects.

Mobility as a Service:

In its 2018 PfG, the Scottish Government committed to a £2 million investment fund, over three years, to support the testing of the MaaS concept in Scotland. A key MaaS concept is to provide people with easy digital access to travel information, so they can be better informed as to the different ways to undertake their journey. This includes solutions to gather personalised travel requirements into a single travel app for example, or perhaps a service to allow unlimited access to multiple transport providers via a monthly user fee.

This supports the Scottish Government agenda for a healthier, more sustainable Scotland in that, through providing better and more comprehensive travel information, more people feel empowered to use alternative ways to travel, encouraging them out of cars and private car ownership, and so reducing carbon emissions.

MACS currently have one vacancy and this year we will tailor our recruitment to meet the needs of Sheila's team. Each member contributes to two workstreams.

³<https://www.equalityhumanrights.com/en/multipage-guide/transport-and-reasonable-adjustments>

Roads, Infrastructure and Active Travel

Keith Robertson leads the Roads, Infrastructure and Active Travel Workstream. Below are some of the workstream's key achievements:

Increasing its capacity with some more MACS members, with in-depth knowledge and experience, joining this area.

MACS has been heavily involved in the review of Inclusive Mobility and the Guidance on the use of Tactile Surfaces (both of which are led by the DfT). Revision of both documents are long overdue. We have also been closely involved in research into Inclusive Street Design, which is a DfT/MACS-led initiative. All research will be completed by the end of the 2020 financial year. It is hoped that funding will be found by DfT to publish new versions of Inclusive Mobility and tactile Surfaces as soon as possible. In addition, hopefully, Scottish Government will fund the publication of the new Inclusive Street Design Guidance.

Another huge area of work has been with the Low Emission Zone (LEZ) team and the Connected Autonomous Vehicle (CAV) team in Transport Scotland looking at how we can take these ground-breaking projects forward in an inclusive and accessible manner. The workstream has also been involved with the regulations surrounding CAV with the Scottish Law Commission and indeed met with them on a number of occasions and completed their comprehensive consultation.

During this year our Lead pushed for the review of the disabled persons Blue Badge Scheme in discussion with Transport Scotland's Accessibility Team to investigate how we can bring the Scheme into the 21st century beginning with how Blue Badge holders can be identified, and consequently exempted financially, from LEZs. However, the company (DeBlur), which was successful in securing the research and development work to look at how this can be achieved, is also considering how Blue Badge holders can benefit from better and more comprehensive enforcement of accessible parking bays and looking at how the Blue Badge itself can be developed as fit for purpose in the 21st century.

This research and initial development will be completed by the end of the 2020 financial year and thereafter further development and work will be dependent on the identification of funding to take forward this most important development since the disabled persons parking Scheme was originally introduced (using Orange Badges) by the [Chronically Sick and Disabled Persons Act 1970](#).

For Active Travel please see Section Two.



Rail

Marsali Craig and Hussein Patwa co-lead this workstream. Below are some of the workstream's key achievements:

The workstream increased its capacity this year, with additional members joining the rail team. New members brought further in-depth knowledge and experience of the rail industry, including as service users, to bring their lived and direct experience which the team can continue to learn from.

The rail workstream pushed to focus ScotRail's priorities on making the Passenger Assistance booking process more accessible, with two team members participating in a project to improve the current accessibility of the booking platform. This led to testing sessions where further team members were involved. These actions and engagements are now leading to work on making the online booking forms and website more usable by those with a variety of disabilities and who use various access technologies.

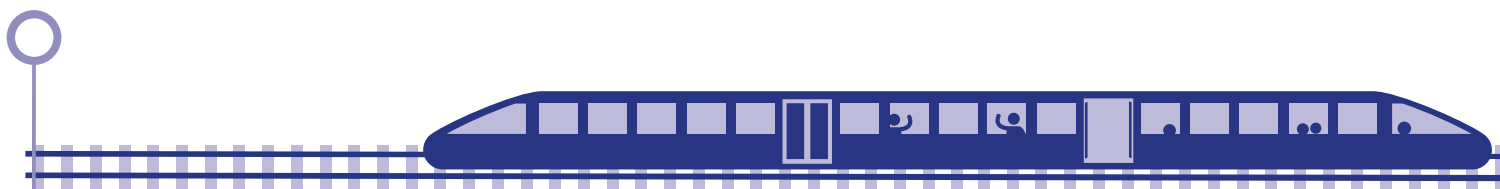
This has been an "ask" of MACS to transport operators for some time and we are encouraged to see ScotRail now taking this seriously. We hope this may lead to other operators following on from this example to create a more inclusive rail booking, assistance and information experience across the country.

The workstream continued to actively highlight the need for consistent guidance to passengers and improvements to the provision of rail replacement transport. For the former they reviewed the accessible travel policies for Scottish operators for readability and fitness for purpose – this led to MACS involvement in the Office of Road and Rail (ORR) and Road Stakeholder Forum. This was an opportunity to ensure accessibility, from the Scottish context, is embedded within industry regulation at the concept and planning stages.

The workstream has also provided input into the ORR consultation on rail replacement transport highlighting examples of current deficiencies. These examples and insights were drawn from lived and direct experience to suggesting improvements – the guidance generated as a result will apply to all operators in Scotland.

This forms part of our balanced approach to emphasise accessibility at all parts of the journey, which also saw the team respond with their concerns to the dispensation requests for exemption from Persons with Reduced Mobility – Technical Standards for Interoperability (PRM-TSI) compliance from two Scottish operators.

An overview of the areas of engagement for all workstreams can be found in **Appendix 2**.



2

Roundtables and Development Days



Motability

Roundtables

MACS hosted two roundtable events with the Motability charity and its commercial arm Motability Operations during 2019. Attendees also included stakeholders representing Scottish Motability customers, from some leading Disabled People's Organisations (DPOs) and Disability Organisations (DO's). These roundtables addressed concerns following the National Audit Office (NAO) review of Motability and the concerning findings in relation to governance, value for money, lack of transparency and engagement with customers.

We also addressed concerns around Scottish customer's requirements that were not being met for those in more rural areas and our Island communities. The main issues were, in terms of lack of dealerships, support and the cost of lengthy journeys for maintenance and repairs (including Islanders having extra costs and inconvenience travelling to the mainland to access these services).

Good discussions took place and several proposals were put forward to the organisations for exploration, which would deliver a better service and provide improved value for money (VFM) for Motability customers. However, we are disappointed that Motability and Motability Operations did not engage with MACS or its Scottish customers or potential customer base in developing its strategy. Motability also ruled out our main request: to lower the cost of leases to reduce excess profits.

Our suggestion that Motability explore reducing the costs of leases to reduce the excessive profits was dismissed out of hand without consideration or exploration. This is against a backdrop of Motability publishing, within their Annual Report, their intent to increase their charitable donations by three fold in the mid-term. All these profits come from disabled people's benefits.

MACS also responded to the Westminster Social Security Advisory Committee's (SSAC) consultation on "the barriers to Motability. One of the aspects of our response highlighted the lack of "Driving Assessment Centres" and the significant gap in Scotland. These Centres provide the opportunity for disabled people to try out a range of mobility options, including for example, car adaptations that may be suitable for Motability grants. Scotland has just one of the 20 UK accredited centres (at the Astley Ainslie hospital in Edinburgh).

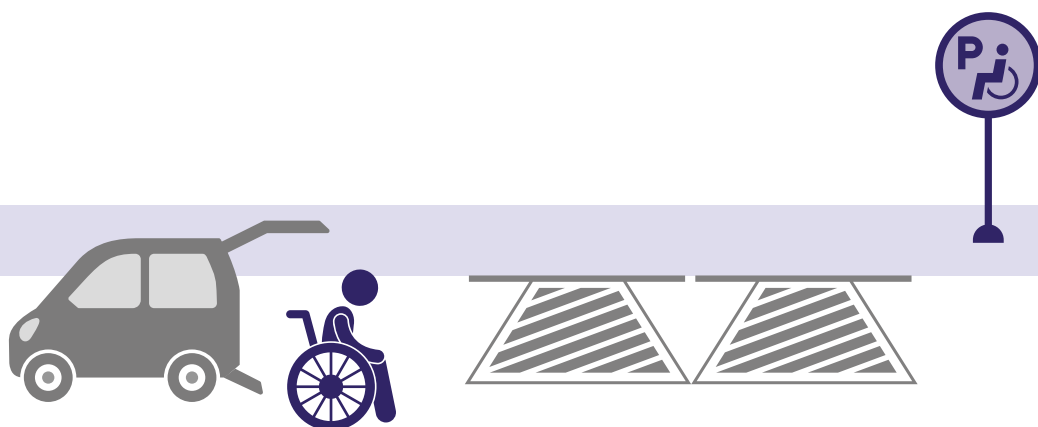
As a follow up to the SSAC consultation members of MACS working sub group met with the Chair of the SSAC, to discuss our work in this area and reflect this within their consultation and evidence gathering. This meeting also cleared the way for future collaboration aimed at improving the service provision for Motability customers and addressing some of the current concerns.

MACS also shared its views, findings and experience of engagements with Scottish Ministers, the Westminster Treasury and Work and Pensions Committees, the National Audit Office (NAO), Audit Scotland (AS) and with their UK accessibility colleagues via the established Four Nations forum.

Responsibility for benefits which, confer Motability entitlement are currently being transferred to Scotland and as a consequence, a new Scottish Scheme is being set up to deliver Motability services – the Scottish Accessible Vehicle and Equipment Scheme (AVES).⁴ In February 2020, Motability were accredited to deliver the AVES and MACS position and “asks” in relation to this are covered later in this section.

MACS agree that the current priority is to ensure that the needs of current Motability customers are guaranteed during this transition, but in essence; we want to see a new way of delivering Motability in Scotland, which we believe, can be both better, and less expensive.

MACS updated Scottish Government Social Security Officials and Scottish Ministers, at regular intervals. In February 2020 MACS published the briefing opposite:⁵



⁴ <https://www.gov.scot/news/vehicles-to-meet-disabled-peoples-needs/>

⁵ <https://www.transport.gov.scot/media/47154/motability-briefing-paper-february-2020.pdf>

MACS has called for changes once the transition to the Scottish Government's Accessible Vehicle and Equipment Scheme (AVES) has been completed.

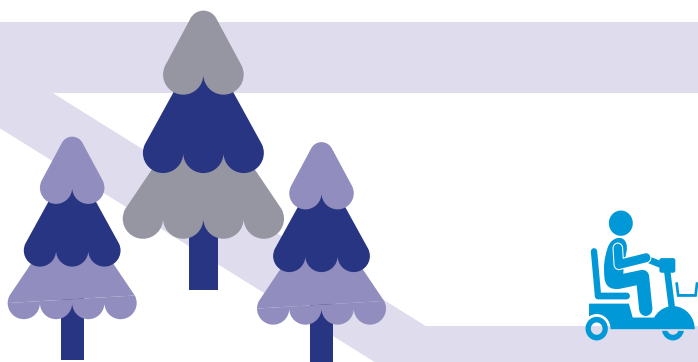
MACS has serious concerns over value for money, lavish spending cultures of Motability and Motability Operations, lack of transparency, lack of meaningful customer engagement and accountability – all of which have been evidenced in the review conducted by the National Audit Office (NAO) and on scrutiny by various Westminster Committees.

MACS informed the Scottish Government Social Security Team and Scottish Ministers of these concerns and views the new Scottish Scheme as an opportunity for significant change and improved value for money. A briefing note published by MACS shows that:

- The CEO of Motability Operation's remuneration, in 2019/20 accounting period, continues at levels described by the NAO as "very high" (**£1.692 million**);
- Motability Operations (the Motability charity's commercial arm) has made donations of over £800 million to the UK Motability charity in the past 5 years as a result of surplus profits;
- Motability Operations has pledged to make a further donation of £852 million to the charity this year, bringing the total donations to over £1.5 billion in the last six years;
- A related charity (the Motability Tenth Anniversary Trust) has assets of over £170 million in addition.

Almost all this money is generated directly from the benefits of its disabled customers.

Motability has declined MACS' request to reduce the cost of customer leases, in order to bring to an end the excessive profits generated by the Scheme.



MACS was disappointed not to be consulted on the options considered by Scottish Government officials for providing Motability services in Scotland, having raised concerns that Motability had been awarded the AVES Scheme in Scotland when so many organisations (including the NAO and UK Government Committees), DPOs and DOs had shared concerns over the current business model.

After investing in significant levels of engagement with Motability over the past year, MACS has concluded that the organisation does not offer value for money, lacks the required culture of accountability to its users and the capacity and appetite to deliver the change that is needed.

MACS therefore hopes that, post safe transition, Scottish Ministers will set up a new Scheme, which is fit for purpose and based on the values of dignity and respect for its users.

We believe that to date, Motability has shown not to be capable of delivering the value for money and accountability that disabled people in Scotland deserve. We do not believe that the “provides value for money” aspect of Motability’s founding and overarching principles is being adhered to.



Transport to Health and Social Care

Phase one work, roundtable and Development Day

During this year MACS took a deeper dive into Transport to Health and Social Care, as transport and booking transport to medical appointments was a strong theme and recurring dialogue with disabled people and older people during our external engagements.

MACS focused on identifying the barriers disabled people face when planning, booking, identifying what's available and using transport to get to medical appointments and healthcare facilities. To better understand the current barriers and respond to disabled people's concerns, MACS established an internal working sub-group for the purpose of evidence gathering and mapping out the current situation across the country.

MACS also asked [Disability Equality Scotland](#) (DES) to run weekly polls (in November 2018 and August 2019) asking members whether they experienced any problems with booking or using transport to health services. Based on the responses DES produced a report summarising people's experiences. The August 2019 poll attracted **849** responses, overwhelmingly above the normal response rate to their weekly polls. **98 per cent** of respondents confirmed they had encountered problems with either booking or getting transport to health appointments and healthcare facilities. It also captured many emotive case studies describing the impact of not being able to book or access transport to attend medical and social care appointments.



The poll also identified challenges that were more pronounced for our rural and Island communities.

MACS shared its findings with a variety of stakeholders from policy makers, Health Boards, Regional Transport Partnerships, Local Authorities, the Scottish Ambulance Service and the Community Transport Association through to Access Panels and taxi drivers at a meeting held in November 2019 in Glasgow.

The event provided an opportunity for open discussion, which was steered by a facilitator.

The facilitator helped the group to identify and talk through the biggest issues and through constructive discussions, helped participants to come to some conclusions on proposed solutions. Findings from the event form a basis for the advice MACS provided for the Scottish Ministers in January 2020, in terms of making recommendations that would tackle the current barriers. A recurring theme was that to make progress it is vital that we see determined, joined up working, commitments and actions to improve the experience for disabled people and older people.⁶

The March 2020 Development Day brought people together again to prioritise the 27 recommendations from the original roundtable event and subsequent report from MACS and sense check key issues.⁷

The work of MACS in this area is cited within the NTS2.



⁶ <https://www.transport.gov.scot/media/46440/subgroup-transport-to-health-event-21-november-2019-briefing-paper-final.pdf>

⁷ <https://www.working-together-to-deliver-improvements-march-2020-development-day-report.pdf>

Active Travel

Development Day

MACS hosted a very successful Development Day with Transport Scotland's Active Travel Team and Sustrans Scotland. During this, all organisations shared knowledge, experience and learning and agreed next steps for working together, which they progressed during 2019/20. These included:

- using MACS knowledge and expertise on accessible and inclusive infrastructure design
- gaining an enhanced understanding of organisational remits and agreements on where mutual assistance and support could be given to improve accessibility and afford more opportunities for disabled people to engage in active travel to benefit from the PfG investment
- exploring, identifying and agreeing opportunities for partnership working between MACS, Sustrans Scotland and Transport Scotland's Active Travel Team
- discussing accessibility and active travel challenges, and
- discussing the current barriers to engage disabled people who may be able to participate in forms of active travel.

These relationships continue and are being used to push for opportunities for disabled people to benefit from the improved infrastructure to promote and make active travel more inclusive, safer and an option (for those who choose).

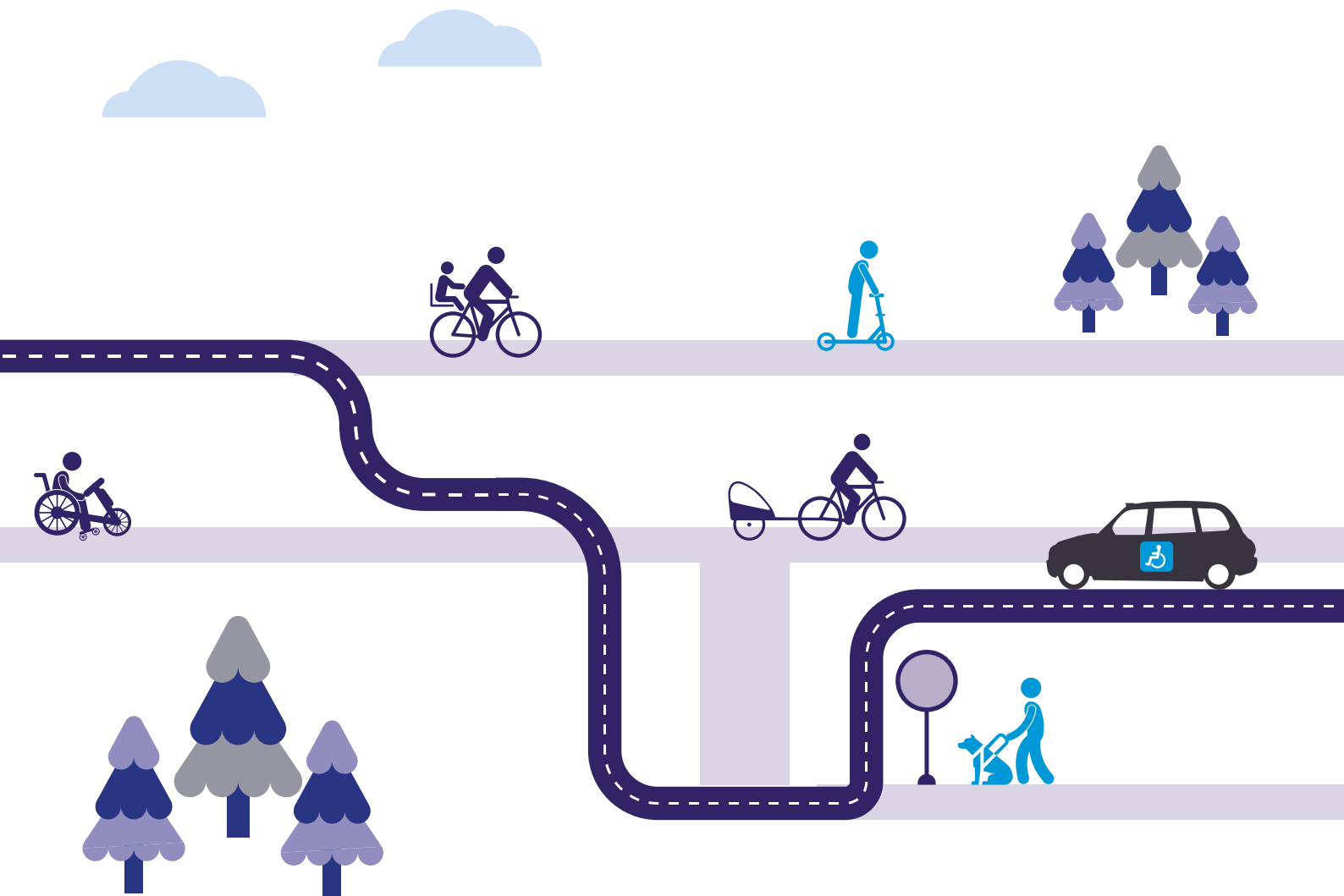
Laterally this has included MACS discussing the need for adapted ebikes, power boosters (i.e. wheelchair "odd-ons" aptly renamed by Mr. Paul Wheelhouse, Minister for Energy, Connectivity and the Islands) and mobility scooters to be available alongside bike and ebike hire schemes. We also made recommendations about recently installed and planned design of cycling infrastructure, raising awareness of its impact on disabled people.

For many disabled people, the key to active travel is walking or wheeling around their local neighbourhood. We know that many local journeys are relatively short and could (if the individual had choices) be undertaken by walking, wheeling or cycling. Just over 34% of journeys under 1km are made by car (either as passenger or driver). This rises to over 50% when the journey is between 1km and 2kms.

Source: Transport and Travel in Scotland 2018, Table TD2a.⁸

⁸<https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/table-td2a-main-mode-by-distance-percentage-of-journeys-by-main-mode-by-road-network-distance1-2018/>

Giving disabled people and older people options other than their car (which they rely on due to reduced mobility) may change their travel behaviours to using more suitable modes, which would have a significant impact on our environment and people's health and wellbeing. Many disabled people and older people have told us they would love to be able to afford and use a power booster or mobility scooter to get around their local communities and leave the car behind. These options could lie in widening the ebike hire initiatives to make kit available and affordable to use. Watch this space for development from the Energy Saving Trust.⁹



⁹<https://energysavingtrust.org.uk/scotland/grants-loans/ebike-loan>

Aviation and Special Assistance

Development Day

In August 2019, MACS hosted a day bringing together experts in this area to discuss the CAA report on the performance of airports across the UK and look at ways of assisting all airports to achieve a very high rating. Attendees included the MACS Committee, James Freemantle, Consumer Enforcement Manager, Civil Aviation Authority, Gareth Brown, Technical Director at AAT GB Ltd, Josh Wintersgill, Director, Able Move, Helen Dolphin MBE, LLB BSc, Independent Mobility Consultant and Sharon Goodspell from the DfT.

During the day attendees shared their experiences, what would make things better and also trialed equipment that could be used to assist disabled people when boarding and disembarking aircrafts.

This allowed everyone to see the equipment first hand and for some to try the equipment and give the designers feedback on how it felt and met their needs.

In particular, MACS discussed “the QUANTUM” system for securing wheelchairs during a bus journey.

This system is currently used on Edinburgh’s tourist buses and some MACS members had experienced using the system and paid testament to the benefits, ability to use the system independently to secure their wheelchair and the feeling of safety during the journey.

The QUANTUM automatic rear-facing securement station is redefining transit safety by combining **securement expertise, intelligent technology** and the latest in **modern design**.

How it works:

1. The mobility passenger centres their wheelchair or scooter against the backrest and engages the automatic locking sequence by pressing an accessible and easy to use button.
2. QUANTUM’s arms safely secure the wheelchair in place; continually adjusting their grip as needed throughout the journey.
3. Once the vehicle stops at a destination, the button is pressed again to release the passenger so they can disembark.

The day allowed people to meet each other, share learnings and build relationships to take forward and help each other achieve a common goal – to improve accessibility and the overall experience for disabled people.

Four Nations Meeting

MACS were delighted to host representatives from the UK Disabled Persons Advisory Committee (DPTAC) and Northern Ireland's Inclusive Mobility and Transport Advisory Committee (IMTAC) at Victoria Quay in August 2019.

MACS had invited them to a "Four Nations" meeting to discuss working together to achieve a common aim of making transport accessible for all throughout the UK. This was a really useful meeting for all with the MACS' Convener chairing the meeting.

The morning session included introductions and sharing ideas, with MACS pitching first to explain some of the changes within the Committee structure, the benefits of this and the successes gained by working more widely and directly (to some envy of other chairs) across Ministerial portfolios and Transport Scotland Directorates.

The Convener explained the approach to this was based on transport as an enabler.

During discussions around roles, Committee structures, successes, frustrations and future plans, it became apparent that all nations could learn a lot from each other with the Welsh Government commending MACS structure and said they were now thinking of trying to set up a Welsh Committee using a similar model to MACS.

The afternoon sessions were used to identify common themes and concerns. In particular:

- that now was a good time to get things done to achieve change through the accessible travel agenda and the need for this was being noticed across the UK
- the need for engagement with disabled people at the concept and design stage of any project to have more of a chance of "getting it right" first time
- good quality training for transport providers is essential – designed and delivered with the involvement of disabled people
- there is a need to move away from the current models and silo ways of working and encourage more discussion

A shared and priority concern among all three Committees was the need to push for Public Sector Vehicle Access Regulations (PSVAR) to be revised before the proposed date of 2028, and also to have better information of monitoring and enforcement of the Regulations. MACS were especially keen on this issue because of the growing concerns in rural areas where inaccessible coaches are often used on registered bus routes.

MACS asked for support from its UK counterparts, who all agreed that a joint approach could be successful in persuading DfT to undertaking an earlier review.

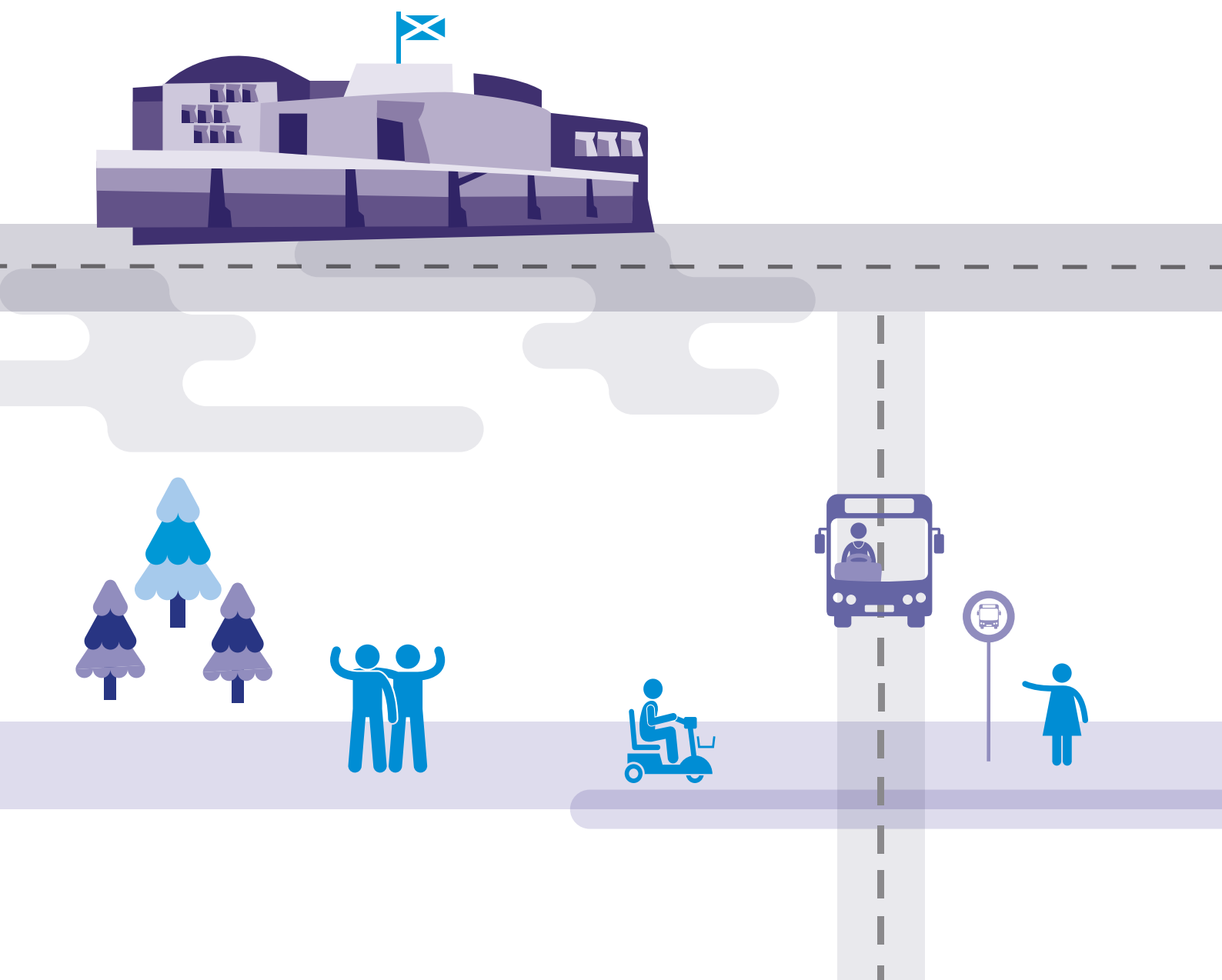
This meeting was such a success that there was an agreement to meet twice a year and a follow up meeting took place in March 2020 in Belfast, hosted by IMTAC. This meeting allowed these discussions to continue.

The next meeting is scheduled for August 2020 and will be hosted by DPTAC in London.



3

Notes and Actions from Ministerial Meetings

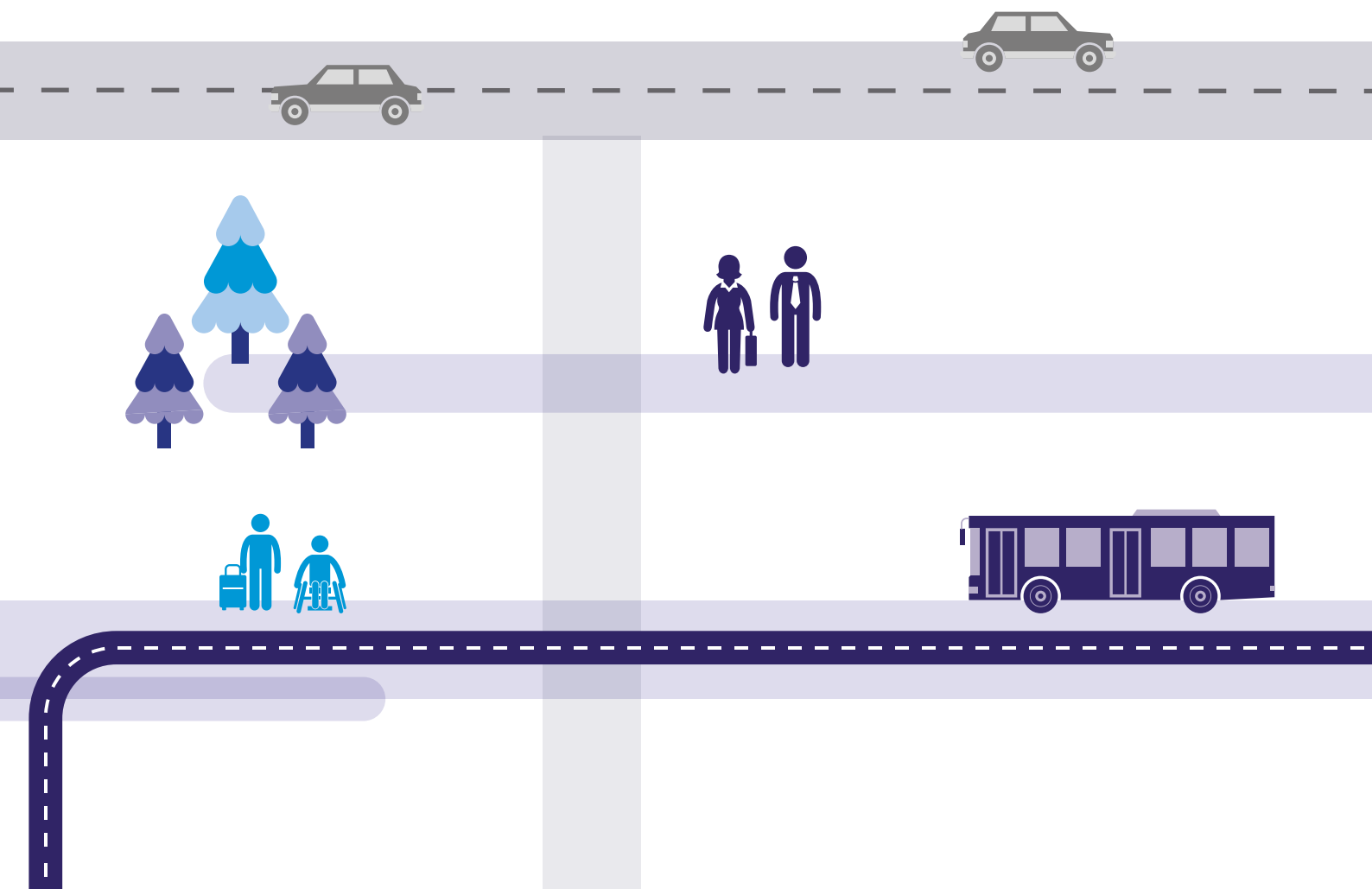


Winter Series of Ministerial Engagements

In January 2020, the Committee held a series of meetings with Ministers (Mr. Matheson, Cabinet Secretary for Transport, Infrastructure and Connectivity; Mr. Fitzpatrick, Minister for Public Health, Sport and Wellbeing; Ms. McKelvie, Minister for Older People and Equalities and Mr. Wheelhouse, Minister for Energy, Connectivity and the Islands).

The key areas of discussion included:

- Transport to Health and Social Care Report – MACS Report
- Programme for Government – strengthening the focus and message on accessibility
- Travel data collection (to monitor progress of the Accessible Travel Framework and the NTS2)
- National Transport Strategy Delivery Board
- Equality Impact Assessments
- National Islands Plan, and
- A Minister for Disabled People.



The agreed actions arising were as follows:

Transport to Health and Social Care – MACS Report

The Cabinet Secretary for Transport, Infrastructure and Connectivity endorsed advice that a Short Life Working Group, exploring the transport barriers disabled people and older people face accessing health and social care appointments, should be considered and explored with the relevant Minister and policy officials (Health Officials leading with Transport Scotland supporting). The Minister for Public Health, Sport and Wellbeing agreed in principle and asked officials to provide further advice. He also suggested that a Task Force approach may be appropriate. The Minister for Equalities and Older People also reinforced this approach and cited the recently published [Gypsy Traveller Action Plan](#) as a best practice approach.

Programme for Government – strengthening of accessibility messaging

MACS welcomed the investment to improve bus priority infrastructure and budget allocated to Active Travel. However, they stated the need for these transport initiatives to have accessibility at the centre and for accessibility to be embedded within PfG. The Cabinet Secretary asked Transport Scotland officials to set up a meeting with MACS to discuss the issues, including the proposals they would be submitting for 2020/21 and confirm where initiatives being taken forward could be enhanced to ensure inclusion of the wider accessibility issues.

A meeting took place in February 2020, and MACS hope to see a stronger focus on accessibility and inclusion coming through in PfG commitments.

Accessibility data collection

The Cabinet Secretary for Transport, Infrastructure and Connectivity also agreed that there was a need for good data collection to measure progress of the National Transport Strategy and the Accessible Travel Framework. This was noted as a key requirement to monitor progress of the delivery plans. MACS had previously discussed this with the Cabinet Secretary in November 2019 and he confirmed that he had received an options paper from his analytical officials on this issue. Further discussions will take place between MACS and Transport Scotland’s Analytical Services to agree what data is available, what more is needed and how this will be collected and reported.



National Transport Strategy Delivery Board

MACS suggested that there needed to be a “champion” for accessibility and inclusion on the NTS2 delivery board and the Cabinet Secretary agreed that an individual with wider inclusion and equality expertise should sit on the Board. After deliberation MACS proposed the co-lead of their Planning and Strategy Workstream (David Hunter) for this role and TS officials agreed to follow this up accordingly.

Equality Impact Assessments (EqIAs)

The Minister for Older People and Equalities agreed that this was an area MACS had been pushing for some time. She noted that a new mainstreaming team within Scottish Government will be looking at EqIAs and also how this would assist compliance with the Fairer Scotland Duty (Public Sector Equality Duty). The Minister instructed her Private Office to set up a relevant meeting with officials from the new unit, TS and MACS.

The Minister for Energy, Connectivity and the Islands suggested that his officials should also be involved in these discussions.

National Islands Plan

During the meeting with the Minister for Energy, Connectivity and the Islands, MACS asked if there was scope for them to be involved in **National Islands Plan Governance Board** and/or the Islands Plan Strategic Group. The Minister agreed this would be beneficial and asked his officials to explore this.

Minister for Disabled People

Following discussion with the Minister for Older People and Equalities, MACS decided it was not necessary to pursue the idea of a Minister for Disabled People given the Minister’s understanding of the issues and passion for Equality and Inclusion.



4

Poverty and Inequality



Poverty and Inequality

For several years MACS has advocated that a fit for purpose transport system passes the “Triple A Check”. We are pleased that many other organisations are picking up on this message and approach and embedding this 3-pillar triple lock into their work around transport provisions. As well as being available and accessible, we need a transport system that is also affordable to all and works for people on low incomes.

Transport plays a vital role in all our lives. It enables people to get to work, education or training; to see friends and family; to take part in leisure activities; to access health appointments; and vitally to stay connected.

Too many people tell us that transport is too expensive. People tell of feeling isolated, about the anxiety that unreliable transport causes them and about the stress they feel due to high transport costs putting pressure on already stretched budgets.

Transport matters in relation to poverty because of its potential impacts on income, and household expenditure. Good, affordable transport can enable people to access jobs, education and training. This can contribute to raising household income and preventing people from experiencing poverty or enabling people to move out of poverty (Crisp et al, 2018; Titheridge et al, 2018).

On the other hand, poor access to, or unaffordable transport can lock people into poverty by limiting access to these opportunities and can prevent people from staying connected.

The cost of transport can put significant pressures on household budgets. This can include the cost of public transport, private taxis, community transport or the cost of needing to run a car (these costs are incurred as, for many, public transport is not accessible). Transport costs can also prevent people from travelling entirely.

Available, accessible and affordable public transport needs to be part of the fabric of a decent and progressive society. But for some groups in society (disabled people, older people and those on low incomes), and in some areas (rural and Islands), our transport system tightens the grip of poverty on people’s lives.



The NTS2 is an opportunity to put this right.

Rights-based – Intrinsically our public transport system needs to be rights-based. This means you should have access to suitable transport, no matter your level of income or where in Scotland you live. Access to (fit for purpose) public transport should be seen as a necessary requirement in order to achieve other human rights such as the right to work, right to education, right to take part in cultural and public life, and right to the highest attainable standard of physical and mental health.

Affordable – Transport should be affordable for everyone, no matter their level of income. People should not have to make trade-offs between spending on transport and spending on other essential items such as food or fuel.

Source: Poverty and Inequality Commission, Transport Poverty in Scotland 2019.¹⁰

Given that transport is necessary in order for people to achieve their human rights, cost is very important. Transport should be affordable for everyone, regardless of their level of income.

Research finds that people on low incomes are more likely to use buses, while those on higher incomes are most likely to drive. As such, our bus service provision is critical for keeping people and communities connected. The loss of services, (non commercially viable routes, mainly in rural areas), are disproportionately felt by these communities.

Many of these communities have no bus service to benefit from the Scottish Government's flagship concessionary travel scheme. This means that there are many areas where many people cannot use their National Entitlement Card (NEC) due to limited or an absence of bus services (or no accessible buses). Even in more urban areas, many people who have a significant mobility impairment get no use whatsoever of concessionary travel because they cannot get to a bus stop, and therefore may rely on expensive door-to-door services like taxis and/or community transport. Where routes are not commercially viable, services are withdrawn. This results in an inequality of service provisions and opportunity, and additional costs (normally expensive and unaffordable) for these communities to stay connected.



¹⁰ <https://povertyinequality.scot/wp-content/uploads/2019/06/Transport-and-Poverty-in-Scotland-Report-of-the-Poverty-and-Inequality-Commission.pdf>

In short – people who have the least are being hit the most.

It is hoped that the Bus Service Improvement Partnership elements of the Transport (Scotland) Bill will assist with this and enable local bus services operators to provide a service supported by their Local Authority in their role of protecting services that are socially necessary and keep communities connected.

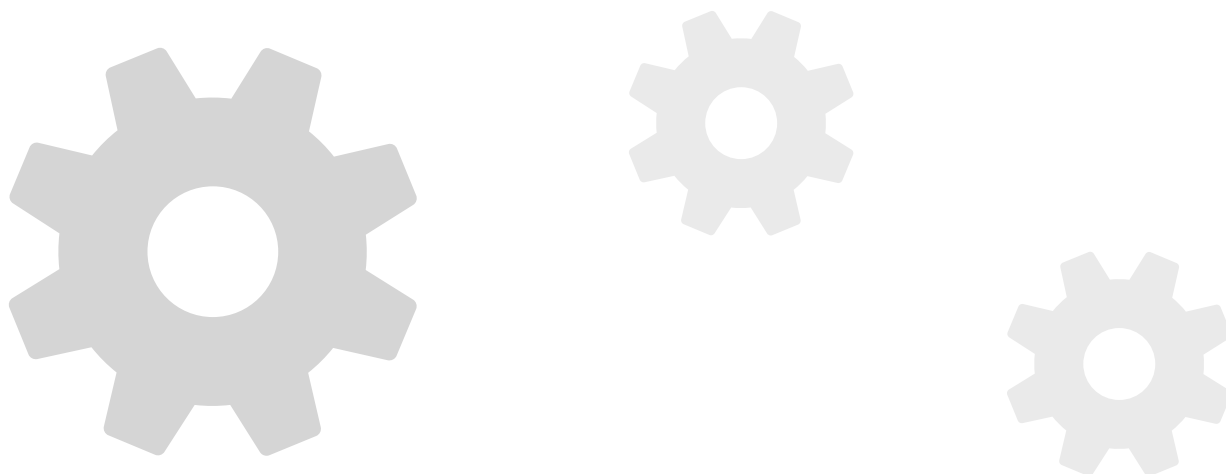
Given the historic lack of progress in this area, MACS suggests that there will need to be a great deal of collaborative working and support from the centre for Bus Service Improvement Partnerships to deliver what is needed to tackle these issues.

MACS feel that this is an area of inequality that needs addressing and we will continue dialogue with Scottish Ministers, Local Authorities and Transport Scotland's Bus and Concessionary Travel Teams. We will also continue dialogue with Transport Scotland's Accessibility Travel Policy Team to explore ways of **reducing** this **inequality** in line with this priority area of the recently launched NTS2 and the links to the Accessible Travel Framework (ATF).

We also feel that the NEC (Bus Pass) needs to be widened to people on low incomes and we welcome the 2020-2021 budget announcement, to provide free bus travel for 18 year olds and under as a first step.

Expanding concessionary travel would ease the pressure on people living in poverty and help them access services such as health care and employment. We feel this is fundamental to enable all of Scotland's citizens to achieve their full potential, stay connected and support our nation to focus on **inclusion and wellbeing as a measure of success**.

In July 2019 the MACS Convener, Linda Bamford, was appointed by Scottish Ministers as a Commissioner with the new statutory Poverty and Inequality Commission and this dual appointment will ensure a clear link to affordability as part of the "Triple A Check".



Some statistics and facts behind this (Source Citizens Advice Scotland):

<https://www.cas.org.uk/publications/round-bend>

Bus fares in Scotland have increased by almost 18% over the past five years (11% in real terms when adjusted for inflation) (Transport Scotland, 2019). There is also a lot of variation in the cost of bus travel across Scotland.

Research by Citizens Advice Scotland in 2016 found that the price varied across Scotland's bus routes ranging from 7p per mile to £1.80 per mile (Citizens Advice Scotland, 2016).

The costs of travel to essential services were generally much higher in remote rural areas; the average return cost of travelling to college in Scotland was £6, for example, but was £10.50 in remote rural areas (Citizens Advice Scotland, 2016).

Research on Concessionary Fares:

A recent UCL-led study found that older adults who have concessionary bus passes are likely to report better quality of life and fewer depressive symptoms than peers who do not have the benefits of free bus travel. It found that older adults with bus passes were also more physically active and less socially isolated than counterparts without bus passes.

Maintaining wellbeing is likely to help people stay physically healthy in later life, thus reducing the financial costs associated with an ageing population.

A study for Greener Journeys found that every £1 spent on the concessionary fares scheme generates at least £2.87 in benefits. Half of the benefits accrue directly and immediately to concessionary travellers themselves, around 20% of the benefits to other bus passengers and other road users from transport network improvements, and the rest to the wider community from wider economic and social impacts and in particular from improvements in health and wellbeing.

Rural Areas:

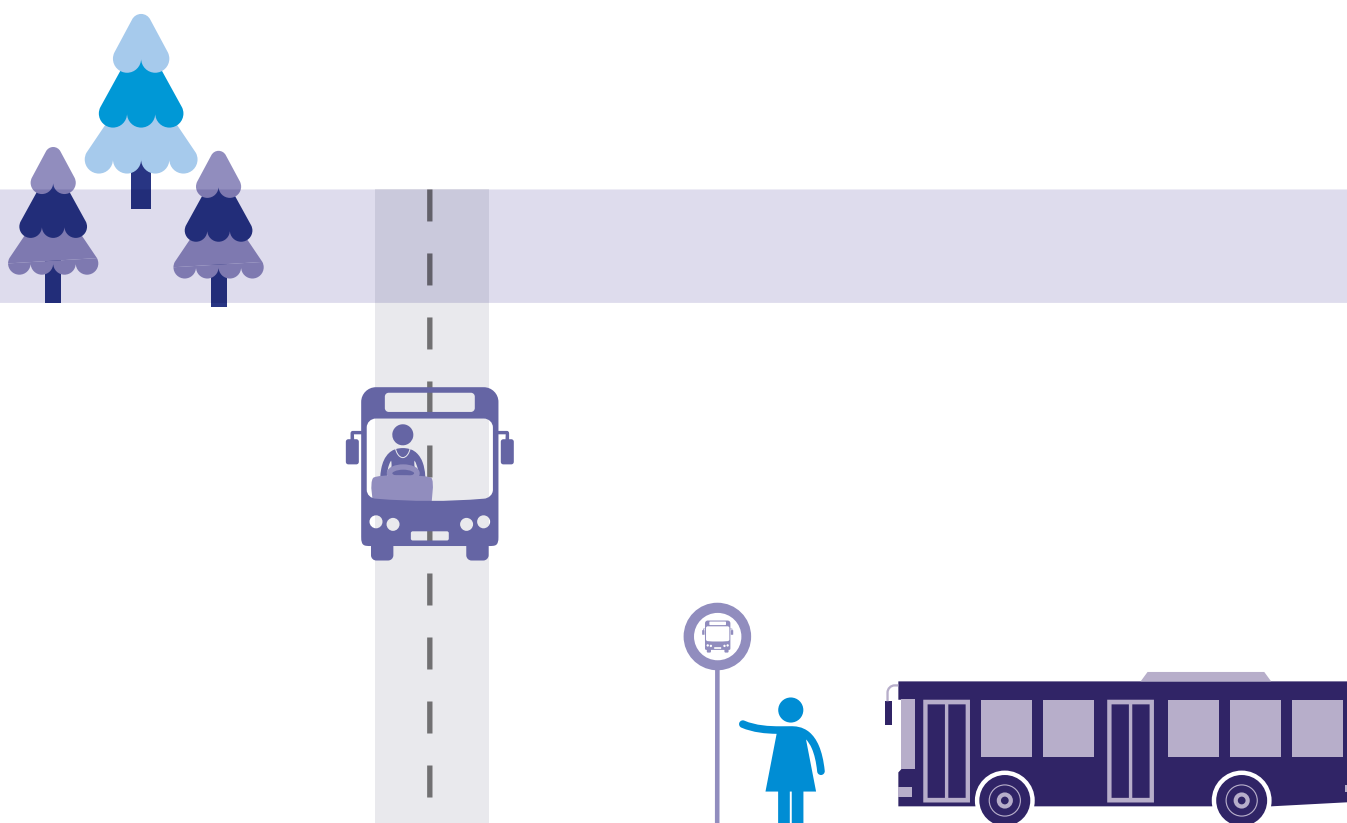
In locations where commercial bus operations are not viable, tendered local services are often a vital lifeline to communities. However, reduced funding for local authority supported bus services can leave people isolated and contribute to poverty, social exclusion and increased car dependence (including forced car ownership).

MACS ask that the Scottish Government and Local Authorities support the well-being of our communities by providing bus services that better reflect the needs of passengers and local communities (including availability, accessibility and affordability) by continuing to work with local communities, the transport industry and public sector partners to develop bus plans so that customers in rural locations are better connected locally and to urban areas.

The £500 million Bus Partnership Fund is a significant opportunity to reverse the decline in bus services, and at the same time, improve access and inclusion.

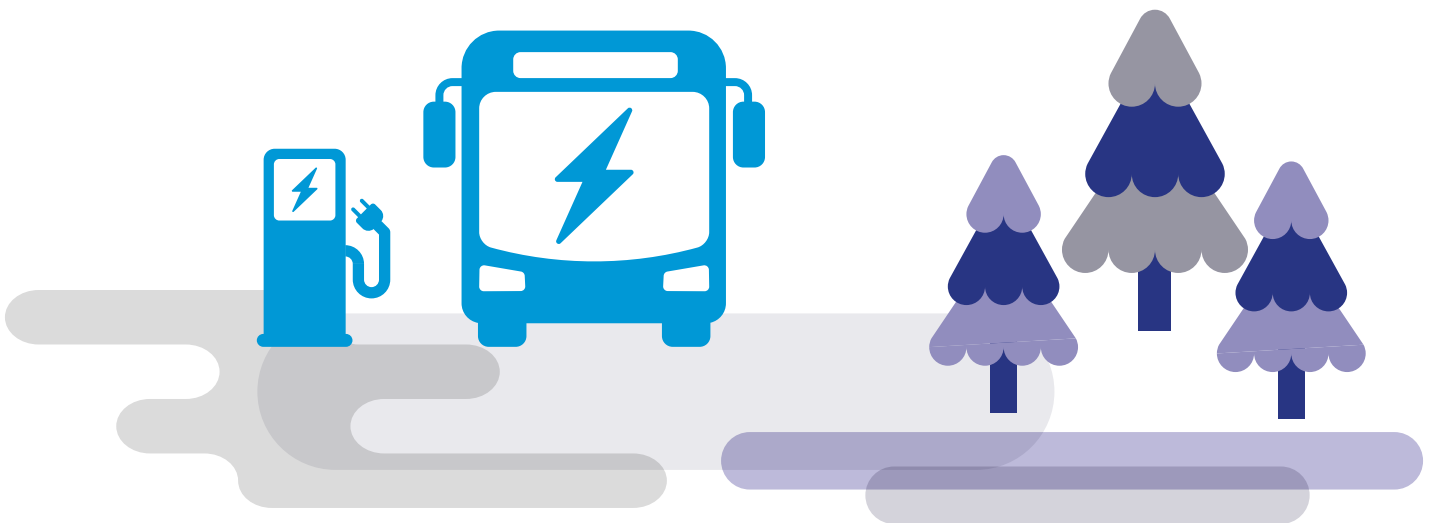
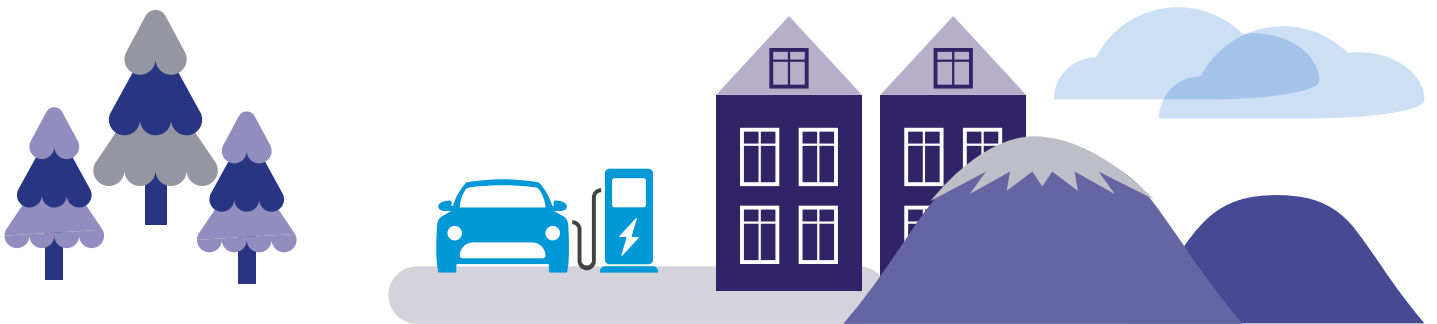
As mentioned above, the Transport (Scotland) Bill provides the framework and legislation to do this through Bus Service Improvement Partnerships. This would allow people living in rural areas to use their NEC (Bus Pass) to stay connected and reduce the current inequalities due to the absence of bus services in many rural areas.

This would also ensure travel was affordable for disabled people and older people.



5

Climate Change and the Wellbeing Economy



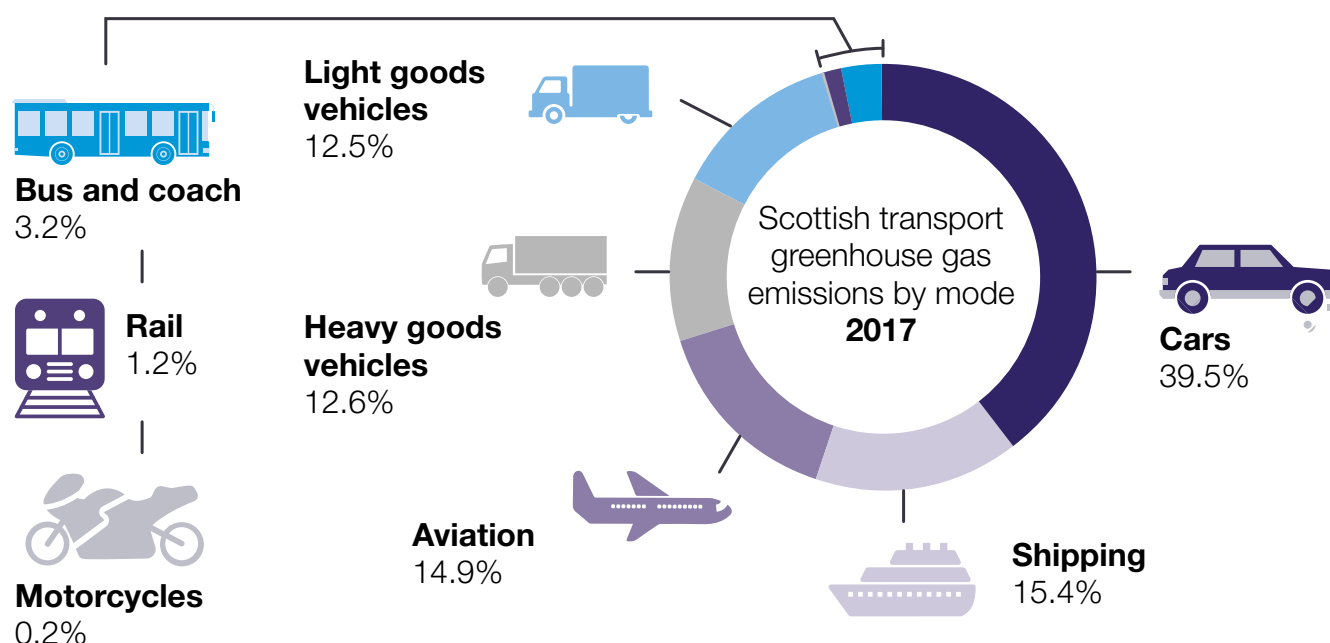
Climate Change and the Wellbeing Economy

I could not write this report without talking about our climate change emergency. Actions to address this are highly visible in the current PfG and rightly so. Transport is currently responsible for more emissions than any other sector in Scotland: 37% of our total greenhouse gases in 2017.

During 2017, road transport accounted for almost 65% of Scottish transport greenhouse gas emissions, as outlined in the chart below.

Source: Infrastructure Commission for Scotland's [Key Findings Report](#), published on 20 January 2020.¹¹

Scottish transport greenhouse gas emissions by mode 2017



Bus and coach 3.2%; Rail 1.2%; Motorcycles 0.2%; Light goods vehicles 12.5%; Heavy goods vehicles 12.6%; Aviation 14.9%; Cars 39.5%; Shipping 15.4%

Taking climate action is one of four priorities set out in the NTS2, published February 2020 and the Infrastructure Commission for Scotland's Report (a blueprint for Scotland) outlined a more concrete policy approach to the delivery of a net-zero carbon transport system.

Disabled people want to play their part too and reduce their carbon footprint but this has to be made possible. One of the biggest current barriers is the need for public transport system that is available, accessible and affordable (the "Triple A Check").

¹¹ https://infrastructurecommission.scot/storage/247/FullReport_200120a.pdf

These 3 requirements of our public transport system need to be delivered to allow people to have options and choices in how they travel and to move away from forced car ownership. Disabled people need to have the choice to travel by an affordable public transport system that is easy to use and fair for all. Getting this right has the potential to enable a modal shift from private car to public transport.

We don't underestimate the transformational change required to achieve this shift but the time is now and public involvement will assist with designing a fit for purpose public transport system and the delivery of Recommendation 7 from the Infrastructure Commission for Scotland's report "A Blueprint for Scotland" – published January 2020.

Infrastructure Commission for Scotland – A Blueprint for Scotland – Published January 2020.

Recommendation 7

Much greater participation of the public needs to be incorporated as an integral part of infrastructure investment decision-making:

By 2022, the capacity and capability requirements for an informed approach to public engagement and participation needs to be clearly established and implemented by the Scottish Government, to ensure that short and long-term outcome trade-offs are effectively debated, understood and taken into consideration.

Currently many journeys undertaken by disabled people are single occupancy car journeys or as a passenger with a driver to support them. This is not always by choice but more of necessity due to poor public transport options and connections. The proportion of single occupancy car trips shows an underlying increasing trend. The figure of 66% in 2018 compares with 65% in 2013 and 60% in 2008.

Source: Transport and Travel in Scotland 2018 Table TD9.¹²

¹²<https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/table-td9-car-occupancy-percentage-of-car-stages-1-by-car-occupancy-2008-2018-2-3/>

The fundamentals of MACS “Triple A Check” and the four pillars of NTS2 need specific focus to open up our public transport system (all modes) to disabled people and older people to help reduce single occupancy car journeys and allow people more opportunities and choices to travel by public transport including, where they so choose, by active travel means and to benefits from active travel initiatives being driven through PfG investments.

The Infrastructure Commission for Scotland’s Report (to be followed by a report into how policies could be delivered), states that:

“Policies must promote not only the use of zero emission transport, but also new opportunities for shared mobility and on-demand services, a much greater role for public transport in the overall provision of mobility, and substantial increases in the proportion of journeys made by the active modes”.

We also previously noted opportunities through Motability and/or the Scottish Government AVES scheme, to ensure disabled people choosing to lease a vehicles through this Scheme have greener choices. Widening the choice of greener vehicles that are fit for purpose and affordable through the Scheme could have a significant impact as the Scheme accounts for **one in ten** new car sales, with over 62,000 leased cars in Scotland.¹³ This in turn, will allow people to “do their bit” toward the climate change emergency.

Our ask – let us be part of the movement from private car to public transport to reduce greenhouse gas emissions, congestion and tackle sole occupancy journeys and forced car ownership. Let us also be able to afford ultra low emission and electric vehicles.

MACS contributed to a roundtable discussion on Climate Change, chaired by Claire Smith, Head of Transport Accessibility Policy, Scottish Government, in February 2020 and reaffirmed the above points, as well as asking that the Just Transition Principles¹⁴ underpin the work of this group.¹⁵

¹³ <https://www.nao.org.uk/report/the-motability-scheme/>

¹⁴ <https://www.gov.scot/groups/just-transition-commission/>

¹⁵ <https://www.gov.scot/news/the-big-climate-conversation/>

The **Just Transition Commission** is committed to growing an inclusive, net-zero economy. Scotland's Economic Strategy sets out the ambition to create a more cohesive and resilient economy that improves the opportunities, life chances, and wellbeing of every citizen in our country. Within this context, the purpose of the Just Transition Commission is to advise Scottish Ministers on how to apply [Just Transition principles](#) to Scotland. These principles can be summarised as:

- plan, invest and implement a transition to environmentally and socially sustainable jobs, sectors and economies, building on Scotland's economic and workforce strengths and potential
- create opportunities to develop resource efficient and sustainable economic approaches, which help address inequality and poverty
- design and deliver low carbon investment and infrastructure, and make all possible efforts to create decent, fair and high value work, in a way that does not negatively affect the current workforce and overall economy

The Climate Change Bill was introduced to the Scottish Parliament as a direct response to the Paris Agreement, which requires parties to increase action to reduce greenhouse gas emissions while we are transitioning to a net-zero emissions Scotland, for the benefit of our environment, our people, and our prosperity. Scotland's world-leading climate change legislation sets a target date for net-zero emissions of all greenhouse gases by 2045.

MACS position is that we need to ensure the failures of the current public transport system are addressed **to allow disabled people to play their part**, in particular towards:

- reducing greenhouse gas emissions to a net-zero economy and society
- adapting to climate change
- supporting decarbonisation in the public sector
- listening to the people of Scotland through the Big Climate Conversation and encouraging individuals to move towards low carbon living, and
- supporting communities to tackle climate change through the climate action fund

This leads on nicely to looking at old ways and new ways of doing things, and **the wellbeing economy**.

According to the **Wellbeing Alliance** the current economic system (the old way) responds to the common needs of humanity and the planet in ways that do not address the heart of problems and do not make life better for all.

In fact, often problems are made worse or at best responses act as ‘sticking plasters’.

In a wellbeing economy (the new way), responses would be person-centred, geared towards environmental protection and regeneration, positive and long-term.

The exciting thing is – the new way is already emerging, with inspiring examples around the world showing us the way and it is critical that our progress does not have the unintended consequence of leaving anyone behind.

In all that we do, in all areas of policy, we need to ensure that access and inclusion are at the heart of our initiatives. The values of co-production, the Place Principles¹⁶ and the Democracy Matters agenda¹⁷ are the levers to help us get this right and future proof our public transport system.

Example:

Issue	Old Ways	New Ways (A wellbeing economy)
Space and infrastructure	Spaces are designed for private interests and with private vehicle needs prioritised. Linear and top-down/elite planning processes.	Spaces are designed for community and connections. Decentralised, participatory planning processes.

There is a need to adopt these new ways of working, not only to make transport more available, accessible and affordable in the short and mid-term but to be fit for purpose over the lifetime of our NTS2 (20 years) given the emerging population demographics.

¹⁶<https://www.gov.scot/publications/place-principle-introduction/>

¹⁷<http://www.gov.scot/democracymatters>

Our public transport system needs to be designed in co-production and with people's needs (including an ageing population and increased number of disabled people) at its heart to allow everyone to stay connected, have equal choices and opportunities and to reach their full potential.

Scotland's older population is predicted to increase

Source: Scottish Household Survey
2018 Edition (2019 latest data)

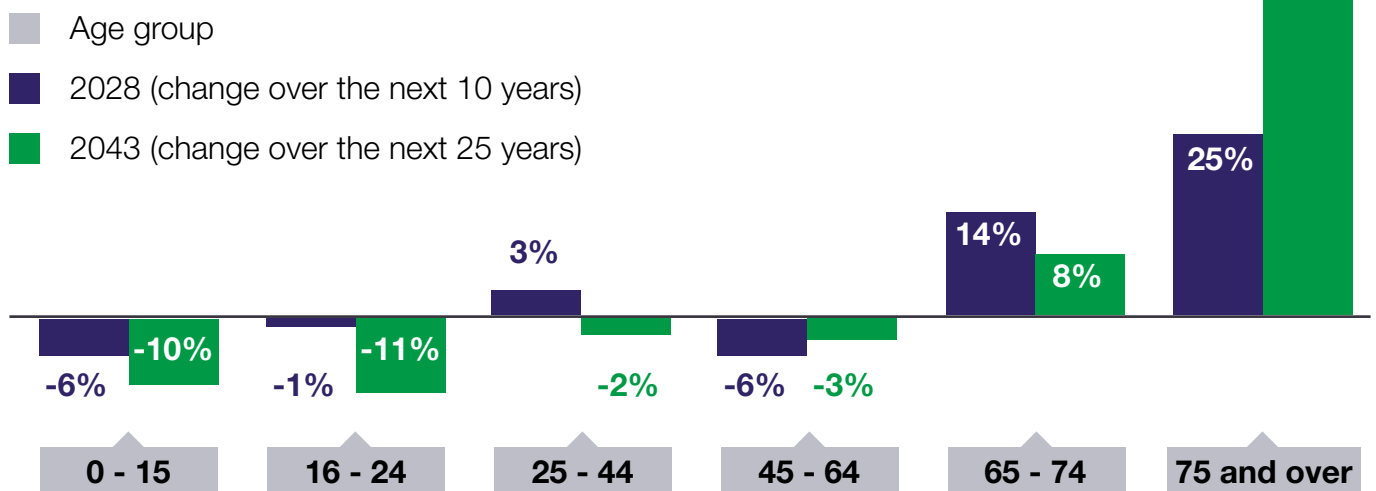


Figure 1: Projected population change by age group

While historically people have tended to travel less as they got older, older people now are healthier, fitter, wealthier and more mobile compared with previous generations. They are likely to want to travel more and our transport system needs to support this to ensure older people, wherever they live, are not socially isolated.

Scotland's population predictions as displayed in the chart showing the older population is predicted to increase.

Age Groups 0-15: Projected decrease of -6% over the next 10 years and -10% over the next 25 years.

Age Groups 16-24: Projected decrease of -1% over the next 10 years and -11% over the next 25 years.

Age Groups 25-44: Projected increase over 3% over the next 10 years and a decrease of -2% over the next 25 years

Age Group 45-64: Projected decrease of -6% over the next 10 years and a decrease of -3% over the next 25 years.

Age Group 65-74: Projected increase of 14% over the next 10 years and 8% over the next 25 years.

Age Group 75 and over: Projected increase of 25% over the next 10 years and 71% increase over the next 25 years.

The increasing proportion of Scottish adults with a long-term limiting mental or physical health condition or disability

Source: Scottish Household Survey 2018 Edition (2019 latest data)

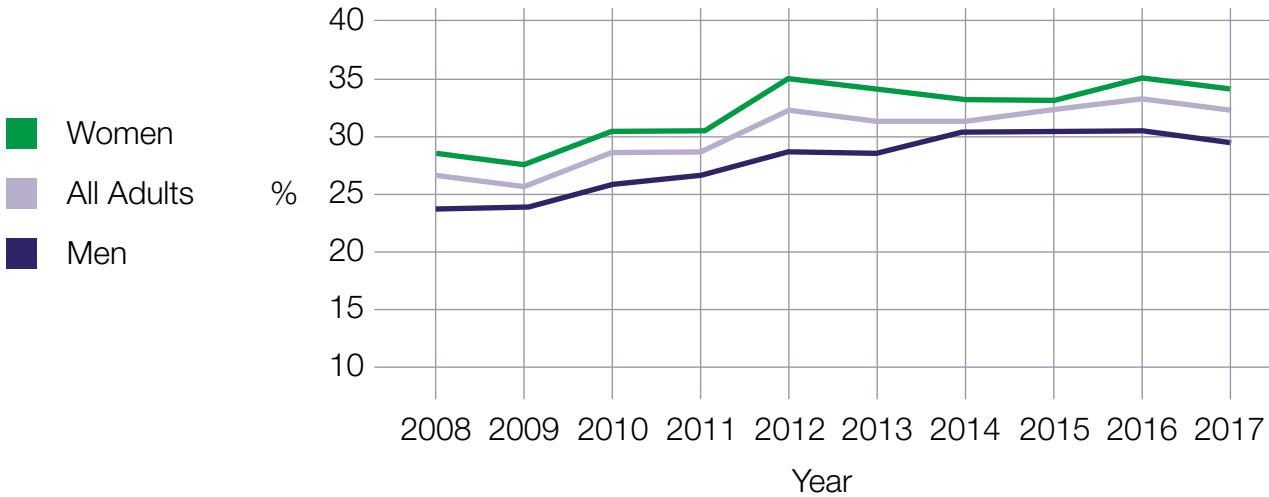
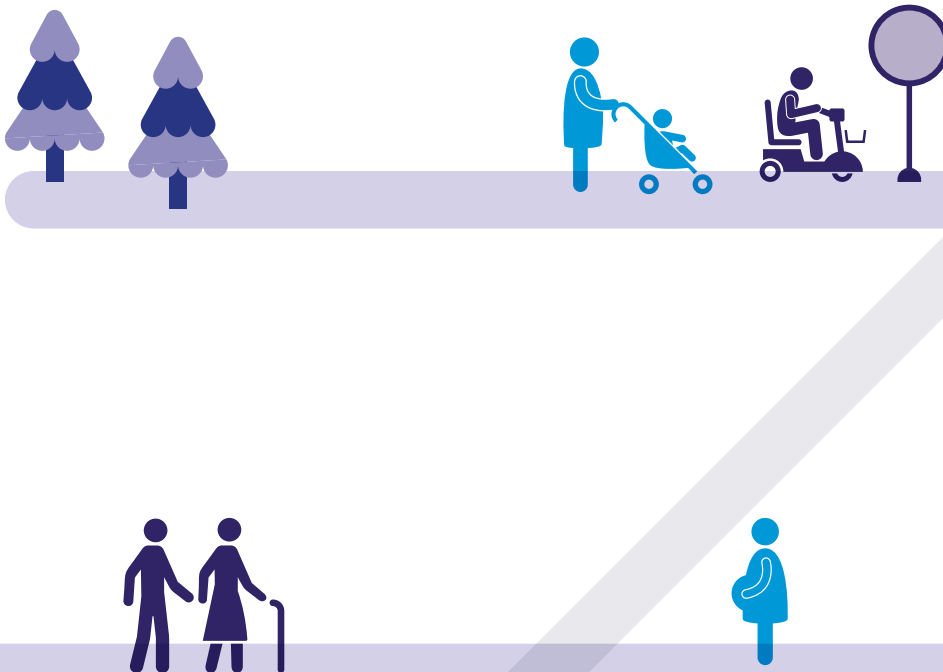


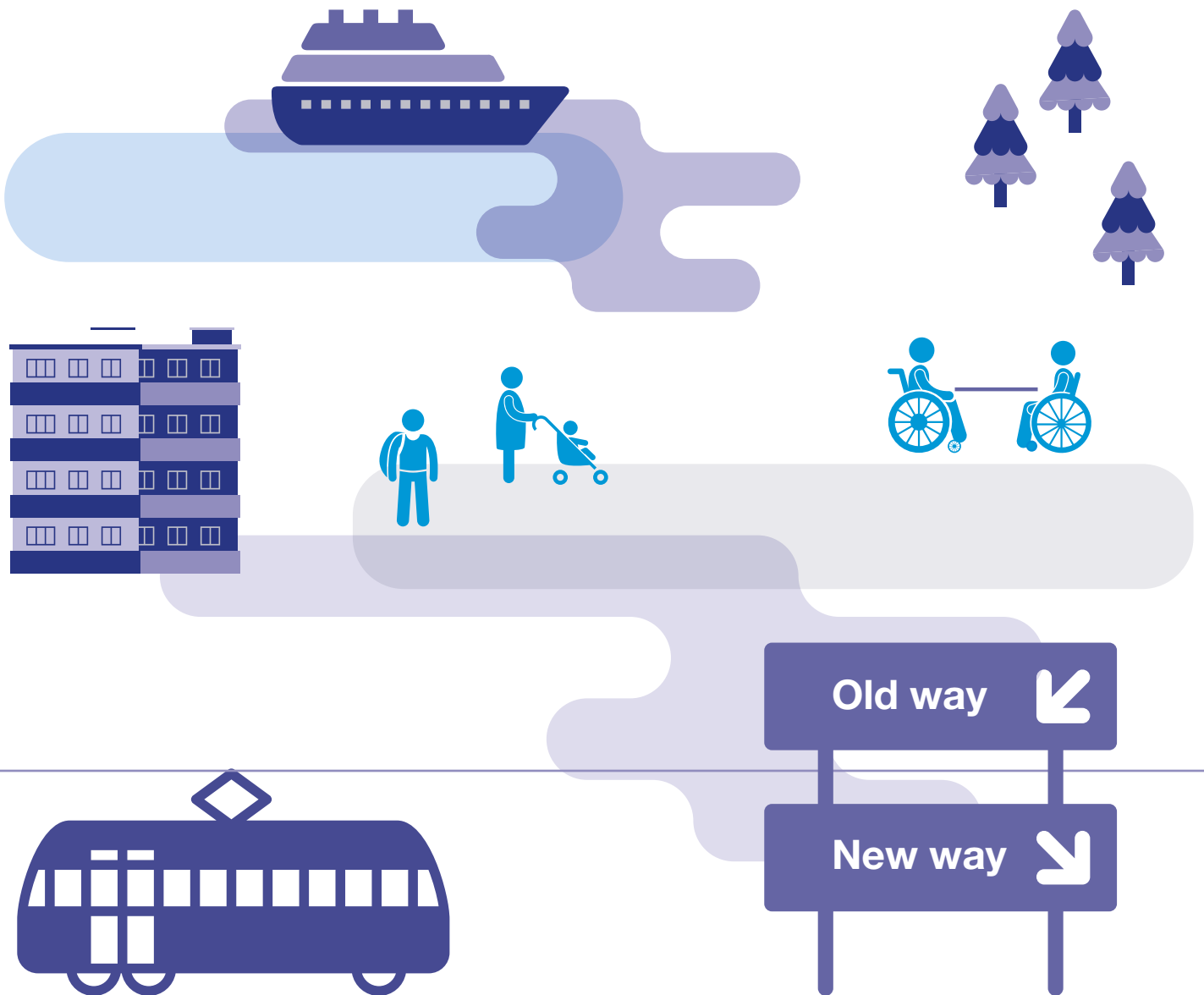
Figure 2: Percentage of adult population who have a long-term limiting mental or physical health condition

The above graph shows an increase in the percentage of the adult population with long-term limiting mental or physical health conditions year on year. This also shows that the female population is continually 8-10 percentage points higher than the male population.



6

Sticking Points



Topics that we have found hard to make progress on

Accessible Travel Framework (ATF)

On review of the ATF annual delivery plan we found it difficult to measure progress on the eight priority areas. In the main this was due to insufficient data and the need for clearer outcomes and SMART objectives (**S**pecific, **M**easurable, **A**chievable, **R**ealistic and **T**ime bound) to better track progress.

As mentioned in Section One (Leads update, Planning and Strategy), MACS has been working with the Scottish Government's Analytic team to develop a better data set to allow progress to be meaningfully measured.

We have also advised that the ATF should become embedded within the new NTS2 to ensure alignment and use the contribution from Transport Scotland's Accessibility Team to deliver on yearly interim targets of the twenty-year NTS2. We suggested that Transport Scotland's Accessibility Team should develop a door-to-door journey map using infographics to overlay their priorities areas onto the critical path of the door-to-door journey to identify the "pinch points" and the "blocked" areas requiring more focus and also to assist stakeholders with connecting shorter-term work with longer-term goals.

MACS stands ready to continue to assist Transport Scotland's Accessibility Team and the NTS2 Delivery Team.

Programme for Government (PfG)

We understand that there is a consensus that every area of work must have accessibility, equality and inclusion at the core. However, this is not always being translated into actions and locally disabled people are not feeling or indeed experiencing many benefits, particularly around improvements on the availability and accessibility of public transport. MACS therefore asked the Cabinet Secretary to appoint someone with a strong equality perspective to the Delivery Board, which will be responsible for overseeing the implementation of the NTS2.

We feel that the accessible travel agenda is not making enough progress and more needs to be done, and done more quickly, to reduce the inequalities faced by disabled people using public transport.

As such, MACS intends to strengthen its engagement with Scottish Ministers on this ask and we will also seek to engage with Ministerial Special Advisors (SpAds) to reinforce our messages about the importance an accessible transport system plays in enhancing the lives of many disabled and older people, but also the critical role it plays in supporting a large number of other key priority and policy areas across government.

It is hoped that this approach will ultimately raise awareness of the agenda, enable resources and budgets to be pulled to ultimately play a key role and be clearly cited in the 2020/21 PfG.

Transport plays a vital role in our lives. This means that people should have access to suitable transport, no matter their needs, level of income or where in Scotland they live.

We know that Transport is a necessary requirement in order to achieve other human rights such as the right to work, right to education, right to take part in cultural and public life, and right to the highest attainable standard of physical and mental health including being able to access health appointments. We have a way to go on this journey.

MACS would like to take this opportunity to acknowledge some of the underlying work that is currently taking place, or intended, and would ask for a stronger focus on the use of language to give disabled people confidence that accessibility and their needs are central to the PfG and other key policy areas as this is currently not being translated to those we are aiming to support.

Likewise we strengthen our ask around public engagement, particularly with disabled people, to learn from their direct and lived experience (in line with our overarching strategic remits):

- to take account of the broad views and lived experiences of disabled people when giving advice
- to encourage awareness amongst disabled people in Scotland of developments which affects their mobility, choices and opportunities

We will continue, through our engagements, to advocate that public bodies comply with the Fairer Scotland Duty, Public Sector Equality Duty and the Place Principle to assist with getting it right. Coupling these with Democracy Matters, a shift to a wellbeing economy and framing our language to make sure the intent around access and inclusion is stronger should allow us to gain traction critical to reducing inequalities through our PfG commitments.

Traveline Scotland

MACS are disappointed that after several years of seeking improvements to the Traveline Scotland app, no progress has been made in the areas that don't work for disabled people trying to use the app.

MACS has highlighted and raised issues in terms of the accessibility functions within the Traveline app (this is two-fold: the feature to view upcoming arrivals and departures for bus stops already exists, however it is simply not accessible to those using the android talkback screen reader; and a lack of information on bus stop infrastructure/accessibility, thus placing disabled people at a disadvantage) and the inability for wheelchair users to plan a journey using the app, including no drop down option to select for people who are wheelchair users.

The problem with the accessibility of the app features and the inability to plan a journey as a wheelchair user impacts on disabled people's ability to travel independently, travel actively, combat isolation and improve mental health by promoting affordability especially in areas where taxi travel is prohibitively expensive but can be the only option in the absence of accessible information.

As mentioned, these failures also lead to disabled people being hindered from travelling independently, which would assist with improving the individuals options, life chances and general health, wellbeing and fitness, not to mention the missed opportunities to be more active.

Frustratingly, Scottish Government money has gone into funding research and projects involving disabled people where the same issues have come up time and time again.

MACS feel that money and resources could be saved or redirected for greater gains. We believe these spends to be inefficient i.e. to start creating multiple solutions to address problems that could be tackled by fixing one system that already exists and has been invested in. Some of the issues disabled people brought to light during the recent Go Upstream project is a case in point.¹⁸

We would again ask that these issues are rectified to allow disabled people to use the Traveline app to plan their journeys and reduce the inequality of who can and can't use the Scottish Government funded flagship travel app. These actions are overdue and would also be in line with one of the priority areas of NTS2 –

Reducing Inequalities.

¹⁸ <https://www.upstream.scot>

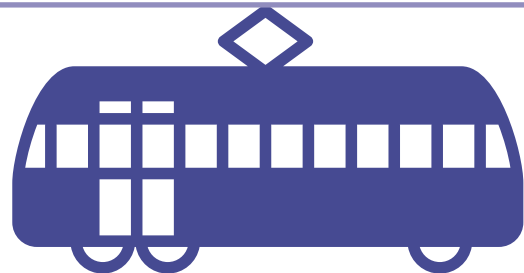
Exemptions to Equality Regulations

We have been alarmed to hear of a number of exemptions sought and granted to long-standing requirements to conform to access regulations – many set numerous years ago as part of the Disability Discrimination Acts.

Due to a strengthened relationship between MACS and the ORR, we were approached confidentially (for advice and guidance) in late summer 2019. MACS submitted comments that all rail replacement services should be fully accessible, complying with the Equality Act 2010. Inclusion of accessible taxis and infrastructure were subsequently included in the consultation the ORR issued later in the year.

During the period of consultation the Bus and Community Transport and Rail Workstreams were involved in various discussions and expressed concerns about rail operators being given a lengthy dispensation because of the non-availability of compliant vehicles. MACS response to the consultation raised concerns that rail operators are focusing on those that have pre-booked assistance and not recognising that many people who are able to travel independently by train may have problems with the vehicles used on rail replacement as they may require access by steps and have little or no space for assistance dogs.

Our ORR consultation response (ORR consultation on accessible travel policy guidance – accessibility of rail replacement services) can be found on MACS website.



Public Service Vehicle Access Regulations (PSVAR)

MACS has continued to raise concerns about current PSVAR failing to enable access for all disabled people. In the summer of 2019, through MACS facilitation, the first meeting took place of the advisory committees on accessible travel across the Four Nations of the UK.

At this meeting representatives of DPTAC and IMTAC stated that the problem with the current PSVARs are being raised in all parts of the UK where coaches are being used on local registered bus routes. There was a cross-nation consensus that the timeline for review (currently by 2028) needed to be brought forward.

The DfT were present at the meeting and maintained their position, that a review will be undertaken sometime before 2027.

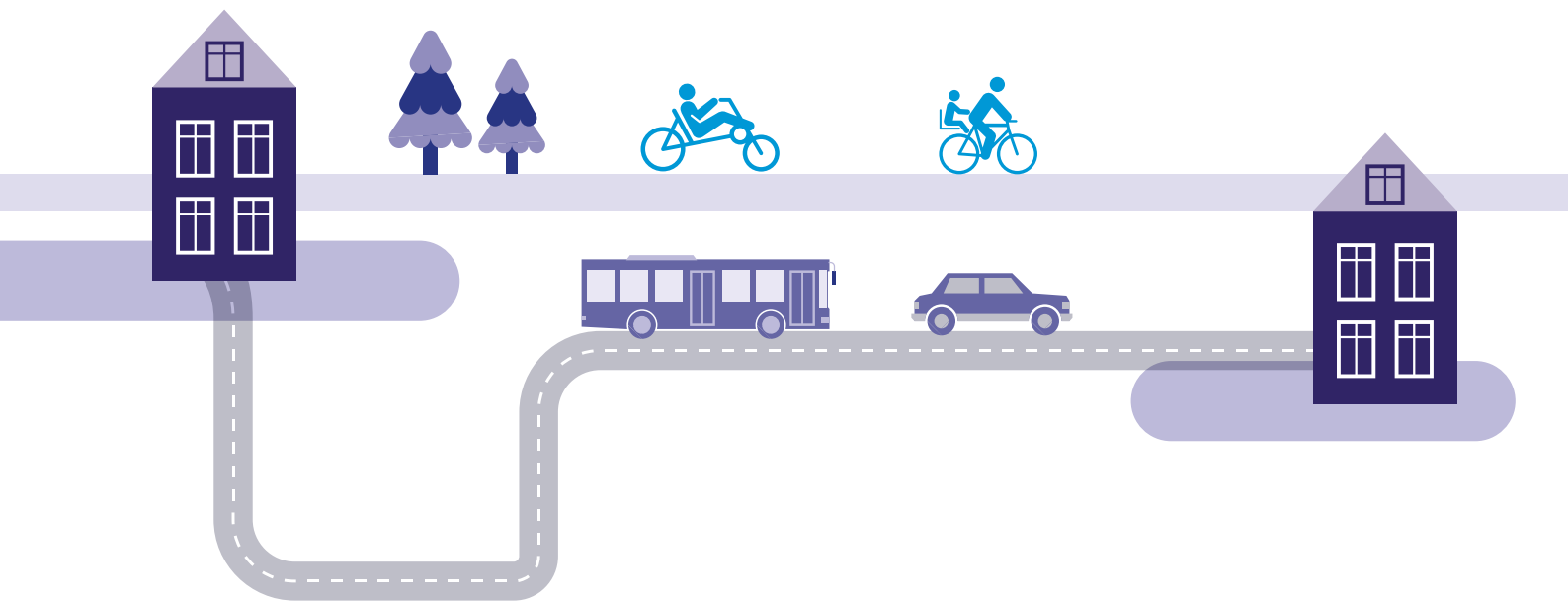
The advisory committees position remains that the review should be brought forward to assist with the progress of the ATF, NTS2 and the UK Inclusive Travel Strategy.¹⁹



¹⁹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/728547/inclusive-transport-strategy.pdf

7

Concluding Remarks



The First and Last and In-between

I hope you found this update interesting and a sign of our continued commitment to drive improvements on the Accessible Travel agenda. We have been strong in linking portfolio areas, key government commitments, strategies and policies as levers and drivers to push improvements.

However, we should not detract from the biggest driver of them all –
to do what is right and fair!

This coming year we will take a stronger position and increase our focus on the first and last mile of the journeys and intermodal connections. We will focus on this as a result of the many stories we have been told stating that these parts of the journey are the most difficult and problematic part of the door-to-door journey. This is also the key ‘active travel’ part of many journeys by disabled (and indeed non-disabled) people. We have started the spadework (to join up the journey) with key stakeholders and Transport Scotland’s Accessibility Team.

During our conversations we have connected the need to deliver on the ATF vision (all disabled people can travel with the same freedom, choice, dignity and opportunity as other citizens) and outcome 1 (more disabled people make successful door-to-door journeys, more often) to assist with the delivery of the five ambitions from A Fairer Scotland for Disabled People²⁰ and the outcomes of our Connected Scotland Strategy²¹ (the Scottish Government’s first national strategy to tackle social isolation and loneliness and build stronger social connections).

I am hopeful that we will be able to report similar progress on the first and last mile of the journey as we did with the areas we focused on this year.

We ask from our partners and stakeholders, that you work with us and we ask of those we work for that you continue to talk to us.

It is simply not right that we live in a society where so many people cannot use public transport. We can all work together to change this. Our transport systems are designed – based on a set of decisions that are made about priorities and resources. Just as it was designed it can be redesigned so that it works for everyone.

As previously mentioned, we see our NTS2 and the four priority areas as a “down payment” on the transformational change required to ensure Scotland’s public transport system gives fair access to all, is easy to use and affordable. We look forward to further engagement with Transport Scotland this year, to develop the NTS2 delivery plan and outcome measures.

²⁰ <https://www.gov.scot/publications/fairer-scotland-disabled-people-delivery-plan-2021-united-nations-convention/>

²¹ <https://www.gov.scot/publications/connected-scotland-strategy-tackling-social-isolation-loneliness-building-stronger-social-connections/>

NTS2: Vision, Priorities and Outcomes

Our vision

We will have a sustainable, inclusive, safe and accessible transport system, helping deliver a healthier, fairer and more prosperous Scotland for communities, businesses and visitors.



Reduces inequalities

- Will provide fair access to services we need
- Will be easy to use for all
- Will be affordable for all



Takes climate action

- Will help deliver our net-zero target
- Will adapt to the effects of climate change
- Will promote greener, cleaner choices



Helps deliver inclusive economic growth

- Will get people and goods where they need to get to
- Will be reliable and high quality
- Will use beneficial innovation



Improves our health and wellbeing

- Will be safe and secure for all
- Will enable us to make healthy travel choices
- Will help make our communities great places to live

All of us rely on public funded services and support systems like roads, buses, ferries, air and rail services. Our public services are especially important to disabled people and older people who need to and want to stay connected.

MACS work to ensure we give equal focus to all, including the urban and rural areas of our Scottish mainland and our Scottish Islands. We were pleased to see transport feature prominently in the National Islands Plan, and we will be working with stakeholders, and colleagues in Government to ensure the aspirations in “the Plan” come to fruition.²²

We need to strengthen support to make sure everyone can use and benefit from our public services including transport. All we ask is that you work with us, even if you focus on **just one thing** in your area of influence, designing or conversations to make that difference.

This year – let us talk first and last and in-between, and remove the barriers to public transport connectivity and accessibility within Scotland.

²² <https://www.gov.scot/publications/national-plan-scotlands-islands/>

Appendix 1

After careful consideration, we have decided to put our focus on the following recommendations for the coming year.

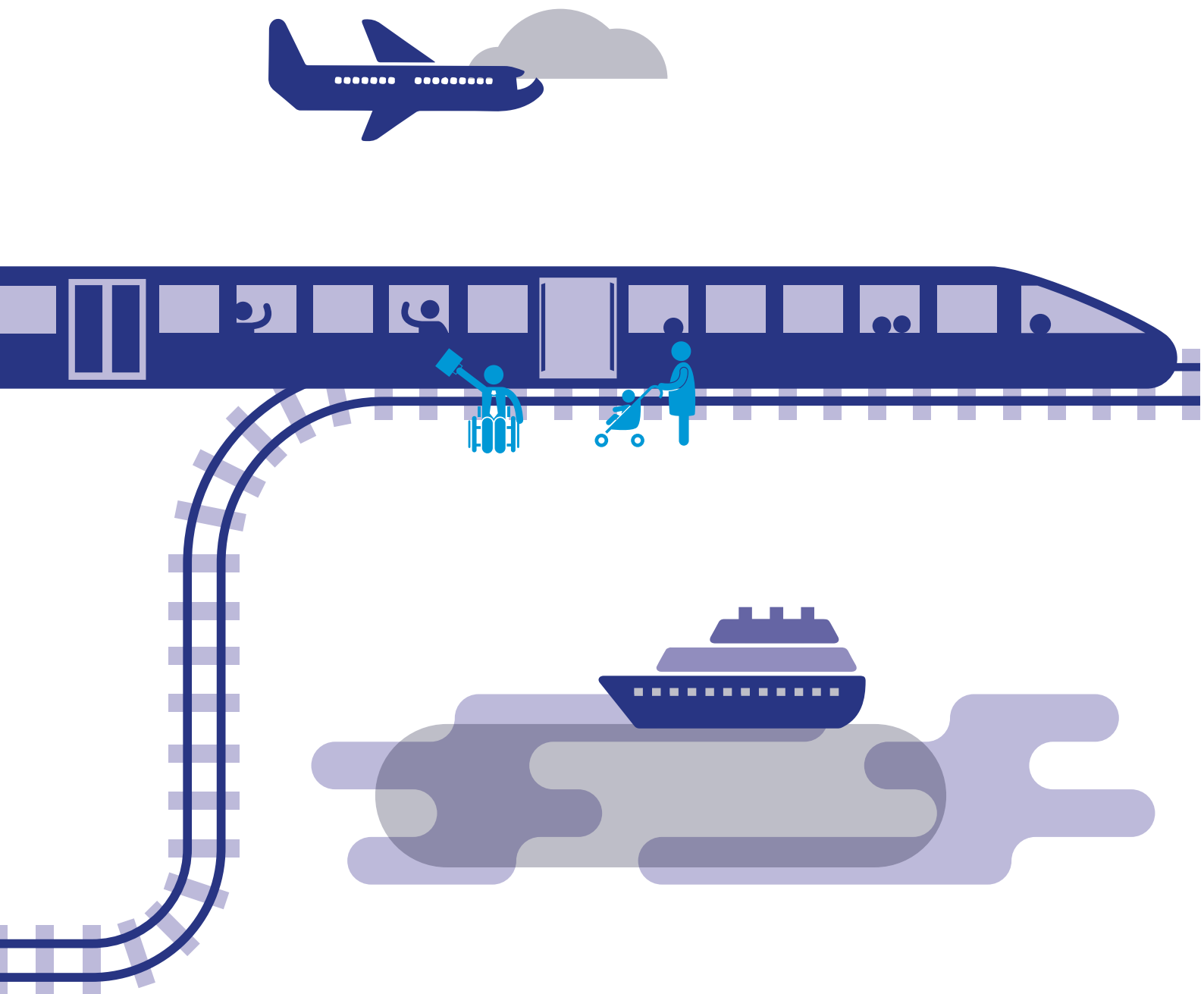
MACS Recommendations 2020-21

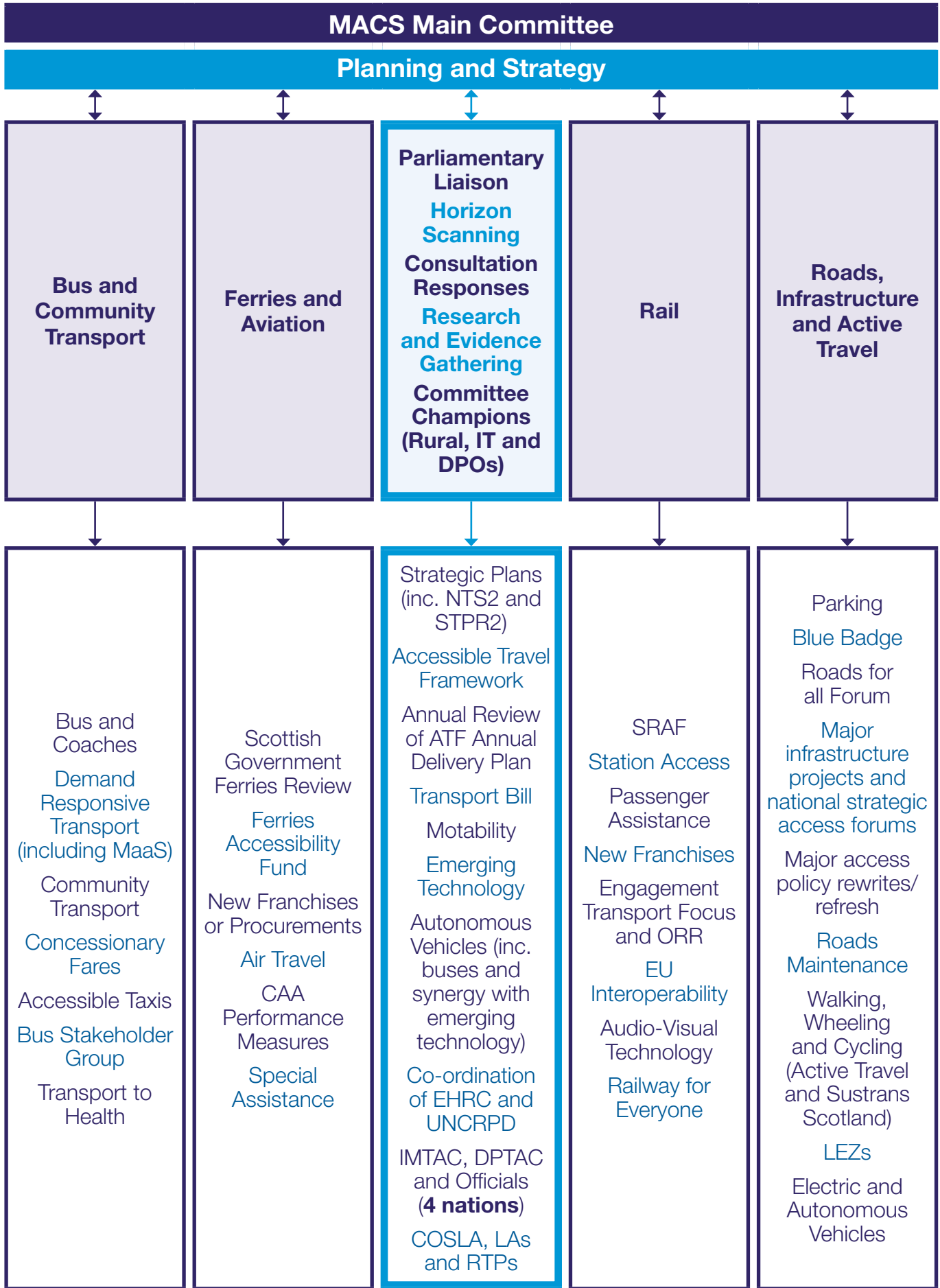
No:	MACS Recommends:	Recommendation to:
1	To advocate that Accessibility is central to Programme for Government and promotes a fair, accessible and inclusive Scotland.	Scottish Ministers SpAds
2	To work across Cabinet and Ministerial portfolios to ensure the need for an accessible transport system is recognised and cited as an enabler.	Scottish Ministers SpAdS Transport Scotland Officials
3	To ensure that the Scottish Government and Local Authorities understand their duty to respect the legislation regulating improvements of the accessibility of public transport service provision and the surrounding infrastructures.	Scottish Ministers Local Authorities Transport Providers
4	To promote conducting meaningful Equality Impact Assessments (EqIAs) before any services changes, developments or withdrawals in order to identify, mitigate and manage any negative impacts or consequences to disabled people.	Scottish Ministers Transport Scotland Local Authorities NHS Boards Integration Joint Boards Transport Providers Relevant Public Bodies SCOTS (Society of Chief Officers of Transportation in Scotland)
5	To advocate for engagement with MACS when developing or revising policy by officials to gain expert advice and ensure accessibility is given priority consideration. This includes using procurement and franchise opportunities when awarding contracts to promote accessibility in transport provisions.	Transport Scotland Transport Providers
6	To review the progress on the Accessible Travel Framework Delivery Plan and the National Transport Strategy on an annual basis, identifying progress made, blockages and gaps and make recommendations to assist with the delivery of the commitments.	Cabinet Secretary for Transport, Infrastructure and Connectivity Transport Scotlands' Accessible Travel Team

Appendix 2

The Committee structure shows the working groups, workstreams and underpinning external areas of external engagement for MACS to gather insights, identify issues, share good practice, give advice and inform organisation on the needs of disabled people in relation to accessible travel and inclusive infrastructures.

These areas of engagement are not exhaustive and are reviewed biannually by the Planning and Strategy Workstream.







**Advising Scottish Ministers
on Accessible Travel**

ISBN: 978-1-911582-95-3

Produced by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS727706 (05/20)