ENVIRONMENTAL SERVICES

RURAL BUS FORUM MEETING

Date: Friday 2 May 2014, 2pm

Location: The Moray Council Annexe, Room 7

ATTENDEES:
S Cooper, Head of Direct Services (SC)
C Hall, Planning Officer, Community Transport (CH)
S Fletcher, Scottish Representative, Community Transport Association (SF)
A Milne, Moray Transport Working Group (AM)
F Villani, Chief Officer, tsiMoray (FV)
F Rolt, Admin Support, Moray Transport Forum (FR)
G McGarthland, Integrated Transport Supervisor (GM)
L Bromehead, Minutes (LB)

APOLOGIES:
G Holland, Transportation Manager (GH)
P Findlay, PTU Manager (PF)
R Robertson, Director, Hitrans (RR)
R Huggan, Commissioning and Performance Manager. TMC (RH)
C Campbell, Research and Information Officer, TMC (CC)
G McLean, NHS Grampian (GMc)

Item	Subject	Action
1.0	**Apologies**	
1.1	Apologies were noted.	
2.0	**Minute of Previous Meeting Dated 12 December 2013**	
2.1	Stephen Cooper queried who should chair the meeting as he did not want the Council to facilitate the Forum and detract from it being a community initiative, managing actions coming out of other meetings/groups. It was agreed that in this instance Stephen Cooper should chair the meeting.	
2.2	It was noted that Councillor Fiona Murdoch should have been on the circulation list. Stephen Cooper to check with Lorna Davidson and also query the participation of George McLean.	**SC**
2.3	Fabio Villani requested full names be noted in future minutes.	
2.4	It was noted that "Laich" of Moray was incorrectly minuted as "Lake".	
2.5	**Outcome of Moray Passenger Forum (Lhanbryde) 28.09.13** FR was to complete a report from the forum but in her absence	

	Anita Milne would obtain the notes for Stephen Cooper to look at and complete if necessary. Fiona Rolt explained she had been unable to locate the notes - outstanding.	**FR**
2.6	**Transport Directory** In order to find out what other organisations such as Laich of Moray Trust, Osprey etc provided and what their schedules were, Chris Hall was to put together a pro-forma for Fabio Villani to distribute to them. Chris Hall noted this had not been done as this information was captured in the Transport Directory.	
2.7	**CT Online** - Sheila Fletcher noted the priority to move the proposed search facility forward with the aim of going online as soon as possible. She confirmed she would use the initial data available but as this was limited requested Chris Hall send her any available information regarding community transport.	**CH**
	Fiona Rolt queried whether CT online was referred to in the draft Transport Directory. It was not but Chris Hall confirmed there was space to incorporate it and Fiona Rolt suggested it was referenced in the Community Transport section with the web address and noted as "under development". Sheila Fletcher would then distribute to relevant groups for feedback.	**SF**
2.8	**Communications**	
	Anita Milne was to send Stephen Cooper a list of the different transport groups that were out there for consideration of who else should be invited to the steering group and produce a short brief outlining the remit of the group - outstanding	**AM**
	Stephen Cooper had spoken with Jane Mackie (Head of Community Care) and as yet there had been no feedback regarding the transport needs of the public and what service was currently provided. Stephen Cooper to pursue.	**SC**
2.9	**AOCB** Stephen Cooper was to speak to Peter Jones (PPR and Communications Officer – Moray Council) about the possibility of finding advertisers to help fund the cost of the directory – Stephen Cooper confirmed he had and it was work in progress.	**SC**
	Stephen Cooper had suggested that there could be a future workshop with a focus on 'healthcare transport' inviting all stakeholders – noted in item 5.0 Actions of the Way Forward (of this minute).	
3.0	**Moray Community Transport Guide** The group discussed the draft Transport Guide which had been	

produced by Chris Hall, with the aid of Peter Jones, and the following points were raised:

Fiona Rolt noted the font size and use of white lettering on a green background was difficult for the visually impaired. Headings did not stand out and information including telephone numbers could be moved closer or tabled to enable easier reading.

Sheila Fletcher noted the Findhorn Trust was not listed although she considered it did have a role providing community transport.

Stephen Cooper questioned whether the maps were informative enough without legends. Chris Hall noted the maps needed to proceed the pages about the Dial M Service. Stephen Cooper considered the maps might work if there were legends and better links and all agreed the need to "test them out" on the user before taking them out altogether.

Fiona Rolt noted the Directory was supposed to be a guide across Moray but the emphasis seemed to be on the Dial M Service and it would be preferable to achieve a better balance of information. Chris Hall noted there needed to be a substantial amount of information to enable the public to understand the service and Stephen Cooper suggested it was not necessarily about diluting the Dial A Bus information, but balancing other information.

Fabio Villani considered there should also be a balance between Corporate and Community with regard to the Moray Council logo on the front cover. The group discussed not having any logos or incorporating logos from the various groups within the Directory. Fabio Villani suggested asking the opinion of the Community Engagement Group. Chris Hall was to come up with a better montage for the front cover and Stephen Cooper suggested a foreword "this booklet was prepared in partnership with…." **CH**

Stephen Cooper suggested the information for Bus Service and Rail Service should be split into separate headings. He further suggested a narrative under each of the community transport groups to highlight what they did. Chris Hall noted the information was mostly there. The group considered whether the generic statement on page 11 should be broken up to list each group and highlight what they did. Chris Hall said this might result in too many pages in the Directory and Sheila Fletcher considered the public needed simple narrative Fabio Villani noted the need to remain mindful of the cost of producing the Directory and where possible cross referencing rather than duplicating information. **ALL**

Fabio Villani requested that all send him a list of groups who might be happy to be included in the Directory and his team would contact them. Furthermore they would be asked whether they

	would be interested in participating in a workshop/session and whether they were aware of the CT online initiative. Stephen Cooper suggested the invitation incorporate the provision of funding scheme information to encourage groups to attend. Anita Milne noted that there was an imminent funding seminar by the Council with Reni Milburn as point of contact. Stephen Cooper to speak with Reni Milburn to establish if she knows of anyone who has an interest in funding.	**SC**
	With the end user in mind, Fiona Rolt queried whether bus routes should be clarified as departure point and arrival rather than just arrival point.	
	Stephen Cooper wondered whether phone numbers would be better suited at the back of the Directory rather than on pages 16,17,18. Fabio Villani reiterated the need to test with the users.	
	Anita Milne noted the incorrect spelling of Cabrach – not Carbrach and questioned the omission of doctors' surgeries information for Aberlour and Rothes.	
	Gillian McGarthland confirmed Tomintoul surgery was now Rinnes.	
	Whilst wheelchair accessible vehicles were noted on page 8 Fiona Rolt suggested also putting an asterisk against the vehicles as they were listed in the Directory.	
	Stephen Cooper questioned whether Gillian McGarthland's role had been captured and she confirmed it had at the top of page 15.	
	Fabio Villani noted it was difficult to feedback fully on something that had only just been viewed. However, the group agreed that immediate changes would be made from what had been captured in the meeting and the best person to contact for an overview of some of the issues discussed was Don Toonen (Equal Opportunities Officer). All agreed that the view of the end user was of paramount importance. Chris Hall to contact Don Toonen for first appraisal of the Directory. It would then be circulated to the Forum members by Lorna Davidson in PDF format and ultimately passed onto the Access Group for further review/testing.	**CH** **LD**
	The group thanked Chris Hall for his work.	
4.0	**Communications**	
4.1	All agreed a workshop (noted in 5.2) would be particularly useful to gain information and give a steer regarding actions to be taken forward from other groups.	

5.0	**Actions on Way Forward**	
5.1	The group agreed the best way forward was to complete actions arising from this meeting.	
5.2	**Moray Passenger Forum (Lhanbryde)** Stephen Cooper – questioned whether information regarding the Rural Bus Forum had been communicated back to this group. Anita Milne confirmed it had and the idea of the Directory had been well received. Stephen Cooper also queried the timescale for the next meeting. Fiona Rolt noted it was likely that there would be a Working Group Meeting in the next 3 – 4 weeks. With that in mind Stephen Cooper proposed a Passenger Forum event in the Autumn to launch the Directory. He noted the need to fuel groups with actions to be undertaken by themselves otherwise the Rural Bus Forum would be shortlived.	
	Anita Milne confirmed she was looking at transportation needs of client groups within 3rd Sector Organisations. Stephen Cooper noted this was a good opportunity given the integration of Health and Social Care. Sheila Fletcher noted the developing gap (in Highland) between what was provided by public transport and the NHS. Chris Hall said that this issue was growing in Moray. Gillian McGarthland noted there were too many transport groups and there was a need to amalgamate resources.	
	Stephen Cooper requested that Fiona Rolt put together a remit for another event, to be circulated then a decision could be made about items for discussion at the next meeting.	**FR**
	Gillian McGarthland suggested using guest speakers e.g. HTAP	
	Sheila Fletcher considered the Access Panel, Scottish Disability Forum and HITRANS.	
	Gillian McGarthland noted the ongoing problem of providing transport for short notice appointments	
	Anita Milne highlighted the tightening up of issuing of Blue Badges.	
5.3	Fabio Villani considered appointing someone to link groups and better utilize transport was the way forward.	
5.4	Chris Hall noted a new BALL group had been set up in Rothes and no one had approached the Moray Council with regard to transport. He stated that Transport should be involved from the beginning and this would help alleviate the problem of groups failing and services being cut.	

6.0	**AOCB**	
6.1	None.	
7.0	**Next Meeting**	
7.1	All agreed the next meeting should be scheduled for early June preferably before the 9th to accommodate holidays. Lorna Davidson to arrange.	**LD**