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Welcome to SDEF Access Panel Conference
on MV Hjaltland, Aberdeen
Friday 26 May 2017

James Linklater: Welcome to the Scottish Disability Equality Forum Access Panel conference on MV Hjaltland. We are going to have lunch first and then begin.

Comfort facilities at the top of the stairs. Smokers will have to wait! Or go outside. Please enjoy the day and contact us if you have any problems.

Ian Buchanan: Thank you for coming to the 2017 Access Panel conference. I'm Ian Buchannan, Access Engagement Officer for Scottish Disability Equality Forum. We have moved a couple of things around today as it makes sense to have an overview of NorthLink Ferries. Then we have Ryan from Euan's Guide then Iain Smith from Inclusion Scotland. Thank you all for coming. It was a long way for lots of you. There was feedback about why we are having it in Aberdeen, we wanted to make it fair for everyone across Scotland as the network is Scotland wide and has to be accessible for all. Now over to James for a short talk on NorthLink Ferries.

James Linklater: Thanks Ian, a small warning, we have had some IT issues this morning, and the contrast on some slides might not be the best. We have sorted that out.

[See slide/other screen] NorthLink Ferries an overview.

What do we do? We are the company that provides the connections to Orkney and Shetland, the contract having been awarded by the Scottish Government. We are in the last year of the contract, which finishes in April next year. We have five vessels, three passenger vessels, [See slide/other screen]. And we have two freight vessels, [See slide/other screen]. With

these five vessels we operate from five different ports, Aberdeen, Kirkwall, Scrabster, Stromness and Lerwick. Our service covers passengers, freight and livestock service. My colleague looks after all the animals and freight, as Orkney and Shetland have a large number of animals being transported every year. It's not all about people. We have other people and animals and things to consider too.

Last year, 2016, we had 2,300 passengers. Both Aberdeen to Shetland is a daily service, and on certain days we go in past Kirkwall. There's a daily service, and peak times we go into Kirkwall. This ship has a sister ship, exactly the same, operating on this route. These vessels are 125m length. [See slide/other screen] for details.

These vessels within a year will travel 3 and a half times round the world, with all the mileage we put in. The vessel we are on today has a Norse name.

The shorter route is MV Hamnavoe. Her journey from Stromness takes 90 minutes.

We have a unique selling point, that is we are the only ferry route which passes the old man of Hoy.

[See slide/other screen]

Ports - [See slide/other screen], the ferry port in Aberdeen is in the heart of the city, which works well for travellers using rail or buses, and we work to increase the integration so people have as many options as possible. We have introduced with Stagecoach a bus service to the airport, although it took years to get that service.

The picture here [See slide/other screen] is a port, at night time, the vessel leaves Aberdeen at 5pm to Kirkwall, or 7pm to Lerwick and we would leave here at 5pm and get into Kirkwall at 2300 and take freight and passengers off, reload and be leaving at 2345 to arrive in Lerwick at 0730.

This picture [See slide/other screen] shows Lerwick port. The service works on a daily basis with a sailing to Aberdeen. Sometimes that's via Kirkwall. We try to work with transport providers in the Shetland islands.

We are working on the ferry crossing to improve services, working with Caithness transport, and we have had meetings with the Access Panel too, as we don't believe the provision to Scrabster is good enough. It's mainly coach travel, and not many buses, so we are trying to change things.

Collaboration - we try where possible to have events such as this to engage with groups and with this being a transport Scotland contract, in collaboration with Scottish Government, both myself and the other customer manager sit on a steering group and we are in the initial stages of that. Peter and I both sit on the training sub group as this is an area where we would like to see some better direction and training scheme from Scottish Government that everybody would look to achieve through their business. We work with Transport Scotland on the accessibility fund which is in the second year, and we have made a successful application to that.

Caithness Access Panel - we engage with all Access Panels and have invited them on board the vessels as a continuous thing, we are well aware that improvements need to be made, and want to hear from people about how you feel we are doing.

In May 2015 we held a conference on board the vessel (SATA) as it's all about collaboration to learn how we could improve services.

In Aberdeen we have worked closely with Forfar dog training centre and have regular visits with the dogs in training to give them a different environment for their training as this environment is quite different, with steep stair wells etc, we have been doing that for a year and it's going really well. Also we have introduced a fundraising pack and we hope to see funds coming from that.

Local economic benefits - we know that we provide a lifeline ferry service and need to put as much back into the community as possible. We purchase all our products within 50 miles of our ports, buying as much as possible from the nearby areas, spending £6m into the local economy. We work with social enterprise companies too and have had good results with them. They provide us with all the products we need for cabins and we also sell products on board in the shops.

We work with Blindcraft in Aberdeen; they provide our mattresses, and we are going through a program of development with them, and they will have provided 600 mattresses that they have made.

Another local organisation provides us with all our fruit and veg and another company nearby helps with our marketing material. There will be a lot of marketing materials produced by them and taken to the next conference.

We employ 240 people on our vessels and most of them are locally based, and we are proud of that fact. I'm an Orkney boy myself, and we like people to understand what the service is about, so having local people helps with that.

We have a large contract and there's a lot of money in the contract. We understand we have a social responsibility to give back to the island Communities so we have a sponsorship scheme offering discounted travel to certain groups, like the blind organisations and autism company. There is one company who help with people with learning disabilities, and we also offer travel vouchers for people who want to do fundraising. We try to give people good high value prizes which they can raffle off. Disability Shetland, SNAP, Alzheimer's Scotland and other organisations have benefited from that. If there are any groups you want to take to the islands, we would love to hear from you. Go to our website and have a look, for sponsorship information, and if there's something we can help with, let us know.

One thing we have done recently is we have tried to improve accessibility on board and within the shore side areas, so having done that we are keen

to get people travelling. There's a huge market out there and we have publications with adverts trying to explain what we do and that we are accessible - although there is always room for improvement. Hopefully we will get useful feedback from you.

On the two larger ships there are 117 cabins, four of which are accessible. If time allows we will have a look at them later, but these cabins have been designed to meet the needs of the majority of people, some have lifting facilities, and all have tea and coffee facilities. We hope they meet with the requirements but we are always looking for feedback so we know what people are feeling about them.

On the back of the Transport Scotland funding, we have managed to make a few changes, and have introduced portable hearing loops in many areas, and have upgraded the lifts. We have tactile and Braille buttons there now. There is signage all across the vessels, and the cabin door numbers which didn't use to have this, now that should make a difference across the vessel. Feedback on that would be helpful.

There should be good wheelchair access here. What we have done on certain vessels should make a difference. There are accessible showers for people who don't have cabins, and I'm sure when you have a look around there will be comments on that. We also used funding for nine additional wheelchairs so people don't have to wait too long when these are required. We had feedback that we could do with increased grab rails, so we have introduced these.

We introduced a Google street view tour to encourage people to look on the vessel to give them confidence that they could manage on board. The feedback has been very good.

Unfortunately this picture doesn't show as well as I hoped, but when I spoke about Scrabster, this gives a before and after picture of what we have done in the transport building. That has made a difference for people.

Thank you for listening to me. I look forward to continuing our relationship and improving customer service, which is a key thing for us. We are open and want to engage, and there is no such thing as bad feedback. We hope to improve our service for everybody.

Thank you.

Ian Buchanan: Any questions?

New Speaker: How many people have disabilities within your employment base?

James Linklater: I don't have that figure, I'm sorry. I'm not sure about that at all. Within the employment base, what percentage would have disabilities? I'm really not sure, but that is something we can get back to you on.

New Speaker: You spoke about Transport Scotland and the service. Do you have legal duties regarding disabilities?

James Linklater: The details of the contract - we have an obligation to adhere to the Equality Act but the government actually stipulates within the contract - I'm unsure but as a company we would always adhere to every obligation and to go above and beyond. So that's why we are compliant, but we want to be better than that, and offer the best possible service for all travellers. It's not about compliance, but the next level up.

New Speaker: The second question is about doing an evaluation of customer service. How many people have disabilities and so on. Do you have information on that?

James Linklater: I don't have that figure at the moment. We work with a booking system for travel and the information we get from that booking system is limited. We hope to have a customer relationship module

attached to that so we can delve deeper into the customer profile and see what the exact figures are of people with disabilities travelling. Then we would look to see how we look after those people and encourage more. We are a business and know there's a market there waiting to be tapped into. We are keen to look at things like this as part of our process, so we can tie that into the system we have and use that information to have a clearer picture of where we are.

Ian Buchanan: Let's leave the rest of the questions to the end. Thank you James.

Our next speaker is Ryan from Euan's Guide.

Ryan MacDonald: Thank you for the introduction and the chance to come and speak to the group. I was worried about following James with his Orkney accent. Bear with me. As you can see on the screen I'm Ryan MacDonald the Ambassador network manager at Euan's Guide. I joined Euan's Guide after a career in housing. I'm passionate about accessibility. For those who have not hear about Euan's Guide, this was set up by two people, Euan and his sister. Euan has motor neurons disease and uses a power chair, obviously accessibility is important to him and they quickly found that going to venues and events for the first time, there were always problems with access, and that was very frustrating and impacted on their enjoyment. So they came up with a list in Edinburgh and the local area which they shared with people who wanted information about accessibility. There are lots of people who need to have this, so they know where they can go which is accessible, and they wanted to share this information to encourage people to try new places. That's how Euan's Guide was created. Unfortunately we are not able to watch the video that I brought today, so my presentation will be shorter. This slide shows Euan in his power chair. I can't say how passionate the family are about driving this forward. This has been needed for many years, and I know others who have spoken about doing this.

One of the biggest questions is who does the reviews. The assumption is that Euan travels around the UK, but there are now over 6000 venues which have been reviewed and are now in the guide. It's everyday people who do the reviews. The message from these people is that anyone can do it. Anybody who goes to venues and want to be able to tell others how accessible these places were for them can do so. You don't have to be an expert; it's just about sharing your experience when you visit places. It's like Trip Advisor for people with disabilities.

I only joined Euan's Guide in February, although I have been a reviewer since the launch in 2013 at the Scottish Parliament. For me I love being able to say to people in venues and restaurants that their service has been good. And I tell them I will say so in the guide. I want to enjoy the experience in the same way everyone else does. A local cafe for instance might have done a lot to make their place accessible, so some feedback to them is appreciated. That type of feedback is what will keep things accessible and make them maintain the platform because it's beneficial and encourages others to go. The reviews work both ways. You can all register and leave a review of this venue today, which will encourage others to come and use the ferries too. You can look at the site and see restaurants in Aberdeen. If you are going to Wimbledon, you can look to see the best place to park. And if you are visiting a hotel, that is helpful too. Bobby Park from Glasgow Access Panel does a lot of work with hotels, trying to find somewhere that is accessible for wheelchair users.

Can we move to the next slide? The next section shows how you can all get involved. Look at the website to find places where you would like to go to, and see what kind of reviews have been given. You can also share places you have been, and review places. Somebody with a visual impairment might leave feedback for those with a similar disability, and there are numerous reviews for different places. The Access Panels constantly speak to people who are passionate about access.

We recently went and based ourselves in a business centre, and gave advice on how people found the experience of going through the door for

the first time. For instance, a young disabled lady who is trying to do her own shopping in that area. The Access Panels can help people in this way. And you can put your reviews onto Euan's Guide - we would love you all to get in touch. There are leaflets there to take away. I also have a box of business cards. I realise we need to leave here sharply, so do pick up the information and get in touch if you need any more advice.

Lastly, thank you for inviting me. I said at the start, I worked in housing for many years, and lately it was accessible housing. It can be a difficult task, and we are now looking into this more with the local authorities. It's fantastic to be in a room where everybody is singing from the same hymn sheet. Thank you.

Ian Buchanan: Briefly, Any questions?

Now we are moving to Iain Smith from Inclusion Scotland.

Iain Smith: Inclusion Scotland.

Good afternoon everyone.

[see slides]

I'm Local policy and parliamentary team manager at Inclusion Scotland.

I want to tell you about us and the project we are running in the Highland area. We are a national network of disabled people, their organisations and allies. Scottish Disability Equality Forum and national organisations like Self Directed Support and Glasgow Disability Alliance and smaller organisations including Access Panels are members of Inclusion Scotland. We are run by disabled people and our board is made up of disabled people, and we support the social model of disability and independent living and a human rights-based approach. We are a key Scottish Government disability stakeholder, and work with other organisations including Scottish Disability Equality Forum. What we do is provide accessible information about various things like social security benefits, and we run lots of events with and for disabled people to support their organisations and help them develop. We do policy work like making responses to Scottish Government consultations and we also have evidence which is provided to Scottish

Government committees.

We help to highlight the priorities of disabled people being elected to these committees. We serve disabled people on disabled groups that the Scottish Government runs.

We are gradually moving away from just representing disabled people to get them actually involved and into public life such as on public bodies.

We have the independent living in Scotland project, which does some think tank stuff and tries to pick up some of the bigger issues, such as accessible housing and justice.

Employability and civic participation - including access to elected office fund. This helps to provide funding for people for election to public office and the local elections. We provided a scooter for a candidate with mobility issues. We feel this has been a successful first pilot and that it will continue.

UNCRPD - we help to promote the rights of disabled people and lead the civic response which is being reviewed by the committee and has the UK government response to it. We hope to continue this in the united nations in August.

We manage disability research on independent living and learning too.

Social security is a big area and there are currently various new schemes. In autumn there will be a big consultation with regard to adults with incapacity and mental health.

The big area now is empowerment and participation.

There are additional barriers faced by disabled people and unless these are addressed many people will be unable to take part. The Scottish Government says local people should be more involved but without removing the barriers people will not be more included.

[see slide]

We set up the Highlands project, based in Dingwall and focussing on the barriers to civic participation. We are doing this to build on existing networks and work with local Access Panels and organisations to develop the networks. We are doing this by identifying gaps in our knowledge and looking at the processes and structures, and barriers preventing participation. The barriers are different in various areas, so we want to identify the solutions to this so people can be involved in the decision making process.

There will be representatives from Access Panels in the Highlands. There are various capacity building events which will take place in Wick, Fort William and Inverness, and you can find out more about this and the survey. <http://mailchi.mp/b94d51d4ce23/inclusion-scotland-highland-survey-getting-our-voices-heard>

[see slide]

We are taking this approach because - society is disabling people with physical, economic, attitudinal and social barriers, which we want to address. We have to look at the civic barriers first, so we can then proceed to more inclusion.

The capacity building events will be analysed and we will look at the survey responses and sharing the findings with disabled people through our newsletters and events. Then we will discuss what happens next with the advisory group. Then we will take the findings forward.

That's all I have to say. I will be available later for questions. Thank you for listening.

We also have information leaflets about Inclusion Scotland.

Ian Buchanan: Thank you Iain. Moving on, Dean Eales from Disabled Go will do a speech then we will have tea and coffee before the Access Panel update when we will pass the microphones around and share information

on our progress around the country.

We will try to keep to the agenda. Now to Dean from Disabled Go.

Dean Eales: Good afternoon. Thanks for inviting me today. You may not have heard about Disabled Go so I thought I would give a brief overview on how we started and the work we do across Scotland. There will be a brief look at the website, as our service is mainly online. Then we will look at how we can work with the Access Panels and do some joint work.

I have been with Disabled Go for about five years. As an organisation we have been going since 2000, founded by Dr Gregory Burt. He spent years in hospital when growing up and then had to use a wheelchair. When he came out he thought that it would be easy to find information on disability access. He found that it was not the case. There was no information out there, and he didn't have friends to talk to about it, so decided to do something, and came up with the idea of Disabled Go, where researchers go out to venues and services and collect factual information to be published online. The main difficulty was that Gregory knew what he needed to know, but he didn't know about things like dementia, or sensory impairment. He wanted to create a pan-disability resource, and spent years researching to come up with a template of questions and tick boxes and measurements that anybody could go and ask in a venue and that would be published on line.

In terms of what we do now - after 17 years the service has grown and changed. All the venues are visited and assessed in person by a local surveyor or member of the Disabled Go team. We collect lots of access information with our surveys, and the information collected is the same everywhere. We work all over the UK.

We run engagement events, which we do with Access Panels. This is because from our point of view this work will never be complete; there will always be some more information to collect. There's a big push around dementia at the moment, and recently that's what we have been focusing

on, so the reason we run these events, is so that people can find out what they need to know before visiting a place.

We cover the whole of the UK, about 15000 venues in Scotland, with local authorities and universities, and further education colleges. We provide access information about big private organisations, such as M&S. If you click on their website you will see that access information. In Scotland we have started working with the forestry commission too, and have just launched a partnership with Visit Lanarkshire, and we are about to launch a complete guide to the University of Edinburgh to go live in September.

We also run work experience sessions, and the idea of these is to provide work experience for anybody that might struggle to find employment or finds themselves isolated from employment. We run this for a day, with classroom based work in the morning, and later there's an opportunity to go out and assess venues using the Disabled Go template for the users' guide too.

From our perspective, we could run this jointly with Access Panels if that would be of interest. Of those taking part in work experience, members of the Access Panel would not get too much out of this project, as it's for people without much experience in the field. We are always looking for regional surveyors in Scotland, so if that is of interest, do let us know.

The website doesn't look like this [See slide/other screen]. It's disabled go.com. We partnered with a team and we have different accessibility choices on the website, including other languages. If anybody looks at the website and see something that you think needs changed, this is a good time to let us know. We are in the process of redesigning the website so if you see anything, please let us know. We are also launching an app.

In terms of displaying information, you go to the home page and search for leisure centres, for instance. If you know what you are looking for it should be easy to find. If you bring up leisure centres, you can then refine results,

and see pictures of the venue and various symbols based on the information our researchers have collected. You can filter your requirements by clicking on these, such as accessible toilets and the hearing loop. I've updated the results in the website, and have got rid of those that don't have those features.

From our point of view we have found the devil is in the detail of empowering people to go out and find something new. We try to provide as much information as possible. The access guide is split into different sections, and is like a journey to the venue. It includes parking. The pictures can help people with anxiety about visiting venues. In the parking section we measure parking bays, the surfaces, the distances to the entrance etc. Then once inside we look at lighting levels, hearing loop, signage, different formats. We also look at training of staff, floor patterns and reflective surfaces, as we have been told by dementia organisations that this type of information is useful to them.

Based on the feedback we have received, the most important section seems to be accessible toilets. Within an accessible toilet there could be 200 lines of information, but each line has been given to us by a different organisation. Things like the key to the door, the features and dimensions of the toilet, the height, depth etc. Fixtures and fittings, looking at soap dispenser, toilet, mirror, pull cord, etc. Quite often we find the cords tied up rather than reaching to the floor. Lighting levels is also included.

In terms of how to work together more closely from my point of view it's about promotion and ensuring people know we can help with all our information, so it's about working together and promoting our services strategically. We run engagement events, so we could run them with local access panels to help spread the message. Joint events would help. We have launched a project in partnership with Warrington disability partnership. Disabled Go did some of the surveying and those at the disability partnership did the rest.

The one thing we don't do, but we are asked about is access audits. I think it would be a good idea moving forward for us to have the contact details of

all the Access Panels, so we can refer on to you to take on that bit of work. On our redesigned website we will have separate pages where organisations can be promoted. We would promote all of your services, and help push that out to our users. We have a Disabled Go blog too, so if you have any work in any area you want to promote, send us the information and we will publish it. We have started promotional leaflets, and thought we could do a joint leaflet or poster, with the local Access Panel. We have a marketing team, and we could do that and sign it off at no cost to the Access Panel.

That's all I have to say. My details are on the screen, and I will be available if you want to ask anything.

Ian Buchanan: I think the very helpful NorthLink crew are coming round with teas and coffees. If we could aim to be back at 1.30pm then we can do questions.

Thanks.

Let's start going back to our seats.

Ian Buchanan: So now we are going to have a quick Access Panel update.

West Lothian are here. Central Aberdeen. And Skye and Lochalsh.

I thought we could share what we have been doing and let everyone know what you have planned for the next few months.

First Gordon from West Lothian disability Access Panel.

Gordon Mungal: - I'm the chair of the Access Panel and I have given Ian a fact sheet which tells us what we have been doing over the past few months. We have been working closely with the council on improving their job club scheme. They found a funding source there, so we are involved in telling them what to do and what not to do.

We also have been making sure the flats and bungalows are accessible for

everyone.

Addiewell prison - we went and talked to the equality officer about issues to do with staffing, if they have a disabled person they have difficulty getting about the prison. We have done a disability awareness raising session with the staff and we have been asked to go back and look at the public areas.

Ian Buchanan: Thanks Gordon.

New Speaker: Skye and Lochalsh. We are a small Access Panel with only about ten members. We focus on working with the planning department and giving advice to small businesses about accessibility. We get lots of people coming to ask for advice and we have been involved with the Church of Scotland to review their churches and we are also involved in the planning and design of the new hospital to be built on Skye. We also get involved with the ferries too. The Bank of Scotland has recently closed the only accessible bank, so the only bank left is up some steps which is not acceptable as the ramp they have put in has two right turns. We have some accessible material published and we are encouraging people to join the Access Panel. Also to make the community aware of the work we do. We have members of the public coming to ask us to visit places which are inaccessible and where they have been treated unfairly. And the schools want us to go and talk about disability with the children.

New Speaker: Mike from Midlothian Access Panel - we only have four in Midlothian at the moment, but we have been looking at creating an access guide to retail premises, and not so much recreational things like Euan's Guide specialises in but things like where there is a locksmith in Bonnyrigg and where there is a cobbler's in Midlothian.

We have had a kind of access guide printed in Ayrshire some time ago and we have taken some ideas from the Tweeddale guide and it's now entirely web based, so I'm not going to get anything else printed. That's what we have been doing.

New Speaker: Mary - Cumnock and Doon Valley AP - we are very much involved as Prince Charles loves our area. We are involved in the town centre refurbishment as the company put in a whole lot of poles and things which were not accessible and it was ridiculous. We have lost our Kilmarnock panel, so we are trying to figure out how things will proceed as that's a large area and we are only a small part of East Ayrshire, but we have meetings with the council and cover lots of things, roads, houses, streets, inaccessible old buildings, where they have lots to do. Most are doing it. There are two large housing developments being built. We don't know where everyone is going to go, but that's Prince Charles once again! We are doing an awareness day to get children to understand about disabilities that their families might have, so the local headmaster is very good at working with us. That's our report. Thanks.

New Speaker: Stan Flett – Bon Accord AP.

Those who listen to the early morning radio hear the road reports and quite often hear about the road from Inverness into Aberdeen. For a long time there's been work going on in the planning of this road. The Access Panel chair and myself have been meeting with Jacobs who will construct the new road and have been involved in the planning of traffic signals, tactile surfaces, crossings etc. and that's coming to fruition in the next few months, so we might see diggers and bulldozers moving into place. That will be fun as people have to be rehoused!

We are also looking at the kerbs for buses. At bus stops there are raised kerbs and I have discovered there are several which are crumbling and obviously this is dangerous for some people and accidents can happen. We are quite new to Access Panel work, but we are making inroads into a few things. Too many to mention here, like the transport routes which are not accessible for those with disabilities and we have been the Scottish Accessible Transport Alliance who are trying to get modifications. Things overlap from one organisation to the other, but they are still Access Panels.

New Speaker: Perth & Kinross AP. We have been working with stagecoach regarding the issues and have money from the council to

extend into Crieff. [missed information] Yesterday they went out to audit the advertising boards in the high street and fed that back to the council. They are also working on streets and council buildings. (Perthshire)

New Speaker: Alison Duncan - Central Aberdeenshire Access Panel. We have been looking at lots of plans to see how they all work out. I've been approached from members of the public who wish to help out. On our agenda is the new Inverurie Academy and the town centre community centre. Theory is one thing but practice is another. We are just working away like everybody else on these things, not just physical access but hearing loops, visual impairment etc.

New Speaker: Rob from Inverness Access Panel. - I'm visually impaired and I try to help the panel in matters of access in the street environment. One thing we have been lucky to get completion on is that in the city centre fifteen crossings were not accessible at all, no bleeping or cones, but we have managed to get 15 of them upgraded. This has persisted for a long time and it's only through lobbying the council that we have managed to get this pushed through. Currently as well as the usual non-descript type of work on planning applications that we get involved with, one of the key issues is with a street charter for the whole of Inverness with RNIB and the council. That's the 6 point policy document that RNIB have highlighted including accessible crossings, street furniture, and all these impediments to getting around the city centres.

Also quite popular is to find balance between these permanent street art schemes which pose obstacles and take up valuable public streets. They are very nice but they seem to just land there with no planning consent or consultation with disability groups and we find toadstool seats along footpaths and have to challenge and find a solution to these obstacles. Also there's an increasing number of developers wanting to provide access for wheelchair users, yet they plonk obstacles in the accessible footpaths. This is something we are trying to look at, so they are provided in the existing door space rather than the public domain. That's our special work at the

moment. Thanks.

Ian Buchanan: Thanks. So we are almost at the end. I put something on the agenda for questions but this is a working vessel due to go to Shetland, so we need to get off quite quickly.

Thank you all for coming today. It was a bit of a journey for some, but we appreciate you all coming. We will have a transcript coming to you all from today. Thank you to James and the team at Northlink, the work going on behind the scenes for today was fantastic.

It was great to get all your information from the Access Panels and there's nothing else like this in the UK. The devotion you all show to access auditing buildings and carrying out other access audit work is fantastic. So give yourselves a round of applause too. Thank you all for coming. Any questions, get me at the end. Or you will all go to Shetland!

End