

Board and Operational Managers Strategic Questions



Train the Trainer
Bus and Coach Modules

Board and Operational Managers Strategic Questions

This module is specifically for **bus and coach board and operational managers**. It can be used alone as a board discussion tool or as part of a broader package of briefing/training, for example in conjunction with the core module **What is Disability?**, to demonstrate the breadth of the term and number of people affected, and the bus and coach module **Rights and Duties**.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 60–125 minutes.

Learning Objectives

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Facilitating discussion of a range of strategic questions about disability and bus and/or coach travel

Guidance to Accompany Slides

Focus on Barriers

Suggested timings: 10–20 minutes

Purpose: To suggest to board and operational managers that their approach should be to **consider what barriers exist to bus and coach passengers** being able to travel safely and with independence and dignity, and to keep constantly under review opportunities to remove or mitigate against those barriers.

Depending on numbers, this can be a whole-group discussion or in smaller groups and then whole-group discussion.

Discussion

Suggested timings: 10–20 minutes

Purpose: To **generate discussion** among delegates about why inclusive services matter to the business, to disabled people and to society at large.

Depending on numbers, this can be a whole-group discussion or in smaller groups and then whole-group discussion.

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For the business, there are legal, business and reputational benefits. For disabled people, independent travel underpins education, employment and access to services. For society at large, everyone benefits if disabled people are able to be mobile, to participate and to maintain their physical and mental health.

Wheelchair Space

Suggested timings: 10–20 minutes

Purpose: To review legislation determining priority for **wheelchair spaces** on buses and coaches and how issues are managed operationally.

It is common for a wheelchair user to find that the wheelchair space on a bus or coach has been blocked with other passengers' baggage, pushchairs or bikes.

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This can lead to difficult and sometimes confrontational exchanges between the wheelchair user and the passengers who are causing the problem.

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Case law has clarified that a wheelchair user should be given priority for a designated wheelchair space over other passengers. The discussion can usefully focus on issues such as clarity of policy and communications with the travelling public and staff, and staff training, particularly driver training.

Mobility Scooters

Suggested timings: 10–20 minutes

Purpose: To **consider policies on the carriage of different sizes and weights of mobility scooter** and other mobility aids and how issues are managed operationally.

Use this slide to explore the policy on the carriage of mobility scooters and other mobility aids for mobility-impaired people. Is the policy clear for staff, particularly drivers, and is it made clear to passengers?

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Use the point about different policies to build empathy with, and insight into disabled passengers' experiences.

Audio-visual Announcements

Suggested timings: 10–15 minutes

Purpose: To **consider how services can overcome barriers** for people with sight or hearing impairments.

Use this slide to explore current provision of audio-visual announcements where they exist and/or future plans or additional measures or alternatives during journeys.

Staff Training

Suggested timings: 5–10 minutes

Purpose: To **generate discussion** among delegates about training needs in relation to disabled passengers.

You may wish to supplement this discussion with specific training needs analysis data or draw on service data, complaints and other evidence of service performance.

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Depending on numbers, this can be a whole-group discussion or in smaller groups and then whole-group discussion.

Your Role

Suggested timings: 5–20 minutes

Purpose: Summarises the role and responsibilities
of board and operational managers.

You can use it as a summary slide, or to encourage discussion about current levels of delegate knowledge on disability law and good practice, confidence that policies and practices are compliant, and staff understanding of how to comply with the law and provide a good level of service to disabled people.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport