

Board and Operational Managers Strategic Questions



Focus on Barriers

Safe, accessible travel should be a right for every passenger.

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Historical infrastructure barriers have prevented some people from travelling.

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As this changes, it's crucial that attitudes, policies and environments are inclusive.

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A focus on barriers, removing them and providing information and assistance to reduce any residual difficulties should create a positive culture where the right to travel is clearly respected.

Discussion

What are the benefits of inclusive services to your company, both to disabled people and to society at large?

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What does leadership on disability equality in the sector mean?

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How can the lived experiences of disabled passengers inform strategy, policy and service delivery?

Wheelchair Space

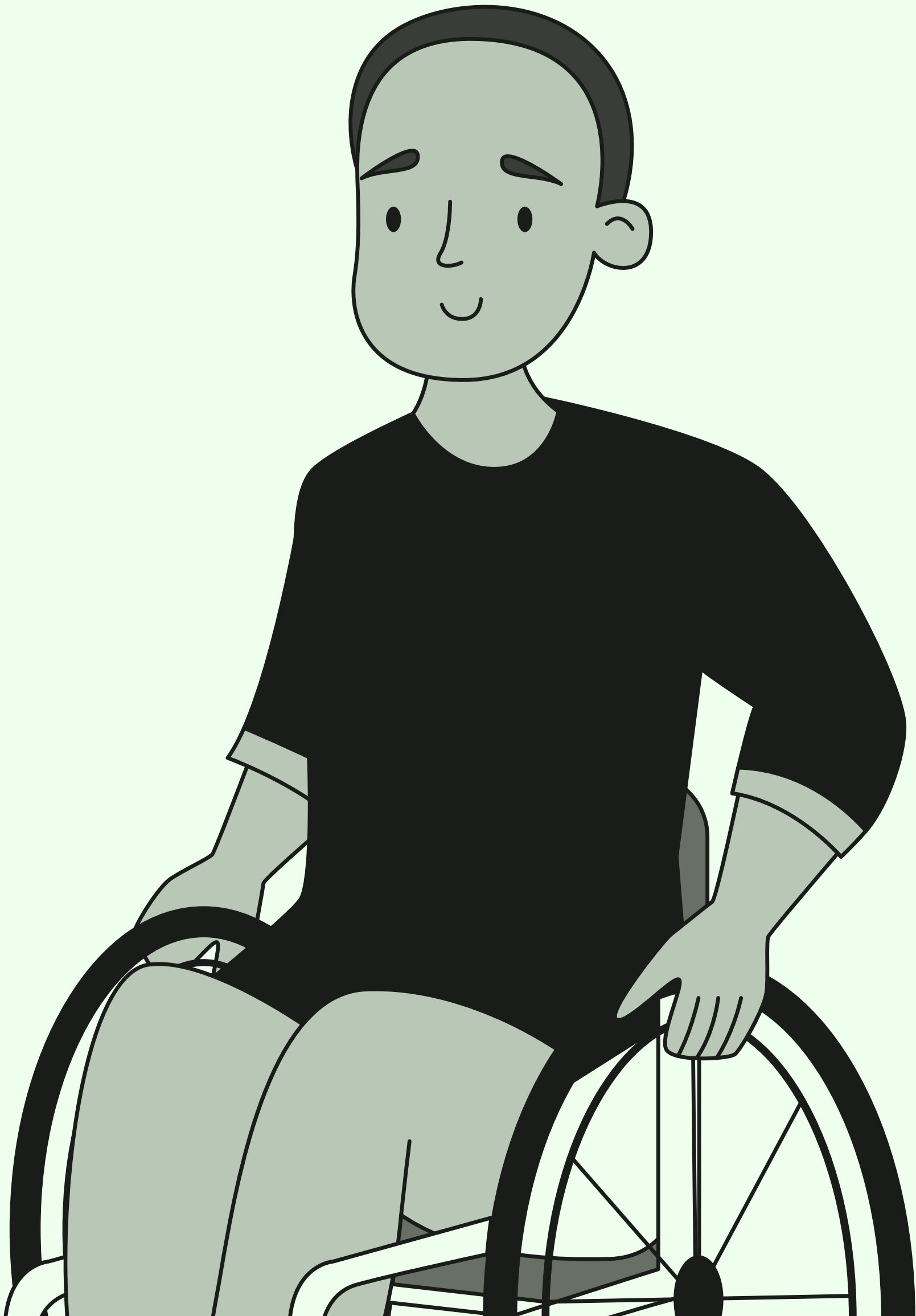
Who has the right to the space?

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Is the policy clear to staff
and passengers?

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Are on-board staff clear about how
they should manage this situation
on the journey?



Mobility Scooters

Are you clear about the policy for the carriage of mobility scooters and other aids?

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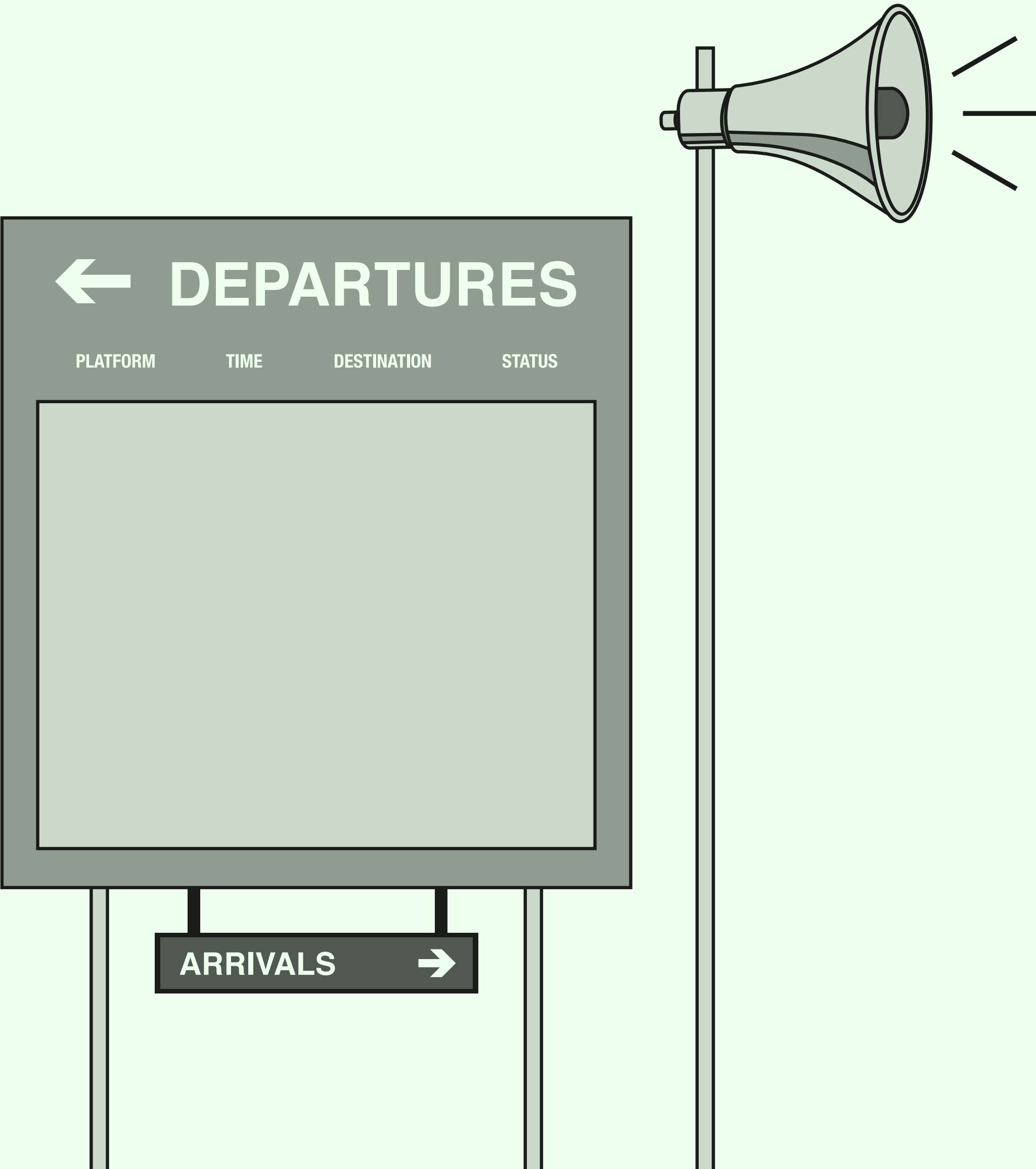
Is your policy in line with that of other bus and coach operators? What are the consequences for scooter users if they are not?



Audio-visual Announcements

What are the benefits for passengers and for your company of offering additional information during journeys?
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Is audio-visual information feasible on any of your routes?



Staff Training

Are staff sufficiently aware of the fact that many impairments and health conditions won't be visible or obvious?

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Do they know **how to ask** whether passengers need assistance and **how to assist** people with a range of invisible conditions, including pain, fatigue, anxiety and confusion?

Your Role

Understand and **comply** with the law.

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Recognise the potential for all forms of **discrimination**, including the failure to make reasonable adjustments, and work to prevent it.

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Ensure that your **operational practices** are **compliant** both with laws and best practice.

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Ensure that **all your staff** – at every level and in every capacity – are aware of, **trained** in and supported in delivering the best possible service to disabled people.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport