Board and Operational Managers

Strategic Questions

Train the Trainer
Maritime Modules

REAL
REAL Passenger REAL Person

Department for Transport

Board and Operational Managers

Strategic Questions

This module is specifically for maritime board and operational managers. It can be used alone as a board discussion tool or as part of a broader package of briefing or 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 maritime module **Rights and Duties**.

Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 55–105 minutes.

Learning Objectives

1. Facilitating discussion of a range of strategic questions about disability and maritime travel

Guidance to Accompany Slides

Focus on Barriers

Suggested timings: 5–10 minutes

Purpose: Encourage delegates to **consider the range of barriers** that maritime travel may present to disabled people and people with reduced mobility (PRMs).

You can begin this discussion with physical access issues for a wheelchair user and then broaden the discussion to other types of barrier faced by different groups of passengers. You can encourage delegates to think about a passenger's journey and to identify different types of barrier that different people might face. Once the barrier has been identified, it is important to consider how it can be removed or mitigated, including through the provision of practical staff assistance.

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

Quiet Spaces

Suggested timings: 5–10 minutes

Purpose: To **generate discussion** among delegates about how people with less visible conditions can be supported to enjoy a safe, independent and comfortable journey.

You can begin by asking delegates to consider how a journey might be experienced by a passenger with an autism-spectrum condition and how the crowds, noise and waiting for services to depart could create sensory overload, anxiety and distress.

Noisy places can make travelling difficult for some passengers.

While noise cannot be avoided, the impacts can be mitigated by providing quiet rooms or areas in port terminals and on board ships.

Operators should consider if and where they can provide quiet places and make these known to passengers.

These facilities may be additionally beneficial to other passengers who prefer a quiet environment to travel in.

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Many major sporting facilities, for example, are installing sensory rooms so that people with autism-spectrum conditions can enjoy viewing from a space with sound baffling and that contains a darker, more tranquil place to retreat to if necessary.

As well as quiet spaces set aside for passengers experiencing these issues, encourage delegates to think about other provision for different groups of disabled people.

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

Discussion

Suggested timings: 10–15 minutes, depending upon delegate numbers

Purpose: Encourage discussion about facilities for disabled passengers and PRMs.

Ask delegates to consider how accessible and inclusive the booking process, signage, information provision, security and parking spaces are and what could be done to improve these.

Most disabled passengers need to contact the ferry terminal about access and facilities before they make the journey. Frequently this information isn't readily available, as the information about a sailing is provided by the ferry operator, whereas the terminal or slipway are owned and operated by other companies.

Ferry operators who are not currently subject to EU 1177/2010 Regulations should clearly indicate how and where this information can be found, if they do not provide it themselves.

Those services covered by EU1177/2010 regulations are obliged to provide information as to access conditions for disabled passengers, which is to be available in accessible formats.

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Terminals that are staffed should have clear signage to the ticket office and facilities. Visually impaired travellers find it difficult to navigate in a new environment and need to focus on a clear landmark to help guide them to their intended point. At unmanned departure points there should be sufficient information in appropriate formats to suit the needs of all disabled travellers. A help point linking to a control centre is recommended.

Staff training is vital and a requirement (EU1177/2010 Annex IV) for all customer-facing staff. This should make them aware of the wide range of disabilities they may come across, and how to provide assistance. This includes not only people with physical disabilities, such as those experiencing mobility challenges, but those with sensory loss, autism-spectrum conditions, learning disabilities, invisible disabilities and long-term illness.

Information on passenger rights is to be made available in accessible formats (EU1177/2010). It is also important to understand that a physical adaptation is not always the only solution to overcome challenges that disabled passengers may face.

Terminals that provide car parking for visitors are subject to one or more overlapping duties under the Equality Act 2010 as an employer, a tenant and/or a service provider. These spaces should meet the required dimensions, be well-signed, near the terminal and be in a well-lit area. With 1 in 5 people declaring themselves as having a disability, there should be adequate provision of spaces for non-wheelchair users and wheelchair users.

Special Assistance

Suggested timings: 10–20 minutes

Purpose: To **generate discussion** among delegates about evidence available on the effectiveness of special assistance services and how this can be improved.

You may wish to supplement this discussion with specific data or other evidence about how effectively special assistance is delivered, including any insight from passengers' experience.

Encourage discussion about how special assistance is perceived by those in the port and the carriers. The late arrival of assistance providers can delay embarkation or prevent crew from leaving vessels that have arrived. Are there ways to improve efficiency?

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

Complaints

Suggested timings: 10–15 minutes

Purpose: To **generate discussion** among delegates about complaints and how services for disabled passengers and PRMs can be improved.

Open a discussion about how well the division of duties works between ports and carriers, travel agents and tour operators and what changes or improvements participants would like to see.

Most passengers assume that the assistance they receive is delivered by the carrier because they have booked assistance along with their tickets. In fact it is delivered by (or under contract to) the terminal operator.

Get the discussion to focus on how to make sure that complaints are properly attributed and investigated.

You may wish to supplement this discussion with specific complaints data.

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

Staff Training

Suggested timings: 10–15 minutes, depending upon delegate numbers

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

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.

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 this 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 and PRMs.

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Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person

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