

Board and Operational Managers Strategic Questions



Focus on Barriers

Department
for Transport

Maritime
Board and Operational Managers
Strategic Questions



Quiet Spaces

What facilities are available to support inclusion for people with autism-spectrum conditions?



Discussion

How confident are you that the following practices enable disabled passengers to travel in as easy, safe and dignified a manner as possible?

.....

Provision of information about access and facilities before booking

.....

Signage to ticket office and facilities

Continued

Information in accessible formats at any unmanned departure points, such as an audio-visual help point linked to a control centre

Any security arrangements delivered in a dignified manner

Parking facilities that are well-signposted, near to the terminal and well-lit, with sufficient disabled badge spaces

Special Assistance

Discussion

How well does the special assistance provider discharge these duties?

.....

What are the pressure points between carriers, travel agents and tour operators and the assistance provider (e.g. delays in meeting incoming vessels)?

.....

How effective are the service level agreements for the prompt and efficient delivery of assistance?

Continued

What changes could be useful?

.....

Is there adequate dialogue between terminal operators and carriers, and travel agents and tour operators on setting the charge?

Complaints

Discussion

How are complaints from disabled people and people with reduced mobility (PRMs) about services at the port or on board handled?

.....

Passengers are often confused about who is responsible for assistance. How do you make sure that the complaint goes to the right area?



Continued

What are the priorities for improvement?
.....

What measures are in place to ensure that
lessons are shared between the terminal operator
and carriers?

Staff Training

Discussion

Are you confident that all those who need training are receiving it?

.....

Are you confident that the training is delivered in an appropriate and timely manner?

.....

Should there be joint training between carrier and terminal staff, and in which case, what should be the focus?

.....

How do you cope with the rapid staff turnover in some areas?

Your Role

Understand and **comply** with the law.

.....

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

.....

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

.....

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