

## FERRIES ACCESSIBILITY FUND

### 1. Background

- 1.1. The Scottish Government’s commitment to equality and inclusiveness extends to our entire transport network, including our ferries.
- 1.2. The Ferries Accessibility Fund was set up in line with a commitment made in “*Scottish Ferry Services: Ferries Plan (2013-2022)*”. This was one of the recommendations made by the Accessibility Sub-Group of the Ferries Review. The Sub-Group’s report noted that the most practical and cost-effective way of enhancing the accessibility of vessels and ports was to address this in the design of new vessels and significant harbour developments. However, the cost of reasonable retrofitting should not be prohibitive and the Accessibility Fund was launched by Scottish Ministers to stimulate and support such works.
- 1.3. The Accessible Travel Framework for Scotland <sup>1</sup> is the national vision and outcomes for accessible travel. It is both an ambition and a commitment on our part to go beyond what the law says we must do, to help ensure we do all we can to make travel more accessible for disabled people. This ambition can only be realised with the involvement of disabled people.

1.3.1. [Scotland’s Accessible Travel Framework Delivery Plan 2019-2020](#) highlights the eight thematic priority areas within this year’s Delivery Plan, taken from the ten year [Accessible Travel Framework](#) which are underpinned by quality improvement methodology in partnership with the Scottish Government’s Improvement Team.

1.3.1.1. The priority areas, most applicable to ferry travel involve.

<p><b>Passenger Assistance –</b> More people with reduced mobility, using public transport who require passenger assistance use trains and ferries.</p>	<p><b>Signs, Wayfinding and Information –</b> Improve wayfinding signage and information.</p>
<p><b>Thistle Assistance –</b> Every disabled person will have access to an effective, national assistance card across all transport modes.</p>	<p><b>Hate Crime –</b> Through a joint approach we implement a national Hate Crime Charter to ensure all citizens can travel free from bullying and harassment on all modes of transport.</p>

- 1.4. The Accessible Travel Framework refers throughout mainly to travel rather than transport because the issues disabled people told us about include more than just getting on or off a bus or a train or a ferry, etc. This involves the transition between ferries and other modes of travel. The issues include accessible travel information, getting to transport, facilities around transport, people's attitudes and going between different modes of transport.

<sup>1</sup> [Scotland’s Accessible Travel Framework](#) National vision and outcomes for accessible travel

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- 1.5. Both the Ferries Accessibility Fund and Accessible Travel Framework will assist a Scotland where "All disabled people can travel with the same freedom, choice, dignity and opportunity as other citizens".
- 1.6. The Accessible Travel Framework has a key project around the development of the [Thistle card](#) <sup>2</sup> or lanyard. In addition to the continued use of a card, an App is being developed in parallel for use by those travelling with both physical and hidden disabilities, identifying type of assistance required. It would be beneficial if this could be promoted and be joined up for use in respect of ferries.
- 1.7. Previous funded projects have included the following :-
- Power assisted or automated doors
  - Height adjustable reception desks
  - Changing Places
  - Accessible signage
  - Apps, e.g. for assisted travel
  - Staff awareness training and sensory packs for hidden disabilities
- 1.8. There are other funding streams available to consider, which may be more applicable. These include schemes operated by Government and Local Authorities; for those controlled via Transport Scotland, details can be found on the [Transport Scotland website](#).
- 1.8.1. Although not exhaustive, below are examples of alternative schemes for consideration; which are currently available.
- [ERDF Low Carbon Travel and Transport Challenge Fund](#) <sup>3</sup>. This to help deliver innovative active travel and low carbon transport hubs as well as paths.
  - Mobility as a Service <sup>4</sup>. A key MaaS concept is to provide people with easy, digital access to travel information so they can be better informed as to the different ways to undertake their journey.

Reference to the specific scheme to identify eligibility, criteria and guidance is required.

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<sup>2</sup> [Scotland's Accessible Travel Framework](#) National vision and outcomes for accessible travel

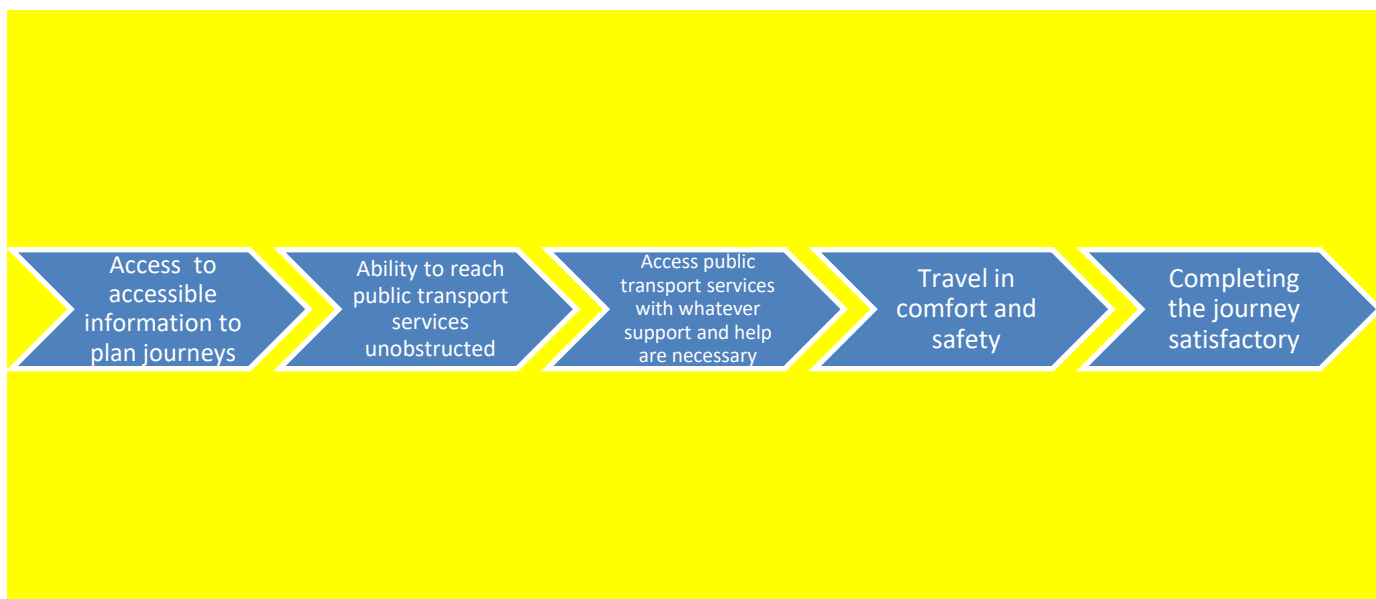
<sup>3</sup> [Thistle Card. Provides a useful means of displaying type of disability and indicating the help required.](#)

<sup>4</sup> [Mobility as a Service. Providing people with better travel information, so they can decide the best way to undertake their journey](#)

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### 2. How will the Fund be managed?

- 2.1. The finances of the Fund will be administered by Transport Scotland.
- 2.2. Decisions on applications will be taken by a Fund Management Group, which will comprise of representatives from Transport Scotland and the Mobility Access Committee for Scotland.
- 2.3. The Mobility and Access Committee for Scotland ([MACS](#))<sup>5</sup> provides advice on matters about the needs of disabled persons in connection with transport.
- 2.4. [MACS issue an annual report](#)<sup>6</sup> which provides background information of how the overall travel experience of disabled people could be enhanced.
  - 2.4.1. People with disabilities should be able undertake door-to-door journeys without barriers.
  - 2.4.2. This has been divided into 5 stages of travel.



### 3. How much money is available?

- 3.1. A sum of £500,000 was made available. After taking account of projects awarded in the previous 4 tranches between 2014 and present, there is a balance of around £160,000 available.

<sup>5</sup> [MACS](#) Mobility and Access Committee for Scotland (MACS)

<sup>6</sup> [MACS Annual Report 2019](#)

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- 3.2. Allocations will be on a match-funding basis. Normally this will 50/50, which gives the opportunity for £1 million overall to be spent on accessibility improvements over the life of the Accessibility Fund.
- 3.3. However, the Fund Management Group will have discretion to consider and approve bids requiring grant of more than 50% of total costs.
- 3.4. Where appropriate, projects covering more than one financial year can be considered.
- 3.5. We would welcome early enquiries and discussion concerning any potential proposals.

### 4. What can money from the Fund be used for?

- 4.1. The purpose of the Fund is to improve the accessibility of ferries and ports and to enhance the ferry travelling experience of disabled people and others facing mobility or access challenges. This includes passengers that have hidden disabilities.
  - 4.1.1. Mobility and Access Committee for Scotland have produced an Accessibility Toolkit for ferry terminals <sup>7</sup>; which you are encouraged to review. This could assist in identifying projects that could be pursued.  
**See Appendix A.**
- 4.2. The Fund is not there to enable a provision to meet the regulatory requirements. The Ferries Accessibility Fund is there to support projects that **go beyond** and enhance the minimum regulatory requirements.
- 4.3. The Fund is not intended for major investments in new vessels or facilities but can support improvements to existing vessels and harbours.
- 4.4. See also the more detailed section on ‘Scope of Applications’ at Section 9.
- 4.5. If the application for funding concerns an improvement that is part of a larger project, then the details and costings included in the Application form should only be elements relevant to the fund. That is: **only** the infrastructure works or services that go beyond minimum regulatory requirements as set out within this guidance pack can be included. However:-
  - 4.5.1. A scope and output of the larger project should be provided.
  - 4.5.2. Alongside this, explain where the application to the Fund fits into the larger project in order to assist accessibility for disabled people and those that have mobility challenges. Detailed costings should be provided. Funding sources for the project should be specified.

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<sup>7</sup> MACS [Improving Accessibility At Ferry Terminals toolkit](#)

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- 4.6. In terms of eligibility, we want this to be as open as possible to include ‘technical’ improvements but also staff training and possibly practical studies (of the type that would lead directly to practical implementation projects).
- 4.7. The Fund can also cover proposals developed in partnership with other transport and infrastructure providers to facilitate integration with other modes and a seamless journey for disabled people (in these instances we would normally expect to see match funding, or non-financial equivalent contributions, from all such partners).
- 4.8. It should not include any applications for retrospective projects.
- 4.9. It is not intended to fund repairs or maintenance.

### 5. Who can apply?

- 5.1. Any ferry or harbour operator providing a service covered by the Ferries Plan can apply to the Fund. This includes local authority ports and ferry services and private sector ports and services. The reference point for eligibility will be the list of ferry routes and the associated ports listed in **Appendix 4 of the Ferries Plan**<sup>8</sup>. However, should this list have overlooked any service otherwise covered by the Ferries Plan then eligibility can be discussed with, and clarified by, Transport Scotland.
- 5.2. In addition, local authorities and regional transport partnerships may wish to lead an application in respect of improvements at eligible ports and services in their area including those for which the authority is not directly responsible.
- 5.3. Applications from other stakeholder organisations such as community groups with an interest in enhancing the experience of disabled persons using ferry services will be considered.
  - 5.3.1. Alternatively, you can consult with the ferry or port operator to submit either a joint application or for them to take forward the proposals.
  - 5.3.2. Advice on who to contact can be given by Transport Scotland as detailed in Section 13.
- 5.4. For avoidance of doubt, the Ferries Plan does not cover services to destinations outside Scotland and so these services and harbours are outside the scope of the Fund.

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<sup>8</sup> [Ferries Plan](#) Details who is eligible to apply.

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### 6. How are applications made to the Fund?

- 6.1. The aim is to have simple but effective procedures for the application and award of grants whilst ensuring value for money and propriety in use of public money.
- 6.2. We are keen to ensure that applications reflect the actual needs of disabled users.
- 6.3. We therefore expect evidence of engagement with Local Access panels, disabled persons organisations, user organisations and/or other relevant groups representative of disabled people. This may highlight areas otherwise overlooked that could enhance the service or overall experience by disabled and other customers or visitors with reduced mobility.
  - 6.3.1. Your application is to include evidence of who and how you have engaged with the relevant organisations / people.
- 6.4. If the project involves adaptations to the environment, the applicant should engage relevant technical or professional advice. This will ensure adherence to best practise and pertinent standards; and form part of the validation process.
- 6.5. The application form is attached at Appendix B.  
**Please complete all relevant fields and submit by Friday 25 October 2019 to:**  
[liam.seaton@transport.gov.scot](mailto:liam.seaton@transport.gov.scot)
- 6.6. If you are not the owner of the service or property of the proposed project; please confirm who the owner is, your relationship and confirmation that permission has been obtained from the owner.
- 6.7. In addition to the Application Form, and subject to the project, you should include photos, drawings/plans. Failure to do so could lead to a potential delay in assessing your proposal.
- 6.8. When drawings are included:
  - 6.8.1. Those supplied at the Application stage can be proposals or impressions.
  - 6.8.2. At the stage of your project being awarded funds in principle, full technical drawings in accordance with relevant regulations must be supplied prior to a grant offer being made.
- 6.9. If the completion of an Access Statement <sup>9</sup> has been, or is required to be, completed as part of the project, then a copy of this should be included with your Application.
  - 6.9.1. The Fund Management Group may also request the completion of an Access Statement if it is required for project evaluation.

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<sup>9</sup> [Access Statement](#) Design and access statements - How to write, read and use them.

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- 6.10. An Equality Impact Assessment (EQIA)<sup>10</sup> of the impact of your proposed project should be completed. You can use your own template or use the example at **Appendix C**.
- 6.10.1. The EQIA is undertaken in accordance with Section 5 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.
- 6.10.2. It is also a requirement of Section 4.0.1 of Scottish Building Standards. Section 11 details applicable legislation.
- 6.11. There is a requirement for 3 quotes to be sought or an explanation of an equivalent or best practice procurement system in place describing how this ensures value for money.
- 6.12. If supplementary information is requested, a response will be required within a specified timescale.
- 6.12.1. If no response is received, including any request to extend this timescale, this will result in the closure of your application.

## 7. Timing

- 7.1. Our outline timetable is as follows:
- 1 October 2019 - formal announcement of the call for proposals
  - **15 November 2019 - deadline for submission of proposals**
  - December 2019 / January 2020 - grant awards
- 7.2. It is planned to issue calls for proposals annually subject to budget.

## 8. Payment of Fund contribution

- 8.1. Once the Fund Management Group have assessed the applications, the nominated contact will be advised of the outcome.
- 8.2. If successful, this will be followed up by a formal Grant Offer Letter.
- 8.3. The appropriate person in organisation should complete, sign and return Grant Acceptance contained within the Grant Offer Letter.
- 8.4. 10% of the grant award will be retained. This will be payable on:-
- 8.4.1. Confirmation of passing any relevant inspections.

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<sup>10</sup> [EQIA](#) Equality And Diversity Impact Assessment Toolkit.

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8.4.2. Receipt of the completed validation of the project (see Section 10).

8.5. To claim funds please submit:-

- Copies of Invoices (PDF versions acceptable)
- Schedule 2 of the Grant Offer Letter

8.6. Staged payments of project costs can be considered on request at the time of Application or award of grant.

8.7. Upon acceptance of the Grant Award, as per para 8.3, you will

8.7.1. Supply Transport Scotland with a quarterly progress report of the project being funded. Details of requirement will be set out in the Grant Award letter.

8.7.2. If staged payments (para 8.6) are applicable, these will be in accordance to the profile as agreed.

## 9. Scope of applications

9.1. We want the Fund to be as beneficial as possible and to avoid the situation where good proposals are not approved because they fall outside a scope that has been too narrowly defined.

9.2. Imaginative or innovative applications are welcomed.

9.3. The only core criteria we have is that bids are for projects that:-

- Go beyond existing legal requirements;
- Will deliver benefits for disabled persons or those with reduced mobility travelling by ferry;
- Are 'one-off' or time-limited – so the Fund cannot pay for permanent staff posts or fare discounts for example.

9.4. However, the following is a list of projects – mainly physical adaptations – most of which were identified during the Ferries Review as improvements that could be made to existing vessels and harbours. Subject to cost, these could therefore be supported through the Fund.

9.4.1. This is not a complete list and is in no particular order and is not exhaustive.



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If you are in any doubt about the eligibility of a project, please contact us to discuss your ideas.

- Increased width of car lanes.
- Lifts allowing access to all passenger decks including external decks.
- Adjustable height dining tables in the cafeteria.
- Space allocated in all passenger lounges for wheelchairs [if not part of Regulatory requirements].
- Disabled or Assisted toilets on passenger decks.
- Changing Place <sup>11</sup>  
(Fully accessible toilet space equipped with hoist and adjustable height bench for adult changing)
- Hearing Systems
- Visual display units / Tactile signage
- Assistance telephones (or other forms of assistance) at unmanned ports and slipways
- Adaptation of doors on-board vessels
- Facilities for assistance animals at ports and on ships
- Staff training
- Sourcing information of ferry timetables, bookings, port facilities, journey experience, etc.
- Audits of existing facilities
- Ramps and elevators (if not required by legislation)
- Handrails (if not required by legislation)
- Dedicated quiet areas
- Sensory Packs, e.g. for Autistic passengers
- Apps for assisted travel

9.5. For avoidance of doubt, applications can also include justified funding for staff and administrative costs directly associated with the completion of the project.

9.6. In addition, the Fund could also support small studies into disability access issues, particularly where operators need some additional input to clarify what would best improve accessibility in their vessel or harbour (and between the two).

9.6.1. It would be an expectation that funded studies would include a section on how the outcomes would be addressed and funded.

9.7. It is anticipated that applications for consideration will require funding of between £5,000 and £50,000 giving an overall project cost of up to £100,000

9.8. This will not preclude applications out with this range being deliberated, it should however be borne in mind the limited overall level of funding available within the Accessibility Fund and administrative costs for small value applications. We would welcome early discussion of any potential proposed projects out-with the above funding range.

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<sup>11</sup> [guide to a Changing Place](#) Changing Places: the practical guide.

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### 10. Post Project Implementation

- 10.1. A validation <sup>12</sup> of the project is required to be undertaken on completion by the applicant with results shared with Transport Scotland. The methodology of conducting the validation of the project is left to discretion of the applicant.
- 10.2. It is, however, recommended that the validation is undertaken in an independent manner.
- 10.3. It is expected that this validation would be within 6 months of completion of the project. There will be occasions when the validation may be required prior to the release of funds.
- 10.4. There is an expectation that the project will be publicised and the benefits it will achieve. This will include the funding assistance from Transport Scotland and other sources, where applicable. **See Appendix D.**
- 10.4.1. The Transport Scotland branding logo can be used for both publication and a permanent plaque purposes. The use of this [Transport Scotland logo](#), however, must be suitable and approved by Transport Scotland. <sup>13</sup>
- 10.4.2. Consideration of how to undertake the publicity on the project being funded can include :-
- Social Media
  - Mainstream media
  - Permanent plaque

If the project also includes funding from other third parties; you should consult with them directly regarding their policy requirements.

### 11. Relevant legislation

- 11.1. The Equality Act 2010 <sup>14</sup> ('the Equality Act') provides a broad legal framework covering discrimination against people with specific 'protected characteristics'. One of the protected characteristics is disability.
- 11.2. It includes a positive duty to make reasonable adjustments for disabled people, and applies to service providers and those exercising public functions. This requires those subject to the duty to remove or change physical features, provisions, criteria or practices which would put a disabled person at a substantial disadvantage in comparison with a person who is not disabled.

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<sup>12</sup> [Data Protection Act](#) may apply. To ensure permission (where relevant) has been granted.

<sup>13</sup> [Transport Scotland Brand identity guidelines](#)

<sup>14</sup> [The Equality Act 2010](#) Information and Guidance on The Equalities Act 2010

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- 11.3. Since December 2012, the EU Regulation on maritime passenger rights <sup>15</sup> gives people with reduced mobility significant rights in terms of access to ferry travel, information and assistance and places commensurate obligations on the operators of ferries and ports.
- 11.4. Where legislative obligations already apply, it is expected that ferry and port operators will meet these from their own resources.
- 11.5. Where applicable, all building work or retro-fitting must be in accordance with Scottish Government Building Standards 2017.<sup>16</sup>

## 12. Publications

- 12.1. UNCRPD <sup>17</sup>. The Convention is intended as a human rights instrument with an explicit, social development dimension. It adopts a broad categorisation of persons with disabilities and reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms. It clarifies and qualifies how all categories of rights apply to persons with disabilities and identifies areas where adaptations have to be made for persons with disabilities to effectively exercise their rights and areas where their rights have been violated, and where protection of rights must be reinforced.
- 12.2. An Equality Impact Assessment (EQIA) involves assessing the impact of new or revised policies, practices or services against the requirements of the public sector equality duty. The duty requires to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. It covers people in respect of all aspects of equality (age, disability, sex, race, religion or belief, sexual orientation, gender reassignment and pregnancy and maternity). It helps to ensure the needs of people are taken into account during the development and implementation of a new policy or service or when a change is made to a current policy or service.
- 12.3. Numerous examples of Equality Impact Assessments (EQIA) are available to view on the intranet
- 12.4. The Accessible Travel Framework for Scotland <sup>18</sup> is a national vision that every disabled person in Scotland can travel with the same freedom, choice, dignity and opportunity as other citizens. It aligns to the provisions within the Transport (Scotland) Bill <sup>19</sup>, which contains vital measures to aid accessibility.

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<sup>15</sup> [Regulation \(EU\) No. 1177/2010](#) concerning the rights of passengers when travelling by sea and inland waterway

<sup>16</sup> [Scottish Government Building Standards 2017](#)

<sup>17</sup> [UNCRPD](#) The Convention follows work by the United Nations to change attitudes and approaches to persons with disabilities.

<sup>18</sup> [Scotland's Accessible Travel Framework - Delivery Plan for 2019-2020](#)

<sup>19</sup> [Transport \(Scotland\) Bill](#)

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### 13. Contacts

For any questions please contact:

Susan Malcolm

[Susan.Malcolm@transport.gov.scot](mailto:Susan.Malcolm@transport.gov.scot)

Transport Scotland Ferries Unit

0131 244 0732

OR

Liam Seaton

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0131 244 7251



## 1. Introduction

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Ferry Services are fundamental to the sustainability and development of a significant proportion of people living in Scotland. Unlike other forms of public transport there is no effective alternative to the link that ferries provide to island and peninsular communities, and many ferries provide lifeline services to island communities.

There are approximately 66 routes connecting mainland Scotland and its islands, managed by a number of public and private operators. Every year about 9 million passengers and 2.8 million cars travel on these routes. Ferries also transport essential goods to remote communities and help export large amounts of island products, which contribute significantly to Scotland's economy.

In 2012 Transport Scotland published its 'Ferries Plan' detailing the need for ferry terminals to be accessible<sup>20</sup>.

The ownership and operating arrangements for ferries and harbours is complex. This document concentrates on the terminals and harbours, where ferry operators pay harbour dues to use the facilities provided. CMAL own 25 harbours, with the remaining 28 harbours owned by local councils (21), independent harbour authorities (4), a private company (1), the National Trust for Scotland (1) and an independent harbour (1).

On most routes there are no figures available on the number of disabled people travelling by ferry. Disabled travellers, and in some cases, their companions, are often entitled to concessionary tickets, but ferry operators do not record the number of concessionary travellers who have a concessionary ticket based on a disability. As the percentage of disabled people in Scotland is estimated at 20%<sup>21</sup> of the population, it can be extrapolated that each year approximately 1,080,000 ferry passengers have a disability.

With the introduction of Road Equivalent Tariff (RET) there has been an increase in both foot and vehicle travellers. This increase is likely to continue.<sup>22</sup>

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<sup>20</sup> <https://www.transport.gov.scot/publication/scottish-ferry-services-ferries-plan-2013-2022/j254579-13>

<sup>21</sup> <http://www.gov.scot/Topics/People/Equality/Equalities/DataGrid/Disability/DisabPopMig>

<sup>22</sup> <https://www.transport.gov.scot/public-transport/ferries/road-equivalent-tariff/>



Ferry terminal buildings are covered by the Scottish Building Standards: Non Domestic Building Standards 2017. This document takes cognisance of the Equality Act 2010, with the inclusion of mandatory standards for buildings.

Section 4.0.1 of the standards requires an access statement which would be a useful tool in assisting providers to ensure that their building is accessible.<sup>23</sup>

Certain obligations are placed on ferry operators and terminal operators by way of regulation EU1177/2010, which is still applicable after leaving the EU. This regulation is applicable to most ferry services though some smaller operations are exempt (see EU1177/2010).

## 2. Land Ownership and Responsibility

There is often confusion as to who owns and who has responsibility for the harbour and the buildings, which make up the terminal, and, in some cases, this may be more than one organisation. However, once responsibility of ownership is established it becomes clearer as to who should be providing the facilities at the terminal.

Further complexities arise in the ownership and responsibilities for the areas between the terminal and a transitional mode of travel such as a railway station, taxi rank or carparks. Many travellers with disabilities can cope or receive assistance at one form of transport, but the transition to the next form of transport isn't suitable.

Passenger Assist<sup>24</sup> provides assistance to the exit point of a station, but this may be some distance from a terminal building. It is therefore important for transport providers to consider the whole journey across each land in different ownership.

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<sup>23</sup> <http://www.gov.scot/Topics/Built-Environment/Building/Building-standards/techbooks/techhandbooks/th2017nondom>

<sup>24</sup> [http://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)



### 3. Intermodal Change between Ferries and other Transport Modes

Information on, and access to connecting services is frequently not available in a terminal building or on the electronic information pages. For a passenger who has reduced mobility or is affected by learning disabilities or sensory loss it is often overwhelming to try and connect between various modes of transport.

Information in a range of accessible formats, clear signage and staff to assist with transfers are key to reducing these barriers.

Passenger Assistance is provided by rail operators but this is to the perimeter of a station, ferry terminal staff are frequently willing to help within their working area but there is often a 'no-man's land' between the two connection points on a journey. It would be extremely beneficial if both parties in this situation could come to an agreement about joining up the provision of assistance for their passengers.

### 4. Terminal Buildings and Access to a Ferry

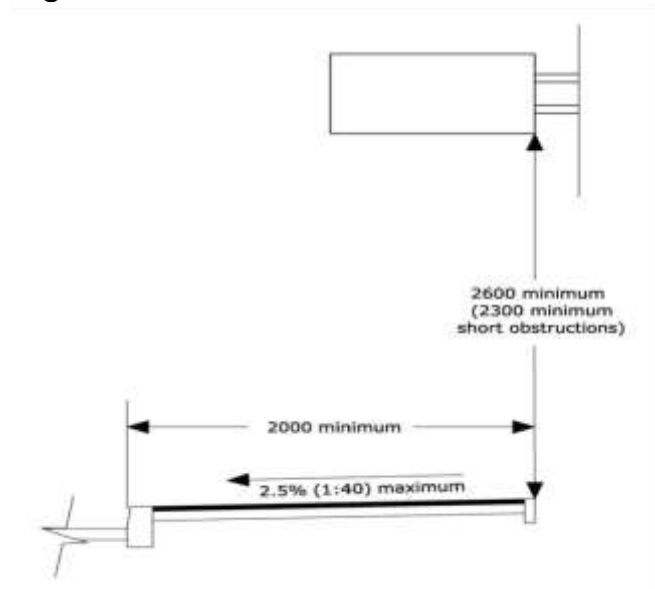
Terminal buildings vary in size and facilities from purpose built, fully accessible buildings, such as Brodick's new terminal, to a bus shelter at Coran or a wooden cabin at Ardmish on Gigha. Whilst we are not expecting all terminal buildings to be upgraded or replaced, simple housekeeping or adjustments can enable people with disabilities the opportunity of travelling by ferry.

The route between the terminal building and the ferry, the car park, bus stop or taxi rank should be across even ground, with any gradients suitable for wheel chairs. It needs to be clearly signed and covered where possible when open to the weather. Seats should be provided to allow a disabled passenger to rest.

The minimum width of a corridor/footway should be 1800 millimetres in normal circumstances, since this width allows two wheelchair users to pass, or a buggy and a wheelchair.

In existing constrained environments and where obstacles are unavoidable, an absolute minimum width of 1500 millimetres should be sought.

Figure 1:



Flat access and egress through automatic doors or via a ramp with railings into an area free from obstacles, such as display stands, plants or low level benches is ideal to allow the easy movement of wheelchairs and individuals with mobility limitations.

Good lighting with hazards clearly marked assists travellers with visual impairments. Those with hearing loss require clear announcements, supported by a visual display, about key messages such as changes to a timetable or delays.

Lighting levels should be consistent across the building and, where possible, glare from the sun through windows should be avoided. We have seen good practice with the introduction of braille sign and braille boards showing the layout of ferries.

All new buildings and those undergoing major refurbishment should meet the Non-domestic and Domestic Scottish Building Standards 2017<sup>25</sup> and space permitting provision should be made for a Changing Places facility<sup>26</sup>. Terminal buildings should always have accessible toilets of the recommended layout and size as recommended in the Scottish Building Standards 2017 (3.12.6 to 3.12.8).

<sup>25</sup> <http://www.gov.scot/Topics/Built-Environment/Building/Building-standards/techbooks/techhandbooks>

<sup>26</sup> <http://www.changing-places.org/>





Disabled foot passengers arriving / leaving by car should have a pick up / drop off point as near to the terminal access point as practicable. Safe and clearly marked routes for foot passengers to the terminal building should be provided, which is on even ground and as level as practicable. If the route crosses a road way, this should be identifiable by clear signs and rumble strips on the road surface, similar to that used at pedestrian crossings.

Disabled passengers requiring assistance, arriving by vehicle to be transported on the ferry, should have a means by which this is easily communicated to the boarding staff. Boarding arrangements should facilitate the provision of the assistance required, including sufficient space for the disabled passenger to exit / enter the vehicle.

Disabled passengers have a right to assistance in moving through the port or terminal and accessing the vessel and similarly when leaving the vessel (EU1177/2010 annex ii). A notice providing information of passenger rights is to be displayed in the port or terminal.

Further guidance can be found at

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/425977/design-standards-accessible-stations.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425977/design-standards-accessible-stations.pdf)

## 5. Access on and off a ferry

The distance between the harbour or slipway and the vessels changes, depending on the tide, the weather and the berthing of the vessel, but consideration should be given to minimise the challenges of boarding a vessel for people with a disability.

People who are within the autism spectrum or who have dementia in particular, find these changes the most difficult part of travelling by ferry. For many it's like taking a leap of faith, which they cannot cope with.

Ferry operators and terminal staff can assist in minimising this obstacle by giving reassurance to traveller, by providing assistance either by accompanying a passenger on foot or providing a wheelchair. Consistent and approved staff training in disability awareness would also assist in this area and should be recognised as mandatory under EU1177/2010 and best practice.

The angle of a gangway and the surface of the gangway need to be carefully considered for all people with a disability. Wheelchair users cannot negotiate a surface which is uneven, those with a visual impairment need an obstacle free gangway and mobility impaired people often find steep gradients impossible. The Scottish Building Standards advise that 'Gradients of more than 1 in 12 are considered too steep to negotiate safely and are not recommended'.



*Photo 1. The gangway at Ardrrossan showing a 45<sup>o</sup> angle, which is extremely difficult for disabled travellers to negotiate.*

The alternative is often to escort wheelchair users on and off a ferry by the vehicle deck, however passengers might find this practice both embarrassing and humiliating.

On some small ferries, where access at certain tides is via a set of steps, present significant barriers to many disabled travellers. Whilst reasonable adjustments should be considered, we acknowledge that sometimes this isn't possible. In deciding on the design of new ports and terminals, and as part of major refurbishments, the bodies responsible for those facilities should take into account the needs of disabled people, in particular with regard to accessibility, paying particular consideration to 'design for all' requirements (EU1177/2010).

At a ferry terminal where there is no building and gangway, with only a slipway access, clear signage and handrails should be in place to assist travellers. The route to the ferry should be kept clear of slip and trip hazards, such as seaweed, fishing equipment and algae.



Disabled passengers have a right to assistance in boarding the vessel, getting to a seat / cabin / toilet facility and leaving the vessel (EU1177/2010 annex iii). A notice providing information of passenger rights is to be displayed on the vessel and should be available in accessible formats.

## 6. Customer Service and Interfacing

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 slip way are owned and operated by other companies. Ferry operators who are not currently a 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.

Terminals, which 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, which they may come across and how to provide assistance. This includes not only people with visual disabilities, such as those experiencing mobility challenges but those with sensory loss, disabilities on the autism spectrum, learning disabilities, invisible disabilities and long-term illness. Information on passenger rights is to be 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 which disabled passengers may face.



## 7. Parking

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Terminals which 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<sup>27</sup>. 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 in Scotland declaring themselves as having a disability, there should be adequate provision of spaces for non-wheelchair users and wheelchair users.

## 8. Smarter ticketing

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Transport Scotland has announced its commitment to smarter ticketing which will significantly benefit disabled travellers.<sup>28</sup>

### Case study

A disabled passenger wants to travel by ferry from Isle of Arran to Glasgow. As he has a Blue Badge and concessionary ticket, he is entitled to reduced fares on the ferry. A booking for his car can be made on the phone, quoting the Blue Badge number, but his concessionary ticket as has to be bought at the terminal. This involves parking the car and walking to the terminal to show the appropriate concession card. If he was to do the journey to Glasgow on the train he could buy a through ticket covering both the ferry and train, but in order to utilise his disabled rail card he has to buy 2 separate tickets.

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<sup>27</sup> [https://www.eversheds-sutherland.com/global/en/what/articles/index.page?ArticleID=en/Discrimination\\_and\\_equal\\_pay/DLR\\_disabled\\_parking\\_230812](https://www.eversheds-sutherland.com/global/en/what/articles/index.page?ArticleID=en/Discrimination_and_equal_pay/DLR_disabled_parking_230812)

<sup>28</sup> <https://www.transport.gov.scot/public-transport/smart-and-integrated-ticketing/>



This case study highlights the need to consider how tickets can be purchased by disabled traveller and how smarter ticketing needs to be implemented across all modes of public transport using a single concessionary ticket.

## 9. Summary

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Ferry passengers, whether they have a disability or not, deserve first class service and facilities which are fit for purpose. Many of the recommendations in this report can be implemented by collaborative working, staff training or small changes to working practices.

FERRIES ACCESSIBILITY FUND  
Application Form

Appendix B

Ferries Accessibility Fund Application		
<i>para 5.1</i>	1.1 Organisation name and registered address	
	1.2 Named contact for this application, phone number e-mail address	
	1.3 Position or role in organisation	
<i>para 6.6</i>	1.4 Please confirm that you are authorised to make this application and to commit match-funding to this project	
<i>para 5.1</i>	1.5 Organisation status e.g. Operator, Port Owner, other - specify Include Charity No. (if applicable)	
	1.6 Address for correspondence, if different to above	
	1.7 Signature	
	1.8 Name (print)	
	1.9 Date	
<i>Para 2.4.1</i>	2.0 Stage(s) of travel application refers to	* Annotate stage(s) of journey as detailed
	1. <i>Obtain and use easily accessible information to plan journeys</i>	1.
	2. <i>Get from where they live to reach public transport services unobstructed</i>	2.
	3. <i>Access public transport services with whatever support and help is necessary</i>	3.
	4. <i>Enjoy the journey in comfort and safety</i>	4.
	5. <i>Satisfactorily complete the journey</i>	5.

Ferries Accessibility Fund Application		
<i>Section 4</i>	2.1 What is the project?	
	2.2 Location(s)	
<i>para 4.1</i>	2.3 How will this project improve accessibility? (for those persons covered by the criteria of the Fund)	
<i>para 4.5</i>	2.4 Is this part of a larger Project	Yes / No * * Delete as applicable
	2.5 If above (2.4) YES – give brief details, including cost	
<i>para 6.3</i>	2.6 What User Organisations or other relevant groups have you consulted	
<i>para 6.3</i>	2.7 Include evidence from consultation with Local Access panels, disabled persons organisations, User Organisations and other relevant groups representative of disabled people	
<i>para 4.5</i>	3.1 Total eligible project costs (if appropriate include detailed breakdown)	
	3.2 Accessibility Funding applied for  Normally limited to 50% of total costs.	

FERRIES ACCESSIBILITY FUND  
Application Form

Appendix B

Ferries Accessibility Fund Application		
	3.3 What is the source(s) of the remaining funding?	
	3.4 What is the proposed start date?	
	3.5 What is the proposed completion date?	
<i>para 10.1</i>	4.1 What are your proposals for undertaking post project validation?	
<i>para 10.2</i>	4.2 How and when will the validation be undertaken	
<i>para 10.2</i>	4.3 Who will conduct the validation	
	4.4 What risks have been identified to the delivery of the project?	
<b>Please attach separately any further details which would assist in the consideration of your bid. See below.</b>		
<i>para 6.9</i>	5.1 Access Statement included	Yes / No * <small>* Delete as applicable</small>
<i>para 6.10</i>	5.2 Equality Impact Assessment (EQIA) Included ( <b>Appendix C</b> )	Yes / No * <small>* Delete as applicable</small>
<i>para 6.6</i>	5.3 Permission from owner to undertake the scope of project being proposed.	Yes / No / Not Applicable * <small>* Delete as applicable</small>
	5.4 Drawings or other supporting evidence (please detail)	. . . . Yes / No * <small>* Delete as applicable</small>



FERRIES ACCESSIBILITY FUND  
Equalities Impact Assessment

Appendix C

<i>para 6.6</i> <i>para 11.2</i>		<b>Ferries Accessibility Fund Application – Equalities Impact Assessment (EQIA)</b>
Title of Project		
Aims and Objectives  Brief description of project.		
Part of Organisation responsible		
Evidence and Engagement  What evidence has been used for assessment.  Who has been engaged with.		
What groups of people will be covered / assisted  What will be the impact on these groups.		
Implementation / Planning  What risks may arise  Stages involved  Timeline of project		
Conclusions  What is expected outcome		

FERRIES ACCESSIBILITY FUND  
Equalities Impact Assessment

Appendix C

<i>para 6.6</i> <i>para 11.2</i>		<b>Ferries Accessibility Fund Application – Equalities Impact Assessment (EQIA)</b>
<b>Monitoring and Review</b>  How will you monitor the impact		
Review Date		
Person responsible for Assessment		
Position or role in organisation		
Signature		
Date (signed off)		

**THIS DOES NOT REQUIRE TO BE COMPLETED UNTIL AFTER  
FUNDING OF THE PROJECT AS BEEN AGREED**

<p><i>para 10.4</i>      <b>Ferries Accessibility Fund Application – Publicising and Acknowledgments</b></p>	
Title of Project	
<p>Aims and Objectives</p> <p>Brief description of project.</p>	
Part of Organisation responsible	
<p>How will the Project be publicised</p> <p>What organisations will be acknowledged regarding funding.</p> <p>Who has been engaged with.</p>	
<p>How will Project be publicised</p> <p>During Implementation</p> <p>On-going permanent basis</p>	<p>Examples</p> <ol style="list-style-type: none"> <li>1. <i>Media / Press</i></li> <li>2. <i>Social Media</i></li> <li>3. <i>Permanent Plaque</i></li> <li>4. <i>Internal Newsletter for Customers / Public</i></li> <li>5. <i>Other</i></li> </ol>
<p>Timeline of Publicity</p> <p>Please Specify (for each phase)</p>	

FERRIES ACCESSIBILITY FUND  
Publicity and Acknowledgments

Appendix D

<p><i>para 10.4</i></p>	<p><b>Ferries Accessibility Fund Application – Publicising and Acknowledgments</b></p>
<p><u>Transport Scotland</u></p> <p>Has permission been requested <b>AND</b> granted</p> <p>When and by whom was permission granted.</p>	
<p><u>Organisation 2</u></p> <p>Has permission been requested <b>AND</b> granted by each organisation</p> <p>When and by whom was permission granted.</p>	
<p><u>Organisation 3 #</u></p> <p>Has permission been requested <b>AND</b> granted by each organisation</p> <p>When and by whom was permission granted.</p>	
<p>Implementation</p> <p>What risks may arise</p> <p>Stages involved</p> <p>Timeline of project</p>	
<p>What are the expected results / benefits of this Publicity</p>	

# Add more rows if required