

FERRY TALES



BRISTOL FERRY BOATS

WELCOME

Bristol Community Ferry Boats Ltd is a Community Benefit Society owned by over 800 Bristolians, and a much-loved feature of Bristol harbour. We are a multi-faceted company with a strong public service ethos. We offer a public transportation service 364 days a year. Our winter service is non-profit making; we subsidise it through our summer service and private hire.

Power to Change funding has enabled us to create new community engagement and volunteering programmes, as well as enlarging and improving our curriculum based trips for schools and our capacity to train and employ local young people.

We are proud that our business model and community engagement programme have been awarded public funding, accolades from national public institutions, media coverage, and have brought increased prosperity to the city.



PROJECT MANAGEMENT



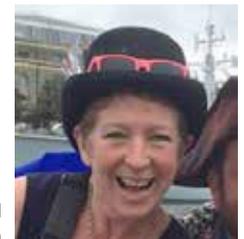
Community Aboard Management team

Power to Change enabled the creation of four new jobs in Community Outreach, Volunteering, Education Development and Training. These jobs have been overseen by 'Community Aboard', a sub-group of our volunteer Board of Directors and the Company Manager. The day-to-day management of the posts has been the job of the Company's Staff Liaison Officer.

I think these jobs have benefitted the Company. I have worked closely with our new Training Officer, and having this post has really improved Company practice and helped us to develop systems that support and nurture our existing staff as well as recruit and rigorously train new crew.

The Community Outreach and Volunteer Co-ordinator posts have given us a higher profile with voluntary and statutory bodies as well as the public. It's shown that we are a company that wants to give back to the community, and it's not just about profit. A lot of the new work doesn't make us money, it costs money, but it involves people who wouldn't normally come on the boats. Also, our profile is much higher in education, with schools being more aware of what we offer. More people are more aware of what we do, and they know we're a good company that wants to provide more than just a transportation service.

It's been great working with lots of different kinds of people, and it's been great encouraging people who've never been on a ferry in the harbour even though they've lived in Bristol all their lives. Hopefully that will continue.



Bidy Diamond
Staff Liaison

COMMUNITY OUTREACH



Jazlyn Pinckney
Community Outreach Worker

I'm really drawn to working around community, and different communities accessing spaces where they aren't already present. When I first started the job I was really interested in getting different groups of people onto the harbour, and that could look like older adults who might feel isolated, but my passion is getting different cultures and a more diverse group of people that represent Bristol as a whole onto the boats.

My passion is in diversity of the boats, and this has been interesting because I can programme things that have a wider reach, and that is the path that I have taken. I've been in touch with many different community groups. Partner work has been essential, and probably the only way of getting sustainable contact with different groups of people. It's really hard to gain trust, especially with older adults, especially if you're not in their community. The barrier I faced is that they might be interested to come for one or two times, but they won't think of it as a resource that they use all the time because we're not part of their community. Programming events works because it is a celebration, more of a reason to come. If we can get people on a positive note one-off, and they've made a commitment to come, they've bought a ticket and they've travelled in, it seems more likely that they will continue that relationship in the future.

I started Harbour Unlocked with the idea that one day a week in term time we could subsidise community groups or individuals to come and use the space and the boats, and access different Harbour attractions. It's a really slow thing, but I think it's part of the legacy of what Bristol Ferry Boats could continue to do. It's manageable for the Ferries and might make an impact for different people, and the more people who know that's available the better. It's not a big bells and whistles thing, but as far as the legacy of my role goes, I think it's a sustainable set up.



DOCKS UNLOCKED

I'm just a lonely old man, this has made my day.
Ray, Docks Unlocked participant



Dhek Bhal Men's and Women's Groups enjoy the Harbour



I have very good memories of the trip, it was like a holiday. **Zenat, Dhek Bhal Women's Group**

All the ladies really enjoyed it and had a lovely time, it was very relaxing for them, they found the water very soothing. They liked it because they found it very accessible, and there were people who treated them with respect and helped them on and off the boat.

Shela Ajaz, Dhek Bhal Daycentre Manager



STORIES OF THE SEA

Leading up to Christmas we did a project based around sea shanties, four weeks of learning with stories and singing workshops using Bristol based sea shanties working with Jacobs Wells Hub. We performed at their Christmas party on the boat and at the Ferry Art exhibition at Bristol Energy Hub on the waterfront opposite Narrow Quay.

I thoroughly enjoyed the shanty sessions while I was in Bristol. Now I am back in America (Decatur, Alabama), I will always have the memories of Jaz welcoming me on to the ferry and giving me my first tea and biscuit.

STORIES OF THE SEA
 4 WEEK SINGING WORKSHOP
 EXPLORING SEA SHANTIES AND THE STORIES THAT INSPIRE THEM.

JOIN BRISTOL FERRY BOATS & SINGING LEADER KIM FIELDING AS WE SAIL THE HARBOUR AND LEARN THE WORK SONGS THAT KEPT THE CREW TOGETHER

STARTING: THURSDAY 23RD NOVEMBER.
 WHEN: FROM 2.00 TO 3.00 PM AND 7.15 TO 8.15 PM.
 WHERE: CASCADE STEPS NEARONS TOWARDS SS GREAT BRITAIN
 WHAT: 40 MINUTE SINGING WORKSHOP FOLLOWED BY 40 MINUTE BOAT TRIP.
 COST: £3 ALL DAY FERRY TICKET. (£1.5 EACH SESSION OR £10 FOR ALL 4)

Contact Jaz: 07910531529 / outreach@bristolferry.com

WEEK ONE - PIRATES PARADE
 STORIES AROUND THE TRUE HISTORY OF PIRATES

WEEK TWO - THE TRADE TRIANGLE
 HISTORICAL LINK WITH THE TRANSATLANTIC SLAVE TRADE

WEEK THREE - FISH TALKER
 SUSTAINABILITY AND ENVIRONMENTAL FACTORS AROUND FISHING

WEEK FOUR - DOWN THE HATCH
 THE IMPORTANCE OF FISH

INTERNATIONAL WOMEN'S DAY



I was on your International Women's Day boat trip last week, which I loved. Thank you for putting together such a joyful evening for us all!

WOMEN WHO ROCK THE BOAT

Sounds, stories and the voices of pioneering women.

Bristol Ferry Boats celebrate International Women's Day

The recorded interviews were so interesting, funny and moving, a true celebration – I'm so glad I went, what a fantastic event!



I'm really proud of the Black History Month programme that we put on. We challenged ourselves by having an event on the boats every single week in October. They all sold out, they were all positive experiences, people paid for their tickets, and they all had good feedback to give. People have been coming up to us and saying how wonderful they were, we had BBC coverage, it was a real success.

Bristol Ferry Boats presents
a programme of events

CELEBRATING

BLACK HISTORY MONTH

★ ★ ★ ★ ★ ★ ★ ★

It's time to unpick the harbour's hidden past and celebrate Bristol's black culture and identity.

Throughout October we will be hosting different events each Wednesday. Expect talks, performances and provocations. One of our first events "Stories in Music" stars the amazing Cecilia Ndhlovu, with whom we sail across the harbour and celebrate the wonder of song..

Dr Edson Burton explores Bristol's ties to the Caribbean, Africa and Britain's Former Empire through songs & immersive storytelling. October 11th event

TedX Speaker Mena Fombo joins us for Head Wraps, Hairstyles and Humans: an exploration of female beauty and of course HAIR in our October 18th event

power to change

BRISTOL FERRY BOATS



Unique and personal. Made me feel good. Made me feel part of the diverse community that is Bristol!



The storytelling encouraged us to see the harbour through a different lens. Not only dry historical facts put across, but real lives.



I loved the head wraps, the material and the history, and just networking with other women about head wraps.

FERRY VOLUNTEERING



Xeena Cooper
Volunteer Co-ordinator

My aims for the programme were to find Bristolians who have lost touch with the centre of the city, and remind them that the harbour belongs to them and that the Ferry is not just for tourists. I wanted people to feel that they can access the harbour and the waterways in new ways. People get so much from giving their time; people feel a sense of pride, care and love for something. The benefits of volunteering

are that it shows us that not all exchange is monetary; our team feel that their contributions make a difference to the company and the city.

I was moved when some of the team gave us such heartfelt and beaming feedback about their personal experiences. I'm pleased to play my part in that. I'm really proud of all the volunteers but a few stories really shine. Several volunteers have taken on new challenges and been amazing at them! One in particular has got the focus and foresight to really make a lasting difference to the city. John has taken on organising the Clean Up Bristol Harbour group; it's wonderful to see him gain confidence using his skills and passion to run such a successful event every month. It's brilliant, really!

I hope the legacy will be creating a good experience for volunteers now and in the future so that relationships can grow and flourish, eg. volunteers become crew or become members of the Company. It's important that people feel connected to the city and our fun and vibrant company. I hope the volunteers get a sense of belonging and taking a pride in what they do. It's easy to take pride in something that carries so much rich history and love like the ferries.

I've loved how the outreach and education teams have worked together to make the volunteers' experience an enriching one. My favourite example of this was Black History Month. We sailed with a boat full of black women! It was the polar opposite to our regular crowd, and long may it continue! I like how our steady volunteers are now on their feet, and that most of the staff and crew know all their faces and have taken the team in... as ferry family.



VOLUNTEERS MANNING THE BRISTOL FERRY BOATS STALL AT HARBOUR FESTIVAL





VOLUNTEERS HELPED TO DECORATE THE BOATS FOR DOCKS HERITAGE WEEKEND



VOLUNTEERING STORIES: ELAINE WISHART

My journey with Bristol Ferry started in January 2017. I was new to Bristol and decided on my first day to hop on one of the ferryboats for a round trip around the harbour. Michael was crew that day and I was the only person on board. He was so friendly as we spent 80 minutes around the harbour on a very cold winter's day. I loved the boats from that moment!

In February my sister came to visit, and of course anyone that came to visit me had to do the ferryboat trip, and she said, "This would be a good job for you!"... and so the

seed was sown. That very day I went home and searched Bristol Ferry, and was excited to see you were advertising for Crew Training. I immediately applied and was delighted to get an interview. I was selected for the final 12 for the training, which I thoroughly enjoyed, but sadly wasn't successful in making the final 6. However it was suggested I could volunteer. I was so passionate about the boats, to be involved in any way was success in my eyes!

To date my volunteering duties have included a wide variety of jobs from marketing, to office work, to helping to clean up the harbour. I thoroughly enjoy everything I do for Bristol Ferry and hope to be involved for a very long time. I was delighted when Phil said to me one day that I was part of the ferry family now!

I have had a turbulent few years and coming to Bristol has been a major new start in my life. It is no exaggeration to say that Bristol Ferry and all the wonderful people I have met have made me feel that I truly belong somewhere once again and can be useful once more. It's wonderful now to cycle or walk down the street and be able to wave at new friends on the boats or bump into crew/staff I have met...it's been a huge part of making Bristol feel like home. I have also become great friends with fellow volunteers, and long may that continue.

Lastly I have had the best two evenings ever in Bristol courtesy of Bristol Ferry... firstly swimming fully clothed at Beese's after the litter pick, and secondly dancing madly on Matilda after Harbour Festival. I was truly happy and it's been a long time since I had such joyous fun...

Thank you all who sail/volunteer/work at Bristol Ferry for making me feel so welcome and a part of something so special!!!



FERRY VOLUNTEERS HELP CLEAN UP BRISTOL HARBOUR



VOLUNTEERING STORIES: JPC



When I discovered there were volunteering opportunities going at Bristol Ferry Boats, I applied straight away. The timing was perfect; I was looking for something apart from just going to work and going home, and it led me to a chance to organise and manage something, to take a leadership role. Not only is volunteering a great way to collaborate with like-minded people, but there's a trajectory it could follow where there's lots of potential and that's a great thing to think about.

Through my connection with Xeena, I wound up agreeing to take over organising Clean Up Bristol Harbour and I now co-ordinate litter pick events in conjunction with the Harbour office. It's a great social way of giving something back to the Harbour and the community, and bringing together like-minded volunteers who are interested in doing something proactive. It makes an impact - we've had people walking past us during a litter pick stop and thank us. People message our FB page saying they've spotted some litter and ask if we can go and clean it up; we're getting feedback consistently which is great. Litter picking doesn't necessarily sound like something you want to be doing on a Sunday afternoon, but it's a lot of fun once you get started. We usually go in boats, and people are always eager to do it. We often arrive back late because people don't want to stop.

I'd like to build further relations with other organisations to make a greater impact. I've met regional reps from Surfers Against Sewage and City to Sea, who are encouraging local businesses to end reliance on single-use plastic. I don't regard myself as a litterer, but we're all using plastic and polystyrene so presumably we must all be responsible. You only fully realise that when you're fishing it out, and there's absolutely loads of it.

Local companies have sustainability themed weeks as part of their corporate social responsibility, and groups of them have turned up to pick litter. I'd like to build on that. I want to see if I can encourage more local businesses to get involved in the upkeep of the harbour environment, particularly clubs, bars and food outlets - the ones that are providing the plastic.

It's good to be part of this web of people, communities and organisations who have a clear goal. I've really enjoyed learning about that and meeting people with similar goals, it's been really beneficial. It does make me feel I'm making a difference - it may be small but you've got to start somewhere, so we're starting somewhere.

FERRY TRAINING



Rosie Dee
Training Officer

When I first started we needed to recruit new crew right away. We also wanted to encourage people who wouldn't usually explore jobs on the water to come and train alongside us, see what the job was like, and if they showed themselves able we could employ them. We were really surprised when some came along and did the training. They totally amazed us and they ended up getting a job.

I had to create a whole new scheme for training people to work on passenger vessels and inland waterways from scratch. I initially devised a five-week course spread out across several weeks; now I've crunched that down and turned it into a two-day inland waterways crew training scheme. There is now a format for anyone to step in and know what training we expect and everything that should be covered.

I've also been training skippers, developing and delivering continuous professional development for our current staff, training for a stage II licence so more of our skippers are qualified to pilot the Avon Gorge, and creating an updated, proper Health and Safety policy. All of this has involved an awful lot of paperwork for things that never existed before.

I'm proud of the amount of effort I've put in, the training programs I have created, and the huge amount of support I've given to a lot of people. The most enjoyable part of the job has been delivering the training; even though it is absolutely exhausting, it takes so much out of me because I'm giving so much.

I've learnt more about myself, more about the job and it's made me think more about what I'm doing. I've also learnt how to organise training programmes, so the whole process has made me a better teacher and a better skipper.



I have dreams of working on the water forever, undertaking as much training as possible and doing lots of exploring. Honestly I've had so much fun. It's a dream come true to be on the yellow and blue boats I admired so much as a little girl.

Amazing! Best training and most fun I've had in ages. Thorough, helpful, so great!

CREW RECRUITMENT AND TRAINING PROGRAMME





LOCK AND MAN OVERBOARD TRAINING FOR THE CREW ON THE RIVER AVON



TRAINING STORIES: PAUL GILBERT

I was very interested in working around the docks - I'm a gig rower so I spend quite a lot of time here, and I became more and more interested in navigational issues and the history of the docks. I was also looking for some outdoor work - I'm a film-maker, and I was spending quite a lot of time working in front of a screen, editing.

I really enjoyed the training. I thought it was really well done, it was very encouraging, very enabling. We had four sessions that dealt with all the things we're expected to know about as crew; the whereabouts of the safety equipment

and how to use it, the basics about how to tie up a boat and release it, dealing with passengers when you're under pressure, things like that. Quite a lot about safety, like what to do in the event of the steering cable breaking, where you might be called on to control the morse while the skipper is steering.

I loved it right from the word go. I love working on the docks, I enjoy the beauty of the docks in different weathers, different times of day, different times of year. Also, this sounds awfully corny, but there is a genuine sense of family support amongst all the employees, and I think that's fostered by the Company. For example if you've been on a booze cruise and you get in half an hour after other people, they're tired and they're sitting there, but everyone leaps up and they help you put your stuff away. It's fantastic the way everyone is very supportive of everyone else; I think that's quite rare, and it's a very nice thing to be a part of. In the Company it's a real mixture. People come from all sorts of different routes to here, and I'm sure every person has got an interesting story

Before I started I thought what I wanted to do was be a skipper, and now having worked through the year as a crew member, I've really enjoyed crewing and I want to keep doing it. I'm still training as a skipper, partly because I'm interested to learn, and I think it's important as you get older to keep learning, and I enjoy it.

I love working on the Ferries, and I'm grateful and appreciative that I've been trained up and that they are willing to train me further. It's a job that's got lots of variety; I'm training to do the commentaries on educational tours as well as skipper training, and I've taken on some maintenance work as well. I'm looking forward to a long time working for the Ferries.



TRAINEES, VOLUNTEERS AND NEW STAFF GET A HARBOUR TOUR FROM CAPTAIN ED

BOAT SKILLS TRAINING FOR LOCAL YOUNG PEOPLE



Thank you for the effort by all, showing us the ins and outs, and the key safety procedures of this industry and this fantastic company. A big thank you to everyone involved.

I've really enjoyed the last three weeks and have learnt so much from you all. It's been great to get consistent high quality training and guidance from such amazing people.

Very fun, understandable, informative and motivating training by a good team. Lots of information that at first seems overwhelming, but the trainers put the confidence in you that it gets easier with practice and there is a system of support available.



FERRY SCHOOL TRIPS



Carrie Hitchcock
Education Officer

We've always offered school trips on the ferries, but this funding has enabled me to expand and improve our education program. I have created several customised tours that concentrate on curriculum related topics, and developed accompanying learning resources to help teachers and students to get the most out of the tours. This is particularly important

with challenging subjects such as Transatlantic Slavery, a complex history closely linked to Bristol Harbour.

The funding has also enabled me to develop partnerships with other organisations, which has raised our profile as an educational venue and led to many fruitful joint initiatives.

We had such a lovely, rich learning experience on our personalised tour and the children brought back lots of facts to help them with their history enquiry. I really appreciate all your support in planning and delivering the experience.

Year 5 Teacher, Dolphin School



PRIMARY SCHOOLS

It was super fun! It was amazing and the best part of the morning so far.

Year 6 student, Tickenham Primary

Thank you so much for a fab trip - it was exactly what I wanted and the children really enjoyed it, they said it was the best trip ever! You were great and gave lots of information about our Bridges topic at just the right level for them, so thank you.

Year 2 teacher, Longney School



Perfect detailed case studies.

Year 10 Geography teacher, Kings of Wessex School

Very enjoyable and relevant for Geography 'A' level.

Student, Kings of Wessex School

Perfect for both our coursework and exam work, also really great and accessible for our disabled pupils.

Year 10 teacher, Hall Green School, Birmingham

Very informative and tailored to what students needed to learn.

The kids were engaged to look at their surroundings.

The best part of the trip was the amount of useful information, and getting to see so much from a different perspective.

Year 10 Geography teachers, Clevedon School, Clevedon

Good commentary.

The presenter pointed out regeneration projects; successes and failures, highlighting the regeneration that took place.

Geography A Level teachers, St Brendan's Sixth Form College, Bristol

A collage of images related to Bristol's Floating Harbour. It includes a tall building, a ferry boat, and a modern street scene. The text 'BRISTOL FERRY BOATS' is prominently displayed in the center. Logos for 'power to change' and 'LOTTERY FUNDED' are also visible.

BRISTOL FERRY BOATS

Bristol's Floating Harbour is a perfect case study for GCSE and A-level Geography

...and Bristol Ferry Boats are the perfect vehicle for exploring this changing urban environment; from major international port, through dereliction, to regeneration. Study the changes in land use and debate the economic, social and environmental sustainability of these changes.

Have a look at the classroom resources on our website: bristolferry.com/educational/

Project to support
BRISTOL LEARNING CITY

PRIMARY SCHOOLS

The children enjoyed it enormously.

Year 5 teacher, Horrington Primary School

The children learned more about Bristol history and the slave trade (primary objective).

Year 6 teacher, Tickenham Primary School

The best bit of the trip was listening to the diary entry of Equiano.

Year 6 student, Tickenham Primary



I wanted to say that the feedback from the ferry trip today was phenomenal. The teacher from South Bristol Youth has been on loads of ferry trips as part of our joint project work, and said this was by far the best she has ever been on in terms of content being tailored to the level of understanding and interest of the students. She said that the presenter asked them questions and brought their attention to particularly interesting or relevant information.

Sarah Murray,
Underfall Yard Engagement Officer

BRISTOL FERRY BOATS

Our educational tours for schools include an interactive commentary and classroom resources

Abolition Afloat

This trip is designed to complement the Local History element of the National Curriculum, to explore Bristol's involvement in Transatlantic Slavery and to celebrate the Bristolians and enslaved people who fought for its Abolition.

Education@bristolferry.com
www.bristolferry.com/Educational/

Proud to support
BRISTOL LEARNING CITY

power to change
LOTTERY FUNDED

Photos©Bristol Culture, Bristol City Council

FERRY EVALUATION

**IRIDESCENT
IDEAS™**

A full evaluation report will be published in the autumn of 2018. Our evaluation partner is

Iridescent Ideas, whose aim is to 'grow the social enterprise economy by delivering great business support for social enterprises and charities.'

KEY STATISTICS JANUARY 2017 - JULY 2018

COMMUNITY OUTREACH

- An ongoing project dedicated to reducing isolation and encouraging BAME groups and individuals to access the harbour has been established.
- Four events aimed at increasing diversity have been held on the boats.
- Bristol Community Ferry Boats have decided to continue the Community Aboard programme once the Power to Change funding has finished to continue building relationships with groups who would not usually access the harbour.



TRAINING

Crew Training: An original, unique and comprehensive, two day inland waterway Competent Crew training scheme has been created following RYA and MCA guidelines.

- 42 people were offered training, 38 trainees completed, 28 undertook paid work with us, including a Cameroonian ex-asylum detainee with hard-won and newly achieved refugee status.
- 3 went on to volunteer with us – one found a job on the waterways in another capacity.
- 2 have found similar work elsewhere.
- 92% of attendees on crew training day said they felt more employable having completed the training.

Staff training:

- 45 of our staff have taken part in further training.

Skipper training:

- 3 new skippers have been trained and ticketed by the MCA achieving Tier 2, level 1 BML .
- 5 further skippers are currently being trained or inducted.





EDUCATION PROGRAMME

Over 137 school trips were delivered to 107 schools.

Over 4110 young people have been on trips.

On our surveys:

- 92% scored 4 or 5 out of 5 for 'how good was your presenter?'
- 90% scored 4 or 5 for 'how much did you enjoy the trip?'
- 88% scored 4 or 5 for 'how relevant and useful did you find the content of the commentary?'
- 95% scored 4 or 5 for 'how relevant/useful did you find the online resources?'



VOLUNTEERING

- 28 volunteers engaged of various ethnicities, ages, abilities and sexual orientation.
- 100% of volunteers have gained new skills.
- 2 volunteers have gained jobs as a result of their experience with Bristol Community Ferry Boats.

BRISTOL COMMUNITY FERRY BOATS ETHOS STATEMENT

Bristol Community Ferry Boats provide a great service to citizens of Bristol, visitors to the city and to local businesses.

As a community based enterprise we aim to be more than simply profitable; we want to involve, motivate and help people of all ages in our community to enjoy, learn from and appreciate the unique opportunities which Bristol's waterways offer.

BRISTOL FERRY BOATS

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