



**Consultation Activities in  
Valletta**

**29-30 March 2019**

**Report**

**(Deliverable D 3.1.2)**

**28 May 2019**

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## **Report (Deliverable D 3.1.2)**

**Partner Responsible: University of Malta**

**Release date: 28 May 2019**

### **Introduction & goals**

Three consultation activities were held in Valletta between 29 and 30 March, in tandem with the Launch Conference and the InfoDay held in Valletta. These three activities were namely a Panel Discussion (29 March); A Walkabout in the Streets of Valletta (30 March); and a Design Sprint Exercise (30 March).

The main goals of these consultation activities was to capture feedback on the opinions of different audiences regarding the objectives and deliverables of the I-ACCESS project, to gain a better sense of public expectations of what the project should deliver, and to allow stakeholders a more active role in the co-creation and design of these deliverables.

### **Invitees**

The invitees to the event included the Malta Union of Tourist Guides, The thirty organizations concerned with different forms of disability, and eleven travel agencies based in Valletta, Heritage Malta, the Superintendence of Cultural Heritage, and the Culture Policy Drafting Team responsible for drafting Malta's National Cultural Policy 2020-2025, The Commission for Rights for Persons with Disability (CRPD), and over 10 other state agencies and NGOs concerned with cultural heritage. AN open invitation to interested Valletta residents and members of the wider public was also disseminated through the websites and social media platforms of the Valletta Local Council itself, and a number of platforms dedicated to Valletta's residents and visitors. A full list of invitees is included as Annex I.

### **Proceedings and Outcomes**

At the end of the Launch Conference on 29 March 2019, a consultation activity was held in the form of a Panel Discussion, during which the key sectors of disability and tourism were given centre stage. The discussion Panel was made up of Dr Bernard Busuttil, representing the Commission for Persons with a

Disability; Mr Joseph Micallef, a former President of the Torball Society for the Blind; Dr Dane Munro, from the Institute for Tourism Travel and Culture at UoM; and Mr Dylan Seychell, from Innvogy. The discussion was moderated by Dr Reuben Grima (UoM). The different issues raised by the panellists helped create a lively discussion with full participation from the floor. As a consultation exercise, the panel discussion proved very valuable as it elicited some important feedback regarding challenges and expectations concerning the I-ACCESS project.



Figure 1. Mr Joseph Micallef, Former President of the Torball Society of the Blind, taking the floor during the Panel Discussion held on 29 March 2019 at the premises of the Valletta Local Council.

One of the areas of concern that was raised by representatives of the tourism sector was that of connectivity and continuity. For the App experience to work smoothly, it was important to dedicate attention to the different transport networks that different users would be using to enter the city, as this would influence their preferred entry and exit points to the App experience. This is especially crucial in the case of persons with restricted mobility. Another concern that was raised was that of language. It was considered important, in order to make the App more accessible to the range of tourists who were potential users of the App, for it to be available in as many languages as possible.

During the afternoon of 30 March, two public consultation activities were undertaken. A Walkabout Exercise was conducted along the core itinerary that will be accessible for all. During this exercise, some of the media and narratives that are being developed for this route as part of the project were tested

together with participants, and their feedback collected to help in the further development of the user experience.

A number of anecdotes were shared by different participants, several of whom were residents of Valletta. In some cases, these anecdotes had not been previously documented, and are now being considered for inclusion in the App experience. The exercise confirmed that a formula which lays the emphasis on delivering stories with human interest are very well received.



Figure 2. Mr Christian Mifsud (Valletta Management Unit) making a point in Castille Square during the walkabout exercise.

The next consultation activity consisted in a Design Sprint exercise, led by Mr Dylan Seychell and Professor Alexiei Dingli from Innovogy, the SME responsible for the App development. This took the form of a led workshop where participants were divided into groups, and led through a number of exercises designed to elicit innovative ideas and articulate concepts of what kind of functionality the App could achieve to meet the needs and expectations of people with various disabilities.

A person with a different disability formed part of each working group. The first part of the exercise was dedicated to familiarisation with the specific challenges associated with the specific disability of the group member. In the next stage, ideas were mooted within each group aimed at addressing the needs of that person. Finally each group was invited to focus on the concept that the group felt would be most desirable to have as a function of the App, and to present and share this with other groups. All the documentation created during the exercise was retained for reference during the App development.





Figure 3. Group work during the Design Sprint exercise.



Figure 4. Sharing results of group work during the Design Sprint exercise.



## **ANNEX I**

### **List of Invited Entities**





## Associations for people with disability

| NAME  | WEBSITE   | EMAIL ADDRESS  |
|---|---|--|
| MFOPD (Malta Federation of Organisations Persons with Disability)   | <a href="http://www.mfopd.org">www.mfopd.org</a>  | info@mfopd.org   |
| Commission for the Rights of Persons with Disability                | <a href="https://crpd.org.mt/">https://crpd.org.mt/</a>   | helpdesk@crpd.org.mt   |
| Equal partners foundation   | <a href="http://www.equalpartners.org.mt/">http://www.equalpartners.org.mt/</a>   | <a href="mailto:info@equalpartners.org.mt">info@equalpartners.org.mt</a>               |
| Agenzija Sapport  | <a href="https://sapport.gov.mt/">https://sapport.gov.mt/</a>   | <a href="mailto:sapport@gov.mt">sapport@gov.mt</a>                                     |
| Apex Community Care Ltd   | <a href="https://apex.com.mt/en/home.htm">https://apex.com.mt/en/home.htm</a>   | <a href="mailto:aaron@apex.com.mt">aaron@apex.com.mt</a>                               |
| Id-Dar Tal-Providenza   | <a href="https://www.dartalprovidenza.org/">https://www.dartalprovidenza.org/</a>   | <a href="mailto:info@dartalprovidenza.org">info@dartalprovidenza.org</a>               |
| Autism Parents Association  | <a href="https://www.autismparentsassociation.com/">https://www.autismparentsassociation.com/</a>   | <a href="http://www.autismparentsassociation.com">www.autismparentsassociation.com</a> |
| FITA - Foundation for Information Technology Accessibility          | <a href="https://fitamalta.eu/">https://fitamalta.eu/</a>   | info@fitamalta.eu  |
| Deaf People Association (Malta)                                     | <a href="http://www.deafmalta.com/">http://www.deafmalta.com/</a>   | info@deafmalta.com   |
| Down Syndrome Association   | <a href="http://www.dsa.org.mt/">http://www.dsa.org.mt/</a>   | info@dsa.org.mt  |
|   |   | dsamalta1981@gmail.com   |
| Dreams of Horses Therapy Farm                                       | <a href="http://www.dreamsofhorsesfarm.com/">http://www.dreamsofhorsesfarm.com/</a>   | dreamsofhorsesfarm@gmail.com   |
| Hand in hand ltd  | <a href="https://www.handinhandmalta.com/">https://www.handinhandmalta.com/</a>   | contact@handinhandmalta.com  |
| Arka Foundation   | <a href="https://www.facebook.com/pg/www.arkafoundation.org/about/?ref=page_internal">https://www.facebook.com/pg/www.arkafoundation.org/about/?ref=page_internal</a> | <a href="mailto:arka@maltanet.net">arka@maltanet.net</a>                               |
| ADHD (Attention Deficit Hyperactivity Disorder Malta) Support Group | <a href="https://www.adhdmalta.org.mt/">https://www.adhdmalta.org.mt/</a>   | <a href="mailto:adhdmalta@gmail.com">adhdmalta@gmail.com</a>                           |

|  |   |  |
|--|---|--|
| Dar Il-Kaptan  | <a href="http://www.darilkaptan.org/">http://www.darilkaptan.org/</a>   | <a href="mailto:info@darilkaptan.org">info@darilkaptan.org</a>               |
| Dar Pirotta  |   | <a href="mailto:dar.pirotta@onvol.net">dar.pirotta@onvol.net</a>             |
| Disabled By Accident   |   | <a href="mailto:clia@unicare.com.mt">clia@unicare.com.mt</a>                 |
| Fondazzjoni Wens, Dar Residenzjali għall- Persuni b' Dizabilità  | <a href="http://www.fondazzjoniwens.com/contact-us.html">http://www.fondazzjoniwens.com/contact-us.html</a>                               | <a href="mailto:ilwens@go.net.mt">ilwens@go.net.mt</a>                       |
| Gozo Aid For The Visually Impaired (G A V I)   |   | <a href="mailto:gdco@maltanet.net">gdco@maltanet.net</a>                     |
| Inspire Foundation   | <a href="https://inspire.org.mt/">https://inspire.org.mt/</a>   | <a href="mailto:info@inspire.org.mt">info@inspire.org.mt</a>                 |
| Malta Cochlear Implant Association   |   | <a href="mailto:vdsam@onvol.net">vdsam@onvol.net</a>                         |
| Malta Wheelchair Dancesport Association  | <a href="http://www.maltawda.com/">http://www.maltawda.com/</a>   | <a href="mailto:info@maltawda.com">info@maltawda.com</a>                     |
| Malta Society Of The Blind   | <a href="http://maltasocietyoftheblind.org/">http://maltasocietyoftheblind.org/</a>   | <a href="mailto:socblindmalta@go.net.mt">socblindmalta@go.net.mt</a>         |
| National Parents' Society of Persons with Disability   | <a href="http://www.npspd.org/">http://www.npspd.org/</a>   | <a href="mailto:npspdsociety@gmail.com">npspdsociety@gmail.com</a>           |
| Physically Handicapped Rehabilitation Fund   | no website found  | <a href="mailto:administrator@phrfmalta.com">administrator@phrfmalta.com</a> |
| Paravolley Malta   | <a href="http://www.paravolley.eu/organisation/member-countries/malta/">http://www.paravolley.eu/organisation/member-countries/malta/</a> | <a href="mailto:paravollemalta@gmail.com">paravollemalta@gmail.com</a>       |
| S.T.A.N.D. Is-Sehem Tagħna għal Avvanz tal-Persuna b' Dizabilità (Striving Towards Ability Not Disability) |   | <a href="mailto:standmalta1995@gmail.com">standmalta1995@gmail.com</a>       |
| Saint Lazarus Foundation   |   | <a href="mailto:info@saintlazarus.org">info@saintlazarus.org</a>             |
| Service Dogs Malta Foundation  | <a href="http://www.servicedogsmalta.org/">http://www.servicedogsmalta.org/</a>   | no email found   |

|  |   |  |
|--|---|--|
| Transport for Disabled Persons                     | <a href="http://maltacooperativefederation.co.op/about-us/maltese-cooperatives-members-of-mcf/transport-for-disabled-persons-co-operative/">http://maltacooperativefederation.co.op/about-us/maltese-cooperatives-members-of-mcf/transport-for-disabled-persons-co-operative/</a> | <a href="mailto:info@tdpmalta.com">info@tdpmalta.com</a>           |
| The Monday Club For Mentally & Physically Disabled |   | <a href="mailto:pipfuslee@onvol.net">pipfuslee@onvol.net</a>       |
| Torball Society Of The Blind                       |   | <a href="mailto:torballmalta@gmail.com">torballmalta@gmail.com</a> |

### Travel Agents based in Valletta

| NAME                               | WEBSITE   | EMAIL ADDRESS   |
|------------------------------------|---|---|
| Britannia Tours                    | <a href="https://bsl.com.mt/">https://bsl.com.mt/</a>   | <a href="mailto:info@bsl.com.mt">info@bsl.com.mt</a>  |
| Bianchi Travel Ltd                 | <a href="http://www.bianchi.com.mt/EN.Bianchi_Travel.aspx">http://www.bianchi.com.mt/EN.Bianchi_Travel.aspx</a> | <a href="mailto:info@bianchi.com.mt">info@bianchi.com.mt</a>  |
| FCM Travel Solutions               | <a href="https://fcm.com.mt/">https://fcm.com.mt/</a>   | <a href="mailto:info@mt.fcm.travel">info@mt.fcm.travel</a>  |
| Economicard Worldwide Ltd          | <a href="http://www.gmint.com/en/home.htm">http://www.gmint.com/en/home.htm</a>                                 | <a href="mailto:maritimeservices@gmint.com">maritimeservices@gmint.com</a>                                    |
| A & V von Brockdorff Travel Ltd    | <a href="https://www.avonbrockdorff.com/">https://www.avonbrockdorff.com/</a>                                   | <a href="mailto:info@avbsl.com">info@avbsl.com</a>  |
| Cassar & Cooper (Holdings) Ltd     | <a href="http://www.cassar-cooper.com/Travel.html">http://www.cassar-cooper.com/Travel.html</a>                 | <a href="mailto:travel@cassar-cooper.com">travel@cassar-cooper.com</a>  |
| Cordina Steamship & Airline Co Ltd | <a href="http://cordv.tripod.com/">http://cordv.tripod.com/</a>   | <a href="mailto:_cordbros@excite.com">_cordbros@excite.com</a>  |
| NSTS Student & Youth Travel        | <a href="https://www.nstsmalta.org/">https://www.nstsmalta.org/</a>   | <a href="mailto:nsts@nsts.org">nsts@nsts.org</a>  |
| Olivair Travel Ltd                 | <a href="http://www.borvier.com/">www.borvier.com/</a>  | <a href="mailto:olivair@borvier.com">olivair@borvier.com</a>  |
| smsmondial Travel                  | <a href="https://www.smsmondial.com.mt/">https://www.smsmondial.com.mt/</a>                                     | <a href="https://www.smsmondial.com.mt/contact/valletta/">https://www.smsmondial.com.mt/contact/valletta/</a> |
| Vjaggi Untours                     | <a href="http://vjaggiuntours.com.mt/contact/">vjaggiuntours.com.mt/contact/</a>                                | <a href="mailto:mark.farrugia@untours.com.mt">mark.farrugia@untours.com.mt</a>                                |

### Schools in Valletta

| NAME  | WEBSITE   | EMAIL ADDRESS  |
|---|---|--|
| St Albert The Great College                 | <a href="http://www.stalbert.edu.mt/">http://www.stalbert.edu.mt/</a> | no email found   |
| Kulleġg San Gorg Preca<br>Primarja Valletta | <a href="https://sgpc.skola.edu.mt/">https://sgpc.skola.edu.mt/</a>   | <a href="mailto:stgorgpreca.college@ilearn.edu.mt">stgorgpreca.college@ilearn.edu.mt</a> |
| School of Art (Bakery Street)               |   | <a href="mailto:mavc.schoolofart@ilearn.edu.mt">mavc.schoolofart@ilearn.edu.mt</a>       |

### Museums and attractions in Valletta

| NAME   | WEBSITE   | EMAIL ADDRESS  |
|--|---|--|
| Malta Postal Museum                                | <a href="http://www.maltapostalmuseum.com/">http://www.maltapostalmuseum.com/</a>         | <a href="mailto:info@maltapostalmuseum.com">info@maltapostalmuseum.com</a>         |
| Malta 5D   | <a href="https://malta5d.com/">https://malta5d.com/</a>                                   | <a href="mailto:mariella@malta5d.com">mariella@malta5d.com</a>                     |
| The Malta Experience                               | <a href="https://www.themaltaexperience.com/">https://www.themaltaexperience.com/</a>     | <a href="mailto:info@themaltaexperience.com">info@themaltaexperience.com</a>       |
| Casa Rocca Piccola                                 | <a href="https://www.casaroccapiccola.com/">https://www.casaroccapiccola.com/</a>         | <a href="mailto:enquiries@casaroccapiccola.com">enquiries@casaroccapiccola.com</a> |
| Malta Crafts                                       | <a href="https://maltacrafts.gov.mt/contactus/">https://maltacrafts.gov.mt/contactus/</a> | <a href="mailto:maltacrafts@gov.mt">maltacrafts@gov.mt</a>                         |
| Mediterranean Conference centre                    | <a href="https://www.mcc.com.mt/">https://www.mcc.com.mt/</a>                             | <a href="https://www.mcc.com.mt/?m=contact">https://www.mcc.com.mt/?m=contact</a>  |
| MICAS (Malta International Contemporary Art Space) | <a href="https://micas.art/">https://micas.art/</a>                                       | <a href="mailto:info@micas.art">info@micas.art</a>                                 |

### Other organizations

| NAME                                       | WEBSITE   | EMAIL ADDRESS  |
|--|---|--|
| Malta Society of Arts                      | <a href="http://artsmalta.org/contact-us">http://artsmalta.org/contact-us</a> | <a href="mailto:info@artsmalta.org">info@artsmalta.org</a>           |
| Cultural Policy 2020-2025<br>Drafting Team | Department of Culture   | <a href="mailto:juliet.borg-sant@gov.mt">juliet.borg-sant@gov.mt</a> |
| Valletta 2018 Foundation                   | <a href="https://valletta2018.org/">https://valletta2018.org/</a>             | <a href="mailto:info@valletta2018.org">info@valletta2018.org</a>     |

|   |   |  |
|---|---|--|
| Arts Council Malta  | <a href="https://www.artscouncilmalta.org/">https://<br/>www.artscouncilmalta.org/</a>  | <a href="mailto:info.acm@artscouncilmalta.org">info.acm@artscouncilmalta.org</a>   |
| Valletta Alive Foundation   | <a href="http://www.vallettaalivefoundation.org/">http://<br/>www.vallettaalivefoundation.org/</a>  | <a href="mailto:vallettaalive@gmail.com">vallettaalive@gmail.com</a>   |
| Fondazzjoni Patrimonju Malti  | <a href="http://www.patrimonju.org/">http://www.patrimonju.org/</a>   | <a href="mailto:info@patrimonju.org">info@patrimonju.org</a>   |
| Spazju Kreattiv   | <a href="https://www.kreattivita.org/en/">https://www.kreattivita.org/en/</a>   | <a href="https://www.kreattivita.org/9624-2/">https://www.kreattivita.org/9624-2/</a>  |
| Superintendence of Cultural Heritage                                    | <a href="https://culture.gov.mt/en/culturalheritage/Pages/Default.aspx">https://culture.gov.mt/en/<br/>culturalheritage/Pages/<br/>Default.aspx</a> | <a href="mailto:heritage.superintendence@gov.mt">heritage.superintendence@gov.mt</a>   |
| Din l-Art Helwa   | <a href="https://dinlarthelwa.org/">https://dinlarthelwa.org/</a>   | <a href="mailto:info@dinlarthelwa.org">info@dinlarthelwa.org</a>   |
| WirtArtna   | <a href="http://www.wirtartna.org/">http://www.wirtartna.org/</a>   | <a href="mailto:info@wirtartna.org">info@wirtartna.org</a>   |
| Valletta Management Unit  |   | <a href="mailto:ruben.d.abela@gov.mt">ruben.d.abela@gov.mt</a>   |
| Flimkien għal Ambjent Aħjar (FAA)                                       | <a href="http://faa.org.mt/">http://faa.org.mt/</a>   | <a href="mailto:contact@faa.org.mt">contact@faa.org.mt</a>   |
| Valletta Residents Revival (facebook community with 344 members)        | <a href="https://www.facebook.com/groups/1609759889287946/">https://www.facebook.com/<br/>groups/1609759889287946/</a>                              |  |
| Belt Valletta (oldest facebook community for Valletta)                  | <a href="https://www.facebook.com/beltvalletta/">https://www.facebook.com/<br/>beltvalletta/</a>  | <a href="https://m.me/beltvalletta">m.me/beltvalletta</a>  |
| ICOMOS (International Council on Monuments and Sites )                  | <a href="http://malta.icomos.org/">http://malta.icomos.org/</a>   | <a href="http://malta.icomos.org/contact.html">http://malta.icomos.org/<br/>contact.html</a>   |
| MAP Co-Re (The Malta Association of Professional Conservator-Restorers) |   | <a href="mailto:mapcore2008@gmail.com">mapcore2008@gmail.com</a>   |
| Malta Tourism Authority   | <a href="http://www.mta.com.mt/">http://www.mta.com.mt/</a>   | <a href="mailto:kevin.fsadni@visitmalta.com">kevin.fsadni@visitmalta.com</a>   |
| Malta Union of Tourist Guides   | <a href="http://www.wftga.org/malta-union-tourist-guides">http://www.wftga.org/malta-<br/>union-tourist-guides</a>                                  | <a href="mailto:charmaine.mifsud@visitmalta.com">charmaine.mifsud@visitmalta.com</a> ,<br><a href="mailto:mutgsecretary@gmail.com">mutgsecretary@gmail.com</a> |
| FATTA Federated Association of Travel & Tourism Agents Malta            | <a href="http://fatta.org/">http://fatta.org/</a>   | <a href="mailto:admin@fatta.org">admin@fatta.org</a>   |
| Transport Malta   | <a href="http://www.transport.gov.mt/">http://www.transport.gov.mt/</a>   | <a href="mailto:info.tm@transport.gov.mt">info.tm@transport.gov.mt</a>   |



|                         |   |   |
|-------------------------|---|---|
| Malta Tourism Authority | <a href="http://www.mta.com.mt/">http://www.mta.com.mt/</a>   | <a href="http://www.mta.com.mt/contactus.aspx">http://www.mta.com.mt/contactus.aspx</a> |
|                         |   | info@visitmalta.com   |
| Kamra tal-Periti        | <a href="https://kamratalperiti.org/">https://kamratalperiti.org/</a>   | info@kamratalperiti.org   |
| Heritage Malta          | <a href="http://heritagemalta.org/">http://heritagemalta.org/</a>   | info@heritagemalta.org  |
| Valletta Local Council  | <a href="https://localgovernment.gov.mt/en/lc/Valletta/Pages/default.aspx">https://localgovernment.gov.mt/en/lc/Valletta/Pages/default.aspx</a> | valletta.lc@gov.mt  |
|                         |   |   |

### University of Malta

| NAME  | WEBSITE   | EMAIL ADDRESS  |
|---|---|--|
| Access Disability Support Unit                                    | <a href="https://www.um.edu.mt/services/student-services/access">https://www.um.edu.mt/services/student-services/access</a> | <a href="mailto:info@um.edu.mt">info@um.edu.mt</a>                       |
| University of the 3rd Age   | <a href="https://www.um.edu.mt/socialwellbeing">https://www.um.edu.mt/socialwellbeing</a>                                   | <a href="mailto:marvin.formosa@um.edu.mt">marvin.formosa@um.edu.mt</a>   |
| Institute of Tourism, Travel and Culture                          | <a href="https://www.um.edu.mt/ittc">https://www.um.edu.mt/ittc</a>   |  |
| Faculty of Social Wellbeing                                       | <a href="https://www.um.edu.mt/socialwellbeing">https://www.um.edu.mt/socialwellbeing</a>                                   | <a href="mailto:socialwellbeing@um.edu.mt">socialwellbeing@um.edu.mt</a> |
| Marketing and Communications - Newspoint, NOC                     | <a href="https://www.um.edu.mt/newspoint">https://www.um.edu.mt/newspoint</a>   | <a href="mailto:newspoint@um.edu.mt">newspoint@um.edu.mt</a>             |
| SACES (The Society for Architecture & Civil Engineering Students) | <a href="http://www.sacesmalta.org/">http://www.sacesmalta.org/</a>   | <a href="mailto:info@sacesmalta.org">info@sacesmalta.org</a>             |
| Faculty for the Built Environment                                 | <a href="https://www.um.edu.mt/ben">https://www.um.edu.mt/ben</a>   | <a href="mailto:m.me/uom.builtenvironment">m.me/uom.builtenvironment</a> |