

Special Assistance Meeting

14th March 2016

		Action
1.0	<p>PRESENT TSSM – HUY Information Desk Clerk (AW) - HUY Choices & Rights (DE) Terminal Supervisor (TS), – HUY</p>	
2.0	<p>MINUTES OF THE PREVIOUS MEETING and Outstanding Issues This was the initial meeting with Choices & Rights, which included an on-site walk-through of the Special Assistance procedure. Therefore, no previous minutes to review.</p>	
3.0	<p>SPECIAL ASSISTANCE PROCEDURE WALK-THROUGH Sunken Manhole: At main entrance to Terminal there is a sunken manhole that would be difficult to negotiate by a self-propelled wheelchair user. Job request to be raised.</p>	TSSM
4.0	<p>WEBSITE REVIEW:- Sight Impaired Travellers – It would be helpful if there was a visually impaired section on the website, providing a telephone number and email address to contact for information – Agreed and Info Desk to Action Hearing Impaired Travellers – It would be useful if an email address was provided - Agreed and Info Desk to Action Humber Flyer Bus – Check and advertise whether the buses are wheelchair compatible - Checked and all buses are accessible to wheelchairs. Website to be updated. Guidedogs Website Link – It would be helpful if the link from the HUY website took reviewers to the actual travel page on the Guidedogs site. Actioned – website updated Access Guide – The background of the Access Guide on the website is quite dark and makes the document difficult to read particularly for those with sight impairments. Colour to be removed. Actioned – colour removed. Special Assistance Section – Slight re-wording required assisting those with learning disabilities - Agreed and Actioned. Site Map – The site map needs improvement to better illustrate travel distances - Agreed</p>	<p>AW</p> <p>AW</p> <p>TSSM/AW</p> <p>AW</p> <p>AW</p> <p>TSSM</p>
5.0	<p>AOB– Check number of disabled parking bays against total bays available to ensure that correct quota is being met - Agreed</p> <p>DATE OF NEXT MEETING To be Confirmed</p>	TSSM