

Special Assistance & Reduced Mobility Meeting

6th September 2017

Action

1.0 PRESENT

TSSM (DW) - HUY

GCM (GP) - HUY

Information Desk Clerk (AW) - HUY

Choices & Rights (DE)

Terminal Supervisor (TS) - HUY

Swissport (JS)

Flightcare (FC)

2.0 MINUTES OF THE PREVIOUS MEETING

The previous meeting on 21st September 2016 were discussed and agreed as a true record.

3.0 OUTSTANDING ISSUES

Hidden Disability Training - Swissport staff have not undertaken the internal hidden disability training and were unaware of the new Passengers with Hidden Disabilities (PHD) lanyards available. This was notified via read and sign and also forwarded by email in Feb 17. JS advised that Swissport has own PRM training every 3 years, however, this training does not appear to include elements on Hidden Disabilities and it is required once a year. **Additional supplementary internal training to be implemented to meet requirements.**

JS

Notification of PRM passengers - Notification of PRM passengers travelling on certain airlines are still not being received. **Swissport to investigate.**

JS

Ambulift Replacement - Consideration of possible Ambulift replacements is still ongoing. The Aviramp option has been recommended and this awaits board approval.

Hidden Disability Awareness visits - Several visits have taken place since the last meeting, with positive feedback received from all of these and with one family able to book a holiday afterward.

All other issues resolved.

4.0 REGULATORY UPDATE

Alternative Dispute Resolution - GP briefed the committee that it is now compulsory for airports to provide alternative dispute resolution. GP now in discussions with CDRL, an independent dispute resolution service, for complaints that cannot be resolved between passenger and airport/airline.

5.0 PASSENGER FEEDBACK AND KPI REPORT

Passenger Feedback and KPI Report - Passenger Feedback and the KPI report maintaining 100% across the board in performance and positive feedback. This is published and will reassure passengers travelling from HUY.

CAA Feedback - The CAA has recently published its annual assessment of airport PRM performance. Once again Humberside was assessed as being in the 'very good' category by the CAA and one of the top six performing UK airports for PRM assistance. The CAA PRM audit went well and the airport is anticipating regular CAA compliance visits in the future.

CAA Survey - The CAA online survey has had mixed results for HUY. The survey was only completed by 5 people last year and may not present a true representation of the service.

DW asked for suggestions on how to further promote the CAA online survey. The airport already has posters at all touch points and a link on the website to the survey. Staff also give out cards with information about the CAA survey to PRM passengers.

All

Part of the issue seems to be that our own PRM surveys can be filled in there and then, making it easier for passengers to complete them. They can also be completed on arrival or departure, whereas the CAA survey must be done after the whole journey is completed when it isn't at the forefront of the passengers mind to complete.

6.0 PASSENGER REPRESENTATIVE ISSUES

Choices and Rights are happy with the airports service to PRMs. DE has looked through staff training on Hidden Disabilities and approves.

A colleague of DE with a visual impairment and autism also checked through our recently published Airport Awareness Guide and found no issues.

7.0 AIRLINE ISSUES

Nil

8.0 HANDLING ISSUES

Boarding PRM in Inclement Weather- FC recently had an issue with PRM's boarding an aircraft during a rain shower. Waiting for the ambulift meant that the PRM was out in the rain for some time before boarding. FC suggested umbrellas in these conditions. JS suggested there may be safety issues with umbrellas on the apron. DE suggested ponchos that are available for wheelchair users that fit over the wheelchair. **These instances are rare and are outweighed by possible safety risks of potential FOD on the apron. Potentially the pax could remain inside until the ambulift is available. It is hoped that Aviramps will soon be available, which should allow more timely boarding of wheelchair users.**

FC

Flybe Aircraft Doors - FC have noted some issues with boarding PRM passengers to some Flybe aircraft, as the rear doors are not suitable, where pax would usually board. The aisles in the aircraft are also too narrow to carry the passengers to their seats at the back, which results in pax being re-seated. DW suggested the stairclimber, however, FC staff have not received the training on the equipment yet. **FC to undertake training asap.**

FC

9.0 AOB

Ambulift - GP provided an update on the preferred Ambulift replacement option and details of this new equipment. Also provided technical brochures and there was a discussion about the different variants of this equipment available and the fact that a study had been completed to ascertain the best options for HUY, based on the current aircraft types operating from the airport. A range of different Aviramps would be required to cover all aircraft types. **GP to monitor progress with approval process.**

GP

Dementia Friendly recognition - Whilst working at DSA, JS took part in Dementia Friendly Training and suggests it would be good for our airport to do something similar. **DW agreed and will look into this.**

DW

Braille Airport Awareness guides - DW and GP asked DE of his opinion on whether the airports Airport Awareness guides should be translated into Braille. DE only knows of two people that use Braille. There is software available for blind and partially sighted people to read documents. DE suggested making Braille documents available upon request. **Keep Braille provider's details in case a Braille document is requested.**

DW

10.0 DATE OF NEXT MEETING

March 2018, a date will be confirmed closer to the time.