

Special Assistance & Reduced Mobility Meeting

14th March 2018

Action

1.0 PRESENT

TSSM (DW) - HUY
 GCM (GP) - HUY
 Information Desk Clerk (AW) - HUY
 Choices & Rights (DE)
 Terminal Supervisor (TS) - HUY
 Swissport (JS)
 Swissport Aircraft Services (SD)

2.0 MINUTES OF THE PREVIOUS MEETING

Minutes from the meeting on 6th September 2017 were discussed and accepted as a true and accurate record.

3.0 OUTSTANDING ISSUES

Hidden Disability Training – Swissport staff have still not undertaken the internal hidden disability training. This was notified via Read and Sign, emailed in Feb 17 and raised at the last SARM meeting. JS advised that Swissport has increased the frequency of their corporate PRM training from 3 yearly to annually. JS has forwarded the Humberside Hidden Disability training package to Swissport Head Office for review. In the meantime, JS to notify all Swissport staff of the PHD/PHDC Lanyard system as it is live. **Additional supplementary internal training to be implemented to meet requirements.**

JS

Stairclimber Training – The airport has provided a train the trainer course to Swissport Aircraft Services for use of the stairclimber equipment. All Swissport Aircraft Services staff to be trained on the Stair Climber equipment.

SD

All other issues resolved.

4.0 REGULATORY UPDATE

Increased focus on training – GP briefed the committee that it is compulsory for all staff dealing with PRM passengers to undertake annual PRM training including hidden disability training. The CAA will be auditing the airport staff and contractors training records.

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.

CAA Survey – There has been an increase in response via the CAA survey, although specific results have not yet been released.

PRM Pre-notified numbers are good.

Carers Support – DW has engaged with North Lincolnshire and North East Lincolnshire Carers Support and attended their open event on 8th March. They have offered to promote the Humberside Airport Awareness Guide within their newsletter in an effort to assist in raising awareness for passengers to pre-book.

DW

6.0 PASSENGER REPRESENTATIVE ISSUES

DE informed group that Choices and Rights now take indirect complaints from disabled people who do not have the confidence to complain in person. This service is called Disabled Voices. DE will put a link to the airport website on the website and the airport will feature in the business plan for Choices and Rights.

DE informed group of a recent issue which arose in an airport when a PRM with a hidden disability was asked to take off his shoes and he was unable to do so. DW and TS reassured DE the airport has chairs and shoe horns in the search area, help is also offered if required.

7.0 AIRLINE ISSUES

Nil

8.0 HANDLING ISSUES

Contact with PRM Staff – JS informed the group that Swissport check in staff were having difficulties contacting PRM staff for the first flight in the morning. TS told JS to ask staff to call TS mobile for assistance. – **Looking at possibility of diverting phone to TS mobile.**

TS

9.0 AOB

Ambulift – Regulatory testing of the Ambulift is complete and the Ambulift is operational.

DW

AviRamp – New assessment needed for the AviRamp as aircraft types have recently changed. GP has heard very positive feedback from other airports on this equipment.

GP

Dementia Action Alliance – The airport is currently working towards Dementia Friends recognition. The airport is a member of the DAA and has submitted an action plan to them. DW intends to host a Dementia Friend's session during Airport Safety Week in May. DW attended a DAA meeting in January and delivered a presentation to the group to raise awareness of the services and assistance available and the work being done. DW is scheduled to attend their next meeting in April.

DW

New Wheelchair – The airport has procured a new wheelchair to better manage increased demand.

DW

10.0 DATE OF NEXT MEETING

Wednesday 7th November 2018.