

## Special Assistance & Reduced Mobility Meeting

7<sup>th</sup> November 2018

### Action

#### 1. PRESENT

Swissport (KB)  
Terminal Supervisor (AD) – HUY  
Swissport – (WD)  
ID Office (TG), (Minute Taker) – HUY  
Swissport (DH)  
Swissport (AK)  
Information Desk Clerk (HM) – HUY  
GCM (GP) – HUY  
TSSM (DW) – HUY

#### APOLOGIES

Choices & Rights (DE)  
Swissport (LB)  
Swissport (JS)

#### 2. MINUTES FROM THE PREVIOUS MEETING

Minutes from the previous meeting of the 14<sup>th</sup> March 2018. These were accepted as a true and accurate record.

#### 3. OUTSTANDING ISSUES

**Hidden Disability Training** – This training still remains an outstanding issue for Swissport as they have still not undertaken the internal hidden disability training which was notified via Read and Sign, emailed on 17<sup>th</sup> February 2017. GP advised Swissport that this issue had been raised twice in the past with JS and must be resolved as a matter of urgency as it is a regulatory requirement. PHD/PHDC Lanyards was raised. DH advised that they weren't aware of the lanyards. DW advised that this was a system implemented some time ago to highlight to staff that the passenger has a hidden disability. DH advised that she would take a look at them after the meeting and cascade the information to staff.

JS

DH

**Stairclimber Training** – Training for use of the Stairclimber is still outstanding.

JS

GP advised that Swissport staff need to be competent in using the Stairclimber, as this is the alternative means of safely boarding Pax that are unable to climb stairs which avoids the requirement for manual handling.

AK advised that the Jersey aircraft was too narrow for the Stairclimber to be used.

#### 4. REGULATORY UPDATE

GP advised that the CAA have previously undertaken audits, however, we can expect more in depth audits in the future, the results of which will contribute to the airport's categorisation within the annual Airport Accessibility Report. As part of these audits the CAA would likely review all parties training records etc. Whilst the turnround audits are currently used to cover the PRM function, in readiness for the CAA audits, the airport intends to commence specific, detailed, audits of the PRM operation, including those services provided by Swissport, in the New Year.

GP

#### 4.0 REGULATORY UPDATE - Continued

**Disability Passenger Charter** – This is currently out for consultation and is a Government led initiative to improve service provisions to PRM passengers

The CAA have also issued the following CAP:

**CAP 1603** – Guidance for airlines on assisting people with hidden disabilities.

**CAP 1629** – Supporting people with Hidden Disabilities at UK Airports – This report summarises the progress made by UK airport in meeting requirements and recommendation set out in CAP 1411 (CAA Guidance for airports on providing assistance to people with hidden disabilities)

**CAP 1679** – Airport Accessibility Report 2017/18 issued in July 2018. We are very pleased to have maintained our status of 'Very Good', which reflects our consistent commitment. There are only two/three across the UK that have remained in the Very Good category.

#### 5. PASSENGER FEEDBACK AND KPI REPORT

DW advised that HUY was performing at 100% in both performance and feedback. Our April to September statistics are freely available on our website. The CAA has their own online survey where passengers can leave their feedback directly. These details are reassuring for Disabled pax and their carers.

We have received no PRM complaints for the period April to September. At HUY we have a good track record with positive feedback received.

One customer feedback form had recently been received which advised that damage had occurred to passenger's wheelchair, the subsequent investigation revealed that the wrong box on the feedback form had been selected and that no damage had actually been sustained. DW reminded all that the airport has a wheelchair loan service should a wheelchair be required until the passengers own wheelchair has been repaired. DH confirmed that Swissport are aware of this service.

Owing to the above we may look to amend the questions on our feedback forms if all parties deem it necessary.

#### 6. PASSENGER REPRESENTATIVE ISSUES

No issues raised.

#### 7. AIRLINE ISSUES

No issues raised.

#### 8. HANDLING ISSUES

DH informed the meeting that they had been experiencing some difficulties with raising the PRM assistants, especially with the early morning flight. AD advised that should they experience any future problems then they should contact Security who will then be able to contact the PRM assistants. DW requested that feedback on any issues is given as soon as possible so that we can deal with the issue in a timely manner.

**PRM Notification** – HM confirmed that Avinet emails do advise of PRM passengers. Some late notification issues were experienced with airlines during the summer season, however, these were swiftly resolved in collaboration with Swissport.

#### 9. Training

**Customer Service Training** – Refresher training must be carried out every 12/18 months.

**Hidden Disability Training** - Collectively we need a theme for each year to work on.

ALL

#### 10. Audits

PRM service audits and admin audits will be carried out, as detailed under section 4.

**11. AOB**

**Ambulift** – DW advised the meeting that the Ambulift was up-to-date with Regulatory testing. There is one minor defect outstanding which will be rectified once the required part is sourced (window winder). DH asking if it could be cleaned.

DW

The Ambulift is becoming increasingly difficult to maintain due to the age of the equipment.

**AviRamp** – GP advised that a financial case has been submitted through the Managing Director to the Airport Board to procure a Continental 757 AviRamp and this will ultimately rid us of the need for the Ambulift, we are currently waiting for a response but are hoping to have some positive news soon. GP has previously discussed a joint venture between Swissport and HUY with LB. GP confirmed that it is the safest means of getting passengers on and off the aircraft. The Continental 757 model can be viewed online (no steps are needed with this AviRamp). This model will serve 75% of aircraft, with very little to go wrong. We need to review (by assessment) all aircraft coming into HUY to ensure that this new equipment would be suitable. This information has been shared with LB and JS.

GP

**New Wheelchair** – DW advised that the airport has procured another wheelchair to add to the fleet.

**PRM Passengers** – The rate of increase in PRM passengers is greater than the increase in general pax, seeing an 8% increase in PRM pax with a 4% increase in general passengers.

**Familiarisation Visits** – DW advised the meeting that the airport continues to host Familiarisation visits, which are open to all. The last one being held in September and positive feedback has been received. Some families are able to go on holiday following these sessions.

**Dementia Action Alliance (DAA)** – DW continues to attend the DAA meeting and has engagement with other services e.g. Cares Support, Peggy's World, North Lincolnshire Council (NLC) and Alzheimer's Society. DW has submitted an action plan to the DAA and is working through the plan.

The Carers Support Group (North Lincs.) has kindly promoted elements of our 'Access Guide' also showing the PHD/PHDC cards in their June 2018 Newsletter. To date we have 61 Dementia Friends across the airport community.

The airport will be hosting more Dementia Friends sessions in 2019. DH suggested that if sessions were held at 07:00, 11:00 or 14:00/14:30, with sessions no longer than 30 minutes, they would be ideal for Swissport, DW advised that if staff are struggling to attend the sessions there is an online tool that has the same details as the sessions.

DW

**Quiet Area** – DH asked about having a quiet area for PRM passengers in Gate 2. GP advised that this had been looked into, but there was a danger of forgetting/leaving passengers at Gate 2 and them missing their flight. DW also advised that this area (Gate 2) will be used in the New Year for the Standard 3 project, so this area will not be available from January to June 2019. We do have PRM seating in the Departure Lounge should PRM pax want to use the area. As we are a small airport, it is not a Regulatory requirement to have a dedicated quiet area, but we do have some areas available should they be required.

**12. DATE OF NEXT MEETING**

Wednesday 3<sup>rd</sup> April 2019 at 11:30.

**MEETING CLOSED**

Meeting Closed at: 12:39.