

Special Assistance & Reduced Mobility Meeting

3rd April 2019

Action

1. PRESENT

Choices & Rights (DE)
GCM (GP) – HUY
ID Office (TG), (Minute Taker) – HUY
TSSM (DW) – HUY
Terminal Supervisor (DD) – HUY
Swissport (JS)
Swissport (SG)

APOLOGIES

Swissport (LB)

2. MINUTES FROM THE PREVIOUS MEETING

Minutes from the previous meeting of the 7th November 2018. These were accepted as a true and accurate record.

3. OUTSTANDING ISSUES

Stairclimber Training – SG confirmed that 9 staff in total are now trained on the stairclimber, meaning there is someone on each shift that can use this equipment. Swissport would like AAT to come back to train on the E145 aircraft, the Fire Section should also be included on this training. It is questioned whether the steps of the stairclimber were compatible with an E145. DW to investigate.

DW

DE advised the people who are used to being assisted do pick up on the fact that the person handling their assistance is nervous (unconfident).

DW to contact AAT reference additional training on the use of the stairclimber and co-ordinate with JS on this.

DW

Ambulift – DW advised that the Ambulift is fully serviced and has recently been cleaned. There is one minor defect outstanding which will be rectified once the required part is sourced (window winder), which is proving difficult.

DW

The Ambulift is becoming increasingly difficult to maintain due to the age of the equipment but will remain in service.

AviRamp – The AviRamp (Continental 757) has now arrived. GP requested that the AviRamp is used on every aircraft possible; (it is also compatible with the KLM aircraft) SG confirmed that this is already happening. JS advised that the dispatcher cannot see when people are using the AviRamp, SG confirmed that it can be used on any of the aircraft doors, so this should help with this issue.

DD asked how long it takes to get a passenger onto the aircraft. SG confirmed that using the Ambulift it takes 5 minutes with the AviRamp its takes 2 minutes.

SG advised that the extra wide wheelchair will not turn on the AviRamp. DE recommended that you can use the bar at the back of the wheelchair to tilt the chair back to manoeuvre. GP advised that this issue is unusual as there have been no reports within industry of this same issue.

JS suggested the extra wide wheelchair is marked to identify it, or we may need to get some more narrow versions. Should a larger passenger need to use the extra wide wheelchair please ring Swissport to advise, DD confirmed that this request will be cascaded to the Information Desk and the Terminal Supervisors. GP and DW will visit to look at the issue with the extra wide wheelchair on the AviRamp and may look to take it out of general use and label accordingly.

GP/DW

DE advised that walking down a ramp may be an issue with balance for some people and asked that the ramp staff assist in walking the passenger down the ramp.

Swissport advise that all staff have agreed that it is a great piece of equipment.

	Action
4. REGULATORY UPDATE	
GP reconfirmed that the airport intends to commence specific, detailed, audits of the PRM handling, including those services provided by Swissport, these audits will be carried out by the Terminal Supervisors. Initial feedback will be given at the time of the audit and full feedback given at a later date. The existing turnaround audits will also continue to be carried out by the Fire Section.	GP
Consultation on CAP1228 – Guidance on Quality Standards under Regulation EC 1107/2006. GP advised that item 21 on page 9 of CAP1228 under the category of ‘Arriving Passengers’ (assistance is not available within 45 minutes of ‘on chocks’) may not affect us.	GP/DW
Item 23 on page 9 under the category of ‘Arriving Passengers’ (each airport to develop targets for total time taken to assist arriving passengers to the end point of their assistance journey in comparison to time taken by other passengers) we do have things in place but we will look into this further.	GP/DW
Item 29 on page 10 under the category of ‘Passenger Surveys’ (airports are to advertise and promote their satisfaction surveys to passengers that use the assistance service. Airports should collect email addresses and then email the individuals post-travel to encourage them to complete the survey) GP advised that under GDPR this may be an issue but our feedback forms do ask passengers if they want us to contact them.	GP/DW
Item 32 on page 11 under the category of ‘Consultation’ (airports should have an Airport Users Committee which should be chaired by representatives of disability organisations or a disabled person and members are either disabled or care for family members who are disabled). GP confirmed that at this time DW chairs the meeting so how do we progress with this. Attendance would need to be on a voluntary basis. SG advised that the person/people would need to have some knowledge, possibly a regular PRM travelling through the airport. JS suggested that DE chairs the meeting. DD suggested that we invite someone to participate and they could then become chair of the meeting. GP confirmed that we are trying to expand the number of attendees and the variation of attendees.	
Item 34 on page 12 under the category of ‘Consultation’ (quality standards documentation should make clear that consultation has taken place and list who was consulted and an annual report formulated). This is already in place.	
Item 35 on page 12 under the category of ‘Consultation’ (each airport seeks feedback from members of the accessibility forum once a year on their views of the effectiveness of the forum) it was suggested that we use a ‘survey monkey’ to achieve this.	GP/DW
Item 36 on page 13 under the category of ‘Monitoring performance against quality standards’ (service providers should be expected to introduce their own performance monitoring systems and provide reasonable data as required by the airport community). JS will discuss this requirement with A Hargreaves. DE suggested that they may already be doing this but not realise that they are covering what is required.	JS
GP will check what exactly is needed.	GP
The CAA have also issued the following CAP:	
CAP1390 – Information for ADR entities approved by the CAA (Dispute Resolution), Independent Dispute Resolution.	

4 REGULATORY UPDATE - Continued

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. GP confirmed the definition of the rankings to the attendees and how each airport is ranked. The CAA are now tightening up on the levels required to be achieved, we have no issues with this. The uptake from PRM passengers of the CAA survey is poor (across the board). Both the electronic and email surveys will continue. DE advised that it is better to keep doing the survey in both formats.

CAA/AOA Medical Device Awareness Card – The CAA, in conjunction with the AOA, has formulated a medical device awareness card for passengers with medical issues/implants etc. to be shown prior to search and a prompt card for Security Officer as a reminder of the recommended procedures for such passengers; examples were submitted to the attendees. GP advised that we will be looking into this further and uploading the details onto the HUY website and placing them in the PRM packs. Travel agents may also need to promote this with passengers.

5. PASSENGER FEEDBACK AND KPI REPORT

DW advised that HUY was performing at 100% in both performance and feedback. Access Service Standards will soon be available to view on our company website.

We have received 41 compliments in the period October 2018 to March 2019 with 1 PRM complaint received on 2nd October 2018; however, the complaint was down to confusion over car parking rather than failure in service delivery.

We continue to receive positive feedback with many compliments, which are very reassuring for our PRM passengers.

As advised previously by DW we may look to amend the questions on our feedback forms, now would seem a good time to review and modify the forms. JS advised that they will need to look into this. GP suggested that we change one of the titles to ‘If pre-booked were you offered assistance’.

6. PASSENGER REPRESENTATIVE ISSUES

No issues raised.

7. AIRLINE ISSUES

No issues raised.

8. HANDLING ISSUES

SG advised that there could be improvements in the handover process from HUY staff to Swissport. JS confirmed that for arriving passengers the handover from the external PRM assistants to the internal assistants works well. HUY does need to present the PRM passengers to the external PRM assistants, but GP advised that if there are more than 1 or 2 this can be difficult. HUY to investigate and rectify as deemed appropriate.

DW

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

Training Theme – We would welcome suggestions for a training theme for this year.

ALL

JS suggested training for the Information Desk on PRM categories (WCHR etc.) as new staff are now working on the desk, JS will carry out this training.

JS

Handover training was also suggested as a continual training theme.

10. Audits

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

11. AOB

Familiarisation Visits – DW advised the meeting that the airport continues to host Familiarisation visits, which are open to all, with really positive feedback. We have recently received two further requests to host familiarisation visits in the near future.

Airport Bus – JS asked if the bus is still in use. DW advised that she will contact the relevant department to confirm that it is still in use. **DW**

Wheelchair Servicing – Our wheelchairs are due to be serviced and will be serviced in batches. The first batch is due to be collected today. **DW**

New Contact – DE advised that Dan Watts is a new contact (Access Advice), he advised that on their Facebook page is ‘elephant in the room’ which should produce feedback.

Sunflower Lanyard (for Hidden Disabilities) – DE advised that Doncaster are using the Sunflower wristband version. DW advised that we do have a system in place with the PHD and PHDC cards. GP confirmed that we can update our information for staff to include details of the Sunflower lanyards/wristbands. **DW**

Dementia Action Alliance (DAA) – The airport will be hosting more Dementia Friends sessions during the AOA Safety Week on 13th to 19th May. A timetable for events being held is currently being formulated, once completed it will be sent out to the wider airport community. We welcome suggestions of other organisation that could participate in awareness sessions. **DW**

12. DATE OF NEXT MEETING

Wednesday 13th November 2019 at 11:30.

MEETING CLOSED

Meeting Closed at: 13:00.