

Special Assistance News

Welcome to the first edition of our Special Assistance Newsletter

Here at Humberside Airport, we are continually striving to improve the service we provide to our passengers, including those people that may require special assistance of some kind. This year has been no different, with a number of initiatives put in place to achieve this aim. Here is a snapshot of just some of the things that have happened this year:

New Airside Equipment



We have recently acquired a new piece of equipment to assist passengers with reduced mobility to board and disembark from aircraft. Many people will have experienced or seen people being taken on or off aircraft using an Ambulift, which is a hydraulic lift vehicle which can be raised to the level of the aircraft door.

Our new equipment is called Aviramp, which can be seen above. It is a series of ramps, which effectively replace aircraft steps and enable passengers to board and disembark either on foot or in wheelchairs.

Hidden Disabilities and Sunflower Lanyard

Over the last year we have focused a great deal on supporting passengers with hidden disabilities. All our staff, be they managers, security staff or those directly providing the special assistance service have undertaken specific training to ensure that they are aware of what a hidden disability is, what they can do to help, and how someone with a hidden disability can identify themselves.



Our system enabling passengers with a hidden disability to identify themselves to airport staff has been in place for some time. This is a lanyard system with an attached coded card. We have recently augmented this system with the addition of the Sunflower lanyard, which is fast becoming the recognised means of identifying people with a hidden disability of some form. The lanyard and card is available from our Information Desk.



We support Dementia Friends
dementiafriends.org.uk



Dementia Friends

As part of the annually held CAA Safety Week initiative, we have once again held Dementia Friends sessions within the airport, which were accessible to all staff and the wider airport community. We now have an additional group of Dementia Friends, working in a variety of roles from Security, Hygiene, Check-in, Firefighters & retail.



Familiarisation Visits

Here at Humberside Airport we understand that many people have not considered a trip abroad because of concerns about the journey and the processes and environments involved in air travel. For those who think it may assist, Humberside Airport is happy to support pre-planned familiarisation visits. We have arranged several such visits, which enable the individual to experience first-hand the airport environment and the processes that he or she will experience when they travel, such as check-in, security and boarding. For further information please email us at enquiries@humbersideairport.com.

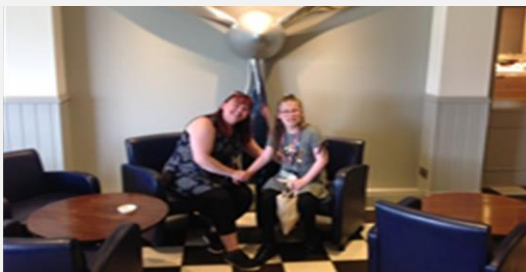


Other Visits

As well as familiarisation visits we also try to accommodate visits from schools, scout groups, The University of the Third Age and many more. Below is the feedback we received following one of those visits.

Lacie's Visit

'I am a Teaching Assistant at Frederick Holmes Special School and as an end of term treat for one of our students, we decided to try and arrange a visit to Humberside Airport. Lacie loves Aeroplanes and Helicopters and anything to do with them; she becomes very excited when she sees them and likes to tell everyone all about them. I came into contact with Humberside Airport through their website and we proceeded to arrange our visit. They were extremely helpful throughout, and on the day of our visit we could not have had a more attentive host. We would like to thank Humberside Airport for accommodating our request and all of the information and great viewing areas provided. Lacie has not stopped talking about it since!'



Consultation

A key factor in deciding any airports CAA ranking, is the amount of consultation and engagement an airport has with local disability groups. Here at Humberside, we routinely consult with Choices and Rights, which is an organisation for disabled people based in Hull. They represent disabled people at our regular Special Assistance & Reduced Mobility meetings and provide specialist input and advice to discussions about staff training, passenger information and forthcoming projects.

We also attend local disability forums such as the North Lincolnshire Dementia Action Alliance, which is a voluntary group made up of representatives from the private, public and charity sectors whose aim is to make North Lincolnshire a dementia friendly place to live. Through this forum we have submitted an action plan in an effort to get the airport recognised as Dementia Friendly, we are currently working towards achieving this goal.

A copy of our action plan can be found here:

https://www.dementiaaction.org.uk/members_and_action_plans/8420-humberside_international_airport

UK Civil Aviation Authority Accessibility Report – CAP1821

The CAA issued its 4th annual report detailing the accessibility of the UK's top 31 airports earlier in the Summer. Airports are ranked as either 'Very Good', 'Good', 'In need of Improvement' or 'Poor'.

Here at Humberside we are extremely proud to have achieved a Very Good ranking once again this year, meaning that we are one of very few airports to have achieved this consistently since the annual reports were first released some four years ago.

Rankings

	Belfast International		
	Birmingham		
Aberdeen	Bournemouth		
Belfast City	Bristol		
City of Derry	Cardiff		
Cornwall Newquay	East Midlands		
Doncaster Sheffield	Inverness		
Edinburgh	Leeds Bradford		
Exeter	Liverpool		
Glasgow	London City		
Glasgow Prestwick	London Gatwick		
Humberside	London Heathrow		
Kirkwall	London Luton		
Norwich	London Southend		
Southampton	London Stansted		
Sumburgh	Newcastle	Manchester	
Very Good	Good	Needs Improvement	Poor

The full report can be found here: <http://publicapps.caa.co.uk/docs/33/CAP1821.pdf>