

Special Assistance & Reduced Mobility Meeting

13th November 2019

Action

1. PRESENT

Choices & Rights (DE)
 Eastern Airways – (CM)
 Eastern Airways – (DF)
 GCM (GP) – HUY
 ID Office (TG), (Minute Taker) – HUY
 Information Desk (MM) - HUY
 TSSM (DW) – HUY
 Terminal Supervisor (DD) – HUY
 Swissport (DS)
 Swissport (JS)
 Swissport (LR)

APOLOGIES

Swissport (LB)

2. MINUTES FROM THE PREVIOUS MEETING

Minutes from the previous meeting of the 3rd April 2019. These were accepted as a true and accurate record.

3. OUTSTANDING ISSUES

Stairclimber Training – It was previously questioned whether the stairclimber is compatible with an E145. DW confirmed that it was designed for the E145.

Following the last meeting DW contacted AAT regarding additional training on the use of the stairclimber and confirmed that both HUY and Swissport now have two trainers.

Ambulift – DW advised that there is one minor defect outstanding with the Ambulift, which will be rectified once the required part is sourced (window winder), which is still proving difficult to source.

DW

The Ambulift continues to become increasingly difficult to maintain due to the age of the equipment.

AviRamp – JS previously suggested the extra wide wheelchair is marked to identify it. GP and DW have looked at the issue with the extra wide wheelchair on the AviRamp and it has now been taken out of general use and labelled accordingly.

4. REGULATORY UPDATE

Consultation on CAP1228 – Guidance on Quality Standards under Regulation EC 1107/2006. GP previously 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. However, we do have a process in place and the relevant parties are aware. Should assistance not be available within the 45 minute window a delay report would also be raised by Swissport.

Consultation on CAP1228 – Guidance on Quality Standards under Regulation EC 1107/2006. 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. This was carried out. DF and CM requested that this survey is forwarded to them, DW will action this request.

DW

4. REGULATORY UPDATE – Continued (1)

Consultation on CAP1228 – Guidance on Quality Standards under Regulation EC 1107/2006. 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).

GP has checked what is needed and confirmed that anyone providing a service must keep records. The report which was sent to GP from Swissport met this requirement. This will need to be sent to GP on a six monthly basis (April to September and October to March).

JS

CAP1821 – CAA Airport Accessibility Report 2018/19 – GP advised that once again HUY is in the ‘Very Good’ category. A lot of hard goes into maintaining the standard by both HUY and Swissport and we will continue this work to ensure we remain in the ‘Very Good’ category. This report is freely available; it is published nationally in the press and on various forums.

PRM Compliance Audit – The CAA Consumers and Marketing Group carried out a PRM audit at the airport in September 2019, which went very well. The following findings were noted:-

Non Compliance – NIL

Observations – Information on the website. We have checked our website and we are content that we are meeting this need.

Best Practice – The auditors were very pleased with their findings, i.e., the AviRamp; PRM car parking; the use of the short term car park for PRM long stay travellers; plenty of Blue Badge parking areas; PRM lounge; lanyard and card system. We await the next audit.

5. PASSENGER FEEDBACK AND KPI REPORT

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

We have received 159 compliments in the period April to September 2019 with 1 PRM complaint received in July.

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

CAA PRM Online Survey (Feedback) – The CAA does not get as much response to their on line survey as they would like. The airport does feedback to the CAA the feedback that we receive and we do include the details of how to participate in the CAA survey to PRM passengers.

DE advised that his organisation has a staff member who calls users for feedback. This is working very well, which is due to the approach of this staff member. DE advised that they have had to redesign their consent form to be able to contact the user.

GP advised that we do not have the passengers personal details to be able to contact them directly as this data is not held by the airport. JS advised that this data belongs to the airline and Swissport would not be able to share this information.

CM suggested using an iPad to capture the details on a preloaded form.

GP confirmed that the CAA wants the information at the end of a journey.

PRM Passenger Numbers – DW advised that the number of PRM passengers has increased on last year’s figures, for both arriving and departing.

CM suggested that the service offered to PRM passengers is open to abuse (taken advantage of) by non PRM passengers, as PRM are fast tracked; this is not a new situation though. The wording is open to interpretation, this is what the larger airports have found, that some passengers are not actually PRM.

6. PASSENGER REPRESENTATIVE ISSUES

No issues raised. DE advised that no news is good news. He has attended various forums and only positive messages have been relayed about the airport, no complaints.

7. AIRLINE ISSUES

The question was raised by CM regarding the airports fees and charges and having access to the airports company records. GP will discuss with the Airport Managing Director.

GP

8. HANDLING ISSUES

Swissport previously advised that there could be improvements in the handover process from HUY staff to Swissport. It was confirmed that the handover has improved and a process is in place. JS advised that the improvement is random. DD confirmed that the HUY PRM staff have been spoken to; however, the handover to Swissport in the lounge for outbound passengers is causing confusion as on occasion they are being told by Swissport that a handover is not needed. Swissport and HUY to monitor.

JS/ Term
Sup

JS advised that any delays in passengers boarding the aircraft does impact on Swissport. They have a 30 minute window to turn the aircraft around, 5 minutes for passengers to disembark, 8 minutes to clean the aircraft etc. once the aircraft doors are opened for both passengers and cargo the time is automatically logged.

JS suggested that the PRM seating area is moved to near the toilets as the current area is proving a challenge due to changes requested by the airline. GP advised that the design of the lounge was agreed by all parties, before any work commenced. GP suggested additional barriers may be a solution. Chairs could be taken out near the toilets to give a clearer area; a 1½ to 2m gap with Tensa barriers may be beneficial. During a recent visit by the Alzheimer's Society feedback was received that the current PRM area was 'light and airy' and not stuck in the corner, or too near to the toilets and that the current area was equidistant to all the facilities. DW suggested a site visit so a collective solution could be found; a date and time will be arranged.

DW/GP/JS

MM suggested that during the review of the PRM feedback forms we ask if the area is suitable for our PRM passengers. DW suggested a short term survey may be beneficial.

Term Sup

AviRamp – DS advised that Swissport staff have been experiencing issues when pushing wheelchair users both up and down the ramp; it is especially difficult turning the corner if the passenger has to have their legs straight out in front of them. GP confirmed that both the CAA and the HSE assessed the AviRamp to ensure that they were suitable before allowing their use. LR advised that using the AviRamp is a slower way of boarding.

Ambulift – DS raised the question whether the issue with the gear box had been sorted out. DW advised that the airport had not been notified by Swissport that there was an issue. Daily checks of the Ambulift were agreed over a year ago and any issues were to be documented and reported to the airport. DW and JS will look into this.

DW/JS

LR asked if the AviRamp can be used at the back of the aircraft. GP advised that it was Swissport's choice as to where the equipment was placed. Swissport advised that they show passengers photographs of the AviRamp prior to boarding; but when they physically get to see it they claim that they cannot manage. DS advised that a lot of passengers use the AviRamp instead of using the steps.

GP confirmed that a large number of airports have got rid of the Ambulift and now only use AviRamps.

9. Training

Hidden Disability (HD) Training – Collectively we need a theme for each year to work on.

DW proposed that the focus be on Dementia Friends training, in an effort to continue working towards getting the airport recognised as Dementia Friendly. Further training dates for these sessions are to be arranged. All present agreed to this suggestion. DW to progress this.

DW

Training Theme – JS previously suggested training for the Information Desk on PRM categories (WCHR etc.) as new staff are now working on the desk; JS has discussed this with MM.

The HD presentation was previously sent to Swissport, the updated version will now be sent out. CM also requested a copy of the updated version.

DW

10. Audits

GP advised that the specific, detailed audits of the PRM handling are now in place, the results of these audits have been really positive and we will continue these audits on a regular basis. Fifteen PRM service audits have been carried out since May 2019.

As advised previously the existing turnaround audits will also continue to be carried out by the Fire Section.

11. AOB

Airport Bus – JS previously asked if the bus was still in use. DW confirmed that the bus is currently out of service, but there are plans to bring it back into use.

Wheelchair Servicing – Our wheelchairs are serviced annually in April, however, if there are any issues please let the TS know.

Sunflower Lanyard (for Hidden Disabilities) – DE previously advised that Doncaster airport were using the Sunflower wristband version. HUY has now converted to using the Sunflower lanyard. 38 have been used this year so far.

Dementia Action Alliance (DAA) – An action plan was previously submitted to the DAA for HUY to be recognised as Dementia Friendly airport.

The airport hosted more Dementia Friends sessions during the AOA Safety Week in May. We now have over 100 Dementia Friends within the airport community. More sessions will be held.

We welcome suggestions of other organisation that could participate in awareness sessions.

PRM Booklet – CM asked that the booklet is shared with her. DW will forward this.

DW

Facebook – CM asked if the airport has a Facebook page. DW advised that the Travel shop does but not the airport directly. DE advised that he will share the link on Facebook to our website.

DE

Reports – CM asked if the reports can be shared prior to the meeting so any comments can be brought to the next meeting. DW will arrange this.

DW

Wheelchair Bars – GP advised that the wheelchair bars will be removed so the chairs can be folded when not in use for easier manoeuvring.

DW

12. DATE OF NEXT MEETING

Wednesday 22nd April 2020 at 11:30.

MEETING CLOSED

Meeting Closed at: 13:37.