

# Special Assistance & Reduced Mobility Meeting

4<sup>th</sup> November 2020

**Action**

**1. PRESENT**

- Choices & Rights (DE)
- GCM (GP) – HUY
- ID Office (TG), (Minute Taker) – HUY
- Information Desk (MM) - HUY
- TSSM (DW) – HUY
- Terminal Supervisor (AD) – HUY
- Swissport – (LB)
- Swissport – (NS)

**APOLOGIES**

- Eastern Airways – (CM)
- Eastern Airways – (KG)
- Swissport – (JS) \*\*

**2. MINUTES FROM THE PREVIOUS MEETING**

Minutes from the previous meeting of the 13<sup>th</sup> November 2019. These were accepted as a true and accurate record.

**3. OUTSTANDING ISSUES**

**Ambulift** – DW advised previously that there was one minor defect outstanding with the Ambulift (window winder), this was completed at the routine service. The batteries were also replaced.

**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**

**4. REGULATORY UPDATE**

**Consultation on CAP1228** – GP advised previously that he had checked what is needed and confirmed that anyone providing a service must keep records. The report which was previously 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). GP advised that the last list was received from SG at Swissport. LB confirmed that she will check on this as they may have to realign and reassign this task.

**LB**

**CAP1821** – CAA Airport Accessibility Report 2019/20 – GP advised that this report is due out shortly. The report has been delayed from the summer due to reduced PRM passenger numbers. We are once again hoping to be in the ‘Very Good’ category. A lot of hard work 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, when published is freely available; published nationally in the press and on various forums.

**GP**

**SARM Forum Survey** – A survey was sent out to all committee members (8 responses were received). Discussion was held on the anonymous answers provided in this survey. GP raised his concerns on the comments of the 6<sup>th</sup> and 8<sup>th</sup> responses on the survey report.

These related negatively to the airports commitment to improving service and whether we were equipped and manned to deliver a quality service, but only by one responder. GP advised that these comments were disappointing as we have invested in a fleet of wheelchairs, training and recently the AviRamp (at great cost to the airport) and no issues have been raised concerning staffing levels and no PRMs have been delayed, or missed their flights/transport. If there are issues please let us know at the time.

Discussion was held on these answers and it was agreed that all were happy to close off the survey.

## 5. PASSENGER FEEDBACK AND KPI REPORT

DW advised that that HUY continues to perform at 100% in both performance and feedback. The updated Access Service Standards are available to view on our company website.

We continue to receive positive feedback with many compliments, which are very reassuring for our PRM passengers. GP advised that we get wonderful feedback from our PRM passengers on the hard copy forms and we provide this information to the CAA.

**HUY PRM Feedback Forms** – Since April 2020 the questions on the feedback forms have been updated. The committee previously felt that the questions on the feedback forms needed to be amended and so we have realigned the questions with the CAA survey questions. We can evidence on how many of these forms are sent out by the airport and how many we get back.

**CAA PRM Online Survey (Feedback)** – Despite efforts by the committee to positively promote the CAA on-line survey, the CAA are still not getting as many responses as they would like. We welcome any further suggestions or recommendations.

**PRM Passenger Numbers** – DW advised that since April 2020 the number of PRM passengers has decreased significantly on last year's figures, for both arriving and departing. This is due to the Covid 19 restrictions impacting on flight cancellations, primarily charter flights.

## 6. PASSENGER REPRESENTATIVE ISSUES

No issues raised.

DE advised that a large number of people were previously having to 'shield' and many continue to do so, which will continue to affect our PRM numbers. Representatives from organisations and charities have also been advising people on the restrictions on travel.

DE advised that he wouldn't expect the number of PRM passengers to increase in the next few months or even longer, until a vaccine is available.

## 7. AIRLINE ISSUES

No issues raised.

LB advised that Swissport are still seeing PRM passengers that regularly use the airport and no issues have been experienced.

## 8. HANDLING ISSUES

**PRM Handover** – Swissport previously advised that there could be improvements in the handover process from HUY staff to Swissport. The Terminal Supervisors engaged with Swissport on this, the handover has improved and a process is in place. DW advised that we will continue to monitor this and maintain the standard. LB advised that outbound however, still remains an issue, the Terminal Supervisors will look into this again as we have been handing over at the gate.

Term Sup.

**PRM Seating** – LB advised that the Tensa barriers at Gate 3 and 4 are currently ok, but we will need to look at this again when passenger numbers increase. DW and LB will look at this in the New Year.

DW/LB

## 9. Training

**Hidden Disability (HD) Training** – DW previously 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 were to be arranged. This training was due to be delivered as part of the AOA Safety week in May but due to the Covid 19 situation had to be cancelled. DW will look at this again in the New Year. In the meantime, it was agreed that all would continue with standard Compliance training.

DW

All

**9. Training - Continued**

**PRM Category Refresher** – DW passed on her thanks to JS for the training given to the Information Desk regarding refreshing the information on the PRM categories.

LB advised that there are a significant number of people out of the business and a number have left. Hopefully in the New Year we can return to a full training package.

**10. Audits**

**PRM Audits** – DW advised that 22 PRM service audits have been carried out since the last meeting, with Nil non-compliances recorded, with Covid 19 regulations being strictly adhered to. Between February 2020 and July 2020 no audits were carried out due to the lack of PRM passengers.

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

**CAA Audit** – A recent audit was carried out by the CAA; no issues were found.

**11. AOB**

**Reports** – The reports will continue to be shared prior to the meeting so any comments can be brought to the next meeting.

**Face Masks** – DE advised that Dan Watts in Hull has highlighted, on TV, an issue that the hearing impaired are experiencing due to face masks having to be worn. Many who are hearing impaired lip read and face masks are interfering with them being able to do this. Dan has suggested a clear panel in masks would eradicate this issue. It has not been confirmed if this is for medical style face masks or standard face coverings. DE will update when this is confirmed.

DE

**12. DATE OF NEXT MEETING**

Wednesday 21<sup>st</sup> April 2021 at 11:30. This meeting will hopefully be face to face (restrictions allowing) or via Teams.

All

**MEETING CLOSED**

Meeting Closed at: 11:45.