

Special Assistance & Reduced Mobility Meeting

21st April 2021

Action

1. PRESENT (via Microsoft Teams)

GCM (GP) – HUY

ID Office (TG), (Minute Taker) – HUY

TSSM (DW) – HUY (Chair)

Terminal Supervisor (EC) – HUY

APOLOGIES

Choices & Rights (DE)

Eastern Airways – (CM)

Eastern Airways – (KG)

Information Desk (MM) - HUY

Swissport – (NS)

2. MINUTES FROM THE PREVIOUS MEETING

Minutes from the previous meeting of the 4th November 2020. These were accepted as a true and accurate record.

3. OUTSTANDING ISSUES

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

Face Masks – DE previously advised that Dan Watts in Hull 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 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

4. REGULATORY UPDATE

Consultation on CAP1228 – GP previously advised that anyone providing a service must keep records. Swissport are required to send their records to GP on a six-monthly basis (April to September and October to March). GP advised that the last records were received from SG at Swissport. As LB has now left Swissport, DW will contact NS for an update.

DW/NS

CAP1978 – CAA Airport Accessibility Report – Report published in November 2020, Humberside Airport classified in the 'Very Good' category again. 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.

GP

GP advised that the CAA have notified airports that they are currently exempt from submission of data for 2020/2021 due to the low level of passengers due to COVID 19. However, GP continues to submit for consistency. The CAA may not classify airports in their next report.

5. PASSENGER FEEDBACK AND KPI REPORT

DW advised owing to Covid-19 and travel restrictions the Airport continues to see a significant decrease in the number of passengers travelling, including PRM passengers, which is reflected in our reports.

The service we continue to provide to our PRMs hasn't changed other than the implementation of Covid secure measures.

Passenger feedback and KPI report continues to reflect results of 100% for performance and feedback.

Access Service Standards are available to view on our company website and are published 6 monthly.

October 2020 - March 2021

4 x Compliments received

0 x Complaints.

6. PASSENGER REPRESENTATIVE ISSUES

No issues raised.

DE previously advised that a large number of people had been 'shielding' which affected our PRM numbers.

DE previously advised that he wouldn't expect the number of PRM passengers to increase until a vaccine was available.

7. AIRLINE ISSUES

No issues raised.

8. HANDLING ISSUES

PRM Handover Process – Due to Covid-19 and restrictions around travel, the number of PRMs assisted since the last meeting is significantly low. However, we will continue to monitor the handover process via audits and feedback.

Term Sup.

PRM Seating Area – Departure Lounge – No issues at present. Once flights recommence and passenger figures start to increase we will monitor the situation and assess if any further modifications are required.

DW/
Swissport**9. Training**

Compliance Training – We continue to deliver our in-house Compliance training.

Customer Service Training – DW will engage with our training provider on this.

DW

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 but due to the Covid 19 situation had to be cancelled. DW attended a virtual meeting last week with the DAA, who advised that they hope to deliver some virtual Dementia Friends training sessions during Dementia Awareness week (17th-23rd May), these sessions would be approximately 25 minutes long. We hope that people will take the opportunity to engage in these training sessions as they have previously been very well received and enjoyed by all.

DW

Additional Training – GP asked the committee if there is any other training that may be suitable, if so, please let us know. Virtual training will need to be the platform due to COVID 19. This will be added to the Forum Survey.

ALL

10. Audits

PRM Audits – DW advised PRM handling audits are in place, albeit no audits undertaken since last meeting due to the very limited number of PRM passengers assisted.

Audit of 'Special Assistance' section on our company website undertaken. The committee is asked to review this section of the website and provide any feedback/comments.

11. AOB

CAP1228 – CAP1228 requires airports to seek feedback from its members once a year on the effectiveness of the forum. Therefore, we will issue SARM forum survey post the meeting.

ALL

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

Equipment Update

- Annual service of wheelchairs and hearing loops complete.
- Next tail service on Ambulift due in June and LOLER due in July.
- Stair Climber service due in August 2021.
- AviRamp service contract to be renewed.
- TS's to audit Swissport equipment paperwork.

TS

Action

12. DATE OF NEXT MEETING

Wednesday 13th October 2021 at 11:30. This meeting will hopefully be face to face (restrictions allowing) or via Teams.

All

MEETING CLOSED

Meeting Closed at: 12:08