

Special Assistance & Reduced Mobility Meeting

23rd March 2023

Action

1. PRESENT (via Microsoft Teams)

Choices & Rights (DE)
 ID Office (TG), (Minute Taker) – HUY
 Information Desk (MM) - HUY
 Swissport – (RB)
 Terminal Supervisor (SA) – HUY
 TSSM (TR) – HUY (Chair)

APOLOGIES

Eastern Airways – (KG)
 Eastern Airways – (CM)
 GCM (GP) – HUY

2. MINUTES FROM THE PREVIOUS MEETING

2.1 Minutes from the previous meeting of the 3rd May 2022. These were accepted as a true and accurate record.

3. OUTSTANDING ISSUES

3.1 **Consultation on CAP1228** – GP advised previously 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). Swissport are not providing data for training records and equipment checks, which need to be provided. GP is liaising with RB on this.

GP/RB

3.2 **PRM Survey (PRM Champion)** – What are the committee’s thoughts on trying to identify an external party to fill this role? Do we think it is necessary as we already have representation from Choices & Rights? Would it be a good idea to have a representative from a specific organisation to each meeting?

ALL

4. REGULATORY UPDATE

4.1 **CAP2374** – Guidance on the assistance service at UK airports. This was issued in July 2022 and sets out guidance on adapting the service offered after communicating with passengers to discuss their needs and what type of assistance they would like. It also sets out other measures, such as ‘queue combing’ by airport staff to try and identify passengers that may require assistance; limiting the number of carers assisted by PRM staff.

4.2 **CAP1978** – Airports are still not being classified by the CAA, post pandemic, but we have continued to maintain the standards required to achieve a ‘Very Good’ status.

The CAA has recently advised that they will not look to classify airports that handle less than 150,000 passengers each year. Whilst we did not achieve that figure last year, we will continue to maintain the levels of service to be classified by the CAA once they recommence this process.

4.3 **Ambulift** – Regulatory checks were completed in February 2023 and the vehicle is serviceable.

4.4 **AviRamp** – The AviRamp was serviced in March 2023.

4.6 **Wheelchairs** – The service is booked for April 23.

4.5 **CAA Audits** – The CAA is now recommencing its on-site visits, so we can expect a visit from the compliance team later this year. This will involve live audits of the service provided, both internal and external, as well as dip-testing of training and equipment maintenance records.

		Action
5.	PASSENGER FEEDBACK AND KPI REPORT	
5.1	Previous issue with passenger transit at ABZ passed to PC at Eastern.	KG/CM
5.2	The service we continue to provide to our PRMs hasn't changed and we are starting to see an increasing number of PRM passengers, broadly in line with the general increase in passenger numbers. It would appear that many PRM passengers are choosing Humberside Airport because of the support and care we give to our PRM passengers.	
5.3	Passenger feedback and KPI report continues to reflect results of 100% for performance and feedback. The feedback we receive continues to be positive with many compliments, which is very positive and reassuring for our PRM passengers.	
5.4	Access Service Standards are available to view on our company website and are published 6 monthly, as are records of this meeting.	
5.5	Pre-notification – We had a 72% PRM pre-notification rate in 2022, up from 59% the year before. The CAA have advised that pre-notification issues are experienced at all airports. RB advised that pre-notification is often incorrectly coded from the origin point, i.e. where a passenger required full support not just help on the stairs. RB is dealing with this with KLM.	RB
5.6	We may need to look at developing a code for MM for which type of wheelchair is required, i.e. extra wide, narrow etc.	TR/MM
5.7	Access Service Standards are available to view on our company website and are published 6 monthly. <u>April 22 – September 22</u> 124 x Compliments received 0 x Complaints <u>October 22 – March 23</u> 36 x Compliments received 0 x Complaints	
6.	PASSENGER REPRESENTATIVE ISSUES	
6.1	No issues raised by DE. DE advised that he will update the Choices & Rights website. Choices & Rights act as a conduit for feedback both positive and negative. However, he has never had to bring a complaint to the airport.	DE
7.	AIRLINE ISSUES	
7.1	No negative feedback received. ATR aircraft extender for the Ambulift – GP asked if this had been resolved? RB advised that it is not suitable for the Ambulift.	TR/RB
7.2	Jersey Flights – Will the Stairclimber be used or not. If not, what is the alternative? The Stairclimber is an approved piece of equipment which we are maintaining and have provided training on. RB advised that the Stairclimber is not suitable for ATR, we can use the AviRamp light but it is not suitable on Stands 1 & 2.	TR/RB
7.3	Jetstream – Eastern Airways have requested an Avi-Fit on the Jetstream. We will need approval from AviRamp and Eastern Airways. However, Eastern Airways do not normally carry passengers that need assistance.	RB
8.	HANDLING ISSUES	
8.1	No issues raised.	

Action

9. Training

- 9.1 **Compliance Training** – We continue to deliver our in-house Compliance training.
- 9.2 **Customer Service Training** – All staff undertake Customer Service training, which is delivered by Live & Learn consultancy and incorporates a small element of PRM awareness. We have undertaken 2 customer service courses since the last meeting and have another booked for 31 May. **TR**
- 9.3 **Hidden Disability (HD) Training** – We have continued to deliver our own in-house Hidden Disability training package, which can be delivered in a classroom environment or as a form of CBT. This supports the system we developed to enable passengers with a Hidden Disability to discreetly identify themselves to airport staff. We have shared this previously with Swissport. **RB**
- 9.4 **National Autistic Society** – We will be contacting the Hull branch of the National Autistic Society to invite them to our safety week, to deliver awareness training, if available. **TR**
- 9.5 **Dementia Action Alliance** – TR continues to meet with the Dementia Action Alliance group and will be meeting them later today. We may look to invite them to this meeting in the future and will ask them to deliver some Dementia Friends sessions during CAA Health & Safety week from 15th May.
- 9.6 **Organisation Contacts** – TR asked if DE had any contacts for organisations that we can reach out to. DE will look into this. **DE**
- 9.7 **Additional Training** – GP asked the committee previously if there is any other training that may be suitable, if so, please let us know. Virtual training would be the preferred platform. **ALL**
- 9.8 **Swissport Staff Training Records** – The airport still needs details of the training provided to Swissport staff as this is a regulatory requirement. Training details required: Customer Service; Manual Handling, Hidden Disabilities; PRM; Equipment training and daily check sheets. **TR/RB**
- ### 10. Audits
- 10.1 **PRM Audits** – GP advised PRM handling audits continue to be conducted and results remain positive.
- 10.2 **Ramp Audits** – These audits continue to be carried out, no issues reported.
- ### 11. AOB
- 11.1 **Reports** – The reports will continue to be shared prior to the meeting so any comments can be brought to the next meeting.
- 11.2 **Equipment Update**
- Swissport Equipment** – TSs to audit Swissport’s equipment paperwork. GP confirmed that this is a Regulatory requirement. TR and RB will discuss this. **TR/RB**
- 11.3 **CAA Audit** – We recently had a CAA on-line review. Actions required: **GP**
- GP is to provide passenger figures for the period 22-23 as soon as they are available in April.
 - Ensure website is updated with Quality Standards info, as well as meeting minutes.
- 11.4 **National Organisations** – MM will look into organisations on the South Bank that may be interested in attending this meeting. **MM**
- 11.5 **Courses** – North East Lincolnshire Council have previously held a course in supporting the visually impaired. MM will look into this. **MM**

Action

- 11. AOB – Continued**
- 11.6 **Walkaround** – A walk around was undertaken when DE first attended, he suggested another be carried out for new organisations that may attend. **TR**
- 11.7 **Website Update** – We will share the 2022-23 passenger figures and we will update our website. **GP/TR**
- 11.8 **Hygiene Team** – We will look at inviting a representative from the Hygiene team to attend these meetings. **TR**
- 11.9 **Thank You** – TR thanked all for attending and for their continued support.

12. DATE OF NEXT MEETING

- 12.1 TBC – TG liaising with DE on his availability.

MEETING CLOSED

Meeting Closed at: 12:04.