

# Special Assistance & Reduced Mobility Meeting

15<sup>th</sup> July 2024

Action

1. **PRESENT (via Microsoft Teams)**
  - GCM (GP) – HUY
  - Hygiene (DH) - HUY
  - ID Office (TG), (Minute Taker) – HUY
  - Information Desk (MM) - HUY
  - STS (MG) - HUY
  - Swissport (JB)
  - Swissport (LC)
  - Swissport – (MG [S])
  - Terminal Supervisor (SA) – HUY
  - TSSM (TR) – HUY (Chair)
- APOLOGIES**
  - Choices & Rights (DE)
  - Eastern Airways – (KG)
  - Eastern Airways – (CM)
2. **MINUTES FROM THE PREVIOUS MEETING**
  - 2.1 Minutes from the previous meeting of the 23<sup>rd</sup> March 2023. 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 will now liaise with MG on this. **GP/MG**
  - 3.2 **PRM Survey (PRM Champion)** – What are the committee’s thoughts on trying to identify an external party to fill this role? See item 9.5. **ALL**
4. **REGULATORY UPDATE**
  - 4.1 **CAP2374** – Guidance on the assistance service at UK airports. This 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** – We have continued to maintain the standards required to achieve a ‘Very Good’ status.  
  
The CAA has advised that they will not look to classify airports that handle less than 150,000 passengers each year (this figure does not include helicopter passengers). Whilst we did not achieve that figure last year, we will continue to maintain the levels of service to be classified by the CAA.
  - 4.3 **Ambulift** – This is no longer is service and will be disposed of. (Remove)
  - 4.4 **AviRamp** – The AviRamp was serviced in March 2024.  
  
**New AviRamp** – TR advised that an AviRamp (Regional) has been ordered which will cover 737 and Embraer aircraft. This is in addition to the equipment already in service. Delivery is expected in 5-6 months. We will need to look at a parking area for this new piece of equipment. TR/GP will liaise with Airfield Operations on this. **TR/GP**
  - 4.5 **Daily Checks** – Daily checks will need to be carried out on this new piece of equipment by Swissport, so will need to be added to their Daily Check List. **MG[S]**
  - 4.6 **Wheelchairs** – The service is currently being carried out (July 2024).

#### 4. REGULATORY UPDATE – Continued

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

#### 5. PASSENGER FEEDBACK AND KPI REPORT

- 5.1 The service we continue to provide to our PRMs hasn't changed and we continue to see an increase in the number of PRM passengers. It would appear that many PRM passengers are choosing Humberside Airport because of the support and care we give to our PRM passengers.

- 5.2 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.

- 5.3 Access Service Standards are available to view on our company website and are published 6 monthly, as are records of this meeting.

5.4 April 23 – December 23

191 x Compliments received

0 x Complaints

January 24 – June 24

122 x Compliments received

0 x Complaints

- 5.5 The level of PRM pre-notifications has continued to increase. With notifications being received from Balkan and Eastern Airways. (Remove)

- 5.6 It was previously suggested that we may need to look at developing a code for MM for which type of wheelchair is required. This is not necessary as MM advised that she sees the passengers arrive and assesses which type of wheelchair would suit the individual. (Remove)

#### 6. PASSENGER REPRESENTATIVE ISSUES

- 6.1 No issues raised by email by DE.

DE

#### 7. AIRLINE ISSUES

- 7.1 **Jersey Flights** – Stairclimber is not used. JB advised that the AviRamp Light with an extender is used for ATR, we can use the AviRamp light but it is not suitable on Stands 1 & 2. TR advised that the Stairclimber is available to be used, if required, and was serviced in May 2024.

TR/RB

- 7.2 **Jetstream** – Eastern Airways previously requested an Avi-Fit on the Jetstream. It has been confirmed that this is not required. (Remove)

#### 8. HANDLING ISSUES

- 8.1 **Wheelchairs on the AviRamp** – Swissport raised an issue regarding having to lift the back of some wheelchairs when turning on the AviRamp slope. GP advised that this is a piece of equipment that is used by other airports nationally and this issue had not been raised elsewhere. GP/TR will look into this issue with Swissport.

GP/TR  
/MG[S]

- 8.2 **AviRamp/Stairs** – Swissport advised that the AviRamp or stairs are used dependant on whether there are any PRM passengers on a flight. The airline is charged for whichever piece of equipment is used.

## 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 3 customer service courses since the last meeting. **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 (We have shared this previously with Swissport). This supports the system we developed to enable passengers with a Hidden Disability to discreetly identify themselves to airport staff. These videos are dated but there is nothing up to date available on the market.
- MG[S] confirmed that all Swissport staff undertake Hidden Disability Training. However, he asked for our training to be shared again. **TR**
- 9.4 **National Autistic Society** – We have reached out to the Hull branch of the National Autistic Society to invite them to our Safety Week and to this meeting. However, they have declined our invitation.
- They have advised that they do deliver full courses for Autistic awareness, however the courses are cost prohibitive. (Remove)
- 9.5 **Dementia Action Alliance** – TR continues to meet with the Dementia Action Alliance group. We will now look to invite them to this meeting. They continue to deliver Dementia Friends sessions during CAA Health & Safety week in May each year. **TR**
- 9.6 **Organisation Contacts** – TR previously asked if DE had any contacts for organisations that we can reach out to. DE has submitted a list for us to contact. **TR**
- 9.7 **Additional Training** – GP previously asked the committee 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. MG advised that Swissport training records are 'locked', however he will contact the Swissport training team to allow access to these records. **TR/MG[S]**
- GP advised that he and DZ (Managing Director) recently met with RB (Station Manager) and he is also looking into this. **GP**
- ## 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 **Website Update** – Our website is up to date with the 2023-24 passenger figures. **GP/TR**
- 11.3 **Equipment Update: -**
- Swissport Equipment** – TSs to audit Swissport's equipment paperwork. GP confirmed that this is a Regulatory requirement. TR confirmed that this is working well. **TR**

**Action****11. AOB – Continued (1)**

- 11.4 **Wheelchairs** – GP advised that on a number of occasions wheelchairs have been left outside. JB advised that a memo has been sent out to Swissport staff to ensure that they are returned to the wheelchair storage area. **MG[S]**
- 11.5 **National Organisations** – Currently no take up from any of the organisations MM contacted in attending this meeting. **MM**
- 11.6 **CAA Audit** – **GP**
- GP has provided passenger figures for the period 23-24 in April.
  - The website is updated with Quality Standards info, as well as meeting minutes.
- 11.7 **Courses** – North East Lincolnshire Council have previously held a course in supporting the visually impaired. MM contacted them but due to a reorganisation within the Council no response has been received. MM contact them again. **MM**
- 11.8 **Walkaround** – A walk around was undertaken when DE first attended, he suggested another be carried out for new organisations that may attend. **TR**
- 11.9 **Familiarisation Visits** – Numerous familiarisation visits have been carried out for people with hidden disabilities that are wanting to fly. The feedback from these visits is very positive. **TR**
- 11.10 **Lack of Seating** – MM advised that there is a lack of seating in the area opposite the Information Desk. This is the area where we ask PRM passengers to wait for a member of staff to take them through to the Departure Lounge. TR will look into purchasing new seating for this area. **TR**
- 11.11 **Gate 2** – LC asked if Swissport can use Gate 2 for PRM passengers whilst they wait to board the aircraft. TR confirmed that there is a PRM area already in the Departure Lounge. She also advised that Gate 2 would not be suitable as there are no toilet facilities in this area.
- 11.12 **Hotel** – An issue has been raised where PRM passengers are asking the airport staff to collect them from the Hampton hotel or to take them to the hotel. GP confirmed that this is not to be done.
- Car park 1 and the Information Desk are the only designated areas where we collect and return PRM passengers. TR will reiterate this to the Terminal Supervisors. **TR**
- 11.13 **Car Park 2** – DH advised that PRM passengers are parking in car park 2 and not car park 1. TR confirmed that we will look at our website to make it clear that the short stay (car park 1) is to be used by PRM passengers. **TR**
- 11.14 **PRM Passenger Numbers** – MM advised that in June 2024 we handled 232 PRM passengers (inbound and outbound). This is an all-time record for us, with the previous record being 160.
- 11.15 **Balkan PRM passengers** – MG[S] advised that all of Balkan PRM passengers are being classified by the airline as requiring the highest level of assistance. GP asked MG[S] to speak to the Balkan rep regarding this. **MG[S]**
- 11.16 **Lithium Batteries (PRM Scooters)** – MM asked if there has been a change in legislation regarding Lithium batteries. LC advised that TUI has recently sent out a new brief. She will forward this to MM for her information. **LC**
- It was agreed that new scooters are wet cell batteries and not dry cell.
- The quantity of batteries that can be required was confirmed by Swissport.

**Action**

**11. AOB – Continued (2)**

11.17 **Isolation Keys** – GP asked Swissport if they use the Isolation keys that were supplied by the airport. These keys (10-12) were issue on a very large wooden fob. MG[S] advised that he has not seen them since he has been in post. MG[S] will look into this.

**MG[S]**

11.18 **Thank You** – TR thanked all for attending and for their continued support.

**12. DATE OF NEXT MEETING**

12.1 Monday 14<sup>th</sup> October 2024 at 11:00.

**MEETING CLOSED**

Meeting Closed at: 12:14.