

Special Assistance & Reduced Mobility Meeting

3rd May 2022

Action

1. PRESENT (via Microsoft Teams)

Choices & Rights (DE)
 Eastern Airways – (PC)
 GCM (GP) – HUY (Chair)
 ID Office (TG), (Minute Taker) – HUY
 Information Desk (MM) - HUY
 TSSM (TR) – HUY

APOLOGIES

Eastern Airways – (KG)
 Eastern Airways – (CM)
 Swissport – (RB)
 Terminal Supervisor – HUY

2. MINUTES FROM THE PREVIOUS MEETING

2.1 Minutes from the previous meeting of the 17 November 2021. These were accepted as a true and accurate record.

3. OUTSTANDING ISSUES

3.1 **Facebook** – CM asked previously if the airport has a Facebook page. DW advised that the Travel shop does but not the airport directly. GP advised that we are on Twitter and LinkedIn. DE advised that he will remind user of the airport website and ask user to contact him.

DE

4. REGULATORY UPDATE

4.1 **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). GP is liaising with RB on this.

GP/RB

CAP1978 – CAA Airport Accessibility Report – GP advised that the CAA have notified airports that they are currently exempt from submission of data for 2020/2021 if processing under 150,000 passengers due to COVID 19. However, GP continues to submit data, for consistency.

4.2 **PRM Survey** – A PRM Champion has been suggested, GP has fed this data back.

GP

4.3 **CAA Audits** – The CAA have now resumed their on-site audits and are now back visiting airports.

We have advised that we are still providing PRM assistance and the CAA are happy with what we have put in place during the pandemic.

5. PASSENGER FEEDBACK AND KPI REPORT

5.1 The Airport continues to see a significant reduction 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, for the last 6-12 months, and the 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.

5.2 99% of feedback is via our own system, online and paper forms. April feedback has increased by 50%. We have been pointing people to the online survey/feedback facility but they don't seem to want to submit their feedback online.

5. PASSENGER FEEDBACK AND KPI REPORT – Continued

5.3 We have received 1 feedback via the CAA Survey.

For Eastern we have received feedback: -

'HUY Excellent. Aberdeen to Kirkwall, issues with transit, abandoned for hours waiting for second flight, suffer from osteoarthritis, but the crew were very helpful'.

GP will forward these details to PC.

GP

5.4 Pre-notification messages from one of our airline carriers is still intermittent. The airline has been contacted, but notifications have not improved. PC will take this up with the staff concerned.

We recently had 2 PRM passengers for the KLM that we had not been notified about. The PRM staff had gone home but our Security staff dealt with these passengers.

5.5 We may need to look at developing a code for MM for which type of wheelchair is required, i.e. extra wide, narrow etc.

5.6 Last year the Balkan inbound passengers were notified to us by Borgas. However, we received no notification regarding outbound passenger requirements, nothing advised to the handling agent either. Our marketing department may be able to assist with this issue.

As previously advised some passengers only need assistance in the Terminal, but not on the aircraft.

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

October 21 – March 22

15 x Compliments received

0 x Complaints

6. PASSENGER REPRESENTATIVE ISSUES

6.1 No issues raised by DE. He will update their website with the details.

GP advised that we do not have the issues that some airports are experiencing. Pax numbers are increasing and we have not suffered any significant delays.

7. AIRLINE ISSUES

7.1 No negative feedback received.

Is an ATR aircraft extender for the Ambulift required? Swissport staff need training on using an extender for the Ambulift, TR and RB will liaise on this.

TR/RB

For the Jersey flights the Stairclimber with an adapter has been used previously. TR advised that we need an aircraft to train on. We have an ex Swissport employee now with HUY that will be able to deliver this training in the next couple of weeks. PC suggested that this training could be carried out at the hangar and not in the CP. TR and PC will liaise on this.

TR/PC

8. HANDLING ISSUES

8.1 **PRM Handover Process** – No issues reported since last meeting. However, we will continue to monitor the handover process via audits and feedback.

PRM Seating Area – Departure Lounge – No issues at present. We continue to monitor the situation and will assess if any further modifications are required. GP will liaise with RB on this.

GP/RB

- 9. Training**
- 9.1 **Compliance Training** – We continue to deliver our in-house Compliance training.
- 9.2 **Customer Service Training** – 2 x Customer Service refresher training sessions held since the last meeting. Further sessions to be scheduled and we will open up these sessions to other departments. **TR**
- 9.3 **Hidden Disability (HD) Training** – We plan on hosting more Dementia Friends training sessions in the future, the delivery is flexible and can be delivered to an organisation directly. DW has now moved to ATC and is handing over to TR and we will discuss moving this forward. RB advised previously that he will support this and will now liaise with TR to progress. **RB**
- 9.4 **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**
 MM suggested previously Autism Awareness training would be beneficial and has looked into this. DE advised that there is no one locally that delivers this training but the National Autistic Society has a website, www.autism.org.uk. GP advised that we will look into this as it may highlight a local group that we can contact. **GP**
- 9.5 **Swissport Staff Training Records** – GP advised previously that the airport does need to have sight of the training records for Swissport staff, e.g., Customer Service training; Manual Handling; Hidden Disabilities, Stair Climber, Ambulift; AviRamp and Assisting PRMs. TR is liaising with RB on Stair Climber and Ambulift training for Swissport staff, as detailed in item 7.1. **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. **RB**
- 11.3 **CAA Audit** – GP confirmed that we will advise when the CAA audit is scheduled, all are welcome to participate. **GP**
- 11.4 **Thank You** – GP and TR thanked all for attending and for their continued support.
- 12. DATE OF NEXT MEETING**
- 12.1 Wednesday 19th October 2022 at 11:30. This meeting will hopefully be face to face with refreshments to be provided by TR. **All**
- MEETING CLOSED**
 Meeting Closed at: 12:13.