

SPECIAL ASSISTANCE IMPROVEMENT PLAN

April 2018

Development and implementation of performance improvement plan

Manchester Airport will:
Manchester undertakes to develop a performance improvement plan by 30 April 2018 to ensure that it is able to provide a high quality and consistent assistance service to disabled persons and persons with reduced mobility at the airport.
In developing its performance improvement plan, Manchester Airport undertakes to consult organisations and groups representing disabled people, as well as individuals.
In developing its performance improvement plan, Manchester undertakes to consult the CAA.
Immediately prior to the implementation of its performance improvement plan, Manchester undertakes to publish the plan on its website.

Provision of assistance services

Manchester Airport will:
Manchester Airport undertakes to reduce waiting times for users of the assistance service such that it is able to meet (or better) the waiting time performance standards set out in CAP1228.
Manchester Airport undertakes to implement a robust programme of regular oversight of the methods used by its contracted assistance service to measure performance against waiting time standards. This must include ensuring that the contracted assistance service provider implements a robust performance management programme for its own staff, which addresses failures by relevant individuals to accurately record against waiting time standards.

Meeting deadlines for publishing and submitting data

Manchester Airport will:

Manchester Airport undertakes to submit data on meeting 'waiting time' targets and full results of its assistance survey by 30 April 2018 for the period October 2017 to March 2018, 31 October 2018 for the period April to September 2018, and 30 April 2019 for the period October 2018 to March 2019.

Service Improvements

Manchester Airport will:

Manchester Airport undertakes to take part in monthly meetings with the CAA at which Manchester Airport's performance over the previous month will be reviewed.

This monthly review will include:

progress on the implementation of its performance improvement plan;
performance against the waiting time performance standards set out in CAP1228, as well as any other waiting time targets (e.g. SLAs) relevant to the provision of the assistance service;

Manchester Airport undertakes to consult organisations and groups representing disabled people, as well as individuals on progress against its improvement plan.