

# CONSULTATIVE MEETING MINUTES

**DATE:** Wednesday, November 6, 2017

**TIME:** 11:00 AM

**LOCATION:** Boardroom

**MEETING CREATED BY:** Nicholas Hough

**MINUTE TAKER:** Leanne Whitby

**FACILITATOR:** Andy Wright

**TYPE OF MEETING:** Consultative Committee

## ATTENDEES PRESENT:

Nicholas Hough NH (EMA)

Leanne Whitby LW (EMA)

Nigel Gilbert NG (EMA)

Krystyna Robinson KR (EMA)

Claire Williamson CW (EMA)

Steve Allcoat SA (EMA)

Julian Webb JW (EMA)

Andy Wright AW (Committee Chair)

Jo Atkinson JA (Notts Deaf Society)

John Walsh JW (Stomawise)

Zoe Kenney ZK (Stomawise)

Pippa Foster PF (Alzheimer's Society)

Yvonne Crowhurst YC (Autism Together)

## APOLOGIES:

Tony Lucas (EMA)

Rita Howson (Support Dogs)

Andy McGuinness (Crohn's and Colitis)

Chris Fitzjohn (Spinal Injuries Association)

Karen Thompson (Guide Dogs for the Blind)

## AGENDA

1. Mission Statement and overview of Objectives
2. Where we are and where we are aiming for – Terms of Reference
3. Summary of Service Level Agreement
4. Infrastructure
5. PRM Equipment
6. Website
7. Training
8. Specific PRM Issues
9. Any other business

## DISCUSSION POINTS

### Infrastructure

**AW** Began the meeting with discussions on infrastructure and PRM assistance lounges.

**AW** Discussed signage – lack of signage leading to airport and confusing signage when on airport site to car parks. Signage does not stand out. Recommend change in signage to make clearer and signage for passengers with hidden disabilities, however CAA has not yet made this clear. Opened questioned to group for input for best signage for area they are representing

**SA** Asked to discuss implementation of assistance lounges, understanding of what lounges should feature, what should they look like. Mentioned EMA's continuous improvement plan, they have various plans and need to decide which plans should be prioritized over other projects or which could be made part of larger projects. Asked how big project would be as part of 5 year business plan.

**NH** Asked group what ideas they had and what they would need for lounges long term rather than a short term fix, Asked for opinions on a Quiet room.

**ZK** Explained that quiet room would be good, would need to be private and would be a calming space as open spaces can cause stress. Relaxing colours recommended.

**AW** Asked **YC** what would be good for a child with autism on their journey, what would help? E.g. additional aids.

**YC** Explained that there are many options as one does not apply to all. Arriving in airport can be anxious situation, recommended quiet room near to desk area so prevent stress. Or even an area to get away from busy space e.g. corridor. Trained staff to deal with autism would help. Recommended ideas for quiet room, sensory items, possibly computer and sectioned off areas, subdued colouring. Fully aware that all needs cannot be met due to business needs but must make passengers aware so they can plan ahead of their journey.

**AW** asked **JA** about the needs of hearing impaired/deaf passengers.

**JA** explained that deaf passengers do not necessarily require a quiet room. More important is clear signage with hearing loops.

**NH** Explained plans for assistance lounge in check in hall, departure assistance lounge and area in baggage reclaim and reasons for them. All assistance lounges would have quiet areas, asked for opinions.

**YC** said that for passengers with autism that it would be beneficial as they need somewhere to escape from everyone. Recommended a map of airport so people can be aware of where to go when they arrive.

**PF** Added that passengers planning travel would find this beneficial. Gives them options for where to go for when they arrive.

**JW** recommended downloadable/printable map so passengers know where they can go.

**NH** Explained that the area between the check in and departure assistance lounge is not actually far however can seem disorientating due to layout.

**SA** Added that the airport is not large in comparison to others but needs to understand what they can implement into the lounges.

**PF** Mentioned the Service User Review panel and recommended a visit from them so real needs could be understood.

**SA** Added that area and space would need to be considered, welcomed user groups in so they can plan the designs most effectively.

**PF** Mentioned dementia friendly designs which could be used in long term plans.

**SA** Needs to understand what lounge is needed, quiet area, capacity. Mentioned longer term plans with terminal redevelopment and if it is to be built now it needs to be fit for purpose rather than having to rebuild in a few years' time.

**YC** Added that if we got it right now, only minor changes would need to be in the future.

**PF** Mentioned importance of having dementia friendly logo, can encourage travel, passengers currently want to travel but are deterred.

**AW** Recommended lounges to be near toilets, shops, variety of seating for all passengers, higher seating, no arm rests, engaging reading material, TV. Potential host? Mentioned passengers with visual impairments having difficulties getting to gates.

**SA** asked **NH** to map plan for lounges and for continuous improvement plan, things that would be needed.

**AW** confirmed with **SA** that he was happy to discuss this further without him present at the rest of the meeting.

**SA** and **JW** left the meeting.

**AW** asked **PF** if there was anything that could be done to identify passengers to make it easier.

**PF** Responded that it depended on the passenger, some would like to be identified, other won't. Mentioned lanyard scheme at Gatwick.

**NH** Added that we have the lanyard scheme at EMA, plain green and that is has major benefits for security. Added that work is still to be done for outlets.

**YC** said that she was not a fan of the lanyard scheme, recommended wristbands or something else.

**AW** Asked if there was a favoured alternative elsewhere.

**PF** Recommended to ask the users.

**NH** Responded that we will get what is needed, however have currently gone for most visible option and what is used elsewhere.

**JW** recommended badges or stickers.

**ZK** Added that there is nothing on the end so can look silly and would need to be taken off at security.

**NG** Replied that they are to be used as soft identifier, able to keep on through security as the ones used are plastic.

**PF** Added that the best option would be the same option countrywide to save confusion for passengers.

**NH** Added benefits of the PRM service being 'in house' as decisions can be made quicker and that it is more difficult to match with other airports as PRM is operated by different companies with different brands.

**JW** Recommended a badge with sunflower on, all airports using and accepting same symbol I would make it easier.

**YC** Mentioned other methods which have already been adopted and that these would unlikely be changed, Autism Together would not adopt scheme as it is not their branding. A symbol could be used to identify assistance, not disability specific.

**JA** Asked how lanyard can be requested.

**NH** Explained that lanyards can be requested by post or at airport, explained booklet and possibility of map/images available before travel to make it easier for passenger.

**AW** Mentioned tour at BHX for families with autistic family members. Children would not want to wear them however to encourage them, added name badge on them which they made themselves.

**ZK** Recommended badges with company logo on to make it a game for the child.

**YC** Added it was down to an individual but needs to be a constant across airport.

**NH** Explained that we are aiming for getting a 'Good' CAA rating this year and 'Very Good' next year, wants to know what would enhance the service the most, along with further plans. Open to ideas to gain this.

**Break for Lunch**

**NH** Explained about the help points we currently have in the car parks and what the CAA recommendations for these were, explained the Departure SLA. Asked for views on help points in all car parks with disabled bays in, potentially moving all to one car park however would be no variation in cost for passenger or a phone number on the website which could be called.

**ZK** Mentioned about Luton Meet and Greet, they call 20 minutes out and a member of staff will be waiting for them on arrival.

**NG** Responded that at EMA Meet and Greet, assistance can be arranged at the intercom on arrival for a staff member to meet them.

**NH** Explained that we want to give assistance in the most efficient way possible, we have completed a TAKT time study to aid with this.

**ZK** Added that this does not consider the passenger's needs.

**AW** Said that it would be done to see how long it would take to arrange staff as this couldn't be counted accurately. Asked views on preferences for sitting in a car waiting for assistance or waiting at a help point.

**YC** Said that she would not like to be sat in a car however it depends on the individual. We should have a contingency plan in place if something goes wrong, advertising what we do sets expectations.

**PF** Said that passengers would get agitated if sat waiting in a car.

**NH** Explained the CAA challenges for the help points, would they be used and is it possible. Asked for opinions to go back to CAA as we currently have no feedback to work from. Explained inbound SLA and what service is provided if an aircraft cannot be met on arrival by an ambulift. Help points would create additional challenges.

All Agreed that putting disabled bays in 1 Car Park would be a good idea.

**JW** Asked if there could not be a dedicated disabled drop off area.

**NG** Explained that we do have a drop off outside the terminal

**PF** Replied that she would not use this as it is stressful due to 10-minute time limit.

**NH** Explained the difficulties in moving bays due to cost challenges for commercial however support from the ALT makes it easier. Added that we are achieving our SLA's met by the CAA however we want to look after the passenger as well.

**AW** Discussed the CAA scoring system for airports and that this does not consider passengers needs and customer service experience.

### **Summary of Service Level Agreement and Performance**

**NH** Explained the new EMA survey which has gone live.

**PF** Said that this would not work for Passengers with Dementia, face to face survey would be better.

**YC** Said that we need to consider the effectiveness of what we are doing and for them to be successful, not doing things just to meet legislation. Recommended making bitesize improvements rather than a blanket approach.

**NH** Agreed but said that we do not currently have any passenger feedback at all so cannot see the effectiveness of it. Added that the airport is looking at Airport Ambassadors.

**JW** Asked if information could be taken from passengers which went on the Wifi.

**NH** Explained the benefit of the survey, we had 7 responses for the whole of last year, it is currently a starting point to get feedback.

**AW** Recommended Airport Ambassadors, surveys do not work and are not effective.

**LW** Mentioned the 'Epinion' who are paid for by commercial for passenger feedback in the terminal once they have left the retail outlets.

**YC** Mentioned the value of face to face feedback.

**NH** Said that the main people who complete a survey complain and we can use that information to make the service better.

**AW** Mentioned other commercial incentives could be used.

**ZK** Mentioned a 'back on track' scheme she has used previously, which includes how to diffuse a complaint situation and offer insensitives to assist.

### **Mission Statement**

**AW** Confirmed he was happy with the mission statement.

**NH** Asked for everyone to take a copy of the terms of reference to review.

**AW** reviewed the agenda and infrastructure, **NG** added that the quiet route which bypasses the shops requires a staff escort.

**AW** Took PRM equipment off the agenda, would discuss it at another time.

**ZK** Added that there were no seating areas in security if there were long queues.

**NG** Discussed that all PRM's could use the Family Lane and that there was seating on the other side of the archway.

**JW** Added that many do not use this as they do not want to be challenged at the family lane as their visibility was not hidden.

**JA** Mentioned the lanyards and being distinguishable, if people would like to be helped and have access to the services then they need to be visible.

### **Website**

**NH** Stated that the EMA website has been revamped and the content has been reviewed. Asked for recommendations and if there was anything missing.

**YC** Asked if there was a virtual walkthrough. Gives passengers familiarisation before they arrive and what to expect.

**NH** Said that there has been a recent photo shoot of the department and that a video has been made of the passenger journey.

**AW** Strongly advocated the video.

**YC** Added that people with autism accept information better if they can plan ahead so there was no shock on arrival.

### **Training**

**AW** Asked what training provisions we currently have and if we needed any assistance

**NG** Said that he was attending a disability awareness course on the 20/12/2017. Already completes Dementia Friends courses but adds further training such as hidden disabilities and elderly into this. Asked for further training options available. Added that by March 2018 we will meet CAA requirements.

**JA** Explained they offer signing courses and deaf awareness training, has already been in contact with **LW** regarding this.

**NH** Asked if we were able obtain accreditations.

**JA** With the Notts Deaf Society there are 3 types of course. A 64 hour course to obtain accreditation, a 10 week module for front line staff which is an accredited programme or bespoke courses.

**JW** Explained that we can become an Ostomy Friendly Airport, can do competitions to win prizes but also raises awareness. Can also offer Ostomy bag training courses for staff, mainly security.

**YC** With Autism Together we are able to become an 'Autism Champion'. To gain this however a percentage of staff would need to take part in a 3 hour training course.

**ZK** Asked if mental health was covered and recommended it for front line staff.

**AW** Mentioned a Virtual Dementia bus which can be used for dementia training.

### **AOB – N/A**

Date of next forum meeting to be confirmed.