**CONSULATIVE COMMITTEE**

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| **DATE:** | Wednesday, June 3, 2018 |
| **TIME:** | 10:00 AM |
| **LOCATION:** | Jury’s Inn |
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| **MEETING CREATED BY:** | Nicholas Hough | **MINUTE TAKER:** | Leanne Whitby |
| **FACILITATOR:** | Andy Wright |  |  |
| **TYPE OF MEETING:** | Consultative Committee | | |

**ATTENDEES PRESENT:**

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| Nicholas Hough NH (EMA) | Dawn Franklin DF (Autism East Midlands) |
| Leanne Whitby LW (EMA) | Jo Atkinson JA (Notts Deaf Society) |
| Nigel Gilbert NG (EMA) | Gill Stancer GS (Leonard Cheshire) xx |
| Claire Williamson CW (EMA) | Scott Smith SS (Alzheimer’s Society) xx |
| Andy Wright AW (Committee Chair) | Natasha Ellis NE (Support Dogs) |
| John Walsh JW (Stomawise) | Rita Howson RH (Support Dogs) |
| Chris Fitzjohn CF (Spinal Injures Association) |  |

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| **APOLOGIES:**  Gill Stancer – Leonard Cheshire  Scott Smith – Alzheimer’s Society |

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| **AGENDA** | |  |  | |
| 1. | Welcome and Introductions |  |  | |
| 2. | Re-affirm Consultative Committees’ role and objectives |  |  | |
| 3. | East Midlands Airport Presentation   * Summary of PRM service performance and operational review * Passenger satisfaction survey results * Airport Infrastructure – to include update on wayfinding, quiet room, loops, maps, car park assistance, video and terminal inspection * Website and Newsletter – to include proposed changes * Training update – to include hidden disabilities, assistance passport, lanyards |  |  | |
| 4. | Any other business |  |  | |
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| **DISCUSSION POINTS**   |  | | --- | | **Welcome and Introductions** | | AW Welcomed all to meeting, re-affirmed and explained purpose of committee to those who had not previously attended. | | **East Midlands Airport Presentation** | | NH Gave EMA presentation to committee.  AW expanded further on the 86.3% passengers book assistance, that they are encouraged to book assistance however it is not a requirement.  NH described the different categories of assistance which are set by the CAA and what they mean. AW then asked if Aviramp’s have been considered due to the percentage of passengers (62.5%) who require use of the ambulift. NH explained that we have already explored that option and visited Aviramp. This however has shown that it is a much larger project involving the airport and handling agents due to health and safety and logistics etc… however it still being looked into as a future option.  CF asked at what part of the booking process can the assistance fail. AW explained that this can be from the start due to the passengers/airline booking the wrong type of assistance. The law now states that once a passenger has booked assistance, the company must sent proof of confirmation.  NG explained that once the passengers arrive at the airport and check in for assistance, they are asked questions to confirm that the right level of assistance has been booked so the right level can be provided.  AW asked DF of her time with Autism East Midlands and if she has seen any trends for an increase in travel for autistic passengers. She detailed that she has been there for over 10 years and has seen an increase in families interested in travel. They as a company also help families prepare for travel.  NH discussed the ‘Try Before You Fly’ days. Passengers are able to come to the airport, go airside and see the facilites and journey they would take, before they do travel. These days are offered once a month. CW went on to say that the passengers on the last session were requested to provide feedback.  CF asked how these days are promoted. NH explained that upcoming dates are on the EMA website and that they are also promoted across social media every couple of weeks. Booking is placed through an email address on the EMA website. AW asked if these days are aimed at people with autism. NH responded that they are aimed at anyone, not specifically autism.  JW Went on to explain the event held by Stomawise at airports.  NH explained that EMA’s vision is to be the airport of choice for passengers requiring assistance however we still have a long way to go but the service has already improved massively. Growth in numbers for passengers requiring assistance is higher than the airports overall passenger growth. Due to this we are looking at a potential structure change to help improve the overall service.  CF asked if there were any additional facilities for passengers who have further needs. NH detailed that we have a ‘changing places’ facility located in the airside departure lounge. CF explained the need to possibly introduce another facility in the arrivals area for families who have been on a long flight and have a long journey home afterwards.  NH went through the results of the EMA NPS ‘Net Promoter Score’ survey from December 2017 (date of introduction) to April 2018.  AW asked why the rating for the arriving ‘cleanliness & availability of toilets’ scored lower and ‘collecting luggage’ scored lower in recent months. NH explained that due to the volume of passengers going into the baggage hall at any on time has an impact on cleanliness and for the NPS data, the department had many new starts join and they were not fully aware of the arrivals process, impacting the score.  NH explained our current equipment and mentioned some future aspirations.AW questioned the aspiration for a Stair Climber and that he would not recommend this unless it was an emergency. CF then asked when this would be used.  NH/LW explained that they would be a back up for use in high winds. The Ambulift’s and Aviramp’s have a wind speed limit (40 – 48knots) and if the wind exceeds they cannot be used, resulting in all passengers having to be manually carried up and down aircraft. However, EMA will be looking into other options other than the Stair Climber.  JW mentioned the green lanyard that is currently offered, recommended to look into other options such as a sticker for passengers who did not want to wear the lanyard. DF added to look into the possibility of having something to go on the end of the lanyard for children. This is something EMA will look into.  AW Asked committee members at the previous meeting to review the special assistance content on the EMA website. When reviewed himself he spotted the general user friendliness. JA mentioned that the font was too small and DF asked if there was an easy read version available. NH explained that MAG is currently developing a new website and we are in consultation with them over this. JA asked if there was possibility for a ‘signed’ video on the EMA website.  AW mentioned that on Manchester’s website they have a video and map of the airport layout. NH explained that this is currently being looked out however there is currently nothing available.  JW Recommended to provide needle bins in toilets as there are currently no provisions for passengers to dispose of any when used.  RH asked NG if the disability awareness training included support dogs. NG explained that it currently doesn’t however it is something we need to look further into. There is potential to do a training/try before you fly day for passengers and their support dogs. AW asked RH what is currently offered to people new to having an assistance dog. Rh explained that they offer support/test flights.  **Actions:**   * Explore possibility for changing places room in baggage reclaim/arrivals * Investigate changing from automatic hand dryers in some toilet facilities * Investigate possibility for needle bins to be placed in toilet facilities. * Investigate options for additions to end of lanyards/alternative to lanyards. | | **Any Other Business** | | AW asked DH if there were any areas that the airport could improve. Offer a toilet without a hand dryer or a non-automatic hand dryer for people with autism. AW added that there were also no exits signs in the toilets. NH Explained that this is something we are already communicating with EMA facilities to get this completed.  AW asked NH if there were any quiet rooms adjacent to toilet facilities. NH explained that when the one in departures is built there will be but the one in departures is not.  JA asked if the lounges has hearing loops. NH detailed that the check in hall has a portable hearing loop and all other lounges are to be fitted. JA also mentioned she would like to see Passenger Services staff trained in basic sign language. NH explained that we have many areas we are looking into for training needs however have to balance costs vs needs.  AW asked JA on the possibility of using the Sign Live App as other airports are using this. JA explained the purpose of the app and what courses Notts Deaf Society are able to offer. NH explained we have planned to discuss our training plan for next year and what additional training is required.  **Actions:**   * Ensure exit signs are placed in toilets. * Ensure hearing loops are placed in lounges when completed. * Review training program for 2019 and include additional training where required. | | | | | | | | | |
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