

SPECIAL ASSISTANCE IMPROVEMENT PLAN

April 2018

Development and implementation of performance improvement plan

FRAMEWORK AGREEMENTS <ul style="list-style-type: none">Manchester Airport to develop and introduce a 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

FRAMEWORK AGREEMENTS <ul style="list-style-type: none">Manchester Airport 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 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 includes 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. It will undertake daily reviews, identify inconsistent data capture and act on the trends identified through its review process to ensure that the required improvements with data capture and the overall passenger experience are achieved.

Meeting deadlines for publishing and submitting data

FRAMEWORK AGREEMENTS <ul style="list-style-type: none">Manchester Airport undertakes to submit data on meeting 'waiting time' targets and full results of its assistance survey timely	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.
	In addition, by the 20 th of each month Manchester Airport undertakes to submit the previous months data as part of its undertakings to the CAA. On the 20 th of each month these results will be published on its website.

Service Improvements

<p>FRAMEWORK AGREEMENTS</p> <ul style="list-style-type: none"> Manchester Airport will continue to engage with the Civil Aviation Authority and Disability Organisations 	<p>Manchester Airport will:</p> <p>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:</p> <ul style="list-style-type: none"> 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; Reporting on inconsistent data capture, the impact to the published scores and actions taken to improve the overall customer experience.
	<p>A review of the proposed action plan to achieve consistent data capture and understand trends for improvement has been undertaken with the chair of the Manchester Airport Accessibility Forum. Manchester Airport undertakes to continue to consult with this forum, organisations and groups representing disabled people, as well as individuals on progress against its improvement plan. These forums meet quarterly and adhoc as and when required for individual disability organisations.</p>