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| **Disability Forum 17th October 2018** |  |

###### ATTENDEES

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| **Name** | **Name** |
| Andrew Wright (Chair)  | Helen Dolphin (CAA Consumer Panel) |
| Neil Banks (STN) | Sonia Sparkes (MS Society) |
| Chris Turton (STN) | Kevin Gay (Pact for Autism) |
| Eryka Harrison (STN) | Siobhan Meade (Guide Dogs for the Blind) |
| Luke Peasland (STN) | Kevin Ogilvie (Spinal Injuries Association) |
| Helen Mackley (STN) | Michael Flounders (PRM traveller) |
| Angela Baydemir (STN) | Elizabeth Moore (Traveller) |
| Peter Wright (Omniserv) | Ian Meaden (PRM Traveller) |
| Frank Evans (STACC) | Mark Neville (Alzheimer’s Society, Essex) |
| Peter Lainson (STN User Experience Group) |  |

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| **Item** | **Subject/Actions:** |
|  | **Andy Wright: Opening address** |
|  | Andy thanked everybody for their attendance and provided an overview of the aims and objectives of the Disability Forum, for the benefit of new members. Up to now, the Forum has been a medium for STN to share with the committee, the current processes and procedures designed to offer assistance to PRMs (passengers with reduced mobility) using the airport. Whilst also allowing Forum members to offer guidance and advice, as well as provide feedback from their service users, about STN `s current performance. Forum members were advised that currently the intention of the existing committee, is to focus on some of the principal factors that affect passenger experience, such as the website, staff attitude - as well as their training - and airport infrastructure. Andy then ran through the actions and updates from the last meeting. Following which, he asked for suggestions from the members for an official name for the Forum. Siobhan proposed the following name - **Stansted** **Access** **Forum** for **Everyone** (**SAFE**).**Action: Andy to contact members for opinion on proposed name or for further suggestions.** Another topic brought up at the last meeting was the level of information a PRM passenger should advise to their travel agent/tour operators/airline when booking their flights. And how much of that information is then in turn relayed to the people who directly provide the level of assistance required i.e. Omniserv. Andy asked Peter, Omniserv, whether passengers could provide additional information about their disability, needs and requirements directly to Omniserv, if they wished to do so, as well as their airline. As a number of PRMs believe that because all that is often transmitted to an airline to describe their condition or the level of assistance required, is a simple four-letter code. Which was felt to be inadequate.Peter Wright explained that whilst he would never want to encourage passengers to relay details of their assistance requirements directly to Omniserv only, as that still must be done with their airline. He and his team would be happy to capture additional information, if provided, and act upon it accordingly. The Forum also recognised that whilst the current SITA code system in place, was internationally recognised as the mechanism to convey such requests. It was felt by the group that there were clearly not enough codes available for passengers to request the necessary level of assistance they required. It was felt that technology, in particular phone apps, could be used to bridge the current gap as to what information was captured by airlines. It was also felt by some members that certain travel agents, tour operators and airlines do not pass the necessary information about their customers’ needs to the airport. In order for the assistance provider to be forewarned about a PRM’s requirements. It was agreed that the airport should continue to encourage prenotification, by the travel trade and airlines, as most UK airports tend to be operating with prenotification rates between 70 - 80%. Meaning quite often PRM assistance providers are not prepared for 20%+ of passengers who require assistance, until they arrive. Equally for those who do pre-notify, often nothing more than a four-letter code will have been provided to the assistance provider in advance, without the necessary supplementary information to accompany it. **Action: Andy to contact the CAA to seek their views on monitoring and grading airlines, as well as UK airports, for their assistance services and prenotification track record.** **Action: Frank informed the group that the airport does have an ABTA representative and he would therefore make contact to determine how greater prenotification could be encouraged within the travel trade.** The next discussion centred round the number of passengers needing assistance who had failed to book. A number of Forum members felt that pre-notification should be mandated to ensure airports could better manage PRM numbers. As the cause of most delays were passengers arriving who required assistance but had not booked it. Others felt this was a pointless exercise, as the un-notified passengers would need to be taken off the plane regardless, and also potentially prevented spontaneous travel by PRMs. As well as issues when flights were missed etc. It was felt the booking process should be better designed in order to allow passengers to request the level of assistance they required when they travelled. It was agreed airlines needed to be become more involved in the process and that they needed to take greater responsibility for their PRM passengers who, for whatever reason, had not booked assistance. It was suggested that their performance in support of the above-mentioned passengers should also be scrutinised by the CAA. **Action: Andy/Neil to contact a number of STN airlines, asking them if they would like to attend the next Disability Forum in order to seek their views and clarify their policies for PRMs.**  |
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|  | **Neil Banks: Stansted Airport performance presentation** |
|  | Neil started by highlighting STN’s positive progress in 2018, which included: * Significant PRM growth
* New Hi lifts and PRM assistance vehicles being added to strengthen the operation
* On Time performance for Departing passengers remaining strong, but work still being required to improve target scores for Arrivals
* Passenger complaints trending down

Proposed future innovations: * Eagle hoist mobility aid to support WCHC passengers
* Multi mobby buggy to assist up to 7 PRMs at a time.
* i-caddy buggies which can support up to 3 PRMs at once
* Use of I-beacons to help improve tracking and deployment performance

 Passenger Feedback and SurveysUnfortunately, the number of surveys completed by PRMs still remained low. Thereby providing insufficient data for the airport to make informed decisions about service levels at STN.Further discussions then followed about the ways in which more information could be captured, which included the possibility of incentivising PRMs to respond. This could include discounts for parking, complimentary coffee or access to premium lounges.Equally it was felt that the Forum members could ask their respective charities and disability organisations to help spread the word and encourage passenger feedback. Stating that the airport is keen to listen to its passengers and implement the necessary changes required by its passengers.**Action: Andy to discuss further with Neil, ways in which to improve passenger feedback numbers.**  |
|  | **Dementia Friends Awareness Training and Hidden Disability update** |
|  | Mark shared with the Forum how he had run some Dementia Friends sessions for senior managers of MAG, which had been very well received. Following which the managers had been keen for the programme to be rolled out further across the airport. Neil advised that he was going to identify colleagues who could become Dementia Champions for STN and help to increase the awareness of the programme across the business. Mark stated the reason the campaign to date had been so successful, was due to the fact that Neil and his fellow senior managers had bought into the concept so positively. He went on to say that a lot of the barriers for a passenger with a hidden disability were around attitudes. He was sure no-one sets out to upset customers with hidden disabilities, but he thought many airport staff were a little bit frightened to make the wrong decision. Due to its success, Kevin Gay was also keen to use this model in order to help create a greater awareness of autism within the airport. Much work has already been done by STN in terms of implementing the wristband and sunflower Lanyard, for those who wish to wear them. But clearly more needs to be done in terms of staff training and awareness. A view that was shared by many Forum members and which helped to bring the subject matter round to the need for increased Disability awareness/etiquette training for **All** airport staff, utilising the social model of disability as its base.Following a referral from Siobhan, Andy explained that he had already been in contact with the principal trainer within Guide Dogs for the Blind. Who had put forward a number of proposals to support awareness of visually impaired passengers for airport staff. In addition, Andy has also had preliminary talks with Kevin Ogilvie, with a view to improving moving and handling training for the Omniserv teams who support WCHC passengers when they fly.**Action: Andy to discuss with Neil a STN training workshop, so that Forum members can be shown the current Disability awareness modules being delivered to airport staff. Which then can be critiqued and enhanced accordingly, with input from the Forum`s charities and disability organisations.** |
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|  | **Airport PRM assistance equipment** |
|  | Following on from previous discussions, Peter Lainson asked for an update on the usage figures for C &S Max chairs within the operation. Peter Wright explained that Omniserv currently have 7 sidebull lifts in operation, which on most occasions are sufficient and prevent the need to use the climbing chairs. But during exceptionally busy periods for the airport, they are still utilised as a last resort. Avi-ramps are also being considered for the operation, but due to the fact that they cannot be utilised on the front door of Ryanair aircraft, due to the built- in steps, their validity at STN needs to be further considered. |
|  | **Chris Turton and Eryka Harrison:** **Terminal** **Development** **Project** |
|  | Chris and Eryka from these Stansted Transformation Programme then delivered a presentation which included further proposals and suggestions for the Forum members to consider and advise on.These included suitable areas to drop-off PRMs arriving at the airport, alternative routes to avoid World Duty Free, sensory rooms for families who have members with autism, and the inclusion of 30+ passenger size lifts to be able to incorporate buggies and electric mobility scooters.Further discussions included colour contrast, wayfinding, slip resistant flooring and dog spending areas, amongst other beneficial feedback provided from the Forum members.**Note: Further information can be found on the attached documentation****Action: Dates for 2019 Forums to be determined and circulated to members.**  |
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**Agenda**