

**Minutes Stansted Accessibility Forum for Everyone (SAFE)**

###### Thursday 21 November 2019

|  |  |  |
| --- | --- | --- |
| **Attendees:** | **Attendees:** | **Attendees:** |
| **Andy** **Wright** (AW) - Chair | **Jonathan** **Fowler** (JF) - STN | **Lucy** **Martin** (LM) - STN |
| **Neil** **Banks** (NB) - STN | **Angela** **Baydemir** (AB) - STN | **Tom** **Bradley** (MW) - Omniserv/ABM |
| **Mark** **Waithman** (MW) - Omniserv/ABM | **Frank** **Evans** (FE) - STACC | **Sonia** **Sparkes** (SS)- MS Society |
| **Mark** **Neville** (MN) - Alzheimer’s Society | **Kevin** **Gay** (KG) - PACT for Autism | **Helen Dolphin** (HD) - DPTAC |
| **Libby** **Herbert** - Colostomy UK | **Nick Wilkinson** (NW) - AOHL | **Patrick Long** - Jet2 |
| **Apologies:** | **Anne** **Wafula**-**Strike** - Traveller | **Peter** **Lainson** - UEG |
| **Siobhan** **Meade** - Guide Dogs | **Ian** **Meaden** - Traveller | **Graham Race** - QEF/Tryb4uFly |
| **Kevin** **Ogilvie** - SIA |

|  |
| --- |
| **Welcome and introductions:** |
| **AW** welcomed the new attendees and invited a round-table introduction from the forum members.  There were two principal actions from the previous forum, which were:   * For STN to ask an airline to present to the forum at a future meeting * For STN to enter into discussion with the various airlines at the airport, with a view to sharing passenger email addresses. With the intention of increasing PRM passenger experience feedback   **JF** firstly confirmed that he had asked Jet2 to present to the forum, which followed later during the meeting.  **JF** then advised he had started preliminary discussions with a number of airlines to see if it would be possible to share passenger contact details. So the airport could approach PRMs directly following their arrival back into the UK to seek feedback. Given the various GDPR implications, **JF** informed the forum that these discussions were ongoing, and he would report back with more detail at the next meeting.  **ACTION – JF to update forum regarding sharing passenger contact details to increase passenger feedback numbers** |
| **STN Performance presentation:** |
| **LM** summarised the ECAC performance scores and NPS customer satisfaction survey results for the month.  The scores were positive and demonstrated that the airport was on track to meet both the CAA time metrics expectations, whilst achieving favourable PRM passenger feedback results.  **LM** did however acknowledge that Air India has recently started to operate from STN, which given their reputation for high PRM volumes per flight, could present challenges for OmniServ at certain times of the day in the future.  In addition, **KG** did raise concerns about how PRM assistance performance could be measured for a passenger with a hidden disability who had not requested assistance from OmniServ.  **ACTION – LM to provide an update at the next SAFE meeting, of any possible impact Air India is having on the PRM assistance operation.** |
| **Jet2 presentation:** |
| Patrick Long from Jet2 provided an overview of the policies and procedures adopted by the airline, as well as their attitude to exceptional customer service and how they train and motivate their staff.  He then provided specific detail on the airline`s PRM embarkation and seating policy, as well as how Jet2 handle and store their passengers` electric mobility aids. This included the airline’s policy for repatriation of mobility equipment to the aircraft door upon arrival.  Following which, **AW** asked **JF** about STN’s policy for monitoring the other airlines at the airport, and their handling of wheelchairs and mobility scooters by their respective ground handling agents. As well as how aviation staff were coping with the increasing size and weight of electric mobility aids and their variety of battery types and isolation devices.  In addition, **AW** asked what STN’s contingency was in the event a power chair arriving at the airport, having been damaged during a flight.  **ACTION – JF to seek local mobility aids supplier to provide backup power wheelchair in the event of airline damage** |
| |  | | --- | | **Stansted Transformation Programme update:** | |
| **NB** provided a brief update on the continued work being undertaken by the Transformation team, as well as informing the forum about a number of personnel changes that had taken place within the team recently. |
| |  | | --- | | **Accessibility Strategy update:** | |
| **JF** provided an update on a number of the enhancements that had been made to the Accessibility Strategy document, some of which are detailed below. Explaining that he was hoping to have a finalised copy available to share with the forum by the time of the next meeting.   1. Have a ‘vision’ added to the document 2. Re-list the strategic goals with bullet points format over numbering 3. A timeline needs to be added to the objectives to track progress 4. A maintenance log should be included 5. An accessible version of the strategy should be completed e.g. audible   **ACTION – JF to update forum further at the next meeting** |
| |  | | --- | | **E-learning training module and video:** | |
| **LM** apologised on behalf of Josie from Ethos Farm - the company responsible for providing STN with the E-learning module - as she had intended to present details of the module to the forum. But due to unforeseen personal circumstances she was unable to attend the meeting. So in her absence **LM** provided an overview of the concept and how a number of forum members had been interviewed for the video contained within the module. Saying that further details would be provided in due course.  **LB** commented that she was not a fan of e-learning in principle, preferring direct training where possible. Which could include a person with a particular disability to talk about how they manage their condition on a daily basis. She felt this was always more powerful and effective. But of course, would review the module when available.  **ACTION – AW to circulate a link to the E-learning module when available, for forum members to comment on the format** |
| |  | | --- | | **Airside PRM lounge refurbishment:** | |
| **JF** advised the forum of plans to refresh and modernise the existing Airside PRM waiting area. He explained that not only did the area itself need modernising, but STN needed to ensure it was functional and fit for purpose for **all** PRMs, whatever their disability or function loss.  **LM** then demonstrated a range of colours that had been offered by the company responsible for the refurbishment project. The colour choice was limited and provided no dynamic or acceptable colours as far as the forum was concerned.  It was felt that the colour purple was more striking and equally symbolic of the purple pound, a term which refers to the collective disabled population. So **LM** said she would review accordingly and report back to the forum.  **ACTION – LM to investigate alternative colour choices, as well as design options, and report back** |
| |  | | --- | | **A.O.B.:** | |
| There were no other points raised by forum members.  So, **AW** posed one final question to the group, which was *- `What would members like to see included or added to the agenda for future forums`?*  **AW** asked the members to think about content and format they personally and the charities they represent, would like to see at future STN forums and advise accordingly.  Forum dates for 2020  **Tuesday 11 February 2020**  **Thursday 21 May 2020**  **Wednesday 19 August 2020**  **Tuesday 10 November 2020** |

**You**