



Manchester Airport Accessibility Forum

Minutes

Date: 06/10/2020

Start Time: 1000

End Time: 1130

Location: Microsoft Teams Call

Meeting Called by: Andy Wright, Forum Chair

Note Taker: Ashley Horsfall, Special Assistance Services Manager, Manchester Airport

Attendees:

Present	Andy Wright Forum Chair	Ashley Horsfall MAG
	Libby Herbert Colostomy UK	David Lodder MS Society
	Carrie-Ann Lightley AccessAble	Gary Dawson Spinal Injury Association
	Nick Wilkinson Action on Hearing Loss	
Apologies	Zoe Foster Guide Dogs	Sue Clarke Alzheimer's UK
	John O' Doherty Alzheimer's UK	

	Topic/Discussion	Action	Logged on Teams
1	<p><u>Forum Open</u></p> <p>AW – Introduction to forum members. Andy enquired with members regarding around the general COVID landscape and confidence in travelling</p> <p>C-A L – Advised that she had seen a great example of an awareness piece created by Transpennine Express showing how they provide assistance in the new COVID world.</p> <p>AH – Requested that Carrie-Ann send over so MAG could explore as an option.</p>	<p>C-A L to send link over – COMPLETE</p> <p>https://www.tpexpress.co.uk/explore-the-north-and-scotland/blog/2020/september/travelling-post-lockdown-as-a-disabled-passenger?fbclid=IwAR05JfZxGboDlus--VlIk7HrYxhJvtHvn20xw0aTi5JF6HoMod6XiNZBPw</p>	✓



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<p>2</p>	<p><u>Actions outstanding from previous Forums/Workshops</u></p> <p>AH – General update provided to advise that given the challenges of COVID ie. Furlough, organisational restructure, there hasn't been significant progress on actions captured at the February Mobility Impaired workshop.</p> <p>AW – For the benefit of all forum members, Andy provided background to the workshop advising the group that two further workshops had been planned (Sensory Impaired and Hidden Disabilities), however had been placed on hold due to COVID.</p> <p>AH- Provided a run through of the outstanding actions as adjacent.</p> <p>AW – Highlighted that for him a key priority is Wheelchair Repatriation at aircraft side. Andy put this out to the forum members for their comments.</p> <p>C-A L & GD – Both highlighted how important this matter was to the them. The anxiety of not having their chairs immediately available to them is significant when they are not used to having it any more than a metre away in day to day life. Both advised that they would not disembark until it was available as airport chairs are simply not suitable for their needs. Gary pointed out the likes of pressure sores become an issue when using a standard chair.</p> <p>AH – Advised that will make this a priority for review.</p> <p>AW – Enquired with Carrie-Ann and Gary as to whether either had travelled since COVID. Both advised they had not.</p> <p>AW – On the above, Andy stated he was keen to understand what it was like firsthand, rather than the promises of additional PPE,</p>	<p><u>M.A.A.F Action Plan</u></p> <ul style="list-style-type: none"> - Wheelchair Repatriation - Colour contrast on ASIAD blocks - Security catheter - Help Point signage - Blue Badge bays occupied by taxis - Drop-off design and processes - Drop-off traffic marshalling - Terminal wayfinding 	
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	<p>sanitisation etc. He was keener to understand the reality of these measures.</p> <p>GD- Highlighted the need for masks etc with his service users being particularly at risk. AH confirmed that these were a requirement across the airport site with additional measures in place by ABM including the wearing of aprons when completing any guest lifting.</p> <p>C-A L – Carrie-Ann advised that Accessable had started to provide information on their site around COVID specific information at their venues and that this is something that could be done as part of the relationship with Manchester Airport.</p> <p>AW – Highlighted the ongoing work by the CAA around individual airlines policies relating to COVID.</p> <p>AH – Update to the group on MAN airports work around disruptive behaviour. We have seen a concerning increase in incidents whereby guests are being disruptive due to rules/regulations because of COVID.</p> <p>NW – Advised the group of feedback he had received from his service users relating to the impacts of COVID on those with hearing impairments. No specific feedback received regarding airports however some around retail. With the introduction of masks paired with other elements such as non-functional loops, communication has become challenging. Nick went on to advise that MAN audit has outstanding issues which he wasn't aware as to whether they had been rectified.</p>	<p>C-C L – Example guide to be sent to AH for review – COMPLETE https://www.accessable.co.uk/next/access-guides/next-bicester#203a4e6e-df33-3946-b24c-8a7fe16cc17b</p> <p>NW – MAN audit to be sent to Ashley along with other generic detail provided by Action on Hearing Loss.</p>	
3	<p><u>2019/2020 End of Year Position</u></p> <p>AH – Update given on MAN's end of year position aligned to the CAA's CAP1228 standards. Indication are that MAN is set to be awarded a 'Good' rating by the CAA.</p>		



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	<p>Targets aligned to ECAC and Guest Surveying met along with our engagement activities.</p> <p>AW – Acknowledged the improvements as noted above, specifically in relation to the Guest Surveying scores. Andy was keen to understand whether the scores aligned to reality based on the groups experiences.</p> <p>GD – Was happy to say that over the past 18 months he has seen an improvement in the service. He did note however that only 1 poor occasion can spoil this.</p> <p>C-A L – Advised she couldn't comment specifically as she hadn't flow through MAN since contract transition.</p>		
4	<p><u>Operational Performance</u></p> <p>AH – Live view of operational performance provided to the group using MAG/ABM – PowerBI reporting.</p> <p>Specific focus given around the recovery of guest numbers through the pandemic, current pre-notification levels which have dropped off and delays.</p>		
5	<p><u>ABM's Operation</u></p> <p>AH – Update given on ABM's operation.</p> <p>AW – Andy queried with David whether he had travelled through recently and any feedback.</p> <p>DL – David had travelled back through from Australia and again on a family holiday. David noted that on his arrival nothing was open during the early days on the pandemic however on his visit to Spain didn't find his airport journey significantly different other than having to wear a mask. David advised he was actually very impressed with the</p>		



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	<p>service provided by both Jet2 and whilst at the airport.</p>		
6	<p><u>Voice of the Customer</u></p> <p>AH – Live view of Voice of the Customer provided to the group using MAG PowerBI reporting.</p> <p>This new tool had only become available in the past week and provides a holistic view of guest feedback received through:</p> <ul style="list-style-type: none"> - NPS Survey - Assistance Survey - Hidden Disability Survey - Customer Contact Centre <p>Performance for this year is trending well.</p> <p>Complaints Per 10K: 11.72 vs Target 12.00 Compliments Per 10K: 12.23 Assistance Satisfaction: 4.25 vs Target 3.50 HD Satisfaction: 4.19 vs Target 3.50 NPS Satisfaction 4.31 vs Target 4.00</p>		
7	<p><u>COVID-19 Measures at Manchester Airport</u></p> <p>AH – Acknowledge that this detail was shared with the group in September’s pack so keen to understand if any comments from the group.</p> <p>AW – Andy acknowledged the work of our frontline colleagues and whether we had any resistance with regards to them working through this challenging period.</p> <p>AH- Overview on ABM’s approach to operations during this period provided e.g. working in social bubbles. AH acknowledged the fantastic job of the team to adapt to the significant change.</p>		
8	<p><u>MAN-TP Update</u></p>		



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	<p>AH – Pictures of the terminal provided and talked through with the forum members. We are currently working towards a February 2021 opening of the terminal.</p> <p>Trials to be completed ahead of this and where this is an option we would look to invite forum members to partake. The next trial which we would look for support on is to take place on 22/10/2020 subject to confirmation.</p>		
		AH – Further detail to be sent to members once confirmed for support with volunteers.	
9	<p><u>Pier B Arrivals Improvements</u></p> <p>AH – Orientation of the scheme provided to the forum members as well as the driver for change, namely to improve guest experience and support compliance objectives.</p> <p>General arrivals process would be:</p> <ul style="list-style-type: none"> -Guests arrive at Gate 12 and utilise airbridge -Ambi would be docked against the terminal building and act as a lift to ramp level. -Minibuses waiting at ramp level would then provide assistance to Gate 22 which is close by to the immigration hall. <p>The above arrangements remove the need to go through back of house corridors and cross the departure lounge as current</p> <p>DL- Acknowledged this sounds like a better solution than as current.</p>		
10	<p><u>Our Engagement Going Forward</u></p> <p>AH – Shared proposal for engagement going forward as below:</p> <ul style="list-style-type: none"> - Information pack to be supplied Jan 2021 - Forum (teams/in person) to be scheduled for April 2021 <p>Feedback from the group was sought as to how this feels for the members.</p>		



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	<p>LH – Would prefer a quarterly call as had found the catch up was good in ensuring she was informed.</p> <p>C-A L & GD – Seconded Libby’s comments.</p> <p>DL- Would have preferred some further detail on the performance update.</p> <p>AH – Acknowledged the feedback from the members and will review.</p>		
11	<p><u>AOB</u></p> <p>LH – Requested an update on current security contacts following organisational restructure.</p>	<p>AH – To confirm and report back to Libby -COMPLETE</p>	
<p>Meeting Closed</p>			