



Norwich Airport

Part of **Regional & City Airports**

# Special Assistance

Norwich Airport



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## Charities we work with

We strive to ensure everyone has fair access to air travel and the opportunity to experience an enjoyable journey through our airport. To help us achieve this we work closely with a variety of local and national charities.



[www.norwichaccessgroup.org.uk](http://www.norwichaccessgroup.org.uk)



[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)



[www.ageuk.org.uk/norwich](http://www.ageuk.org.uk/norwich)



[www.autism-anglia.org.uk](http://www.autism-anglia.org.uk)



[www.dementiaaction.org.uk](http://www.dementiaaction.org.uk)



[www.agespace.org](http://www.agespace.org)

Registered disability charities are welcome to contact Norwich Airport to promote their field, and help us develop our service by contacting:

Aaron Frost  
PRM Services Trainer  
[aaron.frost@norwichinternational.com](mailto:aaron.frost@norwichinternational.com)

Jamie Price  
Airport Security Manager  
[jamie.price@norwichinternational.com](mailto:jamie.price@norwichinternational.com)



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## Autism Anglia

In 2015 Norwich Airport reached out to Autism Anglia for guidance relating to Autistic Spectrum Disorder. Our aim is to learn from the professionals within the charity, looking at how best to improve our service to individuals with ASD and their families. We met with representatives from the charity and introduced them to the Special Assistance Service available at the airport. Autism Anglia provided valuable constructive feedback and positive steps have been taken to improve our services. Autism Anglia is providing on-going training to improve understanding of ASD across the airport and teach the necessary skills to assist when interacting with individuals within the airport's infrastructure.

As part of this partnership, Norwich Airport recognises that working with individuals who have or are affected by autism, can help ease the fear of air travel. As a result we now offer support and sessions to these individuals, giving them an opportunity to talk with us, on a one to one basis to talk through any anxieties or fears they may have about using the airport. As part of this, they can participate in a familiarisation visit at the airport before their chosen flight. This has already proven to be successful and we are keen to offer this service to more families. Visitors with younger children are provided with a small gift 'Suzie goes on an aeroplane' [www.suziebooks.co.uk](http://www.suziebooks.co.uk) which we hope will make coming to the airport and air travel an exciting experience.

Norwich Airport has recently signed the Autism Charter to demonstrate our commitment to aiding ASD travellers. As part of this staff undergo specialist training in conjunction with Autism Anglia. To date three training sessions have taken place with more planned in the near future. Staff who have completed the training can be identified by Autism Anglia pins.



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## Norwich City Dementia Action Alliance

Norwich Airport is delighted to have joined the Norwich City Dementia Action Alliance. The Norwich City DAA is made up of organisations who are passionate about raising the profile of Dementia in the city and driving change to make Norwich a more inclusive and friendly city for those people living with dementia and their families.

We pledge to;

- 1) We will work with the Alliance to ensure our processes and services on offer at the airport meet the needs of people with Dementia.
- 2) Our aim is to ensure everyone has fair access to air travel and the opportunity to experience an enjoyable journey through our airport. To achieve this, we encourage passengers with Dementia and their carers to visit and tour our facilities prior to the day of travel to help . We hope this will remove any concerns or worries and give them confidence to use air travel.
- 3) We will embed the concept of “Dementia Friendly” with key staff receiving Dementia Awareness Training.



# Norwich City Dementia Action Alliance

We are proud to have commenced our dementia awareness training for key employees with over 30 staff now trained





## Norfolk and Norwich University Hospital

Some of our Special Assistance team held a presentation at the regions hospital to help to promote awareness of the services offered by the airport with the aim of easing any fears individuals may have when traveling through the airport with a stoma. The attendees were encouraged to speak to representatives at the end of the presentation.

From this meeting, we were disappointed that very few people were aware of the Special Assistance Service offered, including the use of private search areas should it be necessary to search a passenger. The presentation has hopefully given people confidence in understanding the airport procedures and knowledge that the Special Assistance Service is there to support them and their needs

## Norwich Access Group

A representative from this charity group visited the airport to gain a better understanding of the services and support offered to passengers at the airport with reduced mobility.

As part of the visit, they were shown each stage of a passengers journey through the airport. We are delighted that following this visit, Norwich Access Group now promote the Special Assistance Services available at the airport along with the CAA satisfaction survey on their website.

[www.norwichaccessgroup.org.uk](http://www.norwichaccessgroup.org.uk)



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## Action on Hearing Loss

In order to assist passengers with hidden disabilities we have engaged with this charity to gain an understanding of what we can do to improve the travelling experience for passengers with hearing impairments.

Action on Hearing Loss have conducted a benchmark audit of our airports facilities and processes. We are currently reviewing this report and will be working with Action on Hearing Loss on improving the key findings.

I.e. Provision of basic sign language training for key front line personnel at the airport



A national charity since 1911


### Communication tips

for speaking to someone with hearing loss

<p><b>Always ask:</b> even if someone's wearing a hearing aid, ask if they need to lipread you.</p> <p><b>Make sure you have the person's attention</b> before you start speaking.</p> <p>Find a place to talk that has <b>good lighting, away from noise and distractions.</b></p> <p><b>Turn your face towards them</b> so they can easily see your lip movements.</p> <p>Speak clearly, not too slowly, and use <b>normal lip movements, facial expressions and gestures.</b></p>	<p><b>Make sure</b> what you're saying is being understood.</p> <p>If someone doesn't understand what you've said, try saying it in a <b>different way.</b></p> <p><b>Keep your voice down:</b> it's uncomfortable for a hearing aid user if you shout, and it looks aggressive.</p> <p><b>Get to the point:</b> use plain language and don't waffle.</p> <p>If you're talking to one person with hearing loss and one without, <b>focus on both of them.</b></p>
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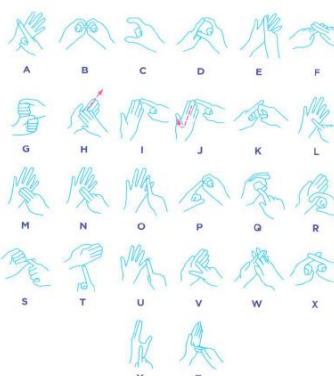
**Action on Hearing Loss** (formerly RNID) is the largest UK charity helping people who are confronting deafness, tinnitus and hearing loss. To find out more about what we do and how you can support us, go to [actiononhearingloss.org.uk](http://actiononhearingloss.org.uk)

Action on Hearing Loss is the leading cause of 'The People's Postcode Lottery for the Deaf' project. Action on Hearing Loss is a registered charity (1027701) and limited by guarantee (1027701).




A national charity since 1911

### Fingerspelling alphabet



A diagram showing the hand gestures for each letter of the alphabet from A to Z. The letters are arranged in four rows: Row 1 (A-F), Row 2 (G-L), Row 3 (M-R), and Row 4 (S-X). Letters Y and Z are shown at the bottom center.



A national charity since 1911

## Louder than Words™

### Norwich International Airport

Benchmark Report  
28<sup>th</sup> July 2016

LTW Assessor: A. Reynolds



## Steps to improve Special Assistance

To aid Special Assistance staff in providing the best customer service upon a passengers arrival, two variations of a travel card have been released and can be downloaded from our website. The purpose of the travel card is to supply staff with information about a travellers disability prior to their arrival at the Airport. In Turn with the necessary information at hand, we hope to decrease Special Assistance passenger waiting times.

My Interests are

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Today I am looking forward to

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When completed please email the travel card to;  
[Prm.services@norwichinternational.com](mailto:Prm.services@norwichinternational.com)  
 Or send it by post to;  
 PRM Services, Norwich Airport Ltd,  
 Amsterdam Way, Norwich, NR6 6JA



### ASD Travel Card

Insert  
Picture  
Here

Hello, my name is \_\_\_\_\_ and  
 today I will be travelling to \_\_\_\_\_  
 I am on the Autism Spectrum and the  
 purpose of this Travel Card is to assist you in  
 helping me enjoy my journey from Norwich  
 International Airport.

Anything else you wish us to be aware of?

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When completed please email the travel card to;  
[Prm.services@norwichinternational.com](mailto:Prm.services@norwichinternational.com)  
 Or send it by post to;  
 PRM Services, Norwich Airport Ltd,  
 Amsterdam Way, Norwich, NR6 6JA.  
 Tel: 00 44 (0)1603 420672



### Special Assistance Travel Card

Norwich International Airport is committed to easing the journey for our customers travelling with a disability. In order to tailor the special assistance service to fit your needs, please complete this travel card.  
 In turn this will give our team information to accommodate your journey prior to your arrival, making your travel as stress free as possible.  
 Please note the Special Assistance Travel Card is not mandatory.

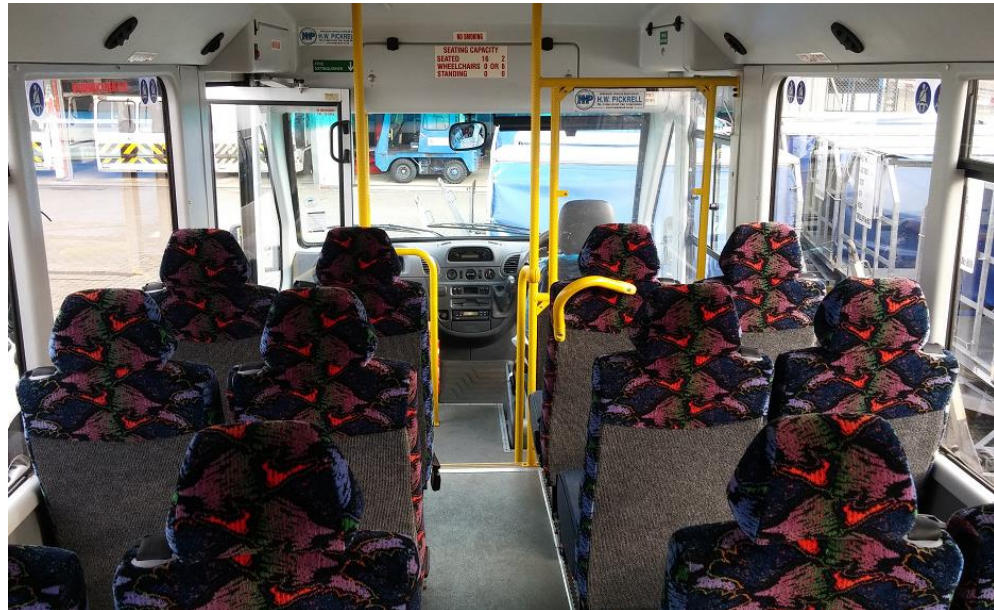
## Steps to improve Special Assistance

Norwich Airport will continue to invest in equipment to make the journey experience enhanced for all of our passengers. The Aviramps below are now used on a variety of aircraft to aid persons with reduced mobility to board the Aircraft. The equipment has received positive feedback from our passengers as it reduces the strain of climbing Aircraft steps whilst maintaining individuals independence and dignity.



## Steps to improve Special Assistance

A modified Minibus was purchased in 2016 to aid the PRM team in transporting numerous persons with reduced mobility from the aircraft to terminal and back. This equipment reduces the waiting time for PRM passengers.





## Steps to improve Special Assistance

A delegation of Norwich Airport employees attended Autism Anglia's Positive event, whereby we promoted services available at the Airport for those with hidden disabilities.



## How to book assistance

If you have a disability or you experience reduced mobility and need assistance at the airport, it is now necessary to inform your airline of your particular need at least 48 hours before you fly, ideally giving as much notice as possible for both your outbound and return journey. You can also contact the PRM Services team at Norwich Airport directly if you have any issues or concerns regarding your future travel.

Email; [prmservices@norwichinternational.com](mailto:prmservices@norwichinternational.com)



Telephone; (01603) 420672

