



Norwich Airport

Part of Regional & City Airports

Norwich Airport Accessibility Committee





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Welcome

Housekeeping

Introductions

Norwich Airport Accessibility Committee



Engage

with local charities, businesses and customers using NAL

Improve

the experience of the customer and the available facilities

Comply

with the regulatory requirements laid down by the CAA

Background

The last NAAC was held in November 2019, pre-COVID-19. The CAA mandate that the committee should meet every 6 months with minutes publicly available. The minutes from November 2019 are available on the Norwich Airport website.

<https://www.norwichairport.co.uk/wp-content/uploads/NAAC-minutes-07.11.2019-with-JP.pdf>

The meeting was attended by representatives from Age UK, Assist Trust, Autism Anglia, Home Instead, Coloplast plus regular airport users.

The topics discussed and action points from the meeting will be used to form the basis of the initial discussion for the new meetings going forward.

From May 2022 the provision of PRM Services was moved from Security to the Ground Handling Department.

We strive to continue the brilliant work of the previous team and build from a strong platform to improve further, providing a service to be proud of for our customers.

Rankings & Performance

Review of the year

Rankings

Belfast City			
Bournemouth			
Bristol	Birmingham		
Cardiff	Belfast International		
City of Derry	Edinburgh		
Cornwall Newquay	Inverness		
Doncaster Sheffield	Leeds Bradford		
East Midlands	Liverpool		
Exeter	London City		
Glasgow	London Gatwick		
Glasgow Prestwick	London Heathrow		
Humberside	London Luton		
Newcastle	London Stansted	Aberdeen	
Norwich	Manchester	Kirkwall	
Sumburgh	Southampton	London Southend	
Very Good	Good	Needs Improvement	Poor

In Dec 2020, Norwich Airport was ranked as ‘Very Good’ in the CAA Airport Accessibility Report.

PRM service issues have been well-documented at UK airports since the return to operations after COVID-19.

Pleasingly, Norwich Airport has continued to provide a high level of service, receiving many compliments, from both frequent flyers and new customers.

Summer 2022

Summer 2022	Departing								Arriving							
	Standard	Target	April	May	June	July	August	September	Standard	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		98	246	223	170	204	296	Numbers of PRMs		104	201	214	175	147	304
	10 mins	80%	100%	100%	99.10%	98.23%	100%	100%	5 mins	80%	100%	96.25%	98.50%	96.50%	100%	99.67%
	20 mins	90%	100%	100%	100%	100%	100%	100%	10 mins	90%	100%	98.50%	100%	98.50%	100%	100%
	30 mins	100%	100%	100%	100%	100%	100%	100%	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		12	32	32	21	28	29	Numbers of PRMs		3	5	9	6	9	22
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	100%	100%	100%	100%	100%

Notes

Please complete each percentage to two decimal places.

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to face contact is made. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chocks time. It is important that this is recorded for all PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chocks time, this is acceptable although the same targets apply.



Customer Feedback

‘Excellent, kind and thoughtful help. Thank you

‘Without Steve and his fantastic colleagues we would not have been able to attempt this holiday. Their cheery attitude, even at 4.15 am (on the day of departure) and also on our return is something you should be proud of’

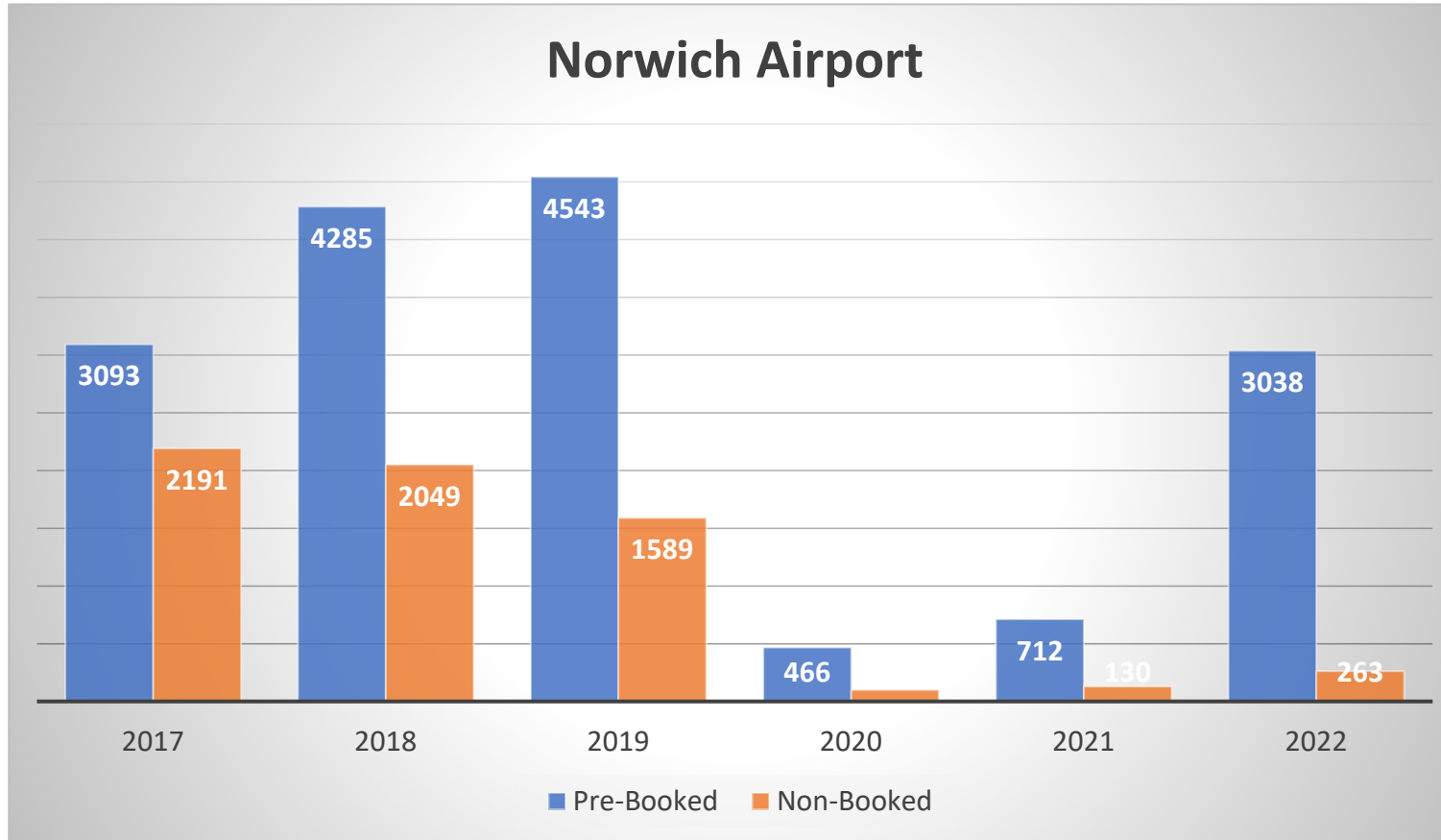
‘..with assistance from your wonderful staff (Steve going out and a lovely young lady on the return, Denise) we were put at our ease and helped every step of the way. I can't thank them enough for giving us the wonderful start to our holiday’

‘..the service was absolutely fantastic. The team were really helpful, friendly and I would not have been able to travel without the support I received’

‘Incredibly helpful and gave me as much time as I needed with security check (I have a medical implant that needs careful screening). Kept us well informed whilst waiting in Departures and came back to check on me during this time. Personally helped me to board the plane and gave me considerable time to do this safely.(I use 2 crutches) Excellent service both ways’



PRM Product Growth





Performance Monitoring

Flights are audited each month to ensure standards are consistent and the data recorded is reliable and accurate.

ID	AU009306	Action Status	None	Checklist Required	Yes
Main Status	In Progress	Start Date	17/10/2022	End Date	17/10/2022

Setup	Checklist	Results	Action Summary	Notes	Sign Off	History
Index	Attachments					

Audit/Inspection Checklist Filter

Section	Description	Completion	
1.	Assistance At the Airport	✓	Select
2.	Information & Communication	✓	Select
3.	Staff Training	✓	Select
4.	Security Search	✓	Select
5.	Quality Standards	✓	Select

Charity Engagement



Training

All staff receive full PRM operational training. Equally all Ground Handling staff are trained on Hidden Disabilities.

We would love to know of any opportunities to enhance our training program through our charity partners and members of the NAAC.



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PRM Facility

[Special Assistance – Norwich Airport Website](#)



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AOB



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Attendees

Dan Bean	DB	Ground Handling & Safety Manager, NAL
James Kearns	JK	Build Charity
Brad Peart	BP	Build Charity
Elly Simpson	ES	Age UK
Lauren Pashley	LP	Home Instead
Mark Wilcox	MW	Flight Operations Coordinator, NAL
Neil Symonds	NS	Ground Operations Coordinator, NAL
Amanda Farmer	AF	Ramp Officer, NAL
Steve Cole	SC	PRM Officer

Meeting Notes

To begin the meeting, each attendee was asked to introduce themselves and give a brief summary of the company they represented/job description. DB then began by giving a general overview of the PRM service offered at Norwich Airport.

Once the presentation was complete, the attendees were invited to offer feedback regarding their aims, views, insight and expectations of the PRM service available at Norwich airport, both in practical terms, together with how our understanding of passengers' needs is perceived.

LP (Home Instead) was keen to raise dementia awareness, particularly in younger members of staff, who may not be so aware of the condition. She stressed the need for patience when dealing with passengers living with this condition, especially as travelling through an airport may cause stress levels to be raised. She offered her availability to present courses to airport staff to raise dementia awareness, which DB was keen to explore.

ES (Age UK) suggested a practical course in sign language may be an additional asset to the airport PRM team. DB said that there is one member of the team trained in sign language already but agreed that it was something to be followed up.

JK (Build) was keen to address some practical issues such as not just focussing on visible and physical disabilities. He suggested that we could offer security regulations and other pertinent information simplified on a laminated sheet as not everyone is able to read website and ticketing information. Denying easy access to this information may detract from the overall positive experience of travel through the airport. He commented that he would always encourage PRM passengers to pre-book assistance as it would obviously be beneficial to both parties. It's enormously helpful to the airport when planning resources and this, in turn, helps the passenger to enjoy a positive travel experience. He encouraged us to manage the expectations of PRM passengers and welcomed the availability of familiarisation trips to allay any nervousness and inspire confidence, especially for those planning to travel alone. He suggested that it may be advantageous for disabled groups of people, both physically disabled and those with hidden disabilities, meet with our staff to answer questions that staff might feel reluctant, or uncomfortable, about asking. He suggested that by offering PRM passengers an improved airport and travel experience it could be perceived as a commercial goal and not only a way to improve CAA ratings. DB was in full agreement with this. He also commented that if passengers needing assistance at busy times are dealt with sympathetically and the situation is clearly explained to them then they will be more inclined to be patient, in the knowledge that they have not just been forgotten. This in turn will assist in generating repeat business. Again, DB agreed wholeheartedly.

BP commented that he has always travelled with family members in the past, who have helped enormously with the practical side to PRM travel but he is very much looking forward to the independence of being able to confidently travel alone in the future.

Post meeting, JK & BP were given a tour of the facilities by SC. JK will send feedback from the visit to DB.

Action Points

- Arrange Dementia Awareness training via Home Instead
- Review options for Sign Language training for PRM staff
- Design a new handout detailing useful information (security processing etc)
- Contact NAL to arrange familiarisation visits as required
- Assess non-handling PRM facilities, signage, braille, hidden disability awareness
- Development of the Sunflower program at NAL

DB

DB

MW / AF

All

NAL team

NAL team



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Next Meeting

June 2023 - TBC