

**MINUTES OF NORWICH AIRPORT ACCESSIBILITY COMMITTEE**  
**MEETING HELD ON 7<sup>th</sup> NOVEMBER 2019 @1300 HRS**  
**NAL BOARDROOM**

**Present:**

Dan Skipper	Age UK (CEO)
Rodger Bilton	Assist Trust (Supported Employment Team Leader)
Mathew	Assist Trust (Member)
Jo Keys	Autism Anglia (Student Welfare Co-ordinator)
Mark Johnston	Home Instead (Community Relations Manager)
Anne Martin	Frequent Airport user
Claire Ballard	Colopast (Executive Territory Manager)
Jamie Price	Norwich Airport (PRM and Security Manager)
Aaron Frost	Norwich Airport (PRM Lead)

**Apologies:**

Helen Burgess	AgeSpace UK
Caroline Bowen	Frequent Airport user
Helen Dolphin MBE	Peoples Parking (CEO) / Frequent Airport user

**1. Introduction**

Jamie Price (JP) thanked all for their attendance and explained the goal of the committee is to improve air travel for those living with a disability at Norwich. Discussion on the mandated requirement to hold biyearly meetings took place. A mix of frequent airport users and representatives from disability charities and have been invited onto the panel to bring their expertise to the product.

**2. Rankings**

Discussion took place on the yearly CAA PRM report and requirements needed to achieve a very good status. Aaron Frost (AF) explained to the committee that Norwich Airport has achieved very good status for four consecutive years. This has been achieved by consistently demonstrating a strong commitment to accessibility combined with our passion to always improve the service. Mark Johnston (MJ) asked about the meaning of PRM. It was explained that within the airport industry those passengers requiring

assistance were titled 'Passengers with Reduced Mobility (PRM)'. JP explained his preference as being 'Special Assistance' and this title will be used going forward.

### **3. Quality Standards**

AF explained to the committee how SLA's are measured and compared NAL performance to Stansted Airport. Overall the committee were satisfied with NAL performance. Anne Martin (AM) informed the committee that on occasion she has been unable to receive assistance from the short stay carpark due to the mobile phone not being answered. When within the terminal AM called the mobile a second time to find it stored away within a cupboard behind the Special Assistance desk. JP apologised for this and actioned AF to create a more robust process to ensure the phone is carried on staff during open hours.

**Action update: New process implemented by AF as of 8<sup>th</sup> November 2019. PRM staff must sign out/in the mobile phone. Compliance will be monitored by AF and Security Supervisors. Information notice issued 8/11/2019 outlining the change in procedure and the importance of manning the mobile phone. AF to update the committee next meeting.**

### **4. PRM Product Growth**

Committee members reviewed the exponential growth of customers using the special assistance service at NAL. JP informed the group the number of customers using the service grows by 11% upon every year. This year is an exception as NAL has seen a record increase of 20% during the summer season.

### **5. Performance Monitoring**

The group discussed the current measures in place to ensure expectations are met and SLA's accurately recorded. AF explained to the group that staff are audited on the following areas;

- Customer service.
- Operation of equipment.
- Manual Handling.
- Accurate data recording.

Second to this covert auditing takes place on recorded check times. This is to ensure staff are not manipulating met times to falsify SLA's.

### **6. Charity Engagement**

Due to this being NAAC's first meeting, JP explained it would be beneficial for all the group to have an equal understanding on NAL's engagement with charities. Roger Bilton (RB) presented on the partnership between Assist Trust and NAL to encourage individuals with learning difficulties into paid employment. Currently five members have placements at the airport. Placements have helped members gain confidence and independence. Mathew, an Assist Trust member, informed the group that his work

placement at NAL contributed to his recent success gaining employment within the catering industry. JP congratulated Matthew and plans to increase the amount of placements at the airport next year.

JP updated the group on the sunflower lanyard scheme and the recent publicity it has attracted. On average 100 passengers a month are using sunflower lanyards as a discrete way to inform staff they are living with a hidden disability. JP aspires to make sunflower lanyards an industry standard at all UK Airports. JP has promoted the scheme within the media, appearing on radio stations and ITV News raising awareness of the scheme.

AF updated the group on Familiarisation Visits. This year 15 visits have taken place to date. Although advertised on social media and NAL website, both JP and AF want the frequency of visits to increase.

**Action: NAAC to review next meeting.**

## **7. Training programmes**

AF updated NAAC on the current training programmes at Norwich Airport. AF explained to group that all customer facing staff receive disability awareness training. In addition, specialist training is offered from Autism Anglia and Dementia Friends. Jo keys (JK) commented on the enthusiasm of the staff during the courses.

AF informed the group that he recently become a dementia champion and to date has delivered the course to 47 members of staff. In total 78 staff have sat the course and AF aspires to deliver training to all customer facing staff at NAL including concessions.

**Action: AF to update NAAC on the progress of training next meeting.**

## **8. Terminal inspection**

NAAC inspected the NAL terminal and facilities. Areas inspected as follows;

- Main Concourse
- Fast track
- Security including private Search room
- Departure lounge
- Apron walkways and the stepless boarding ramp (Aviramp)
- Arrivals hall and meeting area.
- Disabled Toilets

NAAC agreed the current facilities were adequate and satisfied with the adaptations that have currently been implemented. Anne Martin (AM), a frequent airport user, inspected the disabled toilets with AF.

AF explained to AM the recent adaptations that have been made to make the disabled toilets more accessible for those living with a stoma. Following guidance from Stomawise, duck boards and spare emergency supplies have been supplied by the Airport. AM advised on further adjustments that could be made to disabled toilets, to better aid accessing the toilet. Her recommendations were;

- The door closure mechanism makes it hard to open the disabled toilet door due to the force needed to open.
- More grab rails are needed to safely manoeuvre the toilet to use its facilities.
- The emergency red triangle alarm cord is too high in one out of the five disabled toilets. AM explained that if a customer was to fall, the height of the cord cannot be reached.
- Door locks on all disabled toilets are too small and fiddly to lock. AM suggested fitting larger locks on the doors.

AF agreed on AM's suggestions and aims to resolve before the next NAAC meeting.

**Action: AF to contact Facilities Manager and resolve. Update NAAC next meeting.**

## **9.AOB**

Dan Skipper (DS) suggested releasing a form of accessibility guide which other businesses could use to learn from successes at Norwich Airport and share best practice. JP agreed to meet with DS offline to draft a proposal and move this forward.

**Action: NAAC to review next meeting.**

Discussion took place regarding inviting more elderly and disabled persons onto the NAAC board. All agreed it would be beneficial for their input, especially with Norfolk's aging population. NAAC charity members will reach out to patients, members and colleagues with the aim of increasing participation.

**Action: All NAAC members to invite persons onto NAAC. Update next meeting.**

Discussion took place regarding appointing a Chair. JP asked all to consider the role and feedback next meeting.

**Action: Elect NAAC Chair next meeting.**

## **Date of Next Meeting**

To be arranged for May 2020.