

PRM CONSULTATIVE COMMITTEE MEETING



MINUTES

DATE:

14.03.23

TIME:1100 -
1430**IN ATTENDANCE**

Ian Sherrif, Leah Bryne, Darren Kinsman-moore, Richard Shuker, Dave Wellbeloved, Corey Ballman, Jo Brady, Claire Chambers, Trish Sail, Kate Turner, Paul Baldwin, Emma Baldwin

APOLOGIES

Lisa McCullagh
Nick Worgan

INTRODUCTION

IS welcomed everyone to the meeting and explained how he has become involved due to his extensive work throughout his career working with various organisations and select committees within the government.

CAA VISIT UPDATE

LB recapped the most recent CAA visit last April. CAA focused on the customer points of contact. CAA identified there was no seating in the bus shelter, which has now been rectified. The Ambulift was out of action at the time of the visit, but this has now been fixed and is in operation almost daily. We hold the rating of Very Good.

POST COVID OPERATIONS

IS asked how we are doing post covid. **LB** explained that we have lost our dedicated PRM team and now all staff work on the desk. All are trained to the same level. Most airlines give us 48 hours notice of PRM numbers so we can staff accordingly. Over the last 6 months 2-3% of passengers are PRMs, with certain routes much higher.

IS explained that covid has really impacted those with dementia and that some people caring for people with dementia are showing signs of PTSD after being isolated for so long.

TRAINING

CC explained that our training has continued as before, although we have now included deaf awareness session from **DW** for all staff and are looking at the online training from the RNIB to role out to all Passenger Services (PS) staff. **IS** asked how we record training and **CC** explained how AIRDAT works and is recognized within the industry.

DKM was very supportive of the training by **CC** and **JB** and said that it is always consistent and re-invigorates the team.

IS asked **LB** how we know we are doing a good job between the times we have a CAA visit or a consultative meeting. **LB** & **CC** explained that our training is always on-going which helps keep things on track. **IS** suggested more walkarounds with other agencies if we can get them onsite.

TOURS

IS asked if we are still doing our tours, **CB** gave a run through of his role and the enjoyment he gets from this. He has had great feedback and had families booking holidays from EXT after having a tour and feeling confident that they can travel from EXT with the facilities we can provide.

PB invited **CB** to the Exmouth Gateway nights if he would like to meet some of the adults he works with, to gain a better understanding of their needs.

TS asked if we keep groups together when travelling and **CB** explained that yes, we keep everyone together and this specifically mentioned in our training.

SOCIAL MEDIA/PUBLICITY

CB mentioned that he has had people publicly thanking EXT for the tours. Everyone agreed that we need to publicise this more and also think about having a 'community board' somewhere onsite to show which communities/organisations we work with and training that all PS staff have.

DEAF AWARENESS

DW talked about the sessions he has held with PS and ground crew (GC). **JB** re-iterated how well they were received and how PS staff felt more confident if they were to be approached by someone with hearing loss. **JB** explained how some staff can be afraid to offend, **PB** commented that no-one will be annoyed with someone who has tried to help. **DW** discussed how he would like the airport to be more deaf aware, with better information displayed on the FIDs.

GENERAL DISCUSSION

IS was encouraged by what he'd heard which opened a general discussion.

TS worked with dementia patients and asked what they needed from people, someone said 'be kind and patient'

EB & **PB** talked about their logos on the shirts, displaying a 'be kind' message and that it changes every year.

DKM said we don't pretend to know everything, and we always try to do our best. **PB** mentioned that when the fire crew turn up to do out lift-ons that the visual aspect of the Fire appliance at the aircraft and fire personnel might be very unnerving for some. **DKM** said that they are needed to be able to respond to a call, but would be mindful of reactions they may receive.

DKM also mentioned how hard it is to actually lift someone into a seat and that there is no set standard. Fire crew follow manual handling procedures and is risk assessed. *(Since this meeting **CB** and **JB** have been to the Exeter College Future Skills Centre and discussed the possibility of the fire crew training with the aircraft cabin they have set up)*

LB talked about the tannoy and FIDs and that we are in the process of changing FIDS providers, so we will hopefully have an input on the information that can be displayed to make it more accessible. Tannoys are not great here, sometimes being not very clear so it is really important that the FIDS are accessible for all.

PB suggested that we look at changing the term PRM as it forms a pre-conception, he suggested 'Assisted Travel'. 'Passenger requiring support' was also suggested.

DW asked if we could provide any other information for people before they arrive. **CC** said that we have a few YouTube videos but we could have an accessible travel one.

DW also mentioned about training for all staff including concessionaires. **JB** to look into speaking to Ocean and WDF to include them in training.

PB asked if we have any building work going on and when we do, it would be a good idea to include disability groups to be involved so they can give an input into what would work/not work. **DKM** to consult with Stephen Wiltshire to facilitate this.

EB asked if there was a possibility to issue ear defenders to help passengers with sensitivities to noise. **DKM** said we can get single use ones.

END OF MEETING

IS drew the meeting to a close as lunch arrived and thanked everyone for their time. He checked everyone was happy to be involved and help with his consortium, everyone agreed.

TERMINAL WALKAROUND

The following points were raised as we conducted a walkaround the terminal, following the passengers journey.

- Exit signs on toilet in main concourse have disappeared.
- After security the Police signs are very intrusive and repetitive.
- Water cooler not very visible and a tripping hazard.
- Arrow on the floor with the correct way to access Coastline would be helpful.
- Advertisements along the main corridor are very 'busy' with information overload.
- FIDS screens need to be bigger and lower down, maybe have a separate larger one. Colour should follow the yellow/black theme.
- Seating areas not ideal for wheelchair users, think about a bigger designated area with more accessible seats.
- Fire doors are different colours – keep them the same for consistency.
- Quite Room sign by the assistance chairs is too small and not visible.
- Disabled toilets need to be central to the room so carers have space either side of the toilet to lift.
- Stations segregating the gate, first one could be yellow to make it more visible.
- Boarding gate toilet signs too small, need to be the same as the ones in the concourse.

- No adult changing room. Baby changing room at the top of the ramp could easily be changed to accommodate adults as well.
- Gate sign on the doors need to follow the yellow/black theme.
- Stairs, first step needs to be more visible.
- The assistance sign next to the assistance desk needs to be black/yellow.
- Carpet up to the departure lounge is awful, too busy to look at and very disorientating.
- Gate 5, very calming corridor and great space, although the sensory overload from the temperature change may impact some passengers.

Some of the suggestions are an 'easy fix' **JB**, **CC** and **LB** to facilitate this. Bigger changes with higher cost implications will be fed back to senior management by **LB**.

CONCLUSION

Although there are a lot of points that were picked up on the walkaround, everyone said how well we are doing and the positive impact it is having on people travelling. Keep up the good work was the overall message.

NEXT MEETING

LB to arrange next meeting for 6 months time.

NEXT MEETING

13 October 2023 | 6:00 p.m. in the cafeteria

Motion to adjourn was made at 9:00 p.m. and was passed unanimously.



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