

## Minutes: Stansted Access for Everyone (SAFE)

Wednesday 31 March 2021

Attendees:	Attendees:	Attendees:
<b>Andy Wright (AW)</b> - Chair	<b>Jonathan Fowler (JF)</b> - STN	<b>Lucy Martin (LM)</b> - STN
<b>Tom Bradley (TB)</b> - ABM	<b>Sonia Sparkes (SS)</b> – MS Society	<b>Graham Race (GR)</b> QE Foundation
<b>Kevin Gay (KG)</b> - PACT for Autism	<b>Frank Evans (FE)</b> - STACC	<b>Milton Rae (MR)</b> - RNID
<b>Helen Fleet (HF)</b> - Guide Dogs	<b>Mark Neville (MN)</b> – Alzheimer’s Society	<b>Ian Meaden (IM)</b> - Young Parkinson’s
<b>Apologies:</b>		
<b>Libby Herbert (LH)</b> - Colostomy UK	<b>Anne Wafula-Strike (AWS)</b> – Traveller	<b>Peter Lainson (PL)</b> – U.E.G
<b>Helen Dolphin (HD)</b> - DPTAC	<b>Abbie Burrell-Rann (ABR)</b> - JDRF	<b>Siobhan Meade (SM)</b> - Guide Dogs

### Welcome and introductions:

**AW** welcomed and introduced the attendees to the second ‘virtual’ SAFE Forum, conducted on Microsoft Teams due to the current pandemic, before running through the agenda.

### Attendee updates:

**AW** then enquired how each of the forum members and their respective organisations had been managing the Covid situation and what impact it had had on them personally. **MN** discussed how the crisis had been devastating for the Alzheimer’s Society both in terms of staffing levels and fundraising. A view that was shared by many other forum members. **MN** also discussed the effects Covid has been having on people living with Dementia, which both **KG** and **HF**, amongst others, related to on behalf of their service users.

### Actions from previous meeting:

**AW** then ran through the minutes from the September 2020 meeting and highlighted the actions outstanding, which included:

- **Completion of PRM lounge refurbishment**
- **Just Ask e-learning launch**
- **Accessible Strategy launch**

Understandably Lucy explained that as a result of the pandemic and the impact it had on the airport in recent months, all of the above projects had been deferred until staff were no longer on furlough and the airport was able to return to normal procedures.

### Update on airport operations:

**LM** presented an update on Covid measures now in place at the airport and how some measures and procedures had been formalised and embedded since previous presentations.

**LM** updated the forum on the airport’s application to be ICAO accredited for the Covid measures now in place.

**LM** also provided a non-Covid related update, concerning designated, gate-specific PRM seating areas in Satellite 3, and a new artwork installation in the PRM Arrivals route as part of project with Edith Borthwick School in Braintree.

Following **LM's** presentation, **AW** asked forum members whether they had received any feedback from their service users as to what effect the necessary Covid measures had had on their airport experience. For example, with the introduction of numerous PVC screens as Covid measures, had this caused additional confusion for passengers with dementia or autism? Equally what effect it had to those with a visual or hearing impairment? **MR** asked whether the screening had had an impact on the hearing loops provided. **LM** confirmed mobile loops had all been tested and were still effective through screening, and two-way microphones have been installed at key touch points including main Info desk and PRM reception.

**GR** suggested it may be beneficial to share details and images of Covid measures in place on the Stansted Airport website, so that passengers could familiarise themselves and best prepare for their journey ahead.

**ACTION: LM to look into adding appropriate images and content**

### Service performance:

**LM** confirmed that ECAC performance scores have been largely good throughout previous months. While the CAA has suspended ECAC requirements, ABM and Stansted are still aiming for a consistent service in line with ECAC requirements. However, some months' data is impacted by the very low flight numbers, as one missed target has a larger impact on overall performance figures, due to fewer flights.

Passenger feedback has not been collected via the usual surveys since February, but **LM** noted several compliments for the service coming in via customer feedback.

### Training:

**AW** asked whether staff training standards had been maintained with so many staff being furloughed.

**TB** told the Forum that every effort had been made by ABM to retrain all furloughed staff in March, to ensure all were ready to return as soon as the operation gets busy. All mandatory training has been refreshed and passes re-instated for access.

**LM** provided an update to the Forum on the 'Just Ask' e-learning module which was launched internally and is being rolled out to those staff currently working. But as per previous comment, a more formal 'launch' will take place when normal operations resume.

### Industry overview and Covid impact:

**JF** then provided an update to the forum regarding the current minimum operational status and his thoughts on when it is anticipated the airport may return to normal operations, using the information currently available to him at the time. He commented on the need for the Global Travel Plan and for guidance on what may be allowed to return from 17 May, according to the Gov't roadmap, before the airport is in a position to be able to provide tangible forecasts with timelines.

### Service provider contract:

**JF** reminded Forum members that the existing contract for PRM assistance provider, which is currently with ABM, was due to expire at the end of March. However, given the current situation it seemed inappropriate for the airport to engage in a full-blown retender at this time. Especially as exact dates as to when the airport would be fully operational and how many passengers were likely to want to travel, once allowed and vaccinated, was very difficult to estimate.

Consequently, it had been decided to extend the existing contract with ABM from April 2021 for a further five years, as the airport were happy with existing service levels and the way in which ABM had managed in recent months during such unprecedented times.

**AW** supported this decision, saying he had been involved with a number of other UK airport retenders in recent months, which had been challenging due to the current circumstances.

### A.O.B.

**AW** welcomed comments and questions from members.

**MN** noted that virtual Dementia Friends training courses are available should the airport wish to train more staff.

**ACTION: LM to arrange chat with MN about moving STN Dementia Friend training forward.**

**ACTION: GR mentioned that a new e-module was in development and he would share details with LM in due course**