

SouthamptonAirport

Quality Standards
For
Passengers with Reduced Mobility
Assistance

2014



Introduction

This document clearly sets out our quality standards for passengers with reduced mobility and the assistance they can expect when travelling through Southampton Airport. We are fully committed to ensuring a high standard of assistance is available which complies with all aspects of EU Legislation EC1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

A person with reduced mobility (PRM) is understood to mean any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

Southampton Airport is responsible and committed to providing assistance and arrangements necessary to enable disabled persons and passengers with reduced mobility to:-

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings,
- move from a designated point to the check-in counter,
- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required

Where a disabled person or passenger with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Southampton Airport will ensure:-

- Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible

limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

- Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.
- Ground handling of recognised assistance dogs, when relevant.
- Communication of information needed to take flights in accessible formats.

Consultation

Our quality standards for passengers with reduced mobility were set and agreed with airlines through our Airline Operators Committee (AOC). In addition, we endeavour to work in partnership with organisations representing disabled persons and persons with reduced mobility to review and improve our service provision.

Quality Standards

Where special assistance is required whilst at the airport, PRM's should inform their airline, tour operator or travel agent at least 48 hours before flying. It is advisable to give as much notice as possible for both outbound and return journeys so we can make the necessary arrangements to provide the assistance required and a seamless experience.

For departing PRM passengers who have pre-booked assistance, it is our commitment that 100% of departing passengers who are at the designated point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure.

Assistance from designated points of arrival to check in

Upon arrival at the airport, assistance will always be available from any of our designated arrival points. These are as follows:-

- a. Outer and inner forecourt on Spitfire Loop
- b. Pick Up / Drop Off facility within the Short Stay Car Park (MSCP)
- c. Customer Interface areas of the Short Stay Car Park
- d. Long Stay Car Park (LSCP)
- e. South Bound Platform of Southampton Airport Parkway rail station

At each arrival point, a call point is available for PRM's to request the assistance they need. Once PRM's have made themselves known, our friendly special assistance team will provide assistance to check in.

Once assistance has been requested from a call point, it is our commitment that for departing PRM passengers who have pre-booked assistance, 95% should wait no longer than 5 minutes. 100% should wait no longer than 10 minutes. Where assistance has not been pre-booked, 95% of departing PRM passengers should wait no longer than 10 minutes. 100% should wait no longer than 15 minutes.

Upon request for assistance at any of our call points, PRM's will be asked what their specific mobility needs are and whether any portage assistance is required for baggage. This information will help our special assistance team to ensure the correct resources are

available to meet and welcome PRM's at the designated point of arrival. Anticipated wait times will always be confirmed upon notification of arrival at the call point.

If assistance is not required from a designated arrival point, then PRM's should proceed to the Special Assistance Desk to complete the registration process. The Special Assistance Desk can be found on the main concourse within our terminal building.

Our special assistance team will complete a comprehensive registration process with all departing PRM's to fully understand the assistance they required and any personal requirements they may have.

Assistance with check in and baggage registration

Assistance will be provided with check in and baggage registration. This includes assisting the PRM to their chosen method of check in, passing travel and any other required documentation to the check in agent (if required) and with placing baggage (within the limits set in applicable manual handling directives on baggage size and weight) on our weigh scales.

Assistance with security processes

Assistance will be provided through our security processes. Our security team is required under government legislation to carry out a hand-search whenever a passenger activates the archway metal detector alarm. If using a wheelchair, it is likely this will activate the alarm and a physical search will be necessary. We recognise that it may be more suitable to have this search carried out away from the main search area, facilities are available if required.

Our Security Supervisors will be more than happy to help PRM's with any questions or concerns they may have at this point.

Assistance in the departure lounge

PRM's will be taken through security into our departure lounge or to any privilege lounge in adequate time for pre-boarding the aircraft.

Once in the departure lounge, PRM's can relax in our dedicated reserved seating area which can be found by our Customer Service Desk at Gate 4. Our special assistance team will regularly check whether any further assistance is required which will be not less than every 30 minutes unless otherwise agreed with the PRM.

If PRM's wish to use any of our retail, catering or other terminal facilities (i.e. toilets, telephones etc.), they should inform our special assistance team who will be more than happy to organise assistance.

PRM's will be advised of specific times that need to be adhered to in order to ensure timely pre-boarding is achieved in accordance with airline requirements.

Assistance in boarding and disembarking

PRM's will be given assistance in boarding and disembarking, including the provision of a suitable service for passengers who require special access to/from the aircraft (in accordance with local or national regulatory requirements).

PRMs will be boarded separately (normally prior to all other passengers) as well as disembarked separately (normally after all other passengers have left the aircraft).

Our special assistance team will have been fully trained and know how to help wheelchair users make transfers into and out of a wheelchair safely and with dignity. They will have knowledge of the boarding and disembarking assistance equipment used and knowledge of the appropriate assistance procedures that safeguard the safety and dignity of all PRMs.

For those passengers taking a mobility aid such as a scooter or wheelchair onto the aircraft, the airline, tour operator or travel agent must be advised in advanced, preferably at the time of booking. Details of the dimension, weight, make and model of the mobility aid should be provided.

PRM's are able to travel with their mobility aid from arrival at the airport up until the point of boarding the aircraft. At which point, the mobility aid is then made safe for carriage on the aircraft.

When on an arriving flight into Southampton Airport, PRM's will be reunited with mobility aids at the aircraft side after disembarking. In the unlikely event there is any damage to mobility equipment, our special assistance team will make every effort to provide a temporary replacement.

Assistance with arrivals processes up to first point of onward travel:

For pre-booked arriving PRMs, assistance should be available at the aircraft side within 5 minutes of the aircraft "on chocks" 100% of the time. For arriving PRM's that have not pre-booked, assistance should be available at the aircraft side within 5 minutes of "on chocks" for 95% of the time.

PRM's will be provided with assistance through immigration and into our baggage reclaim hall. Our special assistance team will assist PRM's with any baggage they may have and then onwards through the appropriate customs channel. If required, assistance will be provided to a designated pick up point.

These are as follows:-

- a. Outer and inner forecourt on Spitfire Loop
- b. Pick Up / Drop Off facility within the Short Stay Car Park
- c. Customer Interface areas of the Short Stay Car Park
- d. Long Stay Car Park
- e. South Bound Platform of Southampton Airport Parkway rail station

Transfer PRM passengers shall be taken from the door of the arriving aircraft to the door of the departing aircraft, ensuring any security, customs or any other controls are adhered to. It is our commitment that all PRM passengers that have pre-booked assistance at least 48hours prior to travel should reach their connecting flights in time to enable timely pre-boarding and departure (subject to minimum connection times and the inbound aircraft arriving on time).

In the event of a PRM departing on the north bound platform, our special assistance team will make the necessary arrangements with the rail station operator who provides access and assistance for passengers to and from the south bound platform.

Assistance during delays, cancellations and in case of missed flights

During delays and/or where flights are cancelled, assistance will be provided by our special assistance team covering the momentary needs of PRMs. This includes help with seeking refreshments and food, collection of baggage, hotel bookings and the rebooking process through the airline. Should any transport be required to a hotel following a missed or cancelled flight, our special assistance team will also assist with this too.

Pet Travel Scheme

Southampton Airport is an approved airport which meets the requirements of the EU Pet Travel Scheme.

PRM Equipment Maintenance and Management

All necessary equipment used to provide assistance to PRMs will comply with local and national legislation, airport requirements, including security regulations and shall be kept in readiness for use. All equipment will be properly maintained and only used by trained members of staff.

Sufficient wheelchairs will be available for all PRM passengers. Wheelchairs will be maintained to the highest specification of safety, comfort and presentation. These should, wherever practicable, incorporate a rigid seat, high backrest, detachable armrests, adjustable leg-rests, moveable footrests, and an adequate brake.

PRM Training

All staff (*including new starters*) at Southampton Airport providing direct assistance to disabled persons and PRMs will have the knowledge of how to meet the needs of persons with various disabilities or mobility impairments. In particular, they will have received disability-equality and disability-awareness training and will complete regular refresher training.

Training focuses on disability awareness and customer service including:

- i) Awareness and appropriate responses to passengers with physical, sensory (hearing and visual), hidden or learning disabilities, including how to distinguish the different abilities of individuals whose mobility, orientation, or communication may be reduced.
- ii) Barriers faced by PRMs, covering attitudinal, environmental/physical and organisation barriers.
- iii) Dealing with unexpected occurrences, including contingency in the event of delays or cancellations
- iv) Interpersonal skills and methods of communication with deaf and hearing impaired people, visually impaired people speech impaired people and people with a learning disability.
- v) General awareness of ECAC, IATA and EU guidelines and legislation on air passenger rights
- vi) How to handle wheelchairs and other mobility aids carefully to avoid damage.
- vii) How to help wheelchair users make transfers into and out of a wheelchair.
- viii) Skills for providing assistance to PRMs travelling with an assistance dog, including the role and needs of those dogs.
- ix) Techniques for escorting blind and partially-sighted passengers and for handling and carriage for guide dogs and other assistance dogs.
- x) An understanding of the types of equipment which can assist PRMs and knowledge of how to handle such equipment.

SERVICE LEVELS

The current service level agreements in place at Southampton Airport are:-

1. For pre-booked departing customers upon arrival at the airport, once they have made themselves known:
 - **95% of customers should wait no longer than 5 minutes for assistance**
 - **100% should wait no longer than 10 minutes**
2. For non-pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:
 - **95% should wait no longer than 10 minutes**
 - **100% should wait no longer than 15 minutes**
3. For pre-booked arriving PRMs assistance should be available at the aircraft side for:
 - **100% within 5 minutes of “on chocks”**
4. For non pre-booked arriving customers, assistance should be available at the aircraft side for:
 - **95% within 5 minutes of “on chocks”**
 - **100% within 10 minutes of “on chocks”**

(Response times to all set down and pick up points to be monitored and recorded).

5. PRM's will not be left unattended for more than 30 minutes, unless otherwise agreed with that passenger.

Performance monitoring, management information and reporting

Southampton Airport closely monitors the performance of its appointed Supplier of PRM services through regular dialogue and review meetings. The Supplier must provide transparent management information on the delivery of the service and their performance against all agreed SLAs.

Complaint procedure

If a PRM considers that they have not received the level of service to which they should be entitled, or which falls beneath our quality standards, please contact us through our <http://www.southamptonairport.com/contact-us> or write to us at: Southampton Airport Customer Services SO18 2NL.
