

Terminal 3 Aerodrome Meeting Room

Attendees

HAAG Members

Roberto Castiglioni (Chair)
Christiane Link (Deputy Chair)
Libby Herbert
Clive Locke
Athena Stevens
Anne Thorpe
Graham Race
Chris Wood

Invited attendees

Karoline Wicher (CAA)
James Fremantle (CAA)
Karen Sutor (Omniserv)
Gary Salmon (Omniserv)
Ian Mitchell (Omniserv)
Sam Saunders (Omniserv)
Janice Davis (NESCOT)
Lisa Moynihan (NESCOT)
Christina Moynihan (NESCOT)
Michael Caver (BA)
John Fishwick (BA)
Mark Smith (GRID)
Christine Hempill (Open Inclusion)

Heathrow representatives

Ciara Thorn (Customer Relations Manager)
Nicole Day (Passenger Service Manager – Performance)
Paul Ford (Passenger Service Manager – Operations)
Rachel Denison (Team Administrator)
Liz Hegarty (CRS Director)

Luke Burton (Head of CRS)
Cathy Baxter (Customer Operations Manager)
Daniel Platt (Senior Policy Manager)
Catherine Howard (Senior Research & Insights Manager)
Stephanie Constantinides (Care Passenger Experience Manager)
Sudarshan Chhetry (Care Passenger Experience Manager)

Apologies for Absence

Paul Stonehouse (HAL)

Introductions

Liz Hegarty, Director of CRS, welcomed the attendees and introduced herself as this is the first HAAG Liz has attended since her new position in CRS. She made it clear this is just the beginning and we have a lot of opportunity to make this the best it can be. Care is a priority of the agenda across the airport including with the SLT.

Luke Burton introduced himself, he has taken over from Tonia Fielding and will be closely working with Ciara Thorn.

Karen Sutor, Learning and Development manager, Omniserv, explained about the 3 students from NESCOL college, Josh, Jack and Taylor who have been helping Omniserv during their internship to help with assistance through the airport. She went on to explain the college employ a job coach to come to the airport with them. The scheme encourages the students to get them used to being in a working environment. Karen said that all the students have disabilities, and this gives the students a chance to contribute to the airport environment which has been beneficial for everyone.

Performance slides – Presented by Paul Ford and Nicole Day HAL

Paul Ford started the presentation by showing the latest ECAC performance slides. The slides show how the PRM volume has had an increase of 19%, with Terminal 5 being the highest in volume.

He went on to explain the overall from the scores, and how we are performing higher than 2018 from departing and arriving passengers. Arrivals is still our focus area and where most of our focus is.

Action: When displaying the performance data, to use colours to demonstrate the good and

bad areas so the audience can see the scores at a glance. Also presenting the actual number of passengers rather than percentages and terminal specific. Finally, to include 2016 ECAC figures when comparing the increase of passengers. - deadline for the next HAAG on the 27th June.

Nicole Day goes on to talk about the passenger survey scores. Arrivals are the focus as 3.79 is the lowest score across the board with departures being the highest score of 4.19. These are the results from the 830 surveys which passengers have completed. Christiane Link, HAAG, asked 'What can we do to capture more feedback as only 830 surveys returned is very low?' Nicole responded to the group that Omniserv are giving out feedback cards as well as Omniserv now being required to ask for everyone's email address to complete the form at host areas and across the airport. Nicole informed the room that the amount of completed surveys have tripled over the last year, but we are still trying to receive more surveys.

Nicole went on to share a recent media compliment written by a Facebook user. Due to the number of shares on Facebook, this increased the request for sunflower lanyards massively and as a result we posted out over 500 in the first 3 weeks of April. You can request a sunflower lanyard by emailing special_assistance@heathrow.com with your address and the team can post one directly to your home.

Action: for future slides to display CAA feedback on performance slides. - deadline for next HAAG 27th June.

Christiane Link shared some thoughts on her experience of the HAAG since it began in 2017.

CL also shared some concerns following operational tours conducted in Terminal 3 and 5.

CL stated set up and passenger queues in Terminal 3, Pier 7 to Immigration where long due to infrastructure and process. CL also highlighted the ramp area post immigration. Update - HAL have a long-term project plan to introduce lift access, with capacity for buggies, as well as ramps. In the meantime HAL have been reviewing resource requirements for this area, in line with CAP1228 and are considering a one to one service where required.

CL talked about her concerns in SLA's and ECAC performance and highlighted that performance appears to have declined in arrivals over the past 6 months. Update - HAL committed to monitoring this and to gain better understanding as to the key drivers of performance as well as root cause for the decline. Additional resource has been deployed in areas where required and HAL have sourced a process improvement expert who will be reviewing areas for improvement and providing recommendations. The first improvement

meeting is scheduled to take place in June 2019.

CL highlighted concerns that way finding signage in Terminal 5 could be better. Update - HAL have a project roll out plan to update all way finding with Terminal 5 taking place as of 08 July 2019. CL also recommended there be a dropped kerb outside Zone A in Terminal 5. HAL have committed to reviewing alongside our landside roads project works.

CL suggested that our host areas should be reviewed with better reception areas, lighting and seating. Update - Host areas are part of our project activity wish list which includes each of the items recommended for review. Further updates will be shared at HAAG forums.

CL suggested that computer screens in host areas should be more private and that passengers boarding cards must be returned immediately to passengers once they have registered in the area. Update - HAL have ordered privacy screens for all computers in each of the terminal host areas and have instructed agents to ensure boarding cards are returned to passengers immediately following registration at each host area.

CL asked for a review of the connections area in Terminal 5, to include better signage, desk and seating area and procedures in place to ensure colleagues are at the door to meet all coaching arrivals. Update - A reminder on coaching arrivals procedures has been shared with our service provider and the area has been updated to remove barriers and ensure the host is more visible. Longer term plans are in place to review as future project activity.

CL talked about the occasion when she witnessed passengers waiting in immigration for a long time. Update - HAL have been reviewing resource requirements and monitoring service offering in this area. An additional 10 agents have been deployed to this area as of 24 May 2019. CL also noted concerns regarding equipment storage areas as well as making recommendations for alternative chairs / buggies. Update - HAL have invested significantly in various types of equipment since early 2018. Our aim is to ensure our equipment meets the needs of our passengers however we welcome recommendations from the HAAG and will consider as part of our asset replacement programme.

During the month of April, there were 2 terminal walk arounds with HAAG members, the first group to experience the terminal was with Neena Haria, Passenger Feedback manager and Stephanie Constantinides, Care PEM. They went on their passenger experience walk around Terminal 3 with HAAG members Chris Wood and Anne Thorpe. The main feedback from Anne was firstly the 40 minutes wait time for an agent to come from the airport to find her and secondly the staff courtesy. She went on to explain she attended the Omniserv training and felt they didn't have knowledge in the disability world and even lack of knowledge of what

the job was when applying. Is the problem with recruitment she asked? Chris Wood said once he was at the terminal he felt completely disorientated and would have appreciated a map at the host area to see where the toilets are and quiet areas.

Action: Nicole to give an update to see what we can do with regards to paper maps at the next HAAG. Heathrow have invited Anne to support in training / recruitment improvement plans as feedback and recommendations are extremely valuable to us. It is important we ensure out new colleagues are provided with suitable training for this key customer service role.

Chris also went on to notice the number of passengers who he thought were 'abusing' the system, using an agent when they are with a healthy family member, therefore, taking an agent away. Christiane explained to the group that everyone has the right to use this service if they want to.

Athena Stevens asked to get the HAAG members involved with recruitment and mentioned she has brought this topic up before.

Action: Omniserv will work out an action plan - 2 week deadline. Feedback from airlines are also taken onboard with Omniserv. HAAG members are welcome to support in recruitment. HAL will review potential armbands for HAAG members so that the group can support in key performance improvement initiatives.

The second group to experience the terminal were with Paul Ford, Contract Service Manager, and he went out to Terminal 5 with Christiane Link and Graham Race. Their main concern was with the amount of variations of signs for assistance and why isn't it consistent throughout the airport? For example; on the car park entrance barrier, arriving by train and by the toilets, all signs displayed a different logo. Graham used a help point at the entrance of the departures level and could hardly hear who was talking on the other end of the phone due to traffic noise from the outside.

Action: who are monitoring help points and are volumes checked?

Graham arrived for his visit by train and said Paddington station has a curved platform, so you must get on the front of the train - do agents know this so know where to wait? He also noticed the UN logo isn't used enough (example on the toilet). Another observation was the toilet he used before security in departures, as he couldn't see if it was locked. He asked is there regular maintenance on the toilets? - this a topic for engineering to comment on when they attend the next HAAG.

Their next finding was the Litchfield suite desk, as it was too hidden away and the reception area needs to be opened up. Graham also wondered is there a data protection issue with the reception monitor being open for passengers to see, displaying passenger's details.

Action: Walk arounds report to be sent out

Action: Next walk around for T2 and T4

Action: Engineering to be encouraged to come to the next HAAG to understand the issues.

Post meeting note - privacy screens are now in place in all host areas, protecting passenger information.

Catherine Howard - presentation 'Understanding the needs of passengers who require support.'

Catherine explained her role at Heathrow and took us through the research teams objectives, to provide the best airport service in the world to passengers who require support. Needs are always different, so people want to be independent - it's all about knowing what the passengers wants. The team have been working closely with many charities, including Revealing Reality who are an award winning Social Research Agency - industry experts specialising in people with vulnerabilities, inclusivity and service improvement. Catherine took us through the work that has been done so far and we are midway through the process on phase 3.

Mark Smith and Christine Hempill Presentation: ADAPT Feasibility Study

Christine started explaining what APAPT is and where they are will their process currently. The study is for Disabled Air Passenger Travel, combining a smartphone app and digital mapping to strengthen meaning end-to-end connected travel experience. Christine goes on to explain ADAPT is a feasibility study, funded by the Government, which has been trialled in T3. The project came around 2 years ago as the opportunity came up about the needs at an airport, complex staged journeys.

Mark has been developing the solution by bringing the 2 things together, assist me and living maps to enhance mobility and customer experience. To give passengers a greater efficiency via a mobile application. He went on to say the only thing left to do is integrate the Heathrow map and the feasibility study.

The research concluded some passengers wanted to use the assistance service, but not always want to use the whole service. Mark stated with the assistance service currently, you

seemed to either have the service or you don't. Other top issues were high turnover of staff and significant waiting times. Mark stated this service allows you to use your own phones, you can use the maps to see bathrooms, cafes which gives back your independence; you are even able to share your location.

Mark was able to demonstrate the app by taking you through the stages, step by step. The app will provide 3 major new capabilities; share personal needs or preferences, a 2 way messaging system and digital wayfinding for navigating. Mark was able to show a prototype of the app, as a passenger, easily putting in your details of needs and once you have crossed the geo-fencing, you will be able to see the map of where you are in the terminal. The app allows you to live chat with an agent if all you want to do is ask a question or you can ask for an agent to find them.

Date of next HAAG meeting is 27th June 2019