

Edinburgh & Liverpool Airports engage with local charities and disability organisations

Edinburgh Airport

OmniServ recently collaborated with **Edinburgh Airport** and **tryb4ufly** - an organisation providing information and equipment for disabled children and adults designed to make their flying experience easier - by hosting a stand and presenting at the Disabled Living show in Edinburgh.



Numerous local families, many with disabled children, visited the show and were greatly encouraged when learning more about the equipment and services available to aid them, when they fly from Edinburgh Airport and are assisted by the OmniServ PRM team.

In fact, the response from local charities and disability organisations was so positive following the presentation at the show, that Edinburgh Airport has now decided to host a dedicated PRM exhibition next February, to allow more disabled people to learn of the assistance services that are readily available to them when they fly.



Liverpool Airport

A few days later, **OmniServ** in conjunction with **Liverpool Airport**, then hosted a PRM Open Day at the airport, which received very positive feedback and was considered to be highly successful by those who attended. The event provided an opportunity for a cross-section of PRMs to visit the airport and gain a better understanding of the ways in which OmniServ can help passengers who require additional assistance when flying.

The Open Day was organised by **Andy Wright, OmniServ's Disability Advocate**, who invited representatives from a selection of charities who best represent the diverse mix of PRMs currently utilising the OmniServ special assistance facility at Liverpool.

These included, amongst others, the **Southport spinal hospital, Action on Hearing Loss, Guide Dogs for the Blind, Autism Together and Leonard Cheshire**.

The guests were given a guided tour of the airport, commencing at the OmniServ landside special assistance desk, and included the check-in procedure for PRMs, along with a chance to experience the security and immigration process - especially useful for those of the group who were wheelchair users and had never flown since their injury.



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**Wendy Turland -
 Action on Hearing Loss**
I just wanted to thank you again for arranging for Action on Hearing Loss to attend yesterday’s PRM Open Day at Liverpool Airport; it was hugely insightful for me as a new starter here but also will be hugely beneficial in-line with the goals of the charity should the Airport agree to improve their accessibility with us.
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Clearly the whole occasion provided reassurance and empowered the guests, who prior to this event, may not have had the self-confidence to contemplate flying, as well as being forced to cope with the extra challenges in their lives.

The event was concluded with a presentation from **David Briggs, Head of Customer Care & Landside Operations at Liverpool Airport**, which was then followed by **Kevin Crawford, OmniServ Regional Training Manager**, who was able to demonstrate the various methods and techniques - in conjunction with specialist pieces of equipment - utilised by OmniServ agents when assisting passengers with wide-ranging and diverse requirements.

The day was well received by the guests, who were able to ask specific questions pertinent to their own needs, as well as provide invaluable feedback based upon their observations made during the airport tour and subsequent presentations.

A number of the attendees have since written expressing their thanks and gratitude.

Some examples are listed below:



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**Sue Love
 The brain charity**
It was a pleasure attending the open day and nice to see OmniServ being so proactive in seeking opinion from service users. I thought the event was very well managed and there was a good variety of people who represented many different conditions. I also felt like everybody in your team listened to what was being said and I am confident that all views heard will be taken on board.
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**April Ryan -
 Autism Together**
Thank you for inviting us to your Open Day at Liverpool John Lennon Airport earlier this month. I would just like say that we both thoroughly enjoyed the event. The trip gave us some very intriguing insight into the developments ongoing at the airport and beyond!
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News and feedback from around the Operation



Stansted Airport hosts PRM Open Day for local charities

OmniServ recently co-hosted a **PRM Open Day** with the **Stansted** management team at Stansted Airport, which received very positive feedback and was considered highly successful by those who attended.

The event provided a chance for representatives from local charities and disability organisations, to visit the airport and gain a better understanding of the ways in which **OmniServ** can help passengers who require additional assistance when flying.



The **Open Day** was organised by **Andy Wright, OmniServ's Disability Advocate**, who invited representatives from a selection of charities who best represent the wide-ranging mix of PRMs currently utilising the OmniServ special assistance facility at Stansted.

These included, amongst others, the **Spinal Injuries Association, Action on Hearing Loss, Guide Dogs for the Blind, Alzheimer's Society and the MS Society**.

The guests were given a guided tour of the airport, commencing at the OmniServ landside special assistance desk, and included the check-in procedure for PRMs,

along with a chance to try out the security and immigration process. This was then followed by a unique opportunity to experience first-hand one of the new Side Bull lifters that assist PRMs to embark and disembark aircraft. 5 of these innovative pieces of equipment have recently been introduced into Stansted, which are not only greatly favoured by many wheelchair users and PRMs due to their comfort, but have also gone a long way to improve operational efficiency at the airport.

The event was concluded with a presentation from **Neil Banks, Head of Passenger Services** for the airport, who provided an insight in to the current Stansted operation and the considerable expansion plans for the future.





Following which, **Ollie Buck - OmniServ Airport Manager** and **Kevin Crawford - OmniServ Regional Training Manager**, demonstrated the various methods and techniques adopted by the special assistance team designed to smoothly assist PRMs on and off aircraft.

The day was well received by the guests, who were able to ask specific questions pertinent to their own needs, as well as provide invaluable feedback based upon their observations made during the airport tour and subsequent presentations.

Further feedback from the invitees was then sought following the event, and one of the major conclusions was the desire to create a regular Consultative Committee, at which representatives from local charities could be involved in future decision-making processes that involve the well-being of PRMs, with the airport management team.

A number of the attendees have since written expressing their thanks and gratitude. Some examples are shared here:

Well done, everyone!



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Michael Flounders
PRM

Both Elizabeth and I learnt a lot and hope that our input would go a little way toward making air travel more accessible. I am delighted to see that Stanstead is making some efforts to increase their service to ensure that people with extra needs have the reassurance in air travel

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Peter Lainson
Spinal Injuries Association

Thankyou Andy and congratulations on having organised such a valuable event. I have to say that it has to be infinitely preferable for MAG/STAL to review its service delivery with genuinely representative organisations of disabled people, as clearly such organisations’ have both the right level of motivation and also boundless access to appropriate expertise.

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Francis Evans, Chairman
STACC

“I thought that the Open Day was well organised. The airport received positive feedback and seemed receptive to suggestions for improvement. I agree that the formation of a disability group is a good idea.

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Sonia Sparkes
MS Society

Thanks Andy, it was great to meet you too. It was a really good event, and provided Lots of food for thought

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Accessibility Forum – 12th October 2016

Omniserv & Liverpool John Lennon Airport co-hosted an **Accessibility Forum** with delegates from **Guide Dogs, Autism Together, Dementia Friendly Communities, Hearing Loss UK, Spinal Injuries, the Brain Charity, Leonard**

Cheshire and Stomawise UK.

The daylong event included presentations by the airport team and ourselves, a tour of the Customer Journey and open forum discussions over lunch.



Feedback from the day:

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Sue Love - The Brain Charity

It is so important that airports are accessible. It was a pleasure attending the open day and nice to see Omniserv being so proactive in seeking opinion from service users. I thought the event was very well managed and there was a good variety of people who represented many different conditions. I also felt like everybody in your team listened to what was being said and I am confident that all views heard will be taken on board

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Gillian Stancer - Leonard Cheshire

I was very impressed with Omniserv and the staff. I could see that they worked together as a team and knew what exactly what they were doing

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**Well done,
everyone!**