



Special Assistance Improvement Plan

September 2017

Performance data

Framework agreements	Heathrow will:
<ul style="list-style-type: none">• Airport publishes monthly data on its website• Robust plans in place for how it measures performance• Meets or is close to meeting monthly waiting time performance targets	<ul style="list-style-type: none">• publish its previous month's performance data on its Special Assistance website by the 20th working day of the month.
	<ul style="list-style-type: none">• undertake internal and external audits, to ensure the performance measures are being met. Weekly Audits.
	<ul style="list-style-type: none">• share its performance data with the CAA (Civil Aviation Authority) on a monthly basis.
	<ul style="list-style-type: none">• implement a continuous arrivals journey for passengers using Special Assistance by January 2018. This will allow passengers using the service to transfer through the arrivals process, without waiting in host areas, in line with a passenger's journey, who don't use the service.
	<ul style="list-style-type: none">• conduct formal review meetings on a monthly basis to identify any areas that are not meeting target and agree actions to address.

Satisfaction Survey

Framework agreements	Heathrow will:
<ul style="list-style-type: none">• Airport proactively promotes the satisfaction survey of users of the service• Airport scores a rating of acceptable or better in the satisfaction survey	<ul style="list-style-type: none">• conduct accredited disability awareness and equality training, with a focus on dignity and care, for all its Special Assistance team by July 2018.
	<ul style="list-style-type: none">• conduct accredited disability awareness and equality training, with a focus on dignity and care, for all its front line team members by the end of 2018.
	<ul style="list-style-type: none">• undertake internal and external audits on a weekly basis, to ensure that all passengers are being treated with dignity and care.
	<ul style="list-style-type: none">• review customer feedback on a monthly basis to identify any individuals who have not treated passengers with dignity and care.
	<ul style="list-style-type: none">• conduct formal performance review meetings on a monthly basis; to review individual performance and appropriate actions taken.

Engagement with disability groups

Framework agreements	Heathrow will:
<ul style="list-style-type: none">• Airport engages with disability organisations	<ul style="list-style-type: none">• create an independent accessibility committee, by the end of 2017.
	<ul style="list-style-type: none">• contract with an independent disability consultant by September 2017 to support the development of the published Improvement Plan and on-going improvements to the Special Assistance service.