



Hovertravel User Group Meeting. (HUG)

Thursday 25th June 2020 – 10am (Zoom)

In Attendance

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|-------------------|---------------------|--------------------|
| • Neil Chapman | Hovertravel | Managing Director |
| • Loretta Lale | Hovertravel | Head of Commercial |
| • Terri Frost | Hovertravel | Duty Manager |
| • Sofie Bennett | Wessex Cancer Trust | |
| • Jonathan Marren | Ryde School | |
| • Jan Brooks | Isle Access | |
| • Yvonne Williams | | |
| • Richard Price | | |
| • Sarah Williams | | |

Apologies

- Vaughan Martin

• **Matters Arising from the last meeting.**

- How will the company manage and ensure the safety of staff & customers when required to have physical contact when assisting customers on and off the Hovercraft, or from the seats. [The company through its Risk Assessment's & control measures implemented will mitigate any risks, related to Covid 19.](#)
- How do we ensure confidence and re-assurance to those using the hovercraft, with consideration to those attending cancer treatments? [In partnership with Wessex Cancer Trust, we are to launch a 'Charter' detailing a number of measures to support those passengers needing to travel for treatment.](#)
- Weather Disruptions – ensuring the customers are aware the disruptions plan in place with Wightlink, and how we will ensure the care for those with accessibility needs? [Since the last meeting, we have had 2 periods of weather cancellations, where the care for all was maintained. We will continue to monitor.](#)
- Capacity & Social distancing on the craft to ensure confidence of travel and safety of staff & customers. [The company is following the latest Government guidelines, and undertaking Risk Assessments in all areas of managing the Covid Secure Standards, including the capacity of the hovercraft. With the reduced volume of passengers able to currently travel over peak times, the government also issued guidance to the users of public transport. These guidelines do suggest to avoid peak times, and we are asking our customers to be mindful of these to assist all concerned. It might also be useful to share the following in relation to the 'social distancing', and with consideration that the hovercraft journey time being 10mins or less, see below; <https://publichealthmatters.blog.gov.uk/2020/03/04/coronavirus-covid-19-what-is-social-distancing/> "Coronaviruses can be spread when people with the virus have close, sustained contact with people who are not infected. This typically means spending more than 15 minutes within two metres of an infected person, such as talking to someone for instance".](#)
- Staff PPE – review the consistency of use, including and not limited to gloves & masks. [Our Standard Operational procedures details this and is reviewed at each H&S Meeting \(held weekly\).](#)

- Consider the services of NHS Trust support control teams. [Ongoing](#)
 - Hygiene measures will continue.
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Timetable – Update

- An update of the current timetable was presented, noting the additional services added when required. Assurance was noted that Hovertravel is continually reviewing the demand to services as we proceed through the recovery phase of Covid 19.
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Covid Secure Standards

- The company presented the procedure being undertaken, through a number of Risk Assessments and these being regular reviewed at the H&S Meetings. We continue to monitor the latest guidance to ensure the Covid Secure Standards are maintained.
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Booking procedures

- The company reverted to a 'booked' service from 15th June. We are monitoring levels of booking and adding services as required.

Action & Feedback; review the booking procedure information, to ensure ease of booking and awareness.

Feedback

- Southsea experience; it was requested if there are any improvements to the queueing management and arrival procedure could be undertaken. **Action Hovertravel to investigate.**
 - Schools; update noted of the pending return in September.
 - The group provided complementary feedback in relation to the staff and maintaining the services during the pandemic.
 - Terminal Ventilation; a request to implement ways to improve the ventilation in the terminals. **Action Hovertravel to investigate.**
 - Bike carriage; now there are greater numbers traveling, a request to review the bike carriage process was noted. **Action Hovertravel to investigate options.**
 - Mystery Shopping; these will start shortly, undertaken by Isle Access, to include the Covid Secure Standards. **Action Hovertravel to contact Isle Access.**
 - QA Cancer Treatment volumes; Wessex Cancer Trust to provide any data to share with Hovertravel as to any material changes to the capacity for cancer treatments. **Action Wessex Cancer Trust.**
 - Ryde Parking (Those attending Cancer Treatment); Hovertravel to approach IOW County Council to research any support for those attending Cancer Treatment. **Action Hovertravel.**
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AOB

Neil Chapman thanked all the HUG members for the continued support and feedback and in addition the kind comments of appreciation for our staff & service.

Next Meeting dates; Thursday 27th August @ 10am – Zoom