

CHIRP CC FEEDBACK

Issue No: 43

2/2012

EDITORIAL

In 1996 when The CHIRP Charitable Trust was formed to manage the Aviation Programme, Kirsty Arnold joined the organisation as Administration Manager. Later in 2001 when the Programme was extended to cabin crew members, Kirsty assumed the additional responsibility for the management of the cabin crew element.

The success of all of the Programme elements and, in particular the Cabin Crew Programme, has been due in no small part to Kirsty's outstanding commitment and her quality of work over more than fifteen years.

The Trustees and I greatly appreciate Kirsty's contribution and were pleased to learn that she has been offered, and accepted, an opportunity to further her career in cabin crew safety management. We wish her continued success in her new role.

Consequent to Kirsty's departure, the Trust is inviting applications for her role, which is summarised below.

Peter Tait, Chief Executive

Administration/Cabin Crew Programme Manager

THE ROLE:

The principal responsibilities of the Administration/Cabin Crew Programme Manager are the day-to-day management of all aspects of the Trust's administration and the management of the cabin crew confidential reporting programme. The post-holder will be based at Farnborough, Hampshire.

THE DESIRED PROFILE:

- Good organisational and office administration skills.
- Self motivated; ability to work to a consistent high standard with minimum oversight.
- Good knowledge of cabin crew role and responsibilities.
- Good interpersonal skills with the ability to communicate effectively at all levels up to senior management.
- Good writing skills in English.
- Computer literate with good working knowledge of Microsoft Word, Excel spreadsheets. Knowledge of Microsoft Access and database entry would be an advantage.

APPLICANTS SHOULD APPLY IN WRITING WITH A CURRENT CV TO: THE CHIRP CHARITABLE TRUST, 26 HERCULES WAY, FARNBOROUGH, HANTS GU14 6UU

THE CLOSING DATE FOR APPLICATIONS IS: 18 APRIL 2012

REPORTS

Some of the reports that we receive highlight concerns about an individual(s), a specific issue related to an aircraft/type/fleet or an incident/observation which should be reported directly to the company using the appropriate internal reporting procedure, to permit the matter to be reviewed and, if necessary, action to be taken. We encourage reporters to submit such reports directly and are often able to provide reporters with a company contact with whom they can discuss their safety-related concerns in confidence. However, many reporters are reluctant to follow either of these methods for a variety of reasons; the most common being a fear of administrative action being taken.

Most, if not all, UK AOC holders welcome reports from cabin crew members that highlight any genuine safety-related concerns. It is important to note that there is little a company can do to audit/investigate an issue if they are unaware of an individual's concerns in the first place, or of an incident taking place. No reports = no safety concerns from the perspective of an operator's trend monitoring/report analysis.

Whilst we are able to make an operator aware of safety-related issues/concerns reported to us, in order to maintain confidentiality as to the reporter's identity we do not provide identifying information such as the date, aircraft type, location, reporter's gender and rank etc. As a result, in some cases the information that we are able to provide may be insufficient to permit a detailed investigation by the company.

The following reports are examples of such issues:

WHAT WOULD YOU HAVE DONE? (1)

Extract of Report Text: Travelling as a passenger on a company flight, the following standard operating procedures were not adhered to:

- No "galley and cabin secure" calls made from crew in aft galley to the SCCM before take-off or landing as per Operations Manual.
- Lights were not switched off, not even dimmed during take-off and landing in total darkness.
- Passenger bags not stowed correctly by overwing exits.

www.chirp.co.uk

FREEPOST RSKS-KSCA-SSAT, CHIRP, 26 Hercules Way, Farnborough GU14 6UU (UK only)

confidential@chirp.co.uk

Freephone (UK only): 0800 214645 or +44 (0) 1252 378947

- o SCCM was not seated in correct crew seat for take-off.

I am hoping that an Audit may take place at some stage to identify key issues which are not followed.

CHIRP Comment: Despite CHIRP encouraging this reporter to report their concerns internally, he/she elected not to do so. The options available to the operator are limited if they are unaware of the precise circumstances of the non-adherence to SOPs and the individual(s) concerned.

If you were travelling as a passenger on a company flight, what would you do? Would you take the opportunity to have an informal chat with the SCCM to let them know of your concerns?

(2)

Extract of Report Text: Whilst waiting for my own briefing, I witnessed another briefing taking place. The SCCM stated that they didn't have a clue of the working positions or responsibilities of the crew on this aircraft type and neither did the other crew members also present. They all looked at a folder and the SCCM, having decided where the other crew were going to work, then stated that they would swap working positions with one of them. The crew demonstrated little knowledge of operating procedures, which caused me concern. For the SCCM to demonstrate such little knowledge is completely unacceptable.

CHIRP Comment: Operators provide their cabin crew with the relevant training and any quick reference guides to assist them in their daily working activities, however, it is the responsibility of each and every crew member - when reporting for duty - to be aware of their working position, the aircraft type and equipment locations.

In this case, was the SCCM called from standby having perhaps not operated on that aircraft type for a couple of months? Or had there been a last minute aircraft change? No-one will ever know.

If you were at all concerned by the actions of a colleague, what would you do to help ensure that safety was not compromised?

NON-ADHERENCE TO SOPs (1)

Extract of Report Text: Full longhaul flight and the Captain accepted additional jump seat passengers. To accommodate these additional passengers two cabin crew were instructed to sit in the flight deck, one of whom was the SCCM. The crew seats by the doors were utilised by these passengers for take-off and landing. Each door did have an operational crew member sat at it for take-off and landing. Had there been a situation these passengers would not have known how to use the SEP equipment.

Is it allowed for the Captain to instruct the rearrangement of crew seating? The cabin crew voiced their objections but were told that it was the

Captain's decision. I did not report this to the company as I know they will not action anything against our pilots and I feel afraid of repercussions.

CHIRP Comment: The CAA Cabin Safety Office provided the following response:

Flight deck seats can be utilised by operating crew, but never by the SCCM.

The SCCM must be present in the cabin during take-off and landing. Crew positions are specified in an operator's SOPs and these must be adhered to at all times. It is not the Captain's decision to amend SOPs unless in an emergency situation.

Cabin crew seats located at an emergency exit must exit must only be occupied by individuals who meet the criteria stipulated in the operator's SOPs.

Reducing the cabin crew presence in the cabin may also reduce the level of safety.

(2)

Extract of Report Text: The SCCM was still doing the welcome PA on taxi before take-off, seconds before we were airborne, and not their silent review. The SCCM even mentioned during the pre-flight briefing that recent company audits had noted that the silent review was not being observed. SCCMs are meant to set an example. Several of crew noticed this, but were too afraid to report it.

CHIRP Comment: SOPs are there for a reason and must be adhered to at all times.

SEATING POSITIONS

Report Text: We recently had to return to stand due to a technical issue. There was no communication to the crew as to what was actually happening and the only information the rest of the cabin crew had was from the flight crew's PA to the passengers. It appeared that the SCCM was sitting in the flight deck for take-off. Once we were back on stand we were then told what was happening by the SCCM.

CHIRP Comment: As the comment at the top of this page states, the SCCM must be present in the cabin during take-off and landing in their allocated crew seat. It might be permissible for a crew member to work in a different working position once the cabin crew have been released from their crew seats, subject to company SOPs.

Depending on the situation (severity, time available, etc.) the only communication of an incident may be by a Captain's PA, hence the importance of cabin crew always paying attention to what is being said.

CLARIFICATION FROM CCFB 42

REQUEST FOR MEDICAL ASSISTANCE DENIED (CCFB 42)

Following the publication of the above referenced report in the issue 42 of CABIN CREW FEEDBACK, the report was also published in *Air Transport FEEDBACK* to raise awareness among flight crew members should medical assistance be requested and denied by an airport operator.

To remind you, a passenger had boarded a flight and became violently sick as the flight progressed. A PA for a medically qualified person was made and a nurse assisted the passenger; the Captain was advised that no diversion was necessary but that medical assistance should be provided on the ground. The aircraft landed, was met by ground staff and the Fire Safety Duty Manager who advised that no ambulance would be sent as the medical situation was not of a high enough priority. Despite repeated requests for further medical assistance they were refused. It was only when the Captain was informed of the situation and insisted that an ambulance be sent, a call was made to the Control Centre and a medic arrived, approx 30 minutes after landing. The paramedics subsequently advised that the passenger should be seen by a doctor and taken to A&E.

The following further information was subsequently provided by the CAA Medical Department:

Whilst a passenger is on board an aircraft, he/she remains the responsibility of the aircraft commander as was correctly stated. Cabin crew are trained in first aid and if the crew determine that a casualty requires medical attention, the airport authority should make arrangements for the casualty to be assessed by a health professional, either at the airport or at a suitable local medical facility.

It is normal practice at some UK airports for a representative of the Airport Fire Service, trained in first aid, to attend medical incidents at the airport, hence the Fire Safety Duty Manager's attendance in the case reported.

There are no regulations applicable to Airport Authorities for medical incidents of the type described in the CHIRP report. The Health and Safety (First-Aid) Regulations 1981 place a duty on employers to provide adequate first aid equipment, facilities and personnel to their employees, but this obligation does not extend to non-employees, including members of the public. However, in its guidance, HSE strongly recommends that employers include non-employees in their first aid assessment and make provision for them.

ROYAL AERONAUTICAL SOCIETY CABIN CREW HUMAN FACTORS STANDING GROUP

The Royal Aeronautical Society (RAeS) Cabin Crew Human Factors Standing Group is comprised of members with an involvement and history of human factors and CRM training including UK CAA, UK and overseas operators and training organisations.

The RAeS Cabin Crew Human Factors Standing Group would like to inform readers that the group are posting regular Bulletins on the RAeS website to give resources and support for those interested and involved in Human Factors/CRM training for cabin crew. The group hope the Bulletins will prove useful and would welcome feedback and comments.

Please visit the website <http://www.raes-hfg.com/cabin.php>.

Please email on cabincomment@raes-hfg.com

PLEASE NOTE THIS GROUP HAS NO ASSOCIATION WITH CHIRP

FAREWELL

AND IT'S GOODBYE FROM ME ...

This will be my last issue of CABIN CREW FEEDBACK as, after nearly 16 years, I will be leaving CHIRP for the exciting world of cabin safety at a major UK operator.

Confidential reporting for cabin crew has come on in leaps and bounds since CHIRP introduced the Cabin Crew Programme in July 2001. Since that time everyone involved in aviation has had a number of 'challenges'; we have had the increased threat of terrorism resulting in enhanced aircraft and airport security, the downturn in the economy and extreme weather, not to mention volcanic ash. The need for confidential reporting has been even more important than anyone ever thought it would be. CHIRP has been able to assist reporters by raising genuine safety concerns with their companies and/or the CAA with action being taken; the most recent issue currently being monitored by the UK CAA is excess cabin baggage.

Thank you once again for taking the time to report your safety related concerns to me: it has been a pleasure to have dealt with a number of you (more than 1,500!) during this period.

Remember:

- SOPs must be adhered to at all times;
- if it doesn't feel right, it probably isn't;
- if in doubt report it;

and most important of all, be safe!

Kirsty Arnold

CHIRP

CABIN CREW REPORT FORM

CHIRP is totally independent of the Civil Aviation Authority and any Airline

Name: <input type="checkbox"/> Indicates Mandatory Fields Address: <input type="checkbox"/> Post Code: <input type="checkbox"/> Tel: <input type="checkbox"/> e-mail: <input type="checkbox"/>	1. Your personal details are required only to enable us to contact you for further details about any part of your report. Please do not submit anonymous reports. 2. On closing, this Report Form will be returned to you. NO RECORD OF YOUR NAME AND ADDRESS WILL BE KEPT 3. CHIRP is a reporting programme for safety-related issues. <u>We regret we are unable to accept reports that relate to industrial relations issues.</u>
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It is CHIRP policy to acknowledge a report on receipt and then to provide a comprehensive closing response, if required. If you do not require a closing response please tick the box:

No. I do not require a response from CHIRP

PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE EVENT/SITUATION

YOURSELF - CREW POSITION	THE FLIGHT/EVENT	CABIN ACTIVITY
SCCM <input type="checkbox"/> CABIN CREW <input type="checkbox"/>	DATE OF INCIDENT	BOARDING <input type="checkbox"/> INFLIGHT SERVICE <input type="checkbox"/>
SUPERNUMERARY <input type="checkbox"/>	TIME <input type="checkbox"/> LOCAL/GMT <input type="checkbox"/>	DISSEMBARKING <input type="checkbox"/> OTHER: <input type="checkbox"/>
OTHER: <input type="checkbox"/>	AIRCRAFT LOCATION	FLIGHT PHASE
EXPERIENCE/QUALIFICATION	THE AIRCRAFT	PRE-DEPARTURE <input type="checkbox"/> TAXI <input type="checkbox"/>
TOTAL YEARS <input type="checkbox"/> YEARS WITH CURRENT AIRLINE <input type="checkbox"/>	TYPE/SERIES <input type="checkbox"/>	TAKE-OFF/CLIMB <input type="checkbox"/> DESCENT/LANDING <input type="checkbox"/>
CURRENT AIRCRAFT TYPES QUALIFIED ON:	NUMBER OF CABIN CREW <input type="checkbox"/>	STAND/GATE ARRIVAL <input type="checkbox"/> OTHER: <input type="checkbox"/>
1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/>	NUMBER OF PAX ON BOARD <input type="checkbox"/>	TYPE OF OPERATION
PASSENGER(S)/INJURY(IES)	NUMBER OF EXITS <input type="checkbox"/>	SCHEDULED <input type="checkbox"/> CHARTER <input type="checkbox"/>
PASSENGER(S) INVOLVED? YES <input type="checkbox"/> NO <input type="checkbox"/>	WEATHER (IF RELEVANT)	CORPORATE <input type="checkbox"/> OTHER: <input type="checkbox"/>
INJURY TO PASSENGER <input type="checkbox"/> INJURY TO CREW <input type="checkbox"/>	TURBULENCE <input type="checkbox"/> THUNDERSTORM <input type="checkbox"/>	MY MAIN POINTS ARE:
THE COMPANY	OTHER: <input type="checkbox"/>	A: <input type="checkbox"/>
NAME OF COMPANY: <input type="checkbox"/>	REPORT TOPIC / MY REPORT RELATES TO:	B: <input type="checkbox"/>
		C: <input type="checkbox"/>

DESCRIPTION OF EVENT

Your narrative will be reviewed by a member of the CHIRP staff who will remove all information such as dates/locations/names that might identify you. Bear in mind the following topics when preparing your narrative:

Chain of events • Communication • Decision Making • Equipment • Situational Awareness • Weather • Task Allocation • Teamwork • Training

continue on a separate piece of paper, if necessary



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE TO:

FREEPOST RSKS-KSCA-SSAT • The CHIRP Charitable Trust • 26 Hercules Way • Farnborough • GU14 6UU • UK (no stamp required if posted in the UK)

Confidential Tel: +44 (0) 1252 378947 or **Freefone** (UK only) 0800 214645 and Confidential Fax: +44 (0) 1252 378940

Report forms are also available on the CHIRP website: www.chirp.co.uk