

**Minutes of the Accessibility Group Forum held at Leeds Bradford[®] Airport on
Wednesday 22 May 2019, 10:00- 13:00 hours**

Attendees

Sophie Thompson	William Merritt Centre	ST
Pete Hughes	Leeds Autism Services	PH
Danielle Furness	Leeds Autism Services	DF
Ella Baxter	AVSED	EB
Karl Wilson	Royal Mencap	KW
Erica West-Padgett	Pets as Therapy	EWP
Scott Davis	LBA Customer	SD
Diane Wilson	LBA Customer	DW
Richard Duncan	Head of Airfield Operations, LBA [®]	RD
Nathan Stephenson	PRM Manager, LBA [®]	NS
Dan King	PRM Training & Compliance Manager, LBA [®]	DK
David Wilson	Health, Safety & Risk Manager, LBA [®]	DW
Helen Pearce	Customer Experience Manager/ Minute taker, LBA [®]	HP
Alan Benstock	Airport Chaplaincy, LBA [®]	AB

Apologies

George Fielding	Guest Chair	GF
Representative	Little Hiccups	
Representative	Aspire	

1. Introduction, Welcome & Apologies

Dan King (DK) opened the meeting, an introduction of all attendees took place around the room and detail of facilities available and associated general health and safety were shared. DK held the meeting as temporary chair due to new Accessibility Group Forum (AGF) Chair, George Fielding, passing apologies ahead of the meeting start. Apologies were also accepted from Little Hiccups and Aspire.

Following the previous forum meeting in February 2018, DK gave a brief overview of structural and personnel changes within the LBA PRM team. DK highlighted further guidance that had been released by the CAA, which would be included in a later agenda item and moving forward dates would be circulated following this meeting, it is diarised that forum meetings will take place each May and November.

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2. PRM Operations overview 2018- 2019

Nathan Stephenson (NS) opened this section with detail over the personnel and structural changes within the PRM team which had further strengthened the department and its delivery. A dedicated Training and Compliance role is now in place, offering more flexibility and resilience to the department, previously this was outsourced. NS updated the group on the recent delivery of a digital PRM system. Currently in trial stage, this is a centralized system which collates data from airlines direct to LBA and removes the requirement for continuous manual input. The system manages the deployment of team members and the allocation of their service delivery, it allows more customer interaction as reduces the overall use of radio transmission as each staff member is issued a portable device. The system has an oversight of the entire customer journey and provides daily, weekly and monthly data on the overall performance.

NS updated the group on the expansion of the department by securing additional resource levels and new vehicles. A 3rd ambulift was delivered to LBA last year along with a minibus to the fleet earlier this year providing more flexibility of vehicle use, enhancing the service and overall contingency. It is planned to add a 4th ambulift vehicle to the fleet as part of this year's programme of works.

3. LBA Business Update

Richard Duncan (RD) provided the group with a business update and additional information of the recent structural changes. RD explained about the daily challenges of the airport operation and the how the wider business is now able to support the PRM operation, in particular in the airside environment with in house vehicle trainers, in house vehicle technicians and the multi skilling of airside drivers. RD updated the group on the significant investment made to date in all operational areas following the change in airport ownership and the recent announcement of Hwyl Rees as LBA CEO. RD provided a brief overview of the Terminal redevelopment currently underway with the site cleared and the final design stages now under review for final consideration. RD explained the benefits to the new design will streamline the current PRM arrival customer journey and remove the current constraints that the team and customers face.

4. Health & Safety Introduction

David Wilson (DW) was introduced to the group highlighting the support he provides to the department with safety, training and compliance needs.

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5. Terminal Development Presentation

A 10 minute visual 3D presentation was delivered to the group with commentary by RD, NS and DK. The presentation highlighted the improvements to the arrival process and how the PRM customer experience will be enhanced from current. A shortened version of this presentation can be found here;

<https://www.leedsbradfordairport.co.uk/the-latest/terminal-extension-fly-through>

6. Airport Chaplaincy

Alan Benstock (AB) was introduced to the group, providing background to the Airport Chaplaincy service at LBA. AB detailed how he gets involved with supporting the PRM service at LBA and associated events such as the annual Lourdes Pilgrimage, the development of Quiet Room and Quiet Space facilities, to be able to benefit all passengers. A group discussion took place on the spaces available at LBA and the future development of these to enhance the facilities. In particular, Quiet spaces within the airside areas were to be further investigated.

7. Quality Standards Framework

Helen Pearce (HP) updated the group on the latest publication issued by the CAA on Guidance of Quality Standards. Of particular note, was how the forums will shape moving forward with specific agenda items and how LBA will seek the support of forum members on the associated guidance. HP advised that a sub group will be formed in addition to the twice yearly forums, for input to the upcoming terminal redevelopment.

8. Pets as Therapy

Erica West- Padgett (EWP) and Jarvis (Therapy Dog) were introduced to the group. Previously a cabin crew member and with strong aviation and customer service background, EWP is one of 5,000 Pets as Therapy owners. Pets as Therapy supports health and wellbeing in the community through the visits of volunteers with their behaviourally assessed animals. Currently supporting a local school with children with Autism, EWP and LBA will shortly make this service available at LBA. We know that the partnership with EWP and Jarvis can support those passengers travelling with us who may have physical or hidden disabilities, such as Autism, Dementia and Stroke.

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9. AOB

Ella Baxter (EB) updated the group that familiarisation and supported group visits had continued at LBA over the year and that moving forward, to attend the forum, AVSED would seek attendance from those who use the airport to travel, to provide input.

Open Day discussions took place to plan in for later this year and NS referred to the "Tryb4ufly" facility brought to site. EWP suggested that Pets as Therapy be included in this session to highlight awareness. NS suggested that attendees were then able to meet with the PRM team and to further support the customer that a nominated team on duty will give further confidence on the day of travel and ease any concerns of the customer.

DK advised the group that feedback forms will be distributed to the group to feedback on the forum and any further items for discussion.

Scott Davis (SD) requested further detail on the digital PRM system from an operating perspective, including backup systems with NS detailed further. SD highlighted a number of observations on the website and specific actions such as the link being more visible towards the top of the page and the Guide to travel requiring further update. NS/ HP to action. SD asked that post redevelopment consideration is given to an awareness campaign based on prenotification information in particular category selection and the issues that customers often face with incorrect information being passed. It should be considered that as an airport we look to make more information available. SD shared his experience of the special assistance service on his visit in Aug 2018 and praised the team on the improvements in service.

Karl Wilson (KW) of Royal Mencap updated the group on the recent visit to LBA with a number of students who Royal Mencap provide supported internships too. With a range of courses available, their aim is to upskill within a workplace with internships of between 6-12 months. This is currently under review between both parties. KW and HP discussed progressing the support of delivering airport videos to assist the special assistance page, to be taken offline. DK to provide business partner connections to KW.

Pete Hughes (PH) updated the group on the Bigger and Better Annual Autism event to be hosted June 25th at Leeds City Hall. LBA to attend again this year and to hold a stall and showcase the service delivery of Special Assistance. HP advised the LBA Website guides are required to be updated, which was delivered in support by Leeds Autism Services (LAS), LAS to review next edition.



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Sophie Thompson (ST), William Merritt Centre, provided an updated on the upgrade about to take place with the Tryb4ufly module at the WMC. It was agreed that LBA is to make a more prominent feature on the special assistance page and consider further highlighting via social media means. It is to be considered how to promote out to Travel agents/ tour operators of this service. ST and NS further discussed the Open day event and NS to consider activities with an airline partner. AB suggested the possibility of promoting the tryb4ufly service in local lifestyle publications. ST enquired if Eagle hoist is to be considered, DK advised on an alternative under consideration and to update the group with further information. ST enquired if a further changing places facility is being considered for the new terminal development. HP to add to the development sub group agenda, and to also consider a temporary solution in the current arrivals area.

Next meeting date 20 November 2019, 10:00 hours, LBA®

Meeting Closed



Leeds Bradford[®]
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