
**Minutes of the Accessibility Group Forum held at Leeds Bradford[®] Airport on
Wednesday 27 November 2019, 10:00- 13:00 hours**

Attendees

Sophie Thompson	William Merritt Centre	ST
Danielle Furness	Leeds Autism Services	DF
Karl Wilson	Royal Mencap	KW
Tracy Driver	Little Hiccups	TR
Caroline Terry	Aspire	CT
Deidre Diver	Aspire	DD
Charli Brunning	Leeds Mind	CB
George Fielding	Valorum Care	GF

Scott Davis	LBA Customer	SD
Diane Wilson	LBA Customer	DW
Jane Hudson	LBA Customer	JH

Mick Connolly	Independent Chairperson	MC
Everita Strelca	Skywise Solutions Ltd	ES
Lisa Smith	Head of Customer Experience, LBA [®]	LS
Dan King	PRM Training & Compliance Manager, LBA [®]	DK
Helen Pearce	Customer Experience Manager, LBA [®]	HP
Dave Brown	Customer Experience Manager, LBA [®]	DB

Apologies

Ella Baxter	AVSED	EB
Samantha Smith	JDRF	SS
Andy Leat	PRM Manager	AL

1. Introduction, Welcome & Apologies

Mick Connolly was introduced to the group by HP as the AGF independent chairperson. Previous background to MC was provided to the group with strong knowledge of accessibility matters, training and PRM services. An introduction of all attendees and companies was provided by the group.

HP introduced Dave Brown, Customer Experience Manager to the group who has recently joined the business and confirmed DB as forum contact when HP leaves the business in December 2019.



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2. Previous minutes, May 2019

A review of the previous meetings minutes was conducted. Updates were provided on outstanding actions/ and changes since the last meeting. Discussions continued with website headings and the visibility of Special Assistance tab on the website along with how improved information can be delivered on pre-notification.

GF and JH both shared experiences of travel from LBA with the group.

3. PRM Operations overview Summer 2019

DK updated the group with operational performance since the last meeting. AL was introduced to the group as the PRM Manager since June 2019, a strong operational background with previous airport experience and previous PRM team member who was keen to engage with the group moving forward. DK advised the busiest day of the year was the 4th October where 333 passengers were assisted, the busiest month on record was September 2019 with 7,378 passengers. 50,000 passengers have been assisted calendar year so far with 3,500 lanyards issued.

HP advised the group that a lanyard scheme poster would be issued with the minutes from the groups to share with their own groups.

DK updated the group with the delivery of a 4th ambulift vehicle, with a 5th ambulift to be considered for next year to support the operation. A call point location and dedicated area within the pick and drop off car park is currently under review along with a review of the current airside reception area. The able2fly electronic PRM management system is now live following a phased introduction which manages the PRM day to day operation with assignment of staff to flights, with improved technology and reporting systems rather than manual system that was previously operated.

4. Introductions to new groups/ Re-engagement with previous groups

HP updated the forum of the new groups and passenger engagement which LBA has established since the last meeting, Leeds Mind, NHS/ Pacemaker, and Dewsbury Stoma support.

Leeds Mind delivered a day training course on Mental Health Awareness on 04 Dec to multiple departments within LBA.

HP explained the engagement which had taken place with representatives of the NHS Cardiac department and a passenger of LBA, to share experiences of travelling with a pacemaker and helping to further improve knowledge of the devices available and helping to review any protocols currently in place to ensure a seamless experience. It is intended that additional information is also created for the LBA website to improve information available for passengers.

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Dewsbury Stoma Support will be visiting LBA in January 2020 to meet with Security/ PRM Management teams with regards to discussing experiences, processes and helping to improve information available pre travel.

GF updated the group on the background of Valorum Care who support over 600 individuals with physical disabilities and dementia. Valorum Care demonstrate how to increase activity, encourage travel and will assist in changing perception moving forward.

DK updated the group on the re-engagement that has taken place with their groups this year including Airport tours with Royal Mencap and Little Hiccups, further exploring supported internships with Royal Mencap and JDRF, Type 1 diabetes charity meeting with management teams of Security and PRM to assist in improving knowledge to staff and information available to passengers.

5. Quality Standards Framework/ Therapy Dogs

Helen Pearce (HP) updated the group on the latest publication issued by the CAA on Guidance of Quality Standards. LBA retained a GOOD rating for this year's airport rankings with the aim to increase to VERY GOOD for next year. HP explained the QS were measured on performance times of the PRM service, engagement with disability groups and the further input we will discuss with the forum members moving forward on consulting with them on the guidance material issued by the CAA.

HP advised that an update would be provided separately on the Therapy Dog programme, to be supplied with the minutes.

6. LBA Business Update

Lisa Smith was introduced to the group, recently appointed Head of Customer Experience. LS updated the group on initiatives ahead of summer 2020 to assist in further improving the PRM service including arrivals process, improved information available to passengers, seeking dedicated lanes within security and to invest further in staff training. It is planned to continue to observe the operation in the coming months and explore the options available to improving the assignment of aircraft stands to improve the PRM operation, improve and expand the assistance meeting area airside to gain more comfort and efficiency to the operation.

It was noted that any future development of the security area should also take into account the current dedicated quiet route and that this remains.

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LS advised that a further update on progress would take place at the next meeting and that Leeds Autism Services feedback on how on ideas of how improved floor wayfinding can be delivered.

7. Open Day

An airport open day was returned to the agenda. The group discussed various ideas in order to deliver this event such as making available to airport staff to improve knowledge and service and promoting further airport tours. It was agreed that the forum would feedback following the meeting to submit ideas and agree a format to proceed with.

8. AOB

All attendees agreed to share contact details with AGF Chairperson for future communications.

Next meeting date Wednesday 20 May 2019, 10:00 hours, LBA[®]

Meeting Closed