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**Minutes of the Leeds Bradford Airport® Accessibility Group Forum held at**

**Britannia Hotel, Leeds Road, Bramhope, Leeds LS16 9JJ.**

**Wednesday 18<sup>th</sup> October 2023, 09:45-14:30 hours.**

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**Attendees**

Kay Atkin	Guest Chairperson	KA
Leesh Dusauzay	Sparkle Sheffield	LD
Phil Chan	Leeds City Council & NHS Leeds	PC
Bairbre McKendrick	Leeds City Council	BM
Katie Turner	Leeds Autism Services	KT
Danielle Furness	Leeds Autism Services	DF
Michael Jowett	LBA® Customer	MJ
Aniqa Mirza	William Merritt Disabled Living Centre	AM
Linsay Medica	Little hiccups	LM
Jane Hudson	LBA® Customer	JH
Rachel Adam-Smith	LBA® Customer	RAS
Scott Davies	LBA® Customer	SD
Diane Wilson	LBA® Customer	DW
Kelle Myers	Guide dogs	KM
Kim O'Connor	Leeds diocese pilgrimage to Lourdes	KO
Ella Baxter	AVSED	EB
Catherine Greenwood	Otley action for older people	CG
Sue Trainor	Otley action for older people	ST
Dan King	PRM Manager, LBA®	DK
Andy Leat	Customer Operations Manager, LBA®	AL
Ann-Marie Pearson	Customer Experience Development Manager, LBA®	AMP
Chris Wilkinson	Head of Customer Operations, LBA®	CW
Vincent Hodder	CEO, LBA®	VH

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Gemma Whitehead	Head of Health and Safety, LBA <sup>®</sup>	GW
David Carroll	Health and Safety manager, LBA <sup>®</sup>	DC
Viktoriiia Vilchinska	Supervisor, Customer Experience Team, LBA <sup>®</sup>	VV

**Apologies**

Chris Bright	JDRF
Michael Connolly	Skywise Solutions Ltd
Everita Strelca	Skywise Solutions Ltd
Christine Pearce	LBA <sup>®</sup> Customer
Erica West-Padgett	Therapy Dogs
Rachel Hirst	William Merritt Disabled Living Centre
David Blythe	William Merritt Disabled Living Centre

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**1. Introduction, Welcome & Apologies**

Kay Atkin was introduced to the group by DK as the Guest AGF independent chairperson.

DK thanked everyone for attending. We advised that company offices at the airport were undergoing a refit and the temporary meeting rooms were not suitable for a larger group.

KA welcomed everyone to the forum, and basic housekeeping instructions were given. There was a round the room introduction given by everyone.

**2. Previous minutes, 2<sup>nd</sup> October 2022**

Copies of minutes were handed out and reviewed. As per the minutes, we were not able to appoint a chairperson so the meeting on 10/5/23 did not take place.

**3. PRM operations overview Summer 2023**

DK introduced AMP to the group, an overview was given of her role.

DK shared a document showing how many customers had used PRM service at the airport, between January & December 2022 we assisted 54,780. So far in 2023 (January – September) the figure was 53,142.

It is expected that we will assist over 65,000 customers in 2023. We had our record month in September 2023, with 9,376.

June was the most surprising with 8,144. The previous benchmark was June 2019 with 5,533.

AL spoke about pre notified assistance vs non pre notified. There were over 8,000 customers arriving at the airport without pre booking assistance. If assistance is pre booked with the Airline in advance, we are able to provide a better service.

Performance remained excellent for departing passengers, but for arrivals we had not met the 80%, 90% and 100% ECAC targets.

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**4. Leeds Bradford Airport<sup>®</sup> Customer Operations**

CW was introduced to the group; He spoke about changes and improvements made at LBA<sup>®</sup> in the past 12 months.

There is currently a large investment being made and will invite our CEO to share plans later in the morning.

We rebranded from “Special Assistance” to “Assisted Travel”. AMP shared photos of the assisted travel customer journey. Signage has been changed to yellow to improve access.

New security C3 x-ray machines are about to be installed.

**5. Assisted Travel Service Feedback**

We opened up the room to general discussion about assisted travel.

Aisle Chairs, currently have no head rest and offer poor support to some customers. Can we look at other options on the market.

Pre boarding, general experience that pre boarding doesn't happen. Seat to seat transfers are difficult when there are passengers occupying the forward and aft rows. Discussions to take place with the airlines to see if this can be improved. One of the root causes is scheduling, there are a lot aircraft departure times close together.

**6. Quality Standards Framework**

VV gave a summary of the printed business cards we offer to the CAA survey link.

DK advised that feedback from the CAA was positive and we attract a high volume of survey responses.

The CAA published the annual ranking and we were rated very good.

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LBA<sup>®</sup> customers had said that there seemed to be issues with Airline & Airport communications. There was concern about making specific requests to Airlines and no communication to Airport.

**7. Project X25**

CEO Vincent Hodder was introduced to the group. Vincent gave a presentation of the plans for the terminal extension and improvements.

The plans can be viewed at <https://www.leedsbradfordairport.co.uk/regen>

Vincent gave a tour of the new terminal layout, new security area, and new departure lounge. The extension will be over 3 floors, and a new arrivals process will be in place. Arrivals will be step free, making the assisted travel journey much easier.

There was a Q&A session after the presentation.

Some of the key points raised by the forum were;

Terminal Seating, should have no arm rests to make it easier to transfer in and out of.  
Consider some seats available to lie down

Quiet room

Sensory Room

Changing places facility both land side and airside

Shower attachment in the changing places rooms

Larger lifts required for departures

Quiet route available for Hidden disability lanyard customers

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**8. AOB**

Good round the room discussion was had and time given to allow networking opportunity.

AMP shared plans for our first assisted travel awareness week.

CW said invites will be sent out to meet X25 project managers

Everyone invited to Lunch in the restaurant.

AGF forum meeting closed

**9. Next Meeting**

Wednesday 27<sup>th</sup> March 2024

**10. Engagement Workshops**

After lunch, new format trial.

Groups and organisations were invited to meet Dan King, Ann-Marie Pearson and Andy Leat from LBA<sup>®</sup>. Individual plans were made to engage with activities, training and airport familiarisation. Groups were invited to attend the upcoming assisted travel Awareness week.

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**11. Photographs taken at the meeting**

