

Leeds Bradford Airport Accessibility Group Forum

Term of Reference



Leeds Bradford Airport
From the heart of Yorkshire

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Purpose

Leeds Bradford Airport is dedicated to maintaining a strong and meaningful engagement and consultation process with individuals and representatives from the wider disabled community and those living with life-limiting illnesses. We recognise the importance of continuously enhancing the airport's accessibility and raising the standards of our assisted travel services

The Accessibility Group Forum (AGF) is a dedicated committee established to review and assess the performance, processes, and procedures that support disabled and assisted passengers at the airport. Acting in an advisory capacity, the AGF plays a vital role by applying the knowledge and lived experience of its members to enhance the overall customer experience at Leeds Bradford Airport.

The Chair

Kay Atkin has been appointed by Leeds Bradford Airport as the Chair of the forum. In this role, she is responsible for maintaining the forum's independence and ensuring meetings run effectively. The Chair will promote full participation, ensure that all relevant issues are addressed, and that decisions are made and properly followed up.

Membership

Forum membership is carefully selected to reflect the needs and requirements of disabled passengers and those who require additional assistance when travelling. The group's purpose is to provide valuable insights and perspectives to the airport and its stakeholders, supporting the goal of delivering high-quality, inclusive customer experience. Members include representatives from local charities and disability organisations, as well as disabled or assisted passengers and individuals with lived experience of flying from Leeds Bradford Airport.

The role

Review Civil Aviation Authority's Quality Standards and Performance metrics by analysing audit results and systems utilised to capture those results.

Review airport staff training modules, particularly Disability Awareness and Inclusion, proposing changes or enhancements as appropriate.

Review airport website, public information, and aviation technology and apps.

Review current processes and procedures throughout the airport journey, in support of passengers with varying needs, requirements and disabilities.

Review survey results from customer satisfaction surveys, compliment and complaint correspondence and other sources of social media.

Review current airport infrastructure, and possible challenges, along with wayfinding and signage. As well as proposed future infrastructure projects. Helping to develop initiatives to mitigate any accessibility issues.

Support airport audits and inspections and mystery shopper exercises.

Where appropriate support the completion and monitoring of relevant action plans.

Attendance

Scheduled AGF meetings will take place two times a year, and normally last no longer than 3 hours. On occasions, there may be need for additional workshops or online meetings (via Microsoft Teams) to update, provide feedback, or discuss particular issues. Such as imminent changes to processes and procedures or ongoing infrastructure projects etc. In such instances sufficient notice will be provided.

Accessibility Group Forum Code of Conduct

The AGF operates under the principle of mutual respect and all participants agree to:

- Be open, warm, professional and have a non-judgemental attitude, providing apologies ahead of time if unable to attend or take part.
- Study information sent in good time before meetings and be prepared to contribute to discussions during the meeting.
- Respect the authority of the chair and maintain focus on matters being discussed during meetings.
- Engage in debate and decision-making in meetings according to any agreed procedure, maintaining a respectful attitude for the opinions of others. Maintaining discretion as far as any resources shared in confidence.

Those found to be in breach of the AGF code of conduct will not be asked to participate any further.

Contact

Email AGF@lba.co.uk