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

Leeds Bradford Airport, Leeds, LS19 7TU

Tuesday 28th November 2023, 10:30-14:30 hours

Tuesday 23rd January 2024, 10:30-14:30 hours

Tuesday 12th March 2024, 10:00-13:00 hours

Attendees

Kay Atkin	Guest Chairperson	KA
Leesh Dusauzay	Sparkle Sheffield	LD
Jayden Dusauzay-Reid	LBA [®] Customer	JDR
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
Chris Pilkington	Supervisor, Customer Experience Team, LBA [®]	CP
Michael Jowett	LBA [®] Customer	MJ
Michael Connolly	Skywise Solutions Ltd	MC
Everita Strelca	Skywise Solutions Ltd	ES
Nigel Thompson	Disability Action Yorkshire	NT
Andrew Simister	LBA [®] Customer	AS

Apologies

None

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1. Introduction, Welcome & Apologies

Leeds Bradford Airport hosted three meetings and invited a small number of AGF members. These meetings were held in a different format to previous meeting. The focus of the session were to look at LBA: REGEN plans.

2. LBA:REGEN

Work has started on a multi-million investment. There will be multiple phases to the works, and we will expect to see a new departure lounge, new arrivals hall and general improvements around the whole site.

More information is online at

<https://www.leedsbradfordairport.co.uk/regen>

3. November 2023 Session

Plans were shared with MC, ES & MJ.

A virtual tour through the full departure plans was presented by CW

A virtual tour through the full arrival plans was presented by CW

4. January 2024 Session

Plans were shared with KA, LD, JDR, AL, AMP, DK, CW & CP.

A virtual tour through the full departure Journey was presented by Planners.

A virtual tour through the full arrival Journey was presented by Planners.

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5. March 2024 Session

Plans were shared with NT, AS, CW, DK & AMP

A virtual tour through the full departure Journey was presented by Planners.

A virtual tour through the full arrival Journey was presented by Planners.

A full airport tour was then given.

6. Assisted Travel Service Feedback

There was a Q&A session during each session

Some of the key points raised by the forum were;

Terminal Seating, should be easier to transfer in and out of.

Quiet room

Sensory Room

Changing places facility both land side and airside

Shower attachment in the changing places rooms

Larger lifts required for departures

Larger Accessible toilets, without bins / sanitary bins blocking access

Quiet route available for Hidden disability lanyard customers

Lift access from all gates to aircraft to promote a better customer journey

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7. Light refreshments provided

8. Sessions closed