

Minutes London Luton Airport Accessibility Forum (LLAAF)

Thursday 19 March 2026, Percival House - 10:30 a.m.

Attendees	
Andy Wright - Committee Chair	Denise Hobbs - Accessibility Manager, LLA
Andy Proudlove - Commercial Project Manager, LLA	Stephen Bowers - Wilson James
Jo Hill - Alzheimer's Society	Anna Clough - Luton Borough Council
Lewie Gentilella - Autism Bedfordshire	Mary Doyle - Accessible Aviation Consultant
Peta Barratt - Wheelchair user and traveller	Phil Rutter & Marion Burchell - Sight Loss Council
Chris Lewis - Colostomy UK	Nicholas Orpin - Hearing Dogs for Deaf People
Emily Kilby - Civil Aviation Authority	
Apologies	
Sam Leftwich - Thomas Pocklington Trust	Leslie Jordon - Breakthrough Type 1 Diabetes
Ann Munroe - Luton Borough Council	

Welcome and Introductions
<p>Denise and Andy welcomed attendees to the forum, which was operated as a hybrid meeting allowing members to either join online or to attend in person at the LLA Excellence Academy, Percival House near the airport. Introductions were made, with apologies for those unable to attend shared with the group.</p>
LLA Operational Overview
<p>Denise then ran through the agenda for the day, which included a summary of the airport's recent performance, and included a breakdown of the most popular destinations served by the airport. Denise also demonstrated the comparisons of growth year on year highlighting an initial 30% growth in passenger numbers during the first three months of 2025, as opposed to only a 15% growth for the same period in 2026. As the US-Iran conflict began to unfold, specifically impacting destinations such as Tel Aviv, Larnaca, and Amman, this growth may decline even more in the coming months.</p> <p>Denise continued by summarising the recent ECAC figures for London Luton Airport. These are the official time metrics set by the Civil Aviation Authority (CAA) to compare and monitor UK airport performance against one another. Over the last 12 months, these figures had remained very strong, demonstrating a continued high standard of performance.</p> <p>She then shared examples of recent customer feedback, received via the airport specific Persons with Reduced Mobility (PRM) Survey. This survey is completed by only guests using the Assisted Travel Service and provides a benchmarking measure of passenger satisfaction across the airport journey, helping the airport to improve the customer experience. The results to date were very favourable, with London Luton Airport achieving a score of 4.56 for departing and 4.47 for arriving (out of 5).</p> <p>In addition, examples of less favourable feedback were also shared and openly discussed. These included comments regarding the long walk from the Drop-off zone, which remained uncovered and exposed to the elements. Some passengers also reported unpleasant odours from the toilets used within the Assisted Travel lounge. Further concerns were raised about the performance, attitude, and lack of patience shown by some Assistance staff. These matters, along with other observations, were reportedly being investigated and addressed by the airport and Wilson James.</p> <p>Finally, Denise briefly summarised some of the airport's recent accolades and achievements following the official opening of the Assisted Travel lounge. These included an award recognising the design and layout of the Changing Places toilet facilities within the Assisted Travel lounge as well as the 2x Customer Experience Awards (CXA) received.</p>

Minutes London Luton Airport Accessibility Forum (LLAAF)

Thursday 19 March 2026, Percival House - 10:30 a.m.

Commercial Retail update

Andy Proudlove, the airport's Commercial Project Manager, then introduced himself to forum members. He then outlined recent upgrades to retail and food & beverage offerings. In 2025, new outlets such as Sanford Diner, The Final Call, Wasabi Sushi, along with retail stores like Victoria's Secret and Pandora, were introduced. Additional units are currently in the tender process and are expected to open in 2026.

These changes were driven by a goal to improve passenger experience through better sightlines to retail spaces and enhanced overall airport layout to support smoother passenger flow.

Andy also highlighted updated tender requirements for concessionaires, which now include stronger accessibility criteria. These focus on ensuring that designs consider passengers with sensory impairments or access needs, which is an initiative shaped directly from the feedback provided by the Accessibility forum members following a previous airport assessment.

At "Stage 2" of the design process, London Luton Airport undertakes a detailed review of concessionaire proposals, including PRM considerations. This included drawings and accompanying commentary that demonstrated a clear route through the Duty Free area. This also included specific changes, omissions, and alterations relating to:

These include:

- Avoiding glare on screens and payment kiosks
- Removing unnecessary clutter and obstructions in public walkways
- Providing greater customer choice and independence
- Routes to minimise smells from perfumes and reduced Sound levels

Andy emphasised that his role going forward would be to guide and influence concessionaire partners in creating more collaborative and accessible unit designs.

Recent successes with partners such as WHSmith, Sainsbury's, and Costa Coffee had included the removal of crisp baskets from aisles, installation of lower-level payment kiosks, and increased space within stores to better support wheelchair users and visually impaired passengers, among other improvements.

Airport Security Staff Training

Stephen Bowers of Wilson James then introduced himself to forum members before demonstrating a new Disability Awareness and Equality training module. This training was to compliment the already successful "How may I best assist you?" training tool and had been specifically tailored for security staff at the airport.

This development followed London Luton Airport's awareness that the Civil Aviation Authority (CAA) now expects all airport security staff to receive in-person Disability Awareness and Equality training.

Denise emphasised that the entire Security team, which had previously been subcontracted through a third-party provider, were now directly employed by London Luton Airport and would therefore benefit from this new training module.

Andy commented that he was very aware of the new expectations from the CAA regarding passenger facing Security staff, as meeting these requirements had proved challenging for a number of airports recently. He added that he was very impressed by the lengths London Luton Airport had gone to in order to meet this standard.

Minutes London Luton Airport Accessibility Forum (LLAAF)

Thursday 19 March 2026, Percival House - 10:30 a.m.

AOB

Andy and **Denise** then asked members if they had any more points they wished to make. As there were no more questions, Andy then thanked the members for their continued support and contributions and brought the meeting to a close.

Actions

- To provide Forum members with an update on the airport's website upgrade.
- To provide an update on any changes to the retail units.
- To provide dates for a possible security staff disability awareness training session for forum members to attend.

Next meeting Thursday 17 September 2026