

Output from the forum	Action / follow up
LLAOL could publicise their accessibility more, like the long-term car park drop off and free accessible shuttle bus to the terminal	The website is currently being updated to make it easier for passengers to find the information they require Website updates to be completed by June 2017.
Luton could benefit from joining the Business Disability Forum to get insight on how to improve for disabled employees and customers and the DWP Disability Confident Scheme.	We are currently looking into joining different schemes but this may be post the development of the airport
Some toilets could do with upgrading	The Departure lounge toilets have recently been upgraded and as part of the development works at the airport we are building a PRM suite including adult changing facilities.
The walk through duty free was a really overwhelming space with quite a narrow walk through and lots of goods displayed on either side, There is a lot of visual distraction – bright lights, advertising billboards, LED signs so if there was a quieter path available through that space, it would be good.	As part of the development works although it will still require you to walk through the duty free store it will be a straighter, wider path with less distractions, so should create an easier route.
The key is information – up front for people with autism – so they know what the environment will look and sound like. So a visual representation (video tour) on the website would be great.	We are currently producing airport guides ‘what to expect’ for Check-in, Security and departures and these will be available on our website shortly. A video tour will not be possible at present due to the development works; although once they are complete this is something we are considering.
Suggested keeping a stock of noise-cancelling headphones	This is not something that we have considered as from feedback they are not in high demand, although we may consider them in the future if this changes.
Whilst talking about wristbands being a bit of a stigma, it was discussed that some sort of discreet badge could be available so that if a self-assisting person with autism is under stress, staff could be aware and offer some help	LLAOL are looking into options for identifying hidden disabilities, we will not be using lanyards but an alternative option is stickers so they are easily identifiable/noticeable
NAS autism-friendly award scheme and the “train the trainer” training that is offered under the scheme may be of benefit to LLAOL	We are currently looking into the requirements of this scheme and arranging training
The current waiting area for PRMs is dilapidated	Both Special assistance areas Landside and Airside are temporary

	due to the expansion works and although not ideal, the final solution will be a vast improvement, Especially airside when the PRM suite is built.
PRM's in wheelchairs and/or with assistance dogs should be as a regular occurrence as opposed to something out of the ordinary for security	We are committed to ensuring all our Security Staff are trained to the highest level in regards to disabilities both hidden and physical, and refreshed on an annual basis.
The airport may benefit from Tactile Signage, Maps for all (Waypoint finding)	Due to the development works we are using existing signage or temporary signage at present, however LLA stakeholders are included in the permanent wayfinding project to assist in ensuring that new wayfinding signs are clearly visible and suitable for each location
Visual/Disability Awareness Training for Staff	We are currently looking into this an option
BSL - access to translation service would aid those individuals who use BSL as their main means of communication. Using written information can be problematic as reading English can be difficult for many profoundly-deaf people. It would be beneficial for you to consider communication training for your staff. This would include both sign language and lip-speaking skills.	We may consider this going forward