

Minutes London Luton Airport Accessibility Forum (LLAAF)

Date	Thursday 29 th October 2020 - 11:00
Location	The meeting was conducted online via Microsoft Teams due to the Covid crisis

Attendees	
Name	Company
Andy Wright	Committee Chair
Denise Hobbs	Accessibility Manager - London Luton Airport
Dr Rita Egan	Vice Chair Luton Passenger Services Committee
Milton Rae	Action on Hearing Loss
Libby Herbert	Colostomy UK
Siobhan Meade	Guide Dogs for the Blind
Helen Fleet	Guide Dogs for the Blind
Annlouise Taylor	Alzheimer's Society
Abigail Burrell-Rann	JDRF
John Leonard	Spinal Injuries Association
Apologies	
Daniel Churchman	Disability Resource Centre
Amy Gavin-Birch	Autism Bedfordshire
Chrissie Kimmons	Service User

1 - Welcome, Introductions and overview of Covid 19 impact on the airport

Andy welcomed attendees to the second official meeting of the **London Luton Airport Accessibility Forum (LLAAF)**, who introduced themselves and their organisations, and then summarised the agenda topics for the forthcoming meeting.

Denise then provided an overview of how much the Covid 19 pandemic has impacted the airport in terms of reduced passenger numbers and cancelled flights. Following which she demonstrated the comprehensive measures that the airport has put in place in order to protect passengers and minimise the risk of spreading the virus.

These included extensive staff training, implementation and wearing of PPE, increased frequency of cleaning public areas and equipment, amongst many others.

Denise then went on to explain the measures that the airlines utilising London Luton airport had also implemented in order to protect their passengers.

Finally, **Denise** highlighted the principal expectations and Covid related requirements of the overseas destinations - at that time- serviced by the airport.

Rita asked whether the airport was considering any Covid testing measures at the airport, similar to the plans proposed by Heathrow.

Denise advised that to the best of her knowledge this was something that the government would be advising the airport on in due course, and so she would keep the committee informed.

Action: circulate copies of the PowerPoint presentation and airline summary to forum members

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2 - Update on the actions highlighted at the previous meeting

Denise then explained that despite the pandemic crisis, which regrettably had forced a number of personnel to be made redundant or furloughed for a number of months - including Denise. Considerable progress had still been made with a number of the actions that had been identified at the last forum. Which included:

- Review wayfinding/mapping/ signage
- Website review
- Retail accessibility review
- Looking into obtaining the 'welcome app'
- 2x Buggies being acquired by CCS for summer 2020
- DART
- Hearing Loops
- Service Animal relief area
- Creating stoma friendly toilet facilities requesting budget in making all disabled toilets consistent with each other and stoma friendly.
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Denise then went on to highlight a number of engagement projects that she had undertaken with members of charities and disability organisations during the year. In order to seek advice on possible improvements to airport infrastructure, as well as improve training and general disability awareness within Luton airport.

Overall, the forum members were very impressed with the amount of activity that had taken place despite such challenging times.

Libby was keen to understand more about the current staff training that is provided at the airport, to ensure that there was enough detail and variety in terms of the subject matter.

Denise said that she would be happy to provide further information at the next meeting and that Staff training for disability awareness as well as Dementia Friends will be a big focus in 2021.

John and **Rita** also felt that there needed to be more specific training on the functionality of power wheelchairs, and this should also apply to the ground agents as well as the PRM assistance staff.

Siobhan also mentioned that the introduction of information sheets with accompanying diagrams in Braille would be very helpful to passengers who were either blind or with very little vision. She said she would be happy to share some examples with Denise.

Note: Further details can be found in the accompanying slide pack (PDF).

3 - Retender for PRM assistance provider

Denise advised the forum that the airport were currently in the process of retendering the PRM contract, as, due to the impact Covid-19 has had on Departing passenger figures, the existing provider, CCS, has asked the airport to terminate their contract early.

Denise said the airport had already received interest from seven other organisations which were being considered. Before inviting the final contenders to present to the airport management board, as well as selected airline representatives and representation from the disability community.

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It is hoped that a new provider will be able to continue the service early in 2021.

4 - LLA's Accreditations

Denise then shared details of recent accreditations the airport had received, which included:

- **January 2020** - LLA was awarded a *Level 1* in the Airport Customer Experience Accreditation program
- **June 2020** - LLA achieved a disabled parking accreditation for T1, as well as the mid and long stay car parks
- **December 2019** - LLA was awarded a 'Working to become dementia friendly' award by the Alzheimer's Society
- **December 2020** - LLA is hoping to be awarded either a 'Good' or 'Very good' in the forthcoming CAA's annual UK Airport Accreditation scheme

5 - AOB & Further Actions

- Provide a further update on actions from previous meeting that were not able to be completed so far, due to the Covid crisis
- Provide an update on the PRM contract retender
- Provide further information about existing staff training, as well as training offered by the new PRM assistance provider
- Consider additions to the revamped PRM assistance area (when appropriate), as put forward by Rita. Which include vending machines for hot drinks, as well as charging points for electric power chairs
- Consider a slot at future meetings to allow each forum member to explain a little more about the organisations they represent and how they support their service users

2021 LLAAF meetings:

Thursday 4 March 2021

Thursday, 2 September 2021