

Minutes London Luton Airport Accessibility Forum (LLAAF)

Date	Tuesday 05 th November 2019
Location	Putteridge Bury Campus, University of Bedfordshire, Luton

Attendees	
Name	Company
Andy Wright	Committee Chair
Denise Hobbs	Accessibility Manager - London Luton Airport
Julie McGrory	Continuous Improvement Manager - London Luton Airport
Bob Collier	Airport Security Trainer - London Luton Airport
Susie Stephen	Special Assistance Manager, CCS Airport Services - London Luton Airport
Chrissie Kimmons	Service User
Milton Rae	Action On Hearing Loss
Libby Herbert	Colostomy UK
Siobhan Meade	Guide Dogs For The Blind
Amy Gavin-Birch	Autism Bedfordshire
Dan Farrow	JDRF
Daniel Churchman	Disability Resource Centre
AnnLouise Taylor	Alzheimers Society
Adam Thapar	Age UK Hertfordshire
Jackie Bailey	Spinal Injuries Association
Apologies	
Dr Rita Egan	Luton Borough Council
Mr Martin Benfield	Passenger Services Operations Manager

1 - Welcome and Introductions

Andy welcomed attendees to the first 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.

Following which, he explained the reason behind the creation of the LLAAF, its role and future purpose, and how important to the airport's management team the creation of this committee was going to be. The Forum's responsibilities will be defined in the Terms of Reference, which will be circulated for approval before finalisation. But the intention is for the LLAAF to meet at least twice a year, in addition to various other activities - such as terminal audits and Open Days - to provide London Luton Airport (LLA) with guidance and advice on how best to support their disabled passengers.

Andy then provided an overview of the current aviation legislation - EC1107/2006 - which was created to improve services in support of disabled passengers, or PRMs (Passengers with Reduced Mobility), as well as those who require any form of 'Special', or additional assistance when they fly. Adherence to this legislation is monitored by the Civil Aviation Authority (CAA), who measure the airport's performance using a combination of Customer Survey feedback results, passenger engagement time metrics and effective collaboration with the disabled community.

Action: Andy to circulate a copy of the Terms of Reference for Forum approval.

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2 - LLA Customer Feedback and Performance Update

Denise then explained in more detail how LLA have elected to conduct their own Customer Feedback Survey, which went live on 1 October 2019. The survey is on LLA's website and PRM passengers are also notified by means of an information card, which is provided directly to the passenger by a member of the CCS Assistance Team whilst they are being assisted. It is also sent as an automatic response to any enquiry that is emailed to disabledfacilities@ltn.aero

Denise highlighted the feedback results for the month of October. Whilst there were clearly some areas that do require improvement, the Forum was most concerned about the very low number of responses.

Andy asked Forum members how successful their respective charities had been in obtaining feedback from their service users, and whether they thought that incentivisation may be an effective way to increase the number of responses.

Libby and **Amy**, amongst others, said they would be happy to share the necessary links with their service users via their respective charities websites in order to encourage more passengers to provide feedback about their airport experience.

Adam also said that he would be happy to reach out to his service users to seek their views on ways of increasing passenger feedback numbers.

All Forum members agreed that ways and means of increasing feedback numbers need to be further explored and this point should be discussed in more detail at the next meeting.

Denise then provided an overview on how the CAA measure the airport's PRM engagement time scores, and also how LLA have performed during the last six months. She was happy to inform the Forum that the CAA have awarded LLA an overall 'Good' rating.

It is our aspiration to achieve the highest rating of 'Very Good' from the CAA by the end of 2021.

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

Action: Forum members to assist LLA in finding ways to improve customer feedback.

3 - Previous Actions Update

Denise provided a summary of the Actions that had been identified at a previous consultative meeting, along with a progress report as follows:

- Create a Quiet Room primarily for passengers with a *Hidden Disability* - **Opened March 2019**
- Adopt a *Hidden Disability* passenger identification scheme - **Sunflower lanyard scheme now in place**
- Install a Changing Places facility - **Opened March 2019**
- Roll-out Dementia Friends training to airport staff - **Currently 80% of LLA Security & 90% of CCCS staff have now received training**

Further training is scheduled in the near future.

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Ongoing projects:

- Review LLA Website
- Review LLA Signage/Wayfinding
- Review LLA Staff Training
- Installation of 126 hearing loops to benefit passengers with hearing loss
- Introduction of 2 mobility buggies to transport PRMs from the drop-off point to the terminal building
- Review accessibility of retail outlets

Action: Future dates for website, staff training and wayfinding/signage review workshops to be determined.

4 - CCS Airport Services

Susie provided an overview to the Forum how CCS manage the day-to-day challenges of supporting PRM passengers through the terminal to and from their aircraft. When on average CCS only tend to receive approximately 70% pre-notification information about the passengers, they are due to assist on any given day. And even when received, this information provides little detail of the exact needs and requirements of the passenger, or when and where they will arrive at the airport. Consequently, ensuring that sufficient resource is deployed at the right time and to the right place can put a huge strain on the operation, especially during busy periods.

Siobhan then shared with the Forum her experiences of using the Neatbox app whilst flying to Edinburgh. The app had enabled her to advise the assistance providers exactly when and where she was planning to arrive at the airport, the nature of her disability and the assistance she would require. As well as providing the agents with a photograph of herself.

Andy was familiar with the app, so advised the Forum that he would ask the providers to make direct contact with LLA.

Susie then highlighted some of the specialist equipment utilised by her team to support PRM passengers, such as Ambulifts, aisle chairs and Pro-move slings. She then provided further information about the training staff undergo, as well as summarising both the compliments and complaints that have been received by her department in recent months.

Jackie asked for clarification on what a Pro-move sling was and how it worked. As she felt it would be useful to both her and her colleagues, as opposed to the traditional manual handling manoeuvre so often used by assistance agents.

Andy asked **Susie** if she could share more specific information about the detail within the CCS staff training modules with the Forum at the next meeting. So that the members could ensure the training content was both accurate and current and establish whether CCS would benefit from some additional support from the charities and disability organisations represented.

All Forum members said they would be happy to support enhanced staff training at the airport.

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

Action: CCS to share details of Disability Awareness training modules with the Forum.

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5 - LLA's Future Plans

Julie then provided a very comprehensive overview of LLA's Future Strategy, resulting from a number of workshops that had recently taken place at the airport to determine LLA's current strengths and weaknesses. Some of the findings were disappointing, including an airports assessment conducted by Which magazine. So, following an exercise to review and map the end to end customer journey through the airport, involving numerous airport stakeholders, an 80+ point project plan was created to help improve services and the customer experience across the airport.

Many of these projects, including signage and wayfinding, will have a direct impact on the Forum's service users. So, input from the Forum members on these items would be appreciated you before completion is approved.

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

6 - Airport Security Training

Bob then informed the Forum members how he works within the ICTS training framework, approved by the DfT, to train all members of Airport Security.

The training syllabus includes hidden disability awareness, with specific modules on passengers with Autism and Aspergers. As well as information relating to deaf and hearing-impaired passengers, blind and visually impaired, Stomas and guidance on how to search and work with medical devices.

Bob felt confident that the current Security training offered was comprehensive, but nevertheless welcomed support and input from Forum members to enhance certain modules.

Dan and **Libby** both offered their direct support at this point, as a number of complaints their respective charities have received in recent months have concerned Airport Security.

Action: Airport Security to share details of Disability Awareness training modules with the Forum.

10 - AOB & Further Actions

- Circulate Terms of Reference to Forum members
- Promote the LLA survey through LLA social media channels and Forum charities; consider incentivisation
- Investigate 'Welcome App' by Neatbox - as used in Edinburgh Airport
- Re-evaluate customer complaint process, including language and style adopted
- Review of LLA website update
- Conduct Accessibility journey mapping exercise, to include retail units
- Signage and staff awareness of Assistance Dog spending areas
- Security manager to attend the next Forum
- Invite an airline representative to the next Forum

2020 LLAAF meetings:

Wednesday, 1 April 2020

Thursday, 1 October 2020