

London City Airport's PRM and Hidden Disabilities Forum - Minutes

15th March 2018

1. Introduction

London City Airport (LCY) introduced and explained the purpose of the PRM and Hidden Disabilities forum and thanked everyone for their attendance and contributions.

The meeting was attended by representatives from a variety of disability organisations.

2. Terms and Conditions

During the meeting it was agreed that:

- these meetings will take place on a quarterly basis with the next one in June;
- the Airport will be updating the Forum on the progress of the City Airport Development Programme (CADP) and any recent PRM and hidden disabilities work the airport has implemented;
- the Airport will provide regular updates on CADP and the forum will provide LCY with feedback on how we maintain high levels of accessibility throughout the construction process;
- the Forum will provide the airport with recommendations on how to improve the service provided to passengers with reduced mobility and hidden disabilities;

3. Matters arising

- There was a discussion on designing the airport's services around inclusive design rather than special needs. It was recommended that the airport adopts a social model of disability.
- The issue of the departure lounge interior design and more specifically the height of tables was raised and more specifically how that makes them less convenient for families, elderly and/or disabled passengers.
- There was a discussion on the new toilet signs the airport has implemented ("Not every disability is visible") which aim to encourage passengers with hidden disabilities to use the disabled toilets.
- The forum discussed the airport's collection points (both drop off and pick up) and how suitable they are for disabled passengers. The airport explained that the location of both the drop off and pick up points will be changing due to the construction works for CADP being underway. During the next forum meeting, LCY will provide an update on CADP and the construction works which will be taking place as well as explain what that will mean for passengers with reduced mobility and hidden disabilities.

- The forum discussed how best to communicate information about changes to the airport journey as a result of the construction works. It was suggested that LCY should consider what Edinburgh Airport has done while they were going through changes. LCY explained that the airport has Terminal Hosts whose role is to talk to passengers and update them on any changes.
- LCY provided an update on PRM data as well as the current conversations the Airport is having with equipment providers. It was agreed that the equipment on embarking and disembarking passengers will be a standing point on the agenda.

4. AOB

- Some of the disability organisations on the forum requested a tour of the existing terminal to understand better the airport's processes and procedures. The airport will organise that prior to the next forum meeting in June.

5. Next meeting

- The Forum will next meet on Thursday 14th June 2018.