

## Accessibility Forum Minutes – 22 November 2022, 10am

### On Zoom

#### Attendees

Name	Organisation
Sarah Rennie	Independent (Chair)
Arron Corless	Accessibility Operations Manager, BAL
Martin Sutcliffe	BAL
Stuart Twomlow	BAL (notetaker)
Vidar Hjordeng	Independent
Chris Bright	JDRF
Janine Le Tellier	Alzheimer's Society
Alexandra Jones	Guide Dogs

**Apologies:** Libby Herbert, Colostomy UK

#### Welcome and introductions

Sarah opened the meeting and welcomed everyone. Attendees introduced themselves.

Arron Corless (AC) the new Accessibility Operations Manager gave an introduction and brief overview of his experience and vision for the role.

#### Confidentiality and conflicts

SR gave a reminder about confidentiality (particularly the item on security) and no conflicts were declared.

#### Action Tracker

Given AC's appointment, the group reviewed which actions are still relevant.

Sunflower room signage	Outstanding – Discussion about targeted/general signage but also notice inside the room to ensure not misused as a quiet space for working.
Check hearing loop solutions have been approved by technical expert	Outstanding
Share designs for immigration points with forum	Outstanding
Consider resource for customer experience team when passenger misses flight and has specialist needs	Outstanding – AC reviewing strategy for next year
Review training / refresher needs	Ongoing
Consider clearer signage at assistance point advising passengers to ask if they need staff to wear a face covering	Ongoing
Share scheduled visits calendar with forum	Outstanding
Share new xray scanners plans with forum	Done – Item at this meeting

Review member survey results and reflect who missing	Ongoing – AC reviewing strategy for next year
Secure dial-in capability for Teams	Outstanding – AC reviewing strategy for next year

## **New security area**

Martin Sutcliffe attended to discuss the next generation security (NGSC). NGSC will deliver a new modernised passenger search area, including new equipment. Work is due to be completed by June 2024 and the work on the front of the terminal has already begun.

### **New design and layout**

- There will be four large lifts installed to replace the two sets of escalators and two current lifts. Can be used as evacuation lifts.
- The new security lanes will be longer and increased queuing area will allow better passenger flow.
- The new security area will be an open space, have a new roof and should produce less noise bouncing round.
- Group reminded BAL to take any opportunities to improve signage.

### **New body scanners**

- The security scanners do not require arms to be raised above head height, which will assist passengers who have difficulty with this movement.
- The panels on the body scanners are relatively distanced and are an open space (rather than a enclosed scanner) This should allow passengers to use this without feeling claustrophobic and be non-invasive.
- Low power millimetre waves are used to identify objects. These scanners have no effect on pacemakers. CB (JDRF) would email AC to action a confirmation that scanners suitable for insulin pumps and continuous glucose monitors.
- There was a discussion about the value of a video/comms for passengers to familiarise themselves and reassure them.
- AC agreed that more detail of the scanners would be a useful item at a future meeting if the Department for Transport provide consent.

### **Period of works**

- During the works, contractors will not be moving equipment through passengers areas and the terminal entrances will remain untouched throughout the process. BAL are trying to have as little impact on passenger journeys as possible.
- There will be a covered walkway through the scaffolding into the usual entrance.
- There will be no impact on drop-off or pickup locations.

MS left the meeting.

## **Assisted Travel Performance**

- CAA provide airports with a target of assisting 97% of passengers (advance notice) off the aircraft within 20 mins.
- BAL has risen from 68% in June to 97.79% in October. 99% expected this month.
- The lower months were down to acute difficulties in recruitment, loss of staff during the pandemic, issues with equipment and an unexpected surge in demand.

## Future of the forum

AC shared some ideas and including

- keen to secure a meaningful manner of engagement. This may include a review of Forum membership and assess insight gaps. AC committed to driving progress on engagement.
- Offer the forum out to wider groups (active outreach) and organise airport visits for the groups to provide feedback.
- Build existing relationships and new relationships to improve the Assisted Travel Operation.
- a guide dog handler visit the airport for a walk round (with support from AJ/Guide Dogs).
- Mixture of online and in-person meetings.

Arron thanked everyone for attending and Sarah closed the meeting.

The date of the next meeting has not yet been confirmed.

## Actions

Consider targeted awareness raising notices for Sunflower Room and inside the space	Arron
Consider resource for customer experience team when passenger misses flight and has specialist needs	Arron to consider
Review training / refresher needs	Arron to consider
Share scheduled visits calendar with forum	Arron
Share more in-depth designs for xray scanners plans with forum – if permission provided by Dft. Will be a big project and will require ongoing briefings to the forum.	Arron
Secure dial-in capability for Teams	Arron
Email Arron to action a check that new body scanners suitable for insulin pumps and continuous glucose monitors	Chris (JDRF)