

Manchester Airport Accessibility Forum- Meeting Minutes

Date	10/10/2018
Time	12.00-15.00
Location	Car Parks Training Room, 2 nd Floor, Olympic House

Meeting Chair	Andy Wright
MAG	Ashley Horsfall
MAG	Susan Dean
OCS	Michelle Thomason
OCS	Mark Whittick
Colostomy UK	Libby Herbert
National Autistic Society	Emma Roberts
DisabledGo	Carrie-Ann Lightley
MS Society	David Lodder
MNDA	Phil Bennett
Alzheimer's Society	Susan Clark
JDRF	Jude Sutton
Apologies	
Guide Dogs for the Blind	Zoe Foster
MAG Consumer Committee	Kieran McMahan
Alzheimer's Society	John Doherty
MNDA	Melanie Worthington

Forum Open

Welcome

Andy Wright welcomed everyone to the Forum and advised of the apologies for absence, which were received from the above.

Review of Membership

An initial discussion took place to review the current level of representation at the Forum from local charities and disability organisations. This was with a view to determining whether membership needs to be expanded, in order to include the views of a wider audience. If more members are required, the Forum was asked which organisations should be approached.

Ashley has already been in communication with Jerry Ward to invite him to our next meeting. Jerry is a wheelchair user following an accident and was previously an airline captain for Airtours International at the airport. Ashley also advised the group that Amelya Glynn has now resigned from the Forum, due to excessive workload.

Action: Andy to consult with Forum members to seek their opinion on future membership.

Performance Update

Michelle Thomason (OCS) spoke to the group about the operational data provided (as per the attached presentation pack) and some of the issues OCS have encountered in presenting accurate data to the CAA. Michelle also went on to say that as a result of the difficulties evaluating the validity of some of the data, OCS have now appointed a full time Data Analyst. In addition, OCS have now also engaged a new maintenance contractor to service their PRM assistance equipment.

The Forum then went on to discuss passenger feedback, and the effectiveness of the current questionnaires in place. Generally, feedback responses are low, and Andy felt that the current CAA data is not providing enough evidence to determine the airports performance and passenger satisfaction levels.

Michelle Thomason explained that many of OCS's passengers either do not have email addresses or are unwilling to share them.

Ashley mentioned that the airport was looking into the possibility of iPads being mounted into strategic areas within the airport to encourage greater feedback.

Andy asked should we incentivise people to complete surveys? Could the Forum members encourage their service users - perhaps via a website - to complete surveys when travelling through the airport.

Action: Andy to seek further suggestions and ideas from Forum members on how to improve passenger feedback numbers

Ashley then went on to advise the Forum about the formation of the Special Assistance Performance Group. Andy explained to the members that this group was intended to bring the various stakeholders from the airport together, i.e. airlines, ground agents etc, in order to better understand each operator's roles and objectives. And to talk openly about common operational issues and challenges. All in the hope of creating a unified seamless service for PRM passengers at Manchester Airport.

David - as a member of this newly formed group - explained what he saw as the benefits of creating the S.A. Performance Group and hoped that we should soon be in a position to share the findings and consequent actions with the Accessibility Forum in the future.

Ashley then provided an update on the recent appointment of Matthew Austin to Manchester Airport's Special Assistance team and highlighted the new roles and responsibilities of the team members.

Ashley also mentioned a new initiative being considered by the airport involving the creation of a Mystery Shopper program and provided a brief outline of the plans and expectations from this project.

MANTP Update

Ashley ran through the presentation from MANTP (as per the presentation pack)

Andy also provided an update on a recent meeting he had attended with MANTP about drop off areas adjacent to the new terminal building.

Phil asked about the drop off charge policy for Blue Badge holders at the airport. Ashley ran through the cost and process. Andy explained he is happy and had tested the current process.

Ashley gave an overview of the new Special Assistance point equipment. He explained that he was still awaiting design proposals. Andy explained we should consider a logo to support passengers with a hidden disability. Ashley explained that there was still no recognised symbol to represent these passengers, and as a result most airports utilise the sunflower logo - as seen on lanyards and supporting documentation.

Action: Andy to seek feedback from Forum members on utilising the sunflower logo for this purpose, as well as other considerations.

Disability Organisation Presentation – AccessAble (DisabledGo)

Carrie-Ann delivered the AccessAble presentation (formerly DisabledGo). Further information can be found at <https://www.accessable.co.uk/> or by contacting **Carrie-Ann Lightley, Marketing Manager** via

Mobile: 07756 744635
Office: 01438 842710
Twitter: @CarriAccessAble

Upcoming Events

Ashley provided an update on forthcoming events (as per presentation pack).

Website Update & Next Steps

Ashley provided a brief overview on website development and consideration for Accessibility Tools.

Action: Andy to share link for Manchester Airport's proposed new website look, along with link for accessibility tool demonstration

AOB

Tricia Williams (Chief Operating Officer) joined the meeting before the close and introduced herself. She explained the airport's desire to continually consider ways on how to develop and innovate the PRM passenger experience, and to benefit from the guidance and advice provided by the Accessibility Forum.

Tricia expressed that she was also keen to identify current staff members working at Manchester Airport who have a disability or condition and may be willing to share details of their daily challenges. This is so other staff members could better understand how their colleagues manage their challenges, and hopefully help them to become more empathetic.

Action: Andy to arrange for Forum members to attend a Manchester Airport training workshop, in order to fully evaluate the current training provided to airport staff by the various companies and trainers.

Action: Andy to arrange for an update by MANTP to show how Forum members feedback regarding infrastructure - following the terminal walkabouts - has been actioned so far. As well as discuss with the group future implementation plans.