

## Manchester Airport Accessibility Forum - Minutes

Date	20 <sup>th</sup> February 2019
Time	11:00
Location	Room 1, Ground Floor, Olympic House, Manchester Airport

Attendees	
Name	Company
Michelle Foster	MAG
Ashley Horsfall	MAG
Matt Austin	MAG
Caroline McWhirter	MAG
Andy Wright	Chair
Susan Clark	Alzheimer's Society
Esmail Patel (+ Joe & Tom)	
Carrie Ann Lightley	AccessAble
Jude Sutton	JDRF
Gary Dawson	Spinal Injuries Association
John Doherty	Alzheimer's Society
Chris Carberry	Regular Traveller
David Lodder	MS Society
Libby Herbert (Dial in)	Colostomy UK
Emma Roberts	National Autistic Society
Apologies	
Susan Dean	MAG
Chris Hughes	MAG

### 1 – Welcome and Introductions

Andy started the meeting by welcoming everyone and introducing what we were going to cover  
Andy updated everyone that outside of the forum we had held a session with Colostomy UK, Andy also advised of the business card provided by JDRF. Andy explained that there were options to look at inviting other organisations for similar workshops going forward.

Andy advised of the changes to the quality standards framework with planned changes to CAP1228, he stressed the need for more measures in there rather than just time bound measures.

### 2 – Accessibility Forum Membership handbook

Michelle provided an overview of the new membership handbook and the future format of the forums.

Esmail requested involvement in session 2 to give feedback on training.

Request for changes to membership also received from Gary Dawson and John Doherty.

Andy updated everyone with the planned future dates for the forum for the rest of the year, invites to be sent out in due course.

### 3 – Performance Update

Michelle provided an update on ECAC performance, we have hit target for the last 3 months and February is on track to hit target again.

#### 4 – Voice of the Customer Update

Ashley provided an update on ‘Voice of the Customer’ including survey results and complaint figures for January, full details are contained within the forum presentation.

John Doherty went on to provide some positive feedback of his experiences travelling through Manchester. Carrie Ann also advised of a positive experience that her husband had experienced whilst recovering from an illness.

David Lodder advised that his daughter who is partially sighted also had positive feedback about the use of the lanyard however raised that this had caused confusion in other airports.

Jude raised some negative feedback relating to some family members travelling that morning, she provided specific details to Caroline McWhirter to investigate.

It was discussed whether it would be beneficial to have a ‘Sunflower’ tray at security that was marked with a sunflower sticker, similar to the lanyard.

Michelle advised of enhancements to website and the fact that Customer Service Ambassadors now also carried lanyards so were able to hand these out in the terminal.

David Lodder advised that there is a need to update the website content to manage expectations of the lanyard scheme and to advise that they are specific to Manchester.

Esmail showed some BBC cards that can be printed and give some key sign language information.

Jude raised a query with regards to the allocation of security officers and whether enhanced training could be provided to a pool of officers.

Caroline advised that we had 950 security officers with a further 370 security ambassadors, there is a potential to recruit a further 1,024 for summer.

Michelle advised that going forward there may be a possibility to create roster groups and these could include a group who have enhanced training on every shift.

Gary suggested that there could be a poster in the area explaining the process and expectations.

Esmail added a comment that they could be identified by a different uniform.

Andy queried what the logistical issue was, Michelle advised that this was due to roster constraints.

Caroline suggested that it may be easier to train Security Performance Leaders instead as this is a smaller population.

#### 5 – Website

Ashley provided an update of accessibility tools on the website.

David Lodder advised that there is a need to update the website content to manage expectations of the lanyard scheme and to advise that they are specific to Manchester.

#### 6 – Contract Mobilisation Update

Michelle provided an update on the mobilisation of the new contract.

Esmail queried how a deaf traveller would use a help point, he suggested that a number to text may solve this.

#### 7 – Colostomy UK workshop update/ Security Training

Michelle gave an update on the content of the Colostomy UK workshop that was held in January, it was well received by all and an action plan was put together following the workshop and subsequently shared with forum members.

It was agreed that JDRF would also be invited on a security walkthrough.

Esmail asked if there was the potential to do role play in training, Michelle advised that we were exploring the options of creating videos as a learning aid.

Caroline provided an update on training and advised that they were looking at sourcing a mannequin to demonstrate searches on passengers with a stoma bag.

It was discussed to review opportunities to create a impact statement material for training from those with a disability.

Andy referenced the opportunity to do training with airline staff too and training for handling agents on handling customers own equipment.

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