

Manchester Airport Accessibility Forum - Meeting Minutes

Date	15th May 2019
Time	13:00
Location	Radisson Blu Manchester Airport

Attendees	
Name	Company
Andy Wright	Chair
Michelle Foster	MAG
Ashley Horsfall	MAG
Matt Austin	MAG
Caroline Strong	MAG
Marc Van Der Laan	MAG
Susan Dean	MAG
Chris Hughes	MAG
Gary Dawson	Spinal Injuries Association
Emma Roberts	National Autistic Society
David Lodder	MS Society
Libby Herbert	Colostomy UK
Jude Sutton	JDRF
Susan Clarke	Alzheimer's Society
Zoe Foster	Guide Dogs
Melanie Worthington	MND Association
Apologies	
Chris Carberry	Regular Traveller
Jerry Ward	Regular Traveller
Carrie Ann Lightly	AccessAble
Caroline McWhirter	MAG

1 – Welcome

Andy welcomed everyone to the Accessibility Forum.

Andy thanked everyone for their contributions with training material, Caroline Mcwhirter is going to review this and seek further guidance from forum members if required.

2 – Actions Log/Security Training

Marc Van Der Laan talked everyone through the actions log from previous forums.

Sunflower trays at security - Caroline looking at getting prototype for 1st June.

Ash provided an update on website accessibility review - Andy queried whether the tiles are too big - all agreed that they were suitable.

Marc provided update on actions with Colostomy UK:

Feasibility of having disability champions – Marc has looked at how many we'd need and it would be a few hundred. Security Performance Leader's (SPL's) would be more suited to this as it's a smaller population and there's always several them on shift. This is still in progress We are currently during a massive recruitment drive so it has been difficult to look at this.

Michelle advised that we are currently in transition as more of the operation will be moving to T2 next year and new operating models being looked at to support this as we potentially move to team-based working

We are looking at options of identification of champions - SPL's have different uniform anyway Jude queried whether guests would recognise this – Marc advised that we could look at option of a pin badge or slightly different sunflower lanyard.

Michelle advised that there could be a long timeline as the employment model is being reviewed.

Marc advised that we are carrying out increased team briefings which are also covering disabilities to keep the correct procedures fresh in everyone's minds. Marc advised that we can share the questions but not answers as they are restricted information.

Marc advised that he and Libby had worked on the Colostomy UK travel booklet - this has been reworded to sound more positive rather than saying 'refuse' it now says 'opt out' of the body scanner.

Libby asked if any other organisations do travel advice - to be shared with MAN by each organisation to ensure that it is correct.

Tour of private search areas with Libby - awaiting date - Marc is reviewing a project on these to ensure that they are fit for purpose and MANTP are looking at the provision for new T2.

Marc advised that we have reviewed our process of not allowing guests to take a companion into private search areas, we will now allow this - this process has been reviewed and new process issued to Airport Security Officers.

3 – Voice of the Customer

Chris presented the voice of customer pack.

Gary asked what is the reason that arrivals performs worse, why is it harder to service arrivals rather than departures?

Ash advised that there were more unknowns with arrivals, e.g. delays, non-notified etc. Whereas we have 2 hours to react on departures and know the boarding time in advance.

Jude asked if anyone asking for a lanyard was provided with survey details. Chris advised that yes, asked for email address but also the link is on the lanyard.

4 – Guest Experience Projects

Susan presented the guest experience projects update.

Susan asked the group to look at the top tips section of the website and advise if they think anything should be added.

Zoe Foster asked if there would be audio on the TV's in the reception areas for visually impaired guests, Ash advised that this is something we would look at.

Gary advised that on his recent travel experience that the phones don't work on C pier for assistance to get across to other side.

Emma asked about options for hearing impaired guests for help points - text option?

Zoe Foster fed back on the accessible toilet's signage – could we move the signage from the door to the wall as the passenger could be feeling the signage and have the door opened onto them. Other than that she reported that she had received good feedback regarding the room-mate.

Jude asked if they could have charity flyers in the Sunflower Room, Michelle said that this should be possible.

Andy queried whether there should be an emergency pull cord in the Sunflower Room, Susan advised that we were looking at a number of additions to the room.

Emma Roberts – it's good that the room is plain and not cluttered and doesn't have toys or a screen as this makes it a space to calm down for autistic people whereas if there were all of these things it wouldn't be a quiet area.

5 – AOB/Close

It was discussed whether the next forum should allow for a whole day to include the usual forum meeting and some time spent in the terminals.