

## **EAST MIDLANDS AIRPORT ACCESSIBILITY FORUM NOTES**

**02 December 2019**

### **PRESENT**

Meeting Chair - Christiane Link, Ortegalink Ltd (CL)

### **ORGANISATION**

Accessibility and Inclusion - Sarah Rennie (SR)

British Deaf Association - Robin Ash (RA)

Interpreter for Robin - Lisa Brailsford (LB)

Derby City Council - Ann Webster (AW)

East Midlands Airport - Leanne Kerry, Head of Customer Service (LK)

East Midlands Airport - Thomas Clifford, Training and Compliance Officer (TC)

East Midlands Airport - Leanne Whitby, Passenger Services Duty Manager (LW)

### **APOLOGIES**

East Midlands Airport – Andy Tyler Smith, Customer Service and Security Director (ATS)

### **Terminal Walk Around**

Prior to the Forum taking place all members were invited to a Terminal Walk Around to fully understand the service provided by the Special Assistance Team at EMA.

#### **1. Welcome and Introduction**

CL welcomed everyone and all attendees proceeded to introduced themselves

AW gave her apologies for the Forum Meeting following the 'terminal walk around'.

#### **2. Forum Objectives**

The Chair confirmed the objectives of the Forum:

- To focus on CAA Quality Standards
- Review performance
- Review performance management
- Annual Reporting
- Consultation
- Inspect service provision
- Review contracts
- Provide advice on accessibility
- Provide advice on accessibility and training

### **3. Improvements**

LK provided the Forum with an update on the actions from the last Forum meeting.

At the previous Forum the group suggested improvements to the Quiet Rooms both airside and landside. The Forum discussed the best utilisation of these rooms and suggested that as Quiet Rooms they should not be confused with Sensory Rooms. The Forum suggested that bean bags and trees could be purchased to improve the ambience – **Action EMA**

LK explained the proposed Secret Shopper Experience is being set up and will be running in the New Year - **Action EMA**

LK updated the Forum on the Disabled Bays being marked in the Rapid Drop Off had been commissioned but that there had been a delay in painting because of the weather. An explanation was given to the Forum where they would be sited on the Rapid Drop Off and all agreed with the rationale behind the location. - **Action EMA**

LK explained that a CAPEX paper had been presented to the Airport Leadership Team regarding improvements to the Disabled Toilets throughout the Airport. A project manager had been assigned to investigate fully costs and design proposals – **Action EMA**

SR made some suggestions to improve the Changing Places following the walk around. SR will forward changes requested. - **Action EMA and SR**

RA suggested that EMA may wish to have beacons for deaf people in the toilets in case of terminal evacuation - **Action EMA to investigate**

LK explained the process that is in place if the Flight Information Displays go down. As this is an audio Announcement, EMA needs to incorporate visual announcements. LK confirmed that new Display Screens were being launched in the new year that would have a text facility. – **Action EMA**

CL said that all the signs in the car parks that say CALL \*\*\*\*\* should also say TEXT \*\*\*\* - **Action EMA**

Following a review of CSAT data LK informed the Forum that the Airside Lounge was now hosted and that this was proving beneficial to Customers.

RA stated that Derby is the second largest deaf community in the UK and EMA should embrace this

### **4. ECAC Report**

The latest CAA report on performance against ECAC standards was shared with the Group. EMA were very proud to have received a Good Score as an indication of performance during the first six months of the year. CL explained the CAA report on PRM monitoring to new members of the Forum and the Forum agreed that EMA's rating was very positive.

The Forum discussed feedback from PRM customers who were feeding back to the airport about airline regulations. The Chair asked for Airline representatives to be invited to the next Forum. - **Action EMA**

### **5. Further Improvements following walk around**

Car Park Barriers - RA suggested a video on the website showing someone driving up to the barriers. Also suggested Blue Badge access and parking to be displayed on the website. Everything should be as visual as possible – **Action EMA to investigate**

CL said that there was an excellent improvement in the Airside Lounge. Additional improvements were that the height of electric sockets should be reviewed for wheelchair users – **Action EMA**

## **6. Security**

CL requested that the Head of Security attend the next Forum to discuss how Disability Awareness Training is delivered to Security Staff. – **Action EMA**

## **7. Values in Practice (VIP) Inaugural Winner was EMA Special Assistance Team**

Every year MAG has a 'Golden Globes' Awards Night to celebrate the success of employees role modelling our Values in Practice. There was a new category this year focussed on Guest Experience and one of our Passenger Services Team members was recognised for making translation cards for use with Passenger Services where English is not their first language.

## **8. AOB**

CL and SR highlighted that the wording used by Passenger Services is not consistent and we should not be afraid of using the words Disabled People or Deaf People. TC said that when the training is prepared for Passenger Services it will be reviewed by the forum before being delivered. - **Action EMA**

RA requested although he has been to EMA many times he would like a familiarisation journey to identify further issues. - **Action EMA**

RA would like Retailers to be invited to the Forum so they can also understand how the Retail areas can be changed to make them Disabled friendly - **Action EMA**

**Date of next meeting: Monday 02 March 2020, Terminal Board Room – above Check in Hall at the Airport**