

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

**02 March 2020**

### **PRESENT**

Meeting Chair - Christiane Link, Ortegalink Ltd (CL)

### **ORGANISATIONS**

Blind/Partially Sighted Community Representative - Pat Taylor (PT)

Derby City Council Equality Lead - Ann Webster (AW)

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

East Midlands Airport – Chris Drury, Passenger Services Duty Manager (CD)

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

Spinal Injuries Association – M. Kapuscinska (MK)

East Midlands Airport - Usman Khalid, Head of Security

### **APOLOGIES**

Accessibility and Inclusion - Sarah Rennie (SR)

British Deaf Association - Robin Ash (RA)

Interpreter for Robin - Lisa Brailsford (LB)

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

East Midlands Airport – Geoff Moss, Asset Director

#### **1. Welcomes and Introductions**

CL welcomed the new members to the Forum and MK and PT introduced themselves and their background. PT spoke about her wider community role in Derbyshire and championing the blind and partially sighted communities. MT spoke about her work with spinal injuries association and the skills and insight she could bring to the forum.

#### **2. Minutes of Last Meeting**

LK went through the actions from the previous meeting which were detailed as part of the presentation to the forum and provided an update to the group against each of the actions.

LK confirmed that the 'Secret Shopper' programme had not progressed due to a change in personnel and priorities within the department, this was to be started in April, where the Duty Managers would gather qualitative information from customer journeys and use the insight to drive improvements in the service we provide.

LK updated the forum that the disabled bays have now been marked out in the Rapid Drop Off area.

LK outlined that as part of the toilet improvement programme (identified by the forum) that the work is due to commence this month

Changing Places Improvements – Awaiting on feedback from Sarah to add to improvement plan. CL confirmed that she had received something from SR and would forward to LK. – **Action CL**

Beacons in toilets for fire awareness – LK confirmed that this was being researched with the relevant teams and costs being sourced.

New flight Information Display (FIDS) screens – project delayed was due to be implemented in February, has been delayed but due to commence soon, this will allow us the ability to put written messages on our FIDS to aid deaf or hard of hearing customers on changes to flights, gate or urgent warning messages, such as ‘terminal evacuation’.

Airline representative – LK confirmed that the Chair of the AOC has been invited to future meetings and we hope to see them at the next meeting.

Car park barrier videos – these are currently available for MAN we are exploring with Marketing how to replicate and implement here to assist our deaf and hard of hearing customers who have trouble accessing our car parks if there is and ANPR – **Action EMA**

LK confirmed that the Head of Security had been invited to this meeting and would be available for a question and answer session and to discuss items on our action plan.

LK confirmed a review of our training programme was being undertaken, PT, CL and AW offered support in reviewing the materials before it was implemented – **Action EMA/PT/CL/AW**

CD confirmed that we undertake training in two sections, annual refresher training and inductions, disability awareness, training on manual handling, departmental training, SOP’s.

LK confirmed that LW would be setting up another familiarisation session for new forum members and would reach out to RA and PT – **Action EMA**

LK confirmed that she had spoken to the Commercial Operations Manager to take feedback from forum and share training with the retailers to help improve service.

### **3. Improvement Plan Update**

LK provided the forum with a copy of the improvement plan and noted the following actions were progressing. Car Parks wayfinding there would be a meeting this week to review progress against the actions aligned to the PST Improvement plan. The actions requested by the forum to the quiet rooms were now complete, this included making the rooms feel warmer with introduction of less formal seating and plants. Much of the improvements identified to the toilets were in progress to with work commencing this week.

CL explained to new forum members the purpose of the forum and the CAA. LK explained the areas that we are rated on include SLA performance, NPS score, customer satisfaction surveys, customers are sent an email address, accessibility forum twice a year is a requirement, have held 3 this year and confirmed to forum members we were being visit by the CAA next week for a data audit. LK asked all members to fill in a copy of a survey which would be issued at the end of the meeting to feedback on the forum process to drive improvements in our meetings.

### **4. Head of Security, Questions and Answers**

UK was introduced by LK to discuss security training and procedures and to give the forum an opportunity to ask any questions on the security journey stage for special assistance service customers.

UK outlined the training undertaken by all Security Officers and confirmed that officers receive disability and guest experience training as part of the course.

The forum and UK had a lengthy discussion about security training and security processes and the forum made a number of recommendations on search, use of private rooms, training delivery methods and use of social model of disability for the airport.

## **5. ECAC Performance Update**

CL requested that call to action help numbers were put in all bus stops – **Action EMA**

LK updated the forum on EMA CAA SLA performance for the year, to get a 'good' need 97% for arrival, at an average on 99% for the year so far. Departure SLA is 100% as have we have a desk in Departures and customers are met within the SLA timeframe.

LK gave the forum an overview of the customer satisfaction slide and the forum discussed how airline policy can sometimes conflict with the customer experience, such as which door the team are permitted to board passengers from, this can however be due to safety reasons.

## **6. AOB**

CD asked the forums opinion on our current wheelchairs and the option of buying more self-propelled wheelchairs and providing electric wheelchairs. MK felt we needed to have a mixture of both for those who can self-propel as well. CL suggested that we have a couple of self-propelled wheelchairs, and if people ask then we can provide one.

CD asked the forum if they had any ideas for providing electric scooters as Birmingham Airport have them in place. CL said they are a big risk for those who cannot drive or operate them safely, would much more recommend self-propelled wheelchairs.

CD asked the forum for their views on a mechanical hoist and if anyone had any experience of them. CL said SR would be the best contact as she always uses hoist. It was agreed to add this to the agenda for the next meeting – **Action EMA/SR**

LK provided all members with a copy of a survey and asked that they scan their feedback into her to update the CAA as part of our performance framework. – **Action ALL**

**Date of next Meeting: Monday 20<sup>th</sup> July 2020, 1300**