

MINUTES OF ACCESSIBILITY COMMITTEE MEETING

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DATE:	14 th June 2023	START:	PLANNED:	ACTUAL:
		FINISH:	13:00	13:00
VENUE:	Microsoft Teams	RELEASED ON:	14:00	13:35

DATE OF NEXT MEETINGS:	PLANNED VENUE:	PLANNED START:	PLANNED FINISH:
13 th September 2023	TBC	TBC	TBC

NO	MINUTES FORMAT:	PARTICIPANTS:	IN ATTENDANCE:
1.	Minutes of previous meeting – 16 th March 2023	Steven Crichton (SC) - Chair	APOLOGIES:
2.	Update on Disability Awareness Training & Redkite	Alison Blackman (AB)	Alan Pollock (Dispatch)
3.	CAA Aviation Accessibility Meeting – 23 rd May 2023	Gillian Goudie (GG)	
4.	Airline Accessibility Performance Framework Consultation – 13 th June 2023	Billy Watson (BW)	
5.	AOB	Steven Lynn (SL)	

1. MINUTES OF PREVIOUS MEETING & ACTIONS

- 1.1 SC welcomed all attendees to the meeting. Apologies were noted as above.
- 1.2 SC advised that the name of the meeting will change to Accessibility Committee from CAA Hidden Disabilities Meeting. One Landside Ops Supervisor will attend future meetings.
- 1.3 The minutes of the previous meeting were agreed as an accurate record of proceedings.
- 1.4 Actions were discussed and updated as per the attached table.

2. UPDATE ON DISABILITY AWARENESS TRAINING & REDKITE

- 2.1 It was noted that Colin McLellan (CMc), Training Manager is keen to remove modules 1 & 2 of the Disability Awareness Training from Redkite. SC is happy for this to happen. BW raised concerns with removing the modules and advised he is going to meet with CMc next week to discuss, prior to the modules being removed. **Action: 17:01 BW**
- 2.2 SC advised Martine will complete Train the Trainer course.

3. CAA AVIATION ACCESSIBILITY MEETING – 23RD MAY 2023

- 3.1 SC provided an update on the CAA Aviation Accessibility meeting. It was noted that London Luton holds an Accessibility Familiarisation Day, which provides passengers with hidden and

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visual disabilities the opportunity to experience the passenger's journey through the airport.

- 3.2 An item for future discussion is data recording. SC advised there may come a time over the next 5-10 yrs where time may be recorded digitally.

4. AIRLINE ACCESSIBILITY PERFORMANCE FRAMEWORK CONSULTATION – 13TH JUNE 2023

- 4.1 SC stated the CAA is looking to implement the same framework for every airline in and out of the UK.
- 4.2 SC highlighted the classification for assistance dogs will potentially change.

5. AOB

- 5.1 BW advised Dangerous Goods training presentation has been produced and can be delivered by any of the Train the Trainers. BW has yet to review the presentation.
- 5.2 SC contacted the National Autistic Society and has received feedback on the host mornings.
- 5.3 With regard to hidden disabilities, SC has been in touch with Sophia at the CAA and has asked for alternative contacts. Looking to put various initiatives in place, including a quiet area/room.
- 5.4 SC talked through the Performance Indicators for Q1 and noted there is an error with the total pre-booked assistance figure. SC will correct and re-issue.

6. DATE OF NEXT MEETING

- 6.1 The next meeting will be held on 13th September. Concessionaires to be invited. **Action: 17.02 AB**

Action No.	New Action Items	WHO	Action date given	Target Date	Closure Date
11.02/20	<p><u>Signage on Bins</u> JT asked AB to speak to Sheona to have information being attached to bins of what to place on them.</p> <p>Update 13/07/22 – AB advised signage pending.</p> <p>Update 27/09/22 – AB provided an update after the meeting that the action is ongoing.</p> <p>Update 06/12/22 – Signage not visible enough on bins. Awaiting update from AB</p> <p>Update 26/01/23 – No further information, still ongoing.</p> <p>Update 16/03/23 – More information required from AB. Ongoing for 3 years. JT will email AB.</p> <p>Update 14/06/23 – Ian Hailstones to be invited to the next meeting. AB will arrange for signage to be printed.</p>	AB	22/01/20	March 2020	Ongoing
02.01/22	<p><u>Sunflower Signage - UKBF</u> Once JT has discussed further with UKBF, sunflower signage to be added to current PRM signage at UKBF.</p> <p>Update 06/12/22 – Craig from immigration contacted colleagues from GLA, Craig reviewing. JT will contact Craig for update.</p> <p>Update 26/01/23 – Signs through & passed to AB with proofs. Approval required, once approved signs to be displayed.</p> <p>Update 16/03/23 – Proofs now approved, install date to be arranged.</p>	JT/AB	27/09/22	01/11/22	14/06/23

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01.01/23	<p><u>Information Screen at Security</u></p> <p>TV screen at security to be replaced by Samsung TV (same screen as check-in). This will be programmed to display information to passengers.</p> <p>Update 16/03/23 – Screen ordered 15th March. Message will display 2-fold – Hidden Disability logo's one side, Security messages on other. MK asked if a message regarding liquids can be displayed on the screens also. This can be done, powerpoint used, any text can be added.</p> <p>Update 14/06/23 – SC to take over this action. Screen is now in place and is currently displaying FIDS. SL has sent security slides. Moira has requested boarding cards message be displayed. SC will add assistance lane.</p>	JT/SL	26/01/23	31/03/23	Ongoing
AC17:01	<p><u>Update on Disability Awareness Training & Redkite</u></p> <p>BW to speak to CMc prior to the removal of modules 1 & 2</p>	BW	14/06/23	w/c19/06/23	
AC 17:02	<p><u>AOB</u></p> <p>Concessionaires to be invited to the next meeting.</p>	AB	14/06/23	13/09/23	