

Minutes Norwich Airport Accessibility Forum (NAAF)

Wednesday 12th March, Terminal, Airside Executive Lounge, 10:30

Attendees	
Kat Wilby (KW) - PRM & Ground Handling (NWI)	Cherry Schamp (CS) UK Border Force
Dan Bean (DB) – Ground Handling/Health & Safety Manager (NWI)	Rachel Britcher (RB) - Inclusion and Opportunity Service, Children’s Services
Jon London (JL) - Dispatch/Trainer/PRM (NWI)	Adrian Pickering (AP) - Access to words
Neil Symonds (NS) - Ground Operations Co-ordinator (NWI)	Penny Whitby (PW) - Vision Norfolk
Mark Wilcox (MW) - Flight Operations Co-ordinator (NWI)	Sophie Allen (SA) - Vision Norfolk
Mel Grey (MG) – Terminal/Customer Services Manager (NWI)	Sara Blease (SB) - Stepping Stones
Ioana Ursescu (IU) – Airport Security Manager (NWI)	Chris - Stepping Stones
Trudy James (TJ) - Security (NWI)	Danny - Stepping Stones
Ant Hase (AH) – AGS Cleaning (NWI)	Tony white (TW) - Passenger
Alex Riches (AR) PRM Assistant (NWI)	Connie White (CW) - Passenger
Tony Carragher (TC) UK Boder Force	
Apologies	
James Kearns – BUILD Charity, Chief Executive	Denise Troughton- Age UK, Campaign and Policy Lead

Welcome
<p>KW/JL/DB/NS/MW welcomed attendees at the Norwich Airport information desk, just inside the terminal. The forum location (Airside Executive Lounge) was chosen so attendees would experience the security process. The intention was to gather feedback from the attendees on their own experience through the security process and how it may differ.</p>
Norwich Airport Accessibility Forum
<p>KW welcomed everyone and explained the process behind the meeting. Last meeting was 17th Sept 2024.</p> <p>DB introduced himself and position at the airport, then went around the room and everyone introduced themselves and position.</p> <p>KW went through the plan of action for the meeting.</p> <p>DB read through the planned terms of reference which were to be agreed upon by the committee and explained the definition of the NAAF and why we deliver such an event.</p> <p>KW explained the layout of the terminal and the reason behind coming Airside into the Executive Lounge, so the guests could experience the security process and provide feedback.</p>

Security Familiarisation

CW stated that she was not offered an alternative walking stick once her own was screened through the x-ray, **KW** apologised and explained during the normal passenger process there should have an alternative wooden stick presented to her once she placed her own through the x-ray.

TW explained that the website states that there are walking aids available at the security access. **IU** to address with security staff and further training to be given.

DB and **KW** explained about the research that had been conducted into non-metal canes for the visually impaired, instead of use of own metal canes.

RB asked could the metal canes not be used; **TJ** explained the metal archway so would need a non-metal alternative. They are either offered to be searched or sighted guidance through the archway.

KW contacted Bournemouth Airport to inquire about alternative options for visually impaired passengers. Unfortunately, there are currently no such alternatives currently available.

PW said she sometimes finds it difficult to know when a good time is to fold up and surrender her cane at security, so the security staff are aware she is visual impaired. Also said that she doesn't mind being lined up with the archway and doesn't mind being guided through, although staff need to be more aware of the requirements and more vocal of the process to reassure the passenger.

TJ suggested further disability awareness for security staff due to the level of the involvement between themselves and PRM passengers, especially if being processed without PRM staff. **IU** to liaise with **DB/KW** to firm up training plan.

Requesting Assistance

PW stated it was nice to have been previously approached when she didn't book assistance to ask if assistance was needed. She often doesn't book assistance as doesn't want to take away the service from other less able passengers.

TW asked how airlines let us know who has booked assistance.

MW explained the process behind the scenes.

TW stated website only allows wheelchair assistance not a meet and assist booking.

MG explained that passenger required to physically speak to the airline to book a lower/ Blind/DPNA assistance. **DB** suggested he may be able to raise in a CAA meeting to implement with the airlines to make the process easier for passengers booking.

AVIRAMP

TW questioned what action had been taken on the AVIRAMP regarding the visual impairment canes getting stuck on them.

NS explained that the workshops were unable to find a suitable solution without compromising the structure and us leasing one in. **DB** to speak to AVIRAMP about the concern.

KW talked through the location of the three meeting points throughout the terminal

KW discussed the equipment we have available. Good feedback from users for the new aircraft bridging plate for the AVIRAMP Continental.

Hidden Disabilities

KW explained hidden disabilities and that the airport has Charlotte Olson books available along with Sunflower Lanyards.

SB asked if there were adult books / documents instead of the current books. As older people with learning difficulties can find these demeaning and too childish.

Video walk through

RB asked about the progress in the walkthrough videos discussed in the previous meeting.

DB explained previous offers had not come through and was still on going. **SB** offered Stepping Stones may be able to assist. **AP** said they would explore into adding the videos into their product.

Access to Words

KW introduced **AP** from Access to words to explain their system and how they are working with the airport. Also showed a demonstration of their product. **PW** asked how this can be made more accessible instead of a QR code for visually impaired. **AP** to look in to integrating into the website.

Break

TW CW and **RB** left due to other commitments.

Rebranding

KW detailed our rebrand of the PRM brand from Special Assistance to Assisted Travel and mentioned the difficulties with the current idea of the pink scheme.

AH said from the slide showing the pink variation of the proposals that it looked unclear

KW offered to the floor any ideas regarding colour schemes and a variety of feedback was given.

AP mentioned that the colours of the Action to Words are taken from the accessibility pallet.

Training opportunities

KW suggested that the airport was open to any external training opportunities to aid and develop staff, **SB** offered a visit to Stepping Stones.

PW suggested the need to speak to people who live with a disability as training doesn't always cover every example of passenger needs **DB** & **KW** agreed this would be a very good idea for the team training.

Chairperson

KW asked the committee for a volunteer chairperson; **DB** detailed the responsibilities of a chairperson and emphasised the airport can work with a chairperson and wouldn't look for it to take up too much of that person's time and potentially co-chair with **KW**.

A.O.B

TJ stated that Disability Awareness training was needed by more passenger facing staff.

DB agreed and raised what if any training do World Duty Free and Flour and Bean have.

TC said that UKBF do have their own Disability Awareness training.

DB discussed the sunflower lanyards and to review into the scheme are we doing enough with them.

KW to ensure current PRM staff are fully talking to passengers to find out what assistance they require.

Proposed Points of Action

- Committee to agree proposed Terms of Reference
- Ongoing – develop Project with Access to Words
- Assess rebranding colour scheme
- Contact AVIRAMP about the cain scanning Concern.
- Review Disability awareness training for all Passenger facing staff.
- Look at internal/external talks from people with lived disabilities
- Look at re launching Sunflower Lanyard Scheme (Hidden Disability awareness training for all passenger facing staff)
- Research any books detailing the airport process, that is suitable for adults with learning disabilities.
- Research and Update hidden disability medical supplies, i.e., Ostomy/Stoma
- Assign a co-chair for Accessibility Forum.