



BELFAST INTERNATIONAL AIRPORT

Accessibility Forum Minutes

Date	Tuesday 19th November 2019
Location	Maldron Hotel, Belfast International Airport

Attendees	
Name	Company
Jenny Redman (JR)	Consumer Council
Rod Haskins (RH)	Belfast International Airport (BIA)
Lorna Brown (LB)	Belfast International Airport
Chris Cunningham (CC)	Belfast International Airport
Siobhan Downey (SD)	OCS
Lorna Crone (LC)	OCS
Colin Black (CB)	Wilson James (Security Contractor) (WJ)
Jenna McCauley	Wilson James (Security Contractor)
Representative	Imtac
Representative	ASP / ICTU
Representative	Alzheimer Society
Representative	Alzheimer Society
Representative	Parkinsons UK
Representative	Urostomy Association
Representative	Crohns Colitis UK NI
Representative	Diabetes UK
Apologies	
NA	NA



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1-Welcome and Introduction

Introduction by JR– Senior Policy Officer Consumer Council.

JR welcomed everyone to the meeting and provided a brief explanation of purpose of the meeting and summary of the topics on the agenda.

Attendees invited to introduce themselves and the organisations they represent.

JR explained that the previous meeting, held on 7th February 2019 incorporated a tour of the airport and a detailed run through of Assistance Provision at BIA and explained that a report on the visit detailing findings was awaiting approval and would be distributed shortly. Jenny also advised that various recommendations / suggestions for improvement were put forward and an update on changes was included in today's meeting as an Agenda item.

It was discussed and agreed that minutes of the meeting should not include individual attendees but should refer to organisations represented.

2- Airport Operational Update

RH – Operations Manager at BIA outlined his role and responsibilities in respect of Assistance Provision and Accessibility.

RH advised that Vinci Airports had taken ownership of BIA and acknowledge that they were aware of the need to update and improve upon current infrastructure. RH also advised that consultation on a strategic plan was currently under way.

RH also advised that it was expected that there would be a drop in passenger numbers for 2019

3- Special Assistance Update

SD – OCS Service Delivery Manager invited to provide update on PRM Provision. LB provided supporting documentation on assist classifications and complaint category breakdown

- PRM Passenger assists for **2018** – 78847 **2019** to date - 72802
- Hidden Disability Lanyards **2018** – 1977 **2019** to date - 2984
- PRM Complaints received **2018** – 62 and **2019** to date – 66
- PRM Compliments received **2018** – 30 and **2019** to date – 23



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Attendees provided feedback on recent experiences whilst travelling through BIA

Parkinsons UK mentioned that Assistance provided by OCS is generally of a high standard and thanked SD & LC but raised concerns re screening of medical equipment. These concerns were reiterated by the Urostomy Association

It was also mentioned that carers were quite often separated from those requiring assistance. It was explained that when booking assistance, airline websites often do not have an option to acknowledge that a passenger requires a carer beside them and issues with boarding an aircraft.

- **Action Point - CB to make staff aware during staff briefings of the importance of effectively communicating search process.**
- **Action Point – BIA to consider Lanyard Type Bag Tags for hand luggage containing medical equipment.**
- **Action point - RH and LB to raise with airline rep. locally and extend invite to airline for representation at subsequent meetings.**

Diabetes UK raised concerns re inconsistencies with Security Screening with regard to Diabetic Pumps. CB acknowledged that staff would benefit from awareness training.

- **Action Point – further discussion with Diabetes UK re arranging appropriate training**

Alzheimer's Society explained that sometimes people are put off travelling as they do not know about the types of assistance provided. They also suggested Awareness Training for security staff to assist with dealing with passengers with Dementia would be beneficial.

- **Action Point – the airport will review the information about special assistance on its website.**
- **Action Point – Alzheimer's Society to provide CB with details of training available.**

Imtac – Enquired as to when registration of Changing Places facility would be complete as there was no information on BIA Website. LB advised registration process was ongoing and identified location of info on website. Some discussion on advantages / disadvantages of changing to a RADAR lock.

Also mentioned practice by some low cost airlines of splitting pax seat numbers at time of booking tickets forcing pax to pay for seats.

- **Action point LB to follow up on CP registration**
- **RH to raise with airlines.**



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RH advised that BIA now registered with Accessible. Detailed accessibility information is now available via links on BIA Website

4- Update on recommendations from the site visit

LB provided a run through of updates on recommendations from the site visit.

Further details can be found on the attached Update Document

5- CAA Guidance on Quality Standards

JR provided a brief explanation of BIA responsibilities under CAP 1228.

LB advised that BIA had been awarded a 'Good' rating for 2018.

LB provided copy of publication and ECAC PRM Stats report for April – September 2019.

6- Next Steps

JR explained that it had been agreed that BIA would be chairing and arranging subsequent meetings and confirmed that all attendees were happy to share contact details.

Terms of reference for the group to be drawn up and discussed at next meeting. Dates to be confirmed.

7- AOB

N/A