



**Airport Forum for Accessible Travel  
COVID -19 Meeting**

**Date:** 23rd October 2020

**Present:** Anonymous

Attendees  
Anonymous

**Distribution:** Anonymous

**Minutes :** Anonymous

**Apologies:** Anonymous

		Action
1.	<b>Welcome and business update</b>	
	KJ thanked those present for attending and passed the details of those who sent apologies. KJ formally introduced herself and apologised for minimal communication in recent months and	

	<p>stressed the importance of reinstating and continuing with the great work the forum has had on the service delivery at the airport, to date. KJ provided further detail as to why the forum in March was cancelled and the unfortunate impact COVID-19 has had on the airport operation, resulting in a terminal restructure and 37 redundancies across all departments. KJ provided details of new airline partners since reopening in July and the frequency of the current schedule along, with the new role structure within Passenger Services.</p> <p>KJ provided details of the new measures and layout of the terminal and a brief explanation of the H&amp;S risk assessments undertaken to support all assistance passengers- <b>Further clarification in FAQs shared with minutes.</b></p>	
<b>2.</b>	<b>Assistance passenger feedback</b>	
	<p>KJ shared statistics around assistance provided to passengers since the terminal reopened on the 4<sup>th</sup> July- 102 passengers between July and Sept, a significant decrease to our normal summer schedule. KJ shared- during the initial reopening weeks minimal passengers were travelling that required assistance and gradually seen the demand increase, in previous weeks. During this period 6 feedback forms had been received and the data from the feedback was shared with all in attendance. Feedback was very supportive and highlighted that the service is still being delivered to a welcomed standard and passengers are pleased with new COVID measures in place. CC then provided some further detail around interactions and personal experiences when assisting passengers and how team are providing reassurance and comfort to promote a safe and secure environment for all. CC and KJ discussed further, the type of assistance that had been required of those travelling and this had primarily been to those with reduced mobility. <b>Assistance feedback shared with minutes.</b></p>	
<b>3.</b>	<b>Feedback from members</b>	
	<p>KJ asked for any personal experiences when travelling or carrying out routines in line with government guidance whether positive or negative. KJ reassured that any experiences shared are simply to allow further review of the measures currently in place at the airport. RL shared his experiences over the previous months and the impact that COVID had on his normal routine. RL suggested that KJ look into clear masks as KJ had previously raised that originally passenger services were wearing visors which supported the facial expressions for communication and further support with lip reading whilst trying to limit the impact COVID potentially is having on the customer experience and delivery standards, however due to the change in guidance, staff in recent weeks have been required to move to face masks.</p> <p>General discussion around aviation travel guidance and the expectations and processes in place at the airport were discussed in a little more depth with RL asking for details on the PPE in place</p>	<p>KJ- research into clear face coverings</p>

	and the support provided to passengers onto the aircraft. KJ and CC confirmed that the service itself was not impacted and PPE required was gloves, face mask, apron depending on task.	
<b>4.</b>	<b>Meeting dates</b>	
	<p>KJ shared that provisional dates for upcoming meetings will remain under constant review and closer to the date, details will be circulated as to whether they go ahead and held virtually or onsite at the airport, depending on COVID-19. KJ thanked everyone for their understanding and patience.</p> <ul style="list-style-type: none"> <li>• Accessibility Forum for Accessible Travel - Saturday 28<sup>th</sup> November 2020, 10:00-13:00</li> <li>• Familiarisation Tour - Wednesday 20<sup>th</sup> January 2021, 14:00-15:00</li> <li>• Accessibility Forum for Accessible Travel - Saturday 20<sup>th</sup> March, 13:00-16:00</li> </ul>	
<b>5.</b>	<b>Vice Chairperson nominations</b>	
	Sarah Yeo has put herself forward for the role and due to the limited interaction between the forum members over the previous 9 months the nominations will be re circulated and raised again at the next forum meeting.	KJ- to circulate Vice Chairperson nomination form
<b>6.</b>	<b>Feedback from members and AOB</b>	
	<p>No AOB raised.</p> <p>KJ thanked those in attendance for their contribution and time, which was important for the continued success of the forum.</p>	