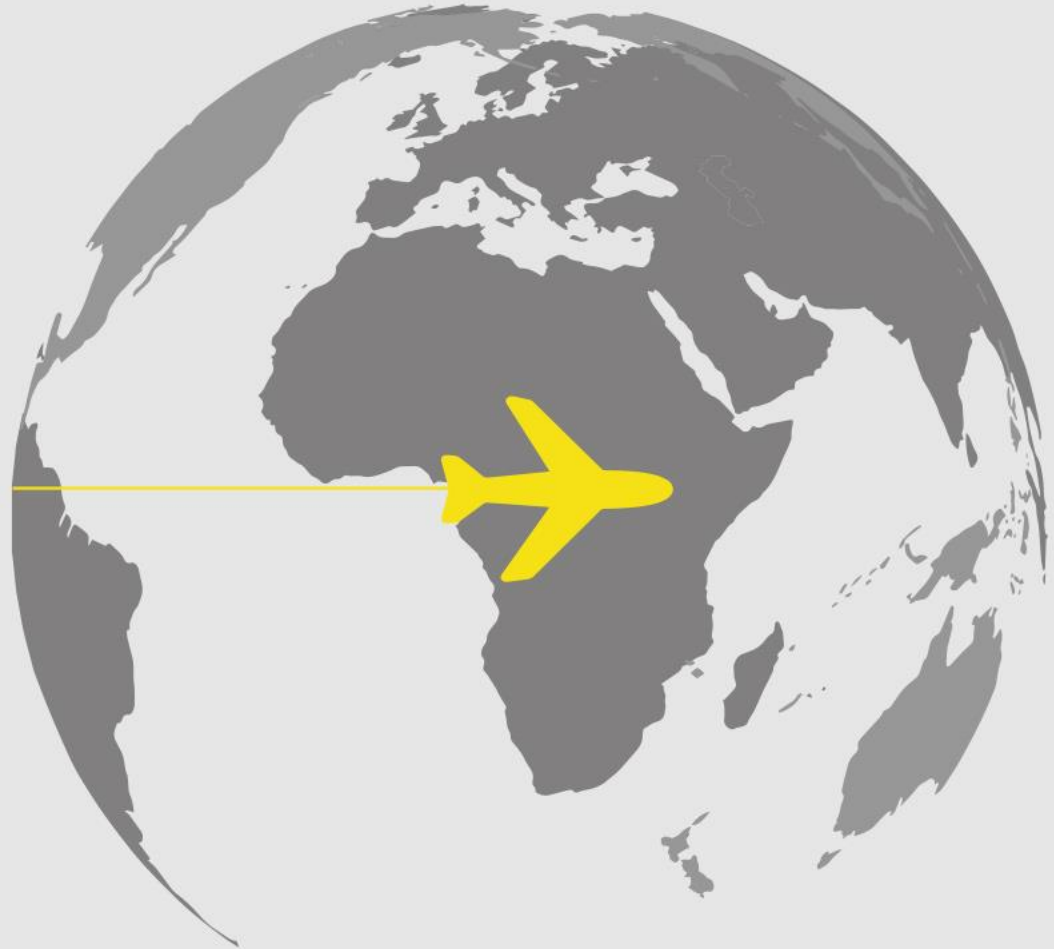




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Consulting with Disability Groups

Version 1.5
June 2019



Consulting with Disability Groups

Leeds Bradford® Airport is committed to engage with disability groups in order to improve the passenger experience through our Airport

Our engagement to date is with the following groups;

- William Merritt Disabled Living Centre
- Aspire
- Little Hiccups
- Aireborough Voluntary Services to the Elderly (AVSED)
- Guide Dogs for the Blind Association
- Leeds Autism Services
- Mencap



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William Merritt Disabled Living Centre



- Representatives of LBA visited the William Merritt Centre (WMDLC) on the 6th October 2016 to meet with Staff and learn about the services the WMC team deliver. A Question & Answer session between key operational Staff was delivered in order to enhance awareness
- On the 6th December 2016, the WMC occupational team visited LBA® for a familiarisation session, airport tour and to shadow the PRM provider.
- Both parties have gained an insight into each organisation and developed closer links, improving information that is now available to families considering travel
- On the 16th March 2019, LBA Special Assistance team attended and exhibited at the WMDLC Open day which was supporting Disabled Access Day. The team delivered demonstrations of the pro move sling and promoted the Special Assistance service and Lanyard scheme to families attending.



William Merritt Disabled Living Centre

- LBA attended the WMC annual accessibility exhibition at Elland Road, Leeds on the 17th October 2019, a beneficial event where we are able to meet various members of the community and establish future links at the Airport.
- There was a great opportunity to see the new technology available to aid assisted living, view and assess new mobility aids and speak with local charities and organisations about air travel.
- We spoke with manufacturers of Electric mobility aids, and had a demonstration of battery isolation and removal of new devices on the market, this is essential for aircraft safety.
- We continued to make new contacts with groups to compliment our current work to date.



William Merritt Centre - QEF Tryb4uFly



QEF
queen elizabeth's
foundation for
disabled people



- Based at the WMDLC is QEF Tryb4uFly, a service which provides cabin assessments, Information on travelling by air and guidance on equipment hire of support seating for both children and adults
- QEF Tryb4uFly hosts a replica cabin fuselage at the centre and an assessment allows people to experience the cabin environment
- This service is aligned to those who have booked a flight or considering travelling in the future
- For further information on the William Merritt Centre, please visit www.wmdlc.org



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Aspire



- Four group visits have taken place with Aspire on 19th January and 8th & 28th March 2017
- Up to 20 group members and support staff members joined in on the visits to LBA which included a full Terminal tour of all our facilities including check in, security, special assistance and a tour of the ambulift
- Each visit gave an insight to the passenger journey and we were able to highlight specific areas and allow our guests to be comfortable with each process
- A number of the group members are set to fly from LBA later in the season and will feedback to us their experience on return



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Aspire



- Following each tour, feedback was collected from members on their overall experience to share
- On 24th April 2017, a follow up meeting was held on site with Aspire support staff and LBA to areas for improvement and
- Subjects to be progressed are; planned visits for winter including interactive sessions, promoting the booklet with key contacts for and delivering an Open Day promote services and awareness



For further information on Aspire please
visit www.aspirecbs.org.uk



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Aireborough Voluntary Services for the Elderly (AVSED)

- On the 28th November 2016 and 27th March 2017 up to 20 members of the AVSED group, including support staff visited LBA
- An informative presentation on the history of LBA to current day was delivered , followed a Q&A session with key Operational LBA and PRM staff on the services and facilities of the passenger journey. In particular Airside familiarisation and the types of equipment and vehicles that assist passengers on and off board an aircraft.
- To complete the day, a full terminal tour was hosted where members were able to experience the passenger journey and gain an insight into how future travel may be supported.
- 2 members of AVSED joined the LBA voluntary team in 2018 and continue to assist us in providing Customer Service to our Passengers and Airport Community wide. The voluntary team are an important part to our day to day operation.
- A familiarisation visit was hosted on 15th April 2019, introducing new members of the AVSED community to the services the Special Assistance team delivers



For further information on AVSED please visit www.avsed.org.uk

Little Hiccups

- On the 9th December 2016 & 20th February 2017, families and support of Little Hiccups attended LBA to meet with the Special Assistance OCS and LBA's Passenger Services team
- Guided tours of the Terminal and all facilities were provided to both groups, that specifically had opted to visit the Airport due to future travel arrangements
- Specific areas of focus were the processes relating to arriving at the car park, special assistance, security and the assistance to/ from the aircraft, offering the reassurance to families on what they can expect
- Further information on the visits can be viewed at www.littlehiccups.co.uk/2017.htm



For further information on Little
Hiccups please visit
www.littlehiccups.co.uk



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Guide Dogs for the Blind Association



- Leeds Bradford Airport has hosted a number of Group Puppy Walking familiarisation visits
- We have assisted with full familiarisation sessions for both Guide Dogs and Guide Dogs in Training, in order to experience the full passenger journey
- This involves Aircraft Familiarisation in preparation for their first flight
- The most recent visit was hosted on 19th January 2016, when a Guide Dog completing advanced training, who was shortly to make his very first journey by air travel, was able to familiarise with the layout of the Airport and also board an Aircraft in order to fully experience the environment and possible obstacles to which both would encounter. Since this time, we have seen an increase in Assistance dogs travelling through LBA

Guide Dogs for the Blind Association

- Leeds Bradford Airport has gained from the expertise of the Guide Dogs engagement team and Guide Dog owners by making adjustments to the overall Passenger journey
- This has included adjusting our pre-departure routine for Passengers with Assistance Dogs
- Leeds Bradford Airport committed to using this guidance with future Terminal Development plans and has since delivered improvements to Terminal Way finding with a complete refurbishment of all terminal signage and the upcoming terminal redevelopment currently underway.



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Leeds Autism Services



- Airports can be a busy place to travel through and for those passengers with Autism we understand that this experience can be stressful
- We identified improvements were required to pre departure information and with the assistance of Leeds Autism Services (LAS), a guide has now been produced and available on our Special Assistance page
- The journey covers various stages that a Passenger will go through including tips on what to pack within Hand Luggage, the journey to the Airport, Check In, Security and boarding the Aircraft
- You can view our guide by clicking [here](#)
- On 27th March 2018, LBA attended **#BiggerAndBetterInLeeds**, with LAS, the annual event held in Leeds to celebrate World Autism Awareness Day.
- Look out for our future engagement with Leeds Autism Services in 2019 which will be posted here



Royal Mencap

- On 29 April 2019, LBA attended the Learning Disability Awareness event hosted by Royal Mencap, Leeds, West Yorkshire. The purpose of the event was to support local business and create awareness of how to support people with learning disabilities.
- On 30 April 2019, LBA hosted a familiarisation visit for the Mencap Supported Internship group. A guided tour of the airport was delivered which highlighted the services and facilities here at LBA and also the many different roles that are in place in an airport. The supported internship group are young persons who are learning the skills associated to gaining employment and looking at different job roles that may be available.



Royal Mencap



Accessibility Group Forum

- On the 12th February 2018, LBA hosted its first Accessibility Group Forum. The purpose of the meeting was to consult with the groups that we engage with and Customers of LBA. LBA's PRM Management team chaired the meeting and attendees of all groups were present along with 3 customers of LBA who have had previous experience of the special assistance service. Key areas of discussion were hidden disabilities, service improvements, promoting independent travel, means of pre departure information.
- The forum group will now meet bi- annually
- The latest group forum took place on 22nd May 2019. Agenda items included LBA Terminal redevelopment and associated accessibility, both current and for the future.
- To view the minutes of the latest group forum please select this link: <https://prlx-k8s-lba.s3-eu-west-1.amazonaws.com/About-LBA/SpecialAssistance/minutes-website-lba-dgf-12.02.18.pdf>



Upcoming Consultation & Next Steps

- Commence Airport Familiarisation Visits with groups through Summer 2019
- Bi- Annual Accessibility Group Forum Meetings- May 2019 & November 2019
- Continue to expand local engagement and deliver training, with disability groups including;
 - Pets as Therapy
 - JDRF Type 1 Diabetes Research Charity
 - DAWN- Disability and Wellbeing Network
 - North West SILC- Specialist Inclusive Learning Centre
- Hidden disability training for Airport Management completed and to be delivered to key operational teams by July 2019
- Continue to engage with Airport community of awareness of lanyard scheme





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If you are a member of a disability group based in Yorkshire who may feel that we could assist you or your group, we would be delighted to hear from you

Please email:

Helen.Pearce@lba.co.uk

