

# Minutes: Liverpool Airport Accessibility Committee (LAAC)

Date	Wednesday 24th November 2021		
Time	13:00		
Location	Virtual forum via Microsoft Teams		
<b>Attendees</b>			
Name	Company	Name	Company
Andy Wright	Chair, L.A.A.C.	Paul Staples	Director Airport Operations, LPL
Debbie Lacy-May	Head of Terminal Operations, LPL	Christine Smith	Customer Services Executive, LPL
Julie Burns	General Manager ABM, LPL	Tom Woods	Marketing, LPL
Sarah Oldnall	The Brain Charity	Nigel Morley	IAS Support
Stephen Cronin	Spinal Injuries Association	Pat Broster	Dementia Action Alliance
Sophia Untersteggaber	Civil Aviation Authority	Louise Langham	Dementia Action Alliance
<b>Apologies</b>			
Nick Wilkinson	RNID	Helen Gillan	NHS Southport
Emma Hotchkiss	RNIB	Julie Simpson	Autism Adventures
Stephen Joiner	Guide Dogs for the Blind	John Walsh	Stomawise

## Welcome and introductions

**Andy** welcomed and introduced the Forum members before running through the agenda for the day and actions from the previous meeting, which included:

- **Hearing Loop review - Christina** advised the members that the hearing loops located at Check-in, Security, the Assistance desk, and Border Force had all been checked and serviced prior to the resumption of flights following lockdown. Pre-Covid plans to work with the airport's retailers to install additional loops, were still on hold until the airport resumes full operations.
- **Sunflower Lanyard and Dementia Awareness promotion to airlines - Christina** explained that prior to Covid, EasyJet staff had participated in specific hidden disability training, incorporating dementia awareness and autism. This had been provided by the airport and was found to be very beneficial. **Christina** also advised, current PRM, Security and Ground Handling agent staff refresher training now incorporates hidden disability awareness modules. It was also recognised that many airline and airport partner organisations have unfortunately lost experienced colleagues in recent months, due to redundancy or leaving the industry as a result of the pandemic. However, **Christina** confirmed that once airline schedules return to pre covid levels, it is the airport's intention to continue rolling out the awareness campaign.
- **Website updates - Tom** advised that he and Christina have been working on the Accessible travel pages of the airport's website, removing out of date material prior to new material and photographs being added. He advised that the plan is to launch a new website in 2022, following contribution and feedback from his forum group.
- **Customer Journey audits – Christina** advised that the airport continues to promote the CAA's `Departing Passenger` survey link for PRM passengers but has now also introduced an `Arrivals` Journey audit, using Wufoo (web-based application). Audits are now carried out on approximately 2% of all flights and provide additional support information to enable the airport to better manage its service performance. Further information can be found in the attached document - **1) LPL ECAC Audit report 2021.**

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## General Business Overview

**Paul** introduced himself and then provided an overview of airport activities that had taken place during the recent months. He advised that the Isle of Man transfer flights had remained fully operational during Covid despite the cost implications to the airport. Explaining that not only was it the right thing to do but it had also enabled the airport to remain operational during such challenging times. Thereby hopefully putting Liverpool airport in a stronger position to recover more quickly than others following the pandemic. Such a move had reduced the number of necessary redundancies, so as to retain as many experienced and skilled members of staff as possible.

**Paul** explained that recent months had been very tough on the airport, with passenger numbers down considerably, resulting in financial losses around £17 million, with a further £5 million loss anticipated this winter. However, there had been signs of recent passenger growth, with passenger numbers rising to 50% of 2019 levels and encouraging pre-booking numbers anticipated for December.

**Paul** went on to update the committee on current Covid measures deployed at the airport, as well as for the principal airlines. He explained that mask wearing is highly encouraged - although not enforceable - within the terminal and sanitising measures, including fogging, hand sanitises, as well as advisory signage and decals, are in place throughout. Where airport buses are in use, they are sanitised and fogged regularly and airlines still require mask wearing at all times, except for valid exemptions. Further information can be found in the attached document - **2) LPL Business Update 2021.**

## ABM Service Performance Update

**Julie** introduced herself and then highlighted ABM's performance data over the last six months. She explained that despite the obvious operational difficulties her team had encountered during the pandemic, their performance had been greatly aided with the introduction of the new AvTech IT system. AvTech now provides a real-time location of staff, which amongst other features, enables more efficient staff deployment and resource management.

**Julie** then summarised ABM's current Covid related health and safety measures, which included daily temperature checks of operational staff, on-site lateral flow testing, as well as fogging of all vehicles and operational areas. She went on to outline the current difficulties with forecasting anticipated passengers requiring assistance due to the lack of historic data and the ongoing issues with staff recruitment and covering those absent due to Covid. Further information can be found in the attached document - **3) ABM Performance Summary 2021.**

## Security Update

**Debbie** then provided an update to the forum members on Security, explaining how Wilson James (the company subcontracted by LPL to manage the airport Security facility) are running a number of new courses for recently employed staff, as well as refresher training for those who were furloughed. These include disability awareness training and include hidden disability modules. LPL are now considering new course material, including modules recently created by the DfT, in order to provide a consistent level of training to all its staff and service providers throughout the airport.

## A.O.B.

The meeting closed with **Christina, Paul** and **Andy** thanking all the forum members for their continued support, especially through such recent difficult times. The airport would like to host the next forum in Spring next year at the airport, when it is hoped forum members will be also able to conduct a familiarisation visit of the terminal in full operation.

**Dates for the next L.A.A.F Forums will be shared once scheduled for next year.**

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