Minutes: Stansted Access for Everyone (SAFE) Forum

Wednesday 9th Sept , 10:30 am, Enterprise House

Attendees:	
Libby Herbert - Chair SAFE Forum & CEO, Colostomy UK	**Stephanie Putt** - Accessibility Manager, STN
Lauren Wood – STP Stakeholder Engagement Lead, STN	**Sarah Yianni** - Accessibility Support Officer, STN
Dave Powell – Consultant, Develop Consulting	**Dan Burford** – Head Of Stakeholder Communications, STN
Samantha Leftwich- Thomas Pocklington Trust	**Polly Bell –** STP Project Manager
Harry Meade - Thomas Pocklington Trust	**Mark Neville** - Alzheimer's Society
Emily Kilby – Civil Aviation Authority	**Gobi Ranganathan** - Norman Rourke Pryme Consulting
Anne Wafula Strike - Paralympian And Traveller	**Peta Barratt –** Colostomy UK
Juste Bunikyte – ABM Contract Manager	
Apologies:	
Kevin Gay – Representing Travellers With Autism	**Sonia Sparkes** - Representing Travellers With MS
Alice Fullicks - JDRF (Type I Diabetes Support)	

June 2026 Safe Forum

June SAFE Forum Meeting Summary Attendees: Stephanie Putt, Libby Herbert, Peta Barratt, Dave Powell, Kevin Gaye, Harry Meade, Gregory Mina and Amy Askew.

The forum reviewed the proposed new PRM arrivals area, including photographs of the route and a walkthrough of the end-to-end passenger journey. Attendees took part in group discussions to share their expectations, provide feedback on the proposed arrangements, and discuss what they would like to see included as part of the new tender. Members were encouraged to share their views openly, with valuable feedback gathered to help shape future developments. The group also highlighted the importance of training and expressed a desire to review training materials and delivery methods in advance, with a strong focus on ensuring high-quality accessibility and customer service training.

Welcome and Introductions

Steph welcomed SAFE Forum members, The Civil Aviation Authority and colleagues from the Stansted Transformation team to the meeting. Steph explained the purpose of the SAFE Forum as a space to share views, raise any safety or accessibility considerations, and help shape changes across the airport. The

Stansted Transformation team were invited to present their plans to the forum, with the aim of gathering feedback and views from members.	
Satellite 4 External engagement briefing	
Polly explained she would like everyone to critic the planning and give feedback. There will be a brand-new satellite which will provide a walking route contact stands proposed to be built for 2030 with a sky link connecting it to the terminal. It is in the next stage of design which will mean it is the perfect timing for feedback. It will be 630 metres from international departures lounge with departures being on the ground floor and arrivals on the 2nd floor. **Steph** explains and details the Aerial view of the satellites photo **Harry** asks as a blind person what is a sky link **Polly** explains it is like a bridge walkway **Polly** speaks about the requirements such as DDA compliance step free access. There is no provision for passenger assistance buggies as the sky link will not be wide enough. There will be no air bridges transfer from aircraft will be via ambulifts. There will be accessible seating around 4 seats per bench. **Harry** is a very regular traveller who uses assistance which is always great but wonders if 4 accessible seats at the gate will be enough? **Steph** reassures Harry that there is always adjacent seating if there are more than 4 people requiring a seat. In satellite 3 currently the purple seating generally works well without them being misused. **Sam** asks if it should be under the Equality Act and not the DDA **Mark** looked into this and it is usually used for buildings **Anne** supported Sams views **Sam** so assisted travel users will be using the ambulift, but as a blind/partially sighted person does everyone have to use them? **Steph** The AmbuLift is mainly used for passengers leaving the aircraft who are unable to use stairs or whose guide dogs may be uncomfortable using them. A minibus can also be provided if needed. Use of the	

AmbuLift is optional, and passengers who prefer to use the stairs can do so where it is safe and operationally possible

Mark will there be seating along the way?

Polly yes there will be

Polly the first part of the sky link starts with a slight ramp, the middle three lifts are only one level change in journey to departures. There will be two travelators it can be an independent journey or assistance can be used.

Libby asks if they travelator can be used on the ramp

Polly explains this would not be allowed

Peta asks for the measurements of the ramp incline

Polly will find out the measurements

Anne asks about the flooring will it be tactile how will it feel?

Dan states Polly will be able to pick up on that also

Sam the design will have to comply to certain standards such as the contrast of the floor and walls

Dan as we get later into the design we will be DDA compliant

Polly we haven't explored finishes yet but we will have this noted

Steph the safe forum are always willing even at short notice to give opinions at later stages

Gobi could we also find out the distance of the ramp

Polly will find this out

Sam so the ground level travelator, is there an option to not use this due to guide dog not able to go on them?

Polly confirmed there would be

Polly there will be three accessible toilets 8 metre square along the sky link

Steph same requirements such as contrast

Libby please always come back to us as there are compliance but also individual needs

Dan stated the next design phase they will ask for Safes views before being signed off

Polly provided an overview of the ground floor layout, highlighting that the route is step-free throughout. She then presented the upper-level corridor layout, which includes three gate areas serving stands on both sides. The new facility will provide 13 departure gates and access to 17 aircraft stands. Polly also outlined the assisted travel customer strategy, explaining the accessibility standards, design principles, and operational measures that have been incorporated to ensure an inclusive passenger experience and reassure attendees that accessibility requirements have been considered throughout the project.

Polly explains picture of the inside of sky link with glazed slides and windows

Libby questions lift only holding one wheelchair

Libby thinks it would be a good idea for signage to state how far toilets/changing places will be

Polly Departures lounge will be a grab and go style food pick up, no seating, vending machine. There will be main block toilets and toilets at either end. Arrivals the toilets will be in the central block and in the middle and end. Dan then points out areas the toilets will be.

Mark asks about what happens in an emergency evacuation

Polly Fire evacuation zones will be split into certain area zones allowing people to move to different zones which may not be affected. If it is in all zone's evacuation will be on to the apron or back to the terminal. There will be signage and staff on ground to help along with alarms.

Dan evac chairs will mirror how satalite 1 would be evacuated which will be a safe and secure process

Polly explains and shows departure gates, including accessible seating and artist impressions. Each gate has a zebra crossing, with access via an ambulift or stairs.

Sam asks about tactile flooring at the crossings

Dan reassured attendees that tactile paving and pedestrian control barriers will be installed, consistent with all satellite gates. Will be protected from elements.

Polly outlined the arrivals journey, explaining that passengers will disembark using either stairs or an ambulift. Access to the arrivals route will vary by stand location and may involve stairs, lifts, or an ambulift where a fixed lift is not available. Polly invited attendees to provide feedback on the proposed arrangements.

Anne expressed concern that the proposed arrangements could place additional demands on staff and may result in longer waiting times for assistance if staffing levels are limited. She suggested exploring ways to increase passenger independence.

Dan explained that passengers who require full support will continue to receive assistance through the current process. Passengers who prefer to travel independently may make their own way when using a stand with lift access. However, at stands without a lift, they will need to wait for staff assistance to access an alternative lift route.

Peta expressed concern about passengers who wish to travel independently, particularly at stands where lift access is not available and staff assistance is required. She highlighted the potential impact this could have on independence and waiting times for support.

Libby stated that, from the forum's perspective, there should be a lift available at every stand to support independent travel. Dan acknowledged this feedback and noted that the forum's preferred outcome is for each stand to have lift access, enabling passengers to travel independently wherever possible.

Polly feedback from the forum is valuable in helping to build a clear case for why lifts are needed at every stand.

Abm data Wait times/Missed flights/ Staff interactions

Juste presented customer experience data, highlighting the number of complaints received each month and the key themes identified, including any instances where there were waiting times, missed flights, and staff interactions. Steph also discussed the complaints received by the airport and invited feedback from forum members on how passenger expectations could be better managed while maintaining a positive customer experience.

A discussion took place regarding pre-booked and non-pre-booked assistance requests. Harry expressed surprise that around 25% of passengers requiring assistance are classified as non-pre-booked. Steph explained that any assistance request received less than 36 hours before a flight is recorded as non-pre-booked, meaning the service must be planned to accommodate a significant number of passengers without advance notice. Juste also spoke about independent travel and the importance of supporting passengers who wish to travel as independently as possible while ensuring appropriate assistance remains available when required.

Actions

Actions for Polly and Dan

- Review and install signage indicating the distance to each gate.
- Ensure clear signage is in place showing the locations of toilets and Changing Places facilities.
- Lift signage to help passengers easily identify and access lift routes.
- Explore Textiles finishes
- Find out distance of ramp