

Manchester Airport Accessibility Forum Meeting Minutes

Date: 3rd June 2025

Location: Voyager House Manchester Airport & Remote Participation

A summary of key points are documented below and we'd like to thank participants for all the constructive dialogue throughout the session.

Attendees

Charles Van Berckel	Chairman - Independent	Ed Kibblewhite	PRM Contract Manager - MAG
Matt Austin	Special Assistance Experience Lead – MAG	Emily Kilby	Consumer Enforcement - CAA
Emma Roberts	National Autistic Society	Adam Marsh	Guide Dogs
Steve Kane	Airport User - Mobility	Lisa Birtles	Deafness & Sensory Network
Kelly Barton	Manchester Sight Loss Council	Donna Platt	General Manager - ABM
Paula	World Accessible Holidays	Chris Bright	JDRF
Jon O'Brien	Training Manager - ABM	Stephen Rigby	Airport User - Mobility
Michelle Baxter	Customer Service Director - ABM	Alison Loose	Airport User - Mobility
Adam Rigby	Airport User - Mobility	Laura	Airport User - Mobility

Action Tracker

Action	Owner	Status	Comments
Review security graphics / processes for neurodiversity	MAG	Open	
Create strategy to introduce / champion specialists within ABM and MAG workforce	MAG / ABM	In Progress	
Develop plan for Terminal 2 quiet / private spaces	MAG	In Progress	Updated during meeting
Arrange review of existing ABM visual & deaf impairment training	CVB	Open	
Launch mystery shopper programme	CVB / EK	In progress	
Forum input into GDA training content	CVB to co-ordinate	In progress	

Introduction

EK welcomed everyone to meeting and thanked everyone for their attendance.

EK provided an update on the action tracker - included above

Ek advised MAG had recently relaunched internal colleague resource group for disability - working on opportunity to create internal champions

EK to invite chairman to next accessibility forum to update.

EK advised update on T2 quiet room facility to be provided today.

CVB advised still keen to get mystery shopper programme up and running, unfortunately not much buy in from forum members but will put it back out to the group.

CVB advised he would build a standardised form to capture mystery shopper feedback including negative and positive feedback.

EK - airport to remain independent from this

Performance Data

EK talked through performance data for prior 3 months.

DP advised continued growth being seen, April 13.7% and May 15.4% up on prior year.

EK talked through penetration rate and growth, pre-notification rate had also improved to around 75%.

EK - exceeded 99% on 30 mins and 100% for non-notified for departing passengers. For arriving passengers exceeded 99.5% in all months for pre-notified to be assisted within 20 minutes and 100% for non-notified passengers within 45 minutes.

MA talked through the feedback slides including PRM survey scores for prior 3 months. Feedback scores were very strong and on track for CAA target, response numbers had significantly increased in recent months.

AL advised she had travelled through in March and wasn't asked to provide feedback or given a card.

EK advised looking at introducing badge for BSL trained colleagues.

T2 Quiet Room

EK presented T2 quiet room concept, focus is on being a quiet space however a small selection of sensory equipment to be included. ER agreed that area should be for calming customers rather than stimulating.

ABM Update

ABM provided update on recent activities including ongoing training and a summary of feedback received.

A trial had recently taken place with the Alba Robot wheelchair and a video of the trial was shown.

Stephen advised he recently had a great experience when flying with Ryanair, ABM staff were really friendly.

Alison raised a recent experience on arrival back into MAN travelling with her brother. Due to the nature of the discussion Donna will take details offline and discuss directly.

Steve Kane raised that there is no changing places facility at Aether. EK will feed this back to the team at Aether.

AOB

CVB - Positive news about the new assistance areas coming soon in T2

CVB – asked Emily K if there was any feedback from CAA rating

Emily K advised report will be published by end June

Emily K advised forum standards had been met for the year and that additional forum guidance would be coming out.

EK advised we were planning to re shoot the customer journey videos and it would be good to have forum members as presenters, more info to follow at a later date.

EK thanked all for their participation, next meeting to be held Tuesday 2nd September 2025 10am.