



Birmingham Airport Accessibility Roundup

Updated May 2018

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1. Introduction

Birmingham Airport is fully committed to the ongoing development of our assistance service and facilities so that air travel remains fully accessible, and so that we can offer an infrastructure that accommodates everyone's needs.

We regularly engage with disability groups and charities and use their feedback to improve our services and improve training content for airport staff.

2. Accessibility initiatives, developments and improvements

Hidden Disabilities

Not all passengers with hidden disabilities require direct assistance through the airport so we offer an option of a sunflower lanyard. This indicates to staff that the wearer may need additional support or help as they travel through the airport. Following recent feedback, we're pleased to now also offer an alternative sunflower pin badge. Both the lanyard and the badge can be requested from the Assisted Travel reception desk, on the ground floor of the terminal building.



To compliment this initiative, airport security staff and airport terminal operations staff all receive in depth training in hidden disabilities including autism, dementia and stomas. This training was also shared with the wider airport team, including handling agents, in a series of sessions during January 2018, with more planned this autumn.

At the time of writing, we are also part way through a project to better equip some of our disabled toilets to the needs of customers with stomas. This includes ensuring a shelf is present, there's suitable seating and provision of a dedicated 'duck board' to be used when changing clothes.



ADi Access Roommate

We were very proud to have been the first mainland UK airport to install an ADi Access Roommate device in one of our disabled toilets in January 2018. This device provides a full audio description of the toilet on demand, detailing the location of all fittings. We received some very good feedback about this device during visits from the Royal National College for the Blind (RNC), Guide Dogs UK and the Birmingham Sight Loss Council (BSLC). During May 2018, we will be installing 2 additional devices within the terminal.



Improved Assistance Call Point Visibility

Following feedback from various visual impairment representative groups, we added hi-visibility markings to all our on-site call points in March 2018. This is now being followed up with a full re-branding project to better indicate all call points from distance.

3. Recognitions and awards





4. Engagement with disability groups, charities and individuals

We're pleased to be actively involved in consultation with the following groups:



Consultative Groups, Community Engagement and Industry Events

May 2018

Spinal Injuries Association workshop (Re-occurs every 9 months) – hosted event

April 2018

Airport visit by representatives from 5 European airports to discuss accessibility – hosted event

2x IA charity talks in Solihull and Leicester by Birmingham Airport security (ileostomy support) – attended event

March 2018

Birmingham Sight Loss Council visit – hosted event

3 x IA charity talks in Owerstry and Rugby Birmingham Airport security (ileostomy support) – attended event

February 2018

IA charity talk by Birmingham Airport security (ileostomy support) – attended event



January 2018

Persons with Reduced Mobility Consultative Committee (Re-occurs every 6 months) – hosted event

Royal National College for the Blind visit – hosted event

December 2017

IA charity talk in Coventry by Birmingham Airport security (ileostomy support) – attended event

November 2017

Persons with Reduced Mobility Expo – hosted event

Ozion international airports accessibility conference – attended event

2 x IA charity talk in Wales by Birmingham Airport security (ileostomy support) – attended event

October 2017

IA charity talk in King's Heath by Birmingham Airport security (ileostomy support) – attended event

July 2017

Prime Minister's groups dementia friendly transport conference

May 2017

IA charity talk by Birmingham Airport security (ileostomy support) – attended event

April 2017

Stroke Association talk by Birmingham Airport security – attended event

Ongoing

Personal 1-2-1 airport visits for autism support, approximately 2 per month

Awareness talks by OCS at local schools on hidden disabilities and support available at the airport

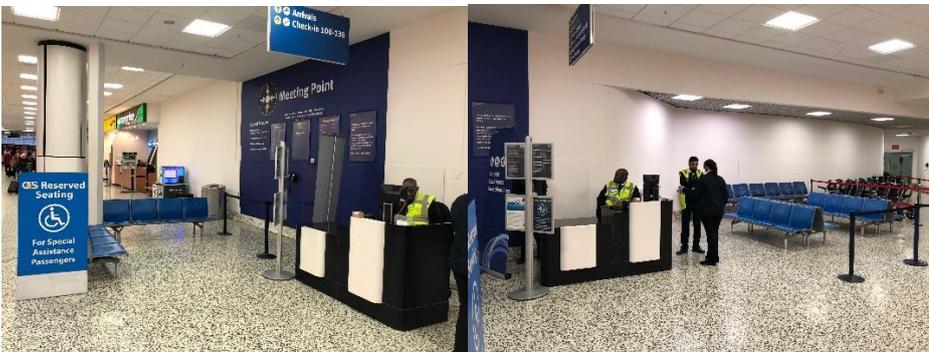
5. Assisted Travel improvements

Reception Area

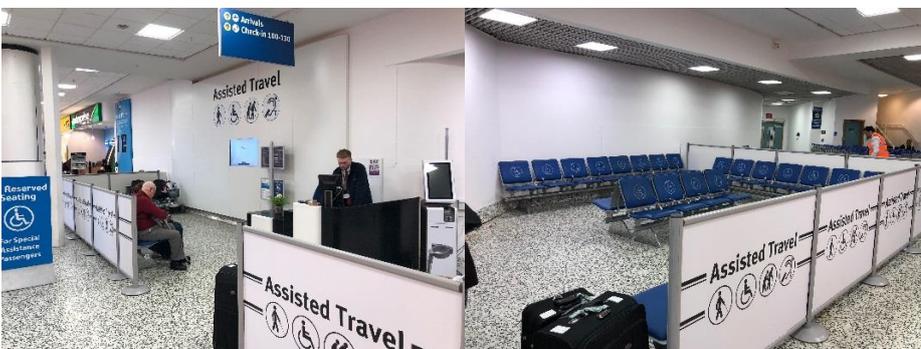
In February 2018, Birmingham Airport re-branded its assistance service from 'Special Assistance' to 'Assisted Travel'. We feel this name is more indicative of how this service can help customers, and makes the service more inclusive.

Following feedback from customers, we re-designed the Assisted Travel reception area to make it feel more permanent and modern. New additions to the area include a video screen showing the airport journey as well as a self-service bag drop / check-in facility. The branding is also designed to be high-contrast to support visually impaired customers.

Before:



After:



Assisted Travel Service

We have recently made a significant investment in our Assisted Travel service to further improve the experience of assisted customers. We have increased staff available to the operation, increased the number of vehicles (including ambulifts) and increased assistance equipment such as wheelchairs and complimentary electric mobility scooters.

We recently received a Haycomp Eagle Hoist 4A in May 2018 and look forward to being able to offer this shortly, once a period of training has been completed by Assisted Travel staff. Pre-booking is highly recommended and can be requested by e-mailing BHX.PRM@OCS.co.uk with your flight details.

