

## Royal National College for the Blind visit

29<sup>th</sup> January 2018 10:00 – 12:00

**Attendees: RNC teachers and students, Birmingham Airport and OCS**

**Tour of airport including car park, landside departures area north / south, assistance reception areas, assistance call points, passenger security & process, World Duty Free (including cut through), north departures area & facilities, international pier including standard gate and holding lounge gate, VCC, arrivals channel, immigration, baggage reclaim and landside arrivals.**

### Feedback

#### BRAILLE

- Assistance call points say 'Help' only. 'Disabled assistance help' would be better
- Braille on some lift call buttons say 'Up' only
- No braille on any toilet entrances
- Braille terminal guide including tactile map would be a benefit
- No braille on outside of some lifts (international pier immigration lift, 1<sup>st</sup> floor for example)
- Yellow on black preferred for braille signage, black on yellow secondary

#### ENVIRONMENT

- Suggestion for rumble strips to mark edge of assistance areas
- High contrast flooring in WDF praised
- Call points – two partially blocked by fire extinguishers (south terminal landside) and bins (departures area north)
- Audio calls in baggage reclaim for belt number

#### OTHER

- None of the group had heard about the RoomMate but really liked the concept. All said it would be useful and echoed the comments from the manufacturer about having to learn each toilet by feel traditionally. Box seemed sluggish on first use to activate, PIR sensor not sensitive enough (or box should describe how low it is) and volume needs to be 4 (currently on 3)
- Staff praised at security for their handling. Only feedback was slightly more description needed (one agent offered hands but hadn't said he'd put his hands out for example)
- Website – students to review content of special assistance area of BAL website and feedback. Students queried whether website was compatible with Jaws and Supernova text to speech programmes as some large sites weren't