

Heathrow Academy Conference Room 2

Attendees

HAAG Members

Geraldine Lundy
Carly Jones
Chris Wood
Graham Race
Clive Locke
Anne Thorpe
Marc Powell
John Fishwick (BA representative)

Invited attendees

Sara Marchant (Customer Relations Manager, HAL)
Dorothy Burton (Operations and Contract Manager, HAL)
Luke Burton (Head of CRS, HAL)
Rachel Denison (Team Administrator, HAL)
Liz Hegarty (CRS Director, HAL)

Presentators

Jenna Christie (Customer Operations Manager, HAL)
Lee Ribolla (Project Manager, HAL)
Emily Yates (Accessibility Consultant, HAL)
Neena Haria (Feedback Manager, HAL)
Catherine Howard (Senior Research & Insights Manager, HAL)
Joss Watson (Expansion, HAL)
Neville Coss (Future Heathrow, HAL)

Introduction and reviewing last meetings actions

Welcome to Marc and Carly to their first HAAG working group since joining as members.

Sara introduced the group back after the meaningful Insights session this morning. The

outstanding actions from September's minutes were brought up and discussed what actions have been resolved and now closed:

A point was made to find a way we can communicate and share projects. RD has added all members to Microsoft Teams where we can share methods of conversations and general discussions.

To have regular attendance from AOC and BA. Sara noted the AOC is yet to be appointed but we will invite once confirmed. Clive would like someone not management but from the frontline. ACTION- for members to come back with what business people to invite and topics of conversation by the end of January.

There was a point made to book in a social lunch get together to build relationships. We have booked a table in London to have a group lunch on the 6th January.

WJ action for handover. John confirmed the terminal is in a better position now there are 2 suppliers. It is in the supplier's interest to get the handover right. Strong start with the difference being a motivating manager scheme.

ECAC scores – change in supplier means the measurements need to be reviewed. This piece of work is in the process and we are working with the CAA. Luke has said he can come to the next HAAG to talk about this more in detail in the next quarter.

Anne and Clive would like to go on a terminal visit in T5 – Sara confirmed to book in some time mid Feb as it can take a few months for the new supplier to learn the new technology. Dorothy confirmed an extra 100 chairs are being delivered this week and the multi-mobies are being reviewed. Anne said there isn't enough in all terminals, not just terminal 5. Dorothy confirmed sometimes during transfers wheelchairs are left in different terminals.

Presentation: Project Programme and Technical Standards

Emily Yates CCD and Jacobs

Emily is an accessibility consultant revising and updating the accessibility standards. Emily has been working on creating operational standards in addition to what we know exists – training development and resources. She has been working in terminals over the last few months to see what the current standards are and what is the aspiration.

Another change in stage 2, more staff facing elements in the standard and equipment which could be used. Emily has already drafted the aspirations and experienced the passenger journey. The team have been speaking to all different levels of staff and how this would benefit them.

Emily confirmed there are about a dozen of people in the team and they are looking at creating a focus group of experts in the field. Emily said that Heathrow are delighted with the work that CCD and Jacobs are doing and aspiring to do to make Heathrow a lead. Jenna confirmed they will also be working to include the work into the technical standards. The work for this should be completed by end of April 2020.

Jenna Christie – The Quick Wins

Jenna has taken over the role from Cathy Baxter and is now our Customer Operations Manager. Jenna took us through the quick wins she has managed since joining the team. It was identified with BA that they needed another landside host area. As a result, on the 13th January the partition wall between the host area in Zone A and Bag Wrap will be knocked down which will open up the host area. Bag wrap will move to the middle of the terminal. Zone A also has new seating with higher backs, wider seats and charging points. If the feedback results in this working well, we will use this seating in all terminals. The feedback will come from the passenger feedback.

Another quick win is making a temporary desk in Lichfield Suite which will have a lower desk.

Lee Ribolla – Project updates

Clive mentioned how the new transfer lift in T3 is still too small and isn't a long-term solution. Lee replied with unfortunately we only have a small space to work with. This building was built in the 50s and they are making the best of the situation and space they have. Sara commented saying when we build something from scratch we will build accessibly into the fabric. The Terminal 3 building plans to be there until 2040 so this needs to last 20 years. Dorothy confirmed 5 PRMs at a time is common number from a flight so it's not a huge flow all day.

Carly wanted to point out that sensory rooms are often focused on children – Carly would like something for adults. Sara confirmed we are looking at the space we currently have and can see what we would like in that space.

Lee continued with regards the Terminal 2 landside host area and that the space will be doubling. The travel bureau next door will move forward so the host area can take the whole space. Graham would like to mention that the HAAG's duty as cited by CAP1228 was to review quality standards and performance and that the information was easily accessible to inform the travelling public. For these reasons the members sought reassurance that they would be forwarded the data as soon as it was cleared by LHR and CAA.

Presentation: Understanding the Needs of Passengers who require Support Study

Catherine Howard – Senior research and insight manager

The study research has been completed, 11,400 passengers and potential future passengers were included. There have been employees around the terminals to interview passengers in the terminal as well as home interviews and virtual videos. Cath clarified that we still haven't confirmed what the best terminology is to use as sometimes this is down to personal choice and preference.

Marc Powell – RNIB focusing on people with sight loss.

Marc confirmed there are 66 wayfinding technologies where you can use a smart phone or other devices to navigate your way around. RNIB have developed 'Navilens' which looks a like a QR code – this is a development of 5 years. However, unlike a QR, this can work at a distance away, for example 30metres. This app will pick up the code with live information. These can be used at train station for example to pick up live information and read this allowed to the user. Sara – we would like to trial this in January and this group can decide where best to place the labels and feedback on the responses. The way the signs are read can be changed according to your needs. This trial will be fact finding, not a final decision.

Presentation: Expansion EqIA

Joss Watson

Joss explained EqIA covers 9 characteristic groups. The project also looks at the inner and wide location scope. The findings of the report is what they would like to build from an expansion perspective.

Joss can come back in the next quarter with an update if the group would like.

Anne asked will the latest/earliest flight differ with expansion? Joss replied explaining the proposal of departures will be no later than 11pm and no scheduled arrivals before 5.30am.

Joss will share the AEC consultation from the summer.

Presentation: Future Heathrow

Neville Coss

The key message is this is our opportunity to do the right thing. The proposal is to have only one level once you are in the terminal. Neville went on to explain they are hoping more passengers will be taking public transport but there will still be a car park.

The transparent roofs mean making use of the natural heat and they are working with architects which is a fundamental part to work with the accessibility standards and make sure nothing is missed. Expansion are working with different groups for example Dementia Friends so it this will be right from the start.

Carly mentioned about sensory overload for having natural light mixed with artificial lights and explained there are lamps available that can be close to natural light to prevent passenger from having seizures.

Chris asked where is the balance for a passenger wanting to travel through the terminal as quickly as possible compared to Heathrow wanting passengers to stay and spend money? Neville – it's about giving passengers choice.

AOB

Sara – High care trial – dedicated lanes for families and assistance – was a great success. QSM scored of 4.68-4.71 and scores for the rest of the passengers also went out. There will be an updated version and a bigger trial in the new year. T2 T4 T5 in Jan will be rolled out. T3 are trialling Whill in Feb (automated wheelchairs) and resin wheelchairs which means you can stay in your chair through security. The wheels also come off making an aisle chair. This is a partnership trial with American Airlines

New Heathrow website – ACTION for group to have a look and feedback. Is it accessible, is everything in the right place/anything in the wrong place?

ACTION for Geraldine – Bio and picture to update HAAG website

Next session will be facilitated with the new HAAG chairs.

Next session will have fewer agenda items so we can have better detailed conversations.

ACTION group – who you would like to invite from Baggage