

**TEESSIDE INTERNATIONAL AIRPORT**  
**ACCESSIBILITY FORUM**  
05<sup>th</sup> March 2025

<b>Attendees</b>	
Tom Berwick (Chair)	Passenger Operations Manager
Michael Ferguson	Senior Duty Manager
Julie Bradford	Northeast Autism Society
Susannah Mead	Teesside University
Belinda Williams	Alzheimer's Society
Lorraine Dunn	Dementia Friends Darlington
Martin Quinn	Able2fly Ltd
Fiona Quinn	Able2fly Ltd
<b>Minutes</b>	
Beth Rapley	Operations Support Officer

Agenda No.	Agenda Item	Summary of Discussion	Action Required
1	<i>Welcome, Apologies and Introductions</i>	<p>Chair thanked the team for their attendance and noted the above apologies.</p> <p>Introductions were made round the table, and everyone was welcomed to the meeting.</p>	
2	<i>Review of previous meeting minutes</i>	<p>TB noted the areas that were discussed during the previous meeting:</p> <ol style="list-style-type: none"> <li>1. Presentation with information about routes, history and Passengers with Reduced Mobility (PRM) numbers.</li> <li>2. 2024 data</li> <li>3. Feedback from PRM services.</li> <li>4. Q&amp;A session regarding how assistance is booked and any hidden disabilities.</li> <li>5. Potential New Routes - Malaga has since been secured for summer 2025.</li> <li>6. Terminal 360degree technology.</li> </ol>	
3	<i>Stats Update</i>	<p>TB discussed the quality standards which are from April 2024 - March 2025 and the document is availability publicly via the website.</p> <p>It is a requirement of the Civil Aviation Authority (CAA) that we are open and honest regarding performance and that passengers can access this information freely.</p> <p>Majority of targets are hitting 100% which is continuing month on month. Overall, responses are very good - Multi Skilled Operatives (MSOs) are primarily responsible for PRM activity. Arriving pax are the biggest target that the CAA are looking at. All targets are 90%+. Majority of pax are met within 20 mins.</p> <p>MQ asked if Teesside International Airport (TIA) have our own internal targets. TB responded that we do not have our own, only CAA driven targets.</p> <p>Not a single passenger missed their flight between 1<sup>st</sup> April 2024 and 31<sup>st</sup> April 2024 according to the data.</p>	

4	<p><i>Project Update: -Filming with Autism Society</i></p> <p><i>-2024 Documentary</i></p> <p><i>-Awareness training</i></p>	<p>JB has been working with us recently to film a documentary about autism and airports nationwide. The documentary investigates what accommodations are available, how autistic people are communicated with and how they perceive their journey through the airport. The documentary will be available to watch on YouTube. JB will send out the details to those who are interested.</p> <p>TB took part in a similar documentary last year around dementia and airports.</p> <p>Further enhanced awareness training will be rolled out to all passenger facing teams later this year, including Food and Beverage (F&amp;B) and security teams for example. Training is delivered through Airport Councils International. LD raised concerns over this provider not being fully inclusive of all disabilities. Plenty of alternative resources that LD will provide to BR / TB following the meeting.</p> <p>TIA website now includes various pages on Accessibility / Group Forum and Pre requesting Assistance. Airline contact details now available to all passengers.</p> <p>Queries were raised around whether there are alternative contact methods for the airport asides from phone. TB noted there is the email address which can be found via the contact section of the website. It was asked whether there is a possibility of having a WhatsApp chat / live chat feature on the website. TB advised this was something that could be investigated. The group asked whether there could be more visual aids on the website referencing contact methods.</p> <p>Queries were raised whether the travel agent can book assistance. TB confirmed this.</p> <p>MQ outlined and clarified the assistance codes. Currently there is only 1 code per booking which is an issue with people that need different assistance on different sections of the journey. A workshop has recently taken place to look at enforcing 1 code per flight.</p> <p>TB noted on the website, the section that discusses assistance dogs, and the recent work on the assistance cabin. 2017 was the last record of an assistance animal at Teesside Airport. Animal Plant and Health Agency (APHA) will provide further training on the checks required for assistance animals.</p>	
---	--	---	--

		<p>TB showed the group the 360 terminal guide map via the website; purpose is so that passengers can pre familiarise with the layout of the terminal before travelling to alleviate stress. MQ queried whether it was possible to do an overlay specifically for assistance as well as a step-by-step guide for PRMs and their journey through the airport. A 2D plan was also discussed as being a useful feature. TB to pick up with marketing on including this on the website / map.</p> <p>TB advised that we can accommodate airport visits e.g. for autistic individuals that would like showing around the airport and map their journey before travelling.</p> <p>LD queried whether marketing leaflets could be created and distributed noting the services available for PRMs and accessibility of Teesside Airport.</p> <p>SM queried whether we could attend an IATA conference to discuss the concern over PRM codes / sectors of flights further. TB reminded that group that airlines are invited to attend this forum, but presence is lacking.</p>	<p><b>TB</b></p>
<p>5</p>	<p><i>AOB -Susannah to chair going forward</i></p>	<p>LD raised that Newcastle Airport now have a sensory area in the airport at a disused gate.</p> <p>LD to send details of training providers to TB / BR.</p> <p>TB noted that the CAA requires an individual person to chair the meeting therefore, going forward Susannah Mead will chair and manage the next meetings. Anyone is welcome and everyone was encouraged to extend the invite to anyone that may be interested in attending.</p>	<p><b>LD</b></p>