

# Minutes Norwich Airport Accessibility Forum (NAAF)

Tuesday 3<sup>rd</sup> March 2026, Main Terminal, Landside Flour and Bean  
 Café, 11:30 am

Attendees	
<b>Kat Wilby (KW)</b> - PRM & Ground Handling (NWI)	<b>Mark Smith (MS)</b> - Vision Norfolk
<b>Dan Bean (DB)</b> – Ground Handling/Health & Safety Manager (NWI)	<b>Helen King (HK)</b> - Vision Norfolk
<b>Amanda Farmer (AF)</b> – Dispatch	<b>Rachael Britcher (RB)</b> - Inclusion and Opportunity. Service, Children's Services
<b>Neil Symonds (NS)</b> - Ground Operations Co-ordinator (NWI)	<b>Rob Goldstone (RG)</b> – Founder Alzheimer's Society
<b>Mark Wilcox (MW)</b> - Flight Operations Co-ordinator (NWI)	<b>Sandra Hughes (SH)</b> - Alzheimer's Society
<b>Roxy Lehuray (RL)</b> – Security officer	<b>Cheryl Day (CD)</b> - Alzheimer's Society
<b>Ioana Ursescu (IU)</b> – Airport Security Manager (NWI)	<b>Rodger Green (RG)</b> - Alzheimer's Society
<b>Samuel Georgio-Brunt (S-GB)</b> - Airport Security Deputy Manager (NWI)	<b>Tony white (TW)</b> - Passenger
<b>Ant Hase (AH)</b> – AGS Cleaning (NWI)	<b>Connie White (CW)</b> - Passenger
<b>Cherry Schamp (CS)</b> - UK Border Force	<b>James Kearns (JK)</b> – The BUILD Charity, Chief Executive
<b>Tony Carragher (TC)</b> - UK Border Force	<b>Carol Goodbody (CB)</b> - The BUILD Charity, Volunteer/ External Chair
<b>Craig Burrell (CB)</b> - PRM & Ground Handling (NWI)	<b>Brad Chettleburgh (BC)</b> – The BUILD Charity
<b>Mark Whiskin (MW)</b> - PRM & Ground Handling (NWI)	<b>Jon Elliot (JE)</b> - Age UK
<b>Sara Blythe (SB)</b> – World of Duty Free	<b>Matthew Talbot (MT)</b> - Deaf Connections CEO
<b>Catherine Wright (CW)</b> – F&B	<b>Marsha Locke</b> - Deaf Connections BSL Interpreter
<b>Todd Banbury (TB)</b> - PRM & Ground Handling (NWI)	<b>Caroline Karimi-Ghovanlou (C-KG)</b> – Broadland District Council Chairman
<b>Sarah Watson (SW)</b> - PRM & Ground Handling (NWI)	<b>Julian Corps (JC)</b> - PRM (NWI)
<b>Louise Baker (LB)</b> - PRM & Ground Handling (NWI)	
Apologies	
<b>Rodger Bilton- Hill</b> – Stepping Stones	

## Welcome and Introductions

**DB** opened the meeting and welcomed attendees. He noted that meetings are held every six months in line with CAA standards. The purpose of the forum is to engage with passengers and charities to improve the Assisted Travel service at the airport.

**KW** introduced herself (fourth summer working in Assisted Travel) and outlined the agenda: facilities, equipment, feedback, and suggestions.

## Overview of Facilities and Equipment

**KW** provided an overview of airport areas and the range of wheelchair types available. She explained that the Aviramp Continental and Lite are available as alternatives to steps, offering quicker boarding compared to an Ambulift.

**C-KG** raised concerns about her grandson, who cannot sit unaided, and asked about the aisle chair and the support provided by its straps.

**KW** described the strap system, torso, lap, and leg straps with armrests and a headrest. She acknowledged it is not a perfect solution but is the current equipment available.

**DB** added that the airport continually searches for adaptations or new equipment to meet individual needs.

**KW** also discussed additional equipment available, including harnesses, slide boards, and transfer belts.

**KW** highlighted support available for hidden disabilities: hearing loops, sunflower lanyards, Coloplast supplies, and Suzie & Sammy books.

## CAA Ratings and Passenger Volumes

**KW** noted that the airport is currently rated Good and aims to achieve Very Good this year.

**DB** clarified that CAA ratings are based on three areas: passenger surveys, data recording, and holding the forum.

**KW** reported that PRM passenger numbers have risen by an average of 50 passengers per inbound/outbound flight, likely due to increased overall passenger numbers and an additional Ryanair service.

## Passenger Experience and Airline Responsibilities

**MT** raised concerns about paying full fare despite not receiving the same travel experience as other passengers.

**DB** explained that pricing is set by airlines; the airport does not charge for Assisted Travel services.

**MT** asked about the contract between airlines and airports.

**DB** explained that airports must comply with CAA regulations and are open to suggestions for improvement. **MT** was invited to spend a day at the airport to provide feedback.

**RB** asked whether airlines engage with the airport regarding PRM services.

**DB** noted that budget airlines engage less frequently and are often focused on on-time performance. He added that airlines are also regulated by the CAA.

**TW** asked how passengers book assistance.

**DB** confirmed that assistance must be booked through the airline or travel agent. Incorrect service levels are sometimes assigned, so detailed information at booking is essential. Passengers may call the airport directly to discuss specific needs.

**TW** asked whether assistance is provided to the aircraft seat.

**DB** confirmed that it is, when required.

## Feedback and Changing Places

**KW** shared that social media feedback is generally positive.

A lack of a Changing Place facility remains a recurring concern, raised again by **C-KG**. She explained that her grandson requires continence pads and finds it challenging to travel without a Changing Place at the airport.

**KW** expressed hope that this gap can be addressed over time.

**DB** noted that while a Changing Place is not compulsory, a business case could be strengthened with forum support.

## Staff Training

**KW** explained that PRM staff are audited monthly to ensure compliance with CAA standards. She also discussed recent external training, including Ageism Awareness.

**MS** asked about visual awareness training.

**KW** confirmed that RNIB training took place around two years ago and similar training can be arranged again. Ongoing disability awareness training continues.

## External Chair Person

**JK**, CEO of BUILD Charity, introduced the concept of developing a partnership with the airport through the forum. He explained the CAA requirements for an external chair and emphasised the group's aim to help passengers have an enjoyable airport experience. He outlined proposed changes to how the forum will operate, with **DB** and **KW** providing regulatory updates and the forum channelling feedback. **DB** and the team are positive about improvements and open to change.

**CG** was introduced as the selected chairperson. She lives with a sight impairment and volunteers with BUILD. She looks forward to being an unbiased voice to help improve Assisted Travel.

**JK** outlined the planned agenda for 2026 and emphasised the importance of hearing real lived experiences. He reiterated that forum support strengthens business cases for improvements such as Changing Places.

**TW** asked how the proposed changes align with CAA requirements.

**DB** explained that having an external chair is the first requirement. The airport will now be part of the forum rather than leading it, which is key to moving from a Good to Very Good rating.

**JK** added that the CAA requirement is a basic standard; the aim is to go beyond this and enhance the passenger experience.

**DB** noted that the chair will set action points, and the airport will report back on progress or explain barriers.

**TW** asked what kinds of disabilities BUILD works with.

**JK** responded that everyone is different—they are people first, not “disabled people.”

**CW** asked whether BUILD would support the assistance team financially.

**JK** confirmed they will not but can assist **DB** in developing business cases.

## BREAK 1300

## Action Points from Previous Forum

**KW** reviewed the action points from the last forum (Slides 21–41).

## Coloplast Supplies

**KW** confirmed she contacted Coloplast to update stock. Action complete.

## Easy Read

**DB** explained that RCA considered the proposal, but funding was not approved. NAL will continue exploring local options. Extended to June 2026.

## Sunflower lanyard relaunch

**DB** noted the deadline was extended but the scheme is in use. Some misuse occurs, with people using lanyards for fast-tracking.

## New Suggestions

**MT** suggested Access Cards (Nimbus) as an alternative or complement to sunflower lanyards.

**KW** noted they could help staff understand assistance levels.

**DB** agreed to review Access Card options.

**SH** noted that many people prefer not to wear sunflower lanyards; Access Cards could help. Dementia awareness training was also offered.

**MS** offered further visual awareness training.

## Signage, Wayfinding, and Accessibility

**KW** shared updates on rebranding and the new colour scheme.

**MS** raised concerns about signage visibility and placement for visually impaired passengers.

**RG** praised the new colour scheme.

**MT** suggested a line on the floor to guide passengers to Assisted Travel.

**KW** agreed and noted she had considered similar subtle wayfinding improvements.

## Facilities Feedback

**CD** raised issues with toilet roll dispensers in landside toilets.

**AH** confirmed updates are planned.

## Airport Training and Surveys

**DB** announced that the airport is now an Age Friendly Employer and training continues. Action complete.

**NS** is extending the deadline for lived experience submissions and plans to include them in the next forum.

**KW** explained that CAA surveys have been updated to card and flyer formats, increasing feedback. Action complete, however there was discussion about making surveys more accessible, including potential iPad versions.

**TW** noted that people prefer tick-box formats.

**KW** confirmed surveys are a mixed format of tick boxes and written feedback.

## Digital and Wayfinding Tools

**KW** discussed the current video walkthrough on the website, noting it is outdated.

Options include animation or collaboration with students (City College or NUA).

**MS** suggested narration or subtitles.

**DB** confirmed QR codes are available following work by Adrian Pickering from Access to Words, who introduced the app to provide audio descriptions of routes for the visually impaired amongst many other things.

## BSL Training

**DB** explained that the BSL training deadline has been extended.

**MT** agreed to assist.

## Equipment Updates

**KW** presented the new Mobby aisle chair, now in use. It reduces the number of transfers required and can be used on the Aviramp Continental with the bridging ramp.

**KW** also discussed the eTech Freedom Pro, with training planned for April. It is not a perfect solution but represents progress.

**MT** asked how equipment availability is known at destination airports.

**KW** explained that most airports use an Ambulift; this is the current equivalent.

## Volunteers

**DB** shared that volunteers' were introduced in summer 2025 were highly effective, despite some social media backlash.

## Tenant Training

**KW** confirmed that disability awareness training is complete for World Duty Free. Passengers are now taken through the store unless they request otherwise. The aim is to expand training to other tenants.

## Hot Topics

(No items recorded.)

## Proposed Action Points

- Coloured / textured lines for subtle Assisted Travel wayfinding
- Quiet space / sensory zone
- Create a business case for a changing place facility or look at Disabled toilet improvements
- Additional staff and tenant training (including BSL and visual impairment awareness as offered by Matthew Talbot and Mark Smith)
- Continue rebranding project
- Sunflower Lanyard Scheme relaunch
- Easy Read local options
- Work with CG, JK and BUILD to transition forum leadership
- Research updated video walkthrough concepts
- Review Access Card options

## Other Comments

**TW** noted significant improvement over the past four years, with this year being the best so far.

Meeting Ended 1430

