



Accessibility Forum Minutes

Date	Thursday, 12 March 2026 at 1100
Location	Belfast City Airport

Attendees	
Name	Company
Jackson Minford (Chair)	IMTAC
Philip Boyle	Belfast City Airport
Judith Davis	Belfast City Airport
Jason Whiteside	Belfast City Airport
Nikki Stewart	CCS
Karen Smyth	Disability Action
Hannah Lyons	Guide Dogs NI
Michelle Penney	Urostomy Association
Kaitlyn Roddy	QUB/Belfast City Airport
Allison Minford	
Hannah Brown	Consumer Council NI (secretariat)
Daniel Murray	Consumer Council NI (secretariat)
1. Welcome and Introductions	
Forum members introduced themselves and the organisation they were representing.	
2. Recommendations and actions update	
The airport updated on actions taken in response to the report from the terminal walkaround on 25 September 2025. In total 29 recommendations had been made. Several recommendations had been actioned, with others under review for future refurbishments.	

Recommendation 1. Consider how the footway at the electric vehicle charging bays in the short stay car park can be redesigned to ensure everyone has safe access navigating from the carpark to the airport building entrance.

It was noted that this area was not designated as a path, with official pedestrian signage in place to direct passengers to an alternative route. This area as such is used to separate the carpark and exit barrier with fencing.

Recommendation 2. Provision of a business type card with information, in a variety of formats, on how to contact assistance services.

Airport staff highlighted that this information is available via the website, car park blue badge signage, assistance call points and face to face at the car park office and assistance desk. In relation to parking tickets containing telephone numbers, as part of the Airport's sustainability objectives, parking tickets are due to be phased out.

Exit/entrance barriers have been upgraded to a green, amber and red system to assist drivers with hearing difficulties to continue.

Recommendation 3. Raise awareness to the change in parking policy for Blue Badge Holders. Specifically, that booking long stay is no longer transferrable to short stay and the new arrangements.

The website has been updated to reflect this including information regarding additional blue badges located in all carparks.

Recommendation 4. Consider how to increase awareness regarding two hours free parking for Blue Badge Holders.

This information is available on the airport's website; passengers can also use the 'contact us' section of the website for additional information and clarification before travel.

Recommendation 5. Increase airport staff awareness of the parking options available to better inform consumers upon arrival.

Airport staff advised that CCS & Mitie continue to work closely with the airport to ensure all staff are aware and up to date with current arrangements and procedures for blue badge parking and options available.

Recommendation 6. Consider installing a sheltered seating area at the assistance point.

The airport is working with their facilities team to install new seating suitable for the area however covered seating is available directly behind in the Drop off Zone.

Recommendation 7. Add arm rests to the second bench in the covered walkway so both are easily accessible.

This bench was donated to the airport in memoriam, which mean they are unable to modify/make changes, however a bench directly adjacent to this includes arm rests.

Forum members suggested adding two handrails on either side detached from the bench, the Airport advised they would take this on board for consideration.

Recommendation 8. Consider updating the assistance waiting area in the long-stay car park.

This shelter will shortly have seating installed. Passengers also have the option to return to their car and wait for CCS to arrive should they wish to do so.

Recommendation 9. Consider resurfacing the walkway from the long-stay car park to the airport building.

A recent review of the existing provisions has been completed, and it has been identified that there is a need for resurfacing of this area. The Airport confirmed that resurfacing would be completed once capacity becomes available within our current project schedule.

Recommendation 10. Provide a low level QR code (which allows passengers to provide feedback on assisted travel) on the wall of the assisted travel seating area beside Disability Services which would be helpful for those seated and wheelchair users. This will complement the current QR code at eye level of someone standing.

This recommendation has now been actioned with lower signage installed.

Recommendation 11. Address accessibility of elevators during next phase of refurbishment.

This has been identified and as a short-term measure passengers can be directed to an alternative route with a larger elevator.

Recommendation 12. Consider increasing the number of larger size flight information screens.

This recommendation has been noted, and BCA will review size of screens used during all future upgrades.

During the introduction of the new FIDs signage members of Guide Dogs NI were invited to test the screens for accessibility, in addition a low-level screen was also installed for assistance.

Recommendation 13. Addition of leaflet brackets to aid those using wheelchairs gaining access to information booklets.

New lower brackets have now been installed.

Recommendation 14. Consider adding a black backdrop around telephone to enhance visibility of its location.

This will be reviewed for next wall refresh. The Airport advised at the time of install this was tested and proved to be accessible as it was a single black handset on a yellow background.

Recommendation 15. Ensure staff are trained to advise a blind or partially sighted person the location of the telephone and desk in the assisted travel area.

This information has been passed to CCS to ensure passengers are briefed on their location and facilities available.

Recommendation 16. Consider provision of a quiet area. Given space limitations this could be considered in future refurbishment.

The Airport advised this was noted for future consideration.

Recommendation 17. Add Braille to the accessible toilet door next to the ladies' toilets.

This has been completed and additional sign installed.

Recommendation 18. Provide an information leaflet outlining locations of amenities within bathrooms.

This information is available on the Access-able website detailing the amenities available.

Recommendation 19. Enhance the size of the vacant/occupied sign on toilet doors or provide alternative indicators to increase visibility.

This is an industry standard, however, the airport enquired if any of the forum members could recommend a more suitable indicator. It was advised that this would be reviewed during refurbishments of the area.

Recommendation 20. Consider addressing provision of toilet access at gate areas in future refurbishment.

The Airport advised this was noted for future consideration.

Recommendation 21. Amend positioning of feedback devices to a height accessible for all.

This recommendation has now been actioned with the feedback devices lowered.

Recommendation 22. Consider larger information screens/text in Aspire Lounge.

Recommendation 23. Increasing accessibility to booths by adding tactile flooring.

Recommendation 24. Accessible reserved booths for those who require it.

Recommendation 25. Expand the amenities in the accessible area to provide more independent access for passengers.

Recommendation 26. An automatic door would be beneficial to access toilets.

Recommendation 27. The grip handle should be lowered on the accessible toilet door.

Recommendation 28. Consider making the accessible toilet larger to accommodate a wheelchair comfortably.

Recommendation 29. Consider removing single white tiles ensuring a visibly consistent walkway throughout the lounge.

The Airport explained that as the Aspire Lounge was a business partner their remit was limited. However, they advised that engagement with the Aspire Lounge had been positive and the recommendations had been noted for future renovations.

3. PRM 2025 performance

Members were provided with statistics for the number of PRM passengers for 2026 to date compared with 2025. It was noted that there had been an increase in passengers requiring assistance (18% increase year to date for 2026). Further figures were provided showing the penetration rate in 2025 (1.57% PRM passengers per 100 passengers). Airport staff informed the forum that during the CAA's most recent visit they were pleased with the Airport's continued efforts.

Members were also provided with figures detailing PRM categories from 2025 against 2024, showing a total increase of 6% against 2024. Of PRM services

provided, Airport staff presented 100 % KPI compliance for departures and above target for arrivals for those waiting for PRM services.

Airport members highlighted concern that PRM services were being used as 'sales pitches' by some travel agents. The Airport advised the forum that they would be meeting with travel agencies to provide guidance on PRM services.

4. PRM Provider Update (CCS)

CCS informed members that both ambulifts would be refurbished and a new ambulift purchased for delivery within the next 18 months. Ponchos are now available for those using the ambulifts during wet weather. Forum members suggested the Airport publicise this.

The desk in the assistance seating area in departures was manned and popular during the busy Christmas period (2025). CCS advised the desk would always be manned during busy periods due to the positive feedback received.

A review and update to CCS core training package has been undertaken, with focus on PRM Manual Handling for the Airport's Safety Week 2026. Hannah Lyons offered the services of Guide Dogs NI to provide further in-depth training. Karen Symth from Disability Action offered a colleague's information to provide expertise in assistive technologies, particularly JAWS (Job Access with Speech) software.

CCS made the forum aware that a review of the Assisted Travel Services internal booking system and programmes are due for review and would be updated.

5. Airport Update

Airport staff informed members regarding ongoing work with the Airport Masterplan and vision for the future, including consultations and surface access connectivity being at the forefront presently. Members suggested the community transport sector could also be engaged with and the airport confirmed this has been put forward in considerations. Forum members were

assured that accessibility would be fully considered in future works and that all updates would be relayed to the forum.

Since the last visit in September 2025, there had been changes to the liquid allowances for hand luggage. This update allows passengers to carry 2L opposed to 100ml previously.

The Airport highlighted the continuation of their Autism in the Air initiative. This year they plan to host up to four events giving children with ASD and their families an opportunity to experience a full airport journey and often a flight across Belfast.

Kaitlyn Roddy was introduced to the group and informed of her PhD research to analyse what can be improved to help people with autism navigate the airport.

6. Next Steps

Members agreed that the next meeting will take place in September/October 2026 which will include an airport walkaround (date to be agreed).

7. Any Other Business

The Chair acknowledged the airport's proactive approach in responding to Forum feedback.