

Accessibility Forum Minutes

Date	Thursday, 25 September 2025 at 1100
Location	Belfast City Airport

Attendees	
Name	Company
Jackson Minford (Chair)	IMTAC
Philip Boyle	Belfast City Airport
John Smyth	Belfast City Airport
Bill Doole	Belfast City Airport
Nikki Stewart	CCS
Darren Mawhinney	Mitie
Terri Devine	RNID
Andrew Murdock	Guide Dogs NI
Barbara Fleming	IMTAC
David Mann	RNIB
Allison Minford	IMTAC
Steff Coyle	RNIB
Paula Meenan	Deafblind UK
Donna Watson	Urostomy Association
Michelle Penney	Urostomy Association
Michelle Kelly	Consumer Council NI
Hannah Brown	Consumer Council NI (secretariat)
Daniel Murray	Consumer Council NI (secretariat)
1. Welcome and Introductions	
Forum members all introduced themselves and the organisation they were representing.	
2. PRM 2025 performance	
Members were provided with statistics for the number of PRM passengers for 2025 to date compared with 2024. It was noted that there had been a	

significant increase in passengers requiring assistance (6% increase in 2025 compared to the previous year) against a fall in overall passenger numbers. It was felt that increased awareness of the services available, and a reduction in the “stigma” of requesting assistance had contributed to this, which was very positive.

Members discussed the importance of ensuring the airport was informed of the exact nature of assistance required, and the difficulties in finding the correct “code” when booking. It was noted that IATA was reviewing the coding as these were often considered too broad to accurately convey the specific assistance required for a passenger's journey.

3. Airport Operational Update

Members noted that the airport had published its draft “Masterplan” to 2040, which was open for consultation to 11 November 2025. There were also a number of engagement events planned and members are welcome to attend these.

Members felt the plans provided an opportunity for the Accessibility Forum to be involved in inclusive design of the new facilities.

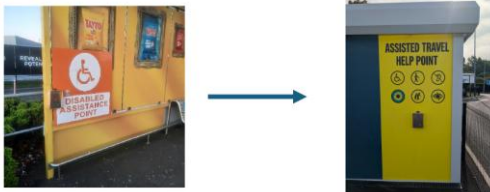
4. Recommendations and actions update

The airport updated on actions taken in response to the report from the terminal walkaround in November 2024. In total 32 recommendations had been made. 20 recommendations had already been actioned by the airport (detailed below). 6 would be reviewed during future refurbishments and upgrades, and a further 6 had been passed to business partners to review during future refurbishments.

A member noted the importance of the airport website being accessible for BSL/ISL users.

ACTION: Airport to liaise with RNID re airport website.

Recommendation 1. Consider changing the colour of the “Disabled Assistance Point” sign to blue. This would contrast well with the yellow background.



This had been actioned and members agreed that the new sign really stood out (see above image).

Recommendation 2: Consider moving the intercom to the entrance to the shelter (end of zebra crossing). Alternatively, provide additional signage at this point indicating the location of the existing push button or install an additional push button at the zebra crossing located at the end of the shelter.

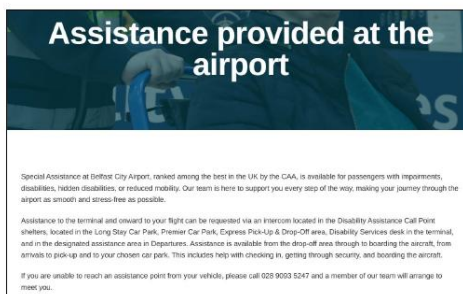


LOCATION OF NEW CARPARK HELP DESK

A new carpark help desk had been installed which was manned at all times to assist with issues (see above image).

Recommendation 3: While a telephone number is available at the call assistance points for those who wish to call, individuals choosing to wait in the car will not have the ability to utilise the intercom system

This has been actioned, a direct contact is now provided on signage and on the website (see image below).



It was noted the amount of blue badge spaces available across the airport carparks had increased by 350%:

- Short stay increased from 12 to 15 spaces
- Long stay – 20 spaces added
- Premier stay – 7 spaces added

However two “standard” spaces could be used to accommodate a wheelchair accessible vehicles if no blue badge spaces were available.

Assistance call point shelters had also been introduced in the Long stay and Premier carparks.

Recommendation 4: Consider provision of a lowered desk at each Car Hire service provider to improve accessibility for all users.

This has been actioned (see image below).



Recommendation 5: Consider further training for airport staff in dealing with passengers with different disabilities to ensure they are aware on how best to support passengers with the security process.

The airport highlighted a number of initiatives including lived experience training, in conjunction with Queen’s University Belfast. This provides simulation-based learning and gives insight to the experiences of people with a range of disabilities. The airport is the first organisation outside of the university to use this approach and members praised airport staff for their proactivity.

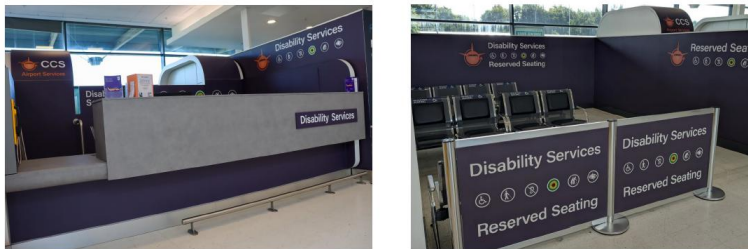
The airport also continues to develop its “autism in the air” initiative which provides children with autism, and their families, the opportunity to experience the full airport journey, including a flight across Belfast.

The airport continues to work with the Urostomy Association in improving the airport experience for passengers with stomas. Shelving had now been installed in all accessible toilets. Another development was the provision of a medical blanket in private search rooms.

The staff training programme was also being reviewed and refreshed.

Recommendation 6: Consider amending the main signage visible through the entrance doors to include the location of the Disability Services desk.

This had been actioned. In addition this area had been refreshed and a new seating area added (see image below):



Recommendation 7: Consider additional signage to improve awareness of the seating area immediately after security

Seating had been installed directly after the security area. A “repacking” area with lower shelving was also now available.

Recommendation 10: Consider installing larger signage indicating the alternative route to the departure lounge.

This “quiet” route had been relocated so passengers can choose to independently use this now rather than require to be accompanied by airport staff.

Recommendation 12: Lower the braille signage on all accessible toilet doors to enhance accessibility.

This had been actioned (see images below).



Recommendation 13: Consider implementing contrasting colours for the seating in the bar area, Aspire lounge and for the doors and doorframes near Gate 1-3 to improve visibility.

The particular seating referred to in the bar area had been removed. The Aspire Lounge follows a specific branded colour scheme, however they would be made aware of the issues to be taken into consideration when refurbishing.

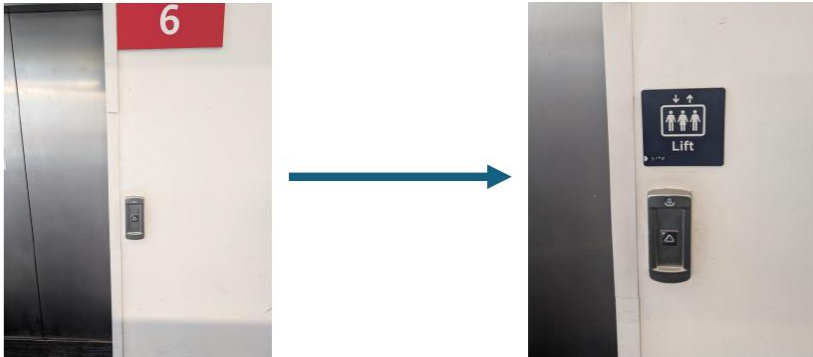
Recommendation 14: Implement yellow strips at the top and bottom of all steps throughout the airport.

This has been actioned (see image below):



Recommendation 15: Add braille signage to the lifts from Gate 1-10

This has been actioned (see image below):

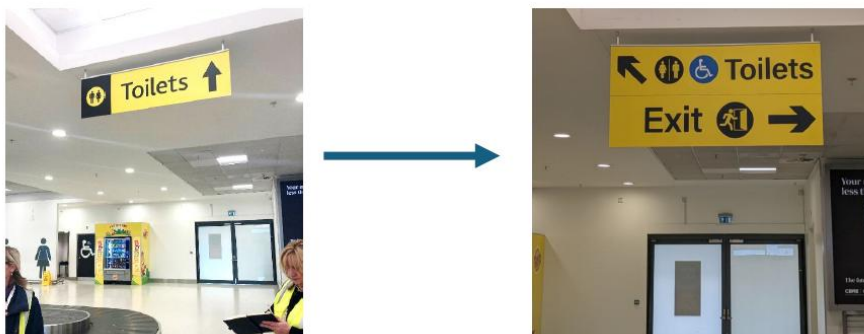


Recommendation 16: Give consideration to repositioning the information posters at Border Control for better visibility.

This is largely outside of the airport’s control, however recycling bins around the posters had been removed so passengers can move closer to the posters, and additional posters placed “lower down” nearby.

Recommendation 17: Amend the signage to the toilets in the domestic arrivals area by redirecting the arrow to ensure it accurately directs passengers.

This has been actioned (see image below):



Recommendation 18: Add a shelf for Stoma users in all accessible toilets throughout the airport.

This has been actioned (see image below):



Recommendation 19: Consider adjusting toilet doors to ensure they do not swing back when not locked.

Hinges on all doors in female toilets were due to be replaced within the next week.

Recommendation 20: Ensure cleaning staff are adequately trained regarding the placement of bins in the accessible toilets and conduct routine inspections to confirm that they do not create barriers for passengers.

The airport's cleaning provider has been informed about this.

Recommendation 23: Consider removing the cordon to mark off the assisted travel seating area, but the group raised concerns about other passengers using this area when it is busy.

The cordon has been replaced with fabric panels.

5. Next Steps

Members agreed that the next meeting will take place in early 2026, date to be agreed.

6. Any Other Business

The Chair paid tribute to the airport for their proactive approach to responding to Forum feedback, illustrated in the changes made as a result of recommendations.