

MINUTES OF ACCESSIBILITY COMMITTEE MEETING

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DATE:	13th September 23	START:	PLANNED:	ACTUAL:
		FINISH:	13:00	13:05
VENUE:	Turnberry Meeting Room	RELEASED ON:	14:00	14:00
			05 th December 23	

DATE OF NEXT MEETINGS:	PLANNED VENUE:	PLANNED START:	PLANNED FINISH:
TBC	TBC	TBC	TBC

NO	MINUTES FORMAT:	PARTICIPANTS:	IN ATTENDANCE:
1.	Minutes of previous meeting – 14th June 23	Steven Crichton (SC) - Chair	APOLOGIES:
2.	Update on Performance Indicators (Additional agenda item)	Rory McMaster (RM)	Alan Pollock (AP) (Dispatch)
3.	Update on Disability Awareness Training & Redkite	Billy Watson (BW)	Alison Blackman (AB)
4.	Aviation Accessibility Committee updates – Hate Crime Charter	Steven Lynn (SL)	Scott Hendry (Duty Free)
5.	Equal Opportunities for Air Travel – Airport Shopping		Nicola Proven (SSP)
6.	National Autistic Society – engagement update		Gary Quinn (WHS)
7.	AOB		Moira Kelly (MK)
			Jane Thomson (JT)
			Allan Dobbie (AD)

1. MINUTES OF PREVIOUS MEETING & ACTIONS

- 1.1 SC welcomed all attendees to the meeting. Apologies were noted as above.
- 1.2 The minutes of the previous meeting were agreed as an accurate record of proceedings.
- 1.3 Actions were discussed and updated as per the action table provided at the end of the minutes.

2. UPDATE ON PRM PERFORMANCE INDICATORS (ADDITIONAL AGENDA ITEM)

- 2.1 SC advised all he would like to add a standing item on the agenda of an update of the Accessibility Committee performance indicators. These have been formed in line with CAA regulation and run in line with the CAA reporting year (Apr - Mar).

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2.2 SC provided the stats so far for Q1 (Apr – Jun) and Q2 (Only July and August) and discussed the below in relation to –

2.3 SC reviewed the non-prebooked numbers and asked WW what the impact would be in regard to the Ambulift operation. Both SC and WW need to complete some analysis on the how many of the non-prebooked require use of the Ambulift to understand the impact. **New action 03.01/23**

2.4 Average PRM waiting time for inbound and outbound is up slightly, but this does not cause any concern.

2.5 The total number of email addresses collected from outbound passengers is good. These are required to be collected so that the CAA can send out a survey.

2.6 Email Addresses will soon be collected by JotForm. RM emailed updated template to Nicola Clark for implementation around 7-8 weeks ago. RM to follow up. **New Action 03.02/23**

2.7 We received 3 negative complaints in relation to Accessibility in Q1.

2.8 No Quality Standards failures in Q1 & 2.

2.9 CAA will audit PRM, Quality Standards and how we collect data, between now and end of October.

2.10 The full list of Performance Indicators have been provided as an Appendix (App.1) with the minutes for review.

3. UPDATE ON DISABILITY AWARENESS TRAINING & REDKITE

3.1 Overall percentage of training complete is 76% which is very good. Aviation Services wont all go through the training. It will be only those who assist with the passenger operation.

3.2 SC reached out to all, if anyone needs support, we can discuss to get over the line.

3.3 New starts in all areas do not have any training yet and admin staff will be last to be trained.

3.4 The committee discussed that Disability Awareness Training should be added into the Company Induction. **Discussion included within AC17:01.**

4. ACCESSIBILITY COMMITTEE UPDATES – HATE CRIME CHARTER

4.1 SC attended the Transport Scotland, Disability Equality Scotland forum which included representation from various airports including Aberdeen and Highland and Islands.

4.2 A hot topic was on “Aviation on Hate Crime, Racism, disabilities”. SC did not go into detail but advised that this topic needs looked and referred to the Operations Director for review.

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5. EQUAL OPPORTUNITIES FOR AIR TRAVEL – AIRPORT SHOPPING

- 5.1 Sc attended an Aviation Accessibility meeting previously at Glasgow Airport. They were talking about the law around equal opportunities for air travel and assistance with airport shopping. Can Duty Free provide in the shop? What is the update from the concessionaires?
- 5.2 This agenda item could not be discussed fully as no representation from AB or concessionaires so will be placed on the agenda for the next meeting.

6. National Autistic Society – engagement update

- 6.1 SC/JT have a meeting with John from the National Autistic Society (South Ayrshire branch) Wednesday 21st September. Steven will report back at next meeting.

7. AOB

- 7.1 WW advised we need to purchase a new Ailse chair prior to the Ryanair Audit. It was advised by Ryanair that they are keen for us to use only the back door and require a chair with 4 wheels. SC advised he has contacts who can assist with this - Paul Scott Landside Ops (GLA) & Matt OCS PRM provision at Glasgow. SC speak to Paul/Matt and put in touch with WW.
- New Action 03.03/23**
- 7.2 SC reminded all to ensure passengers are not pushing back or leaning on Gate 7 break glass.
- 7.3 No update on the implementation of a Quiet room/Sensory Area. This was an action from the visit by the National Autistic Society.

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Action No.	New Action Items	WHO	Action date given	Target Date	Closure Date
11.02/20	<p><u>Signage on Bins</u> JT asked AB to speak to Sheona to have information being attached to bins of what to place on them. Update 13/07/22 – AB advised signage pending.</p> <p>Update 27/09/22 – AB provided an update after the meeting that the action is ongoing.</p> <p>Update 06/12/22 – Signage not visible enough on bins. Awaiting update from AB</p> <p>Update 26/01/23 – No further information, still ongoing.</p> <p>Update 16/03/23 – More information required from AB. Ongoing for 3 years. JT will email AB. Update 14/06/23 – Ian Hailstones to be invited to the next meeting. AB will arrange for signage to be printed.</p> <p>Updated 13/09/23- No update provided. SC will catch up with Ian out with and provide update at the next committee.</p>	AB	22/01/20	March 2020	Ongoing
01.01/23	<p><u>Information Screen at Security</u> TV screen at security to be replaced by Samsung TV (same screen as check-in). This will be programmed to display information to passengers.</p> <p>Update 16/03/23 – Screen ordered 15th March. Message will display 2-fold – Hidden Disability logo's one side, Security messages on other. MK asked if a message regarding liquids can be displayed on the screens also. This can be done, powerpoint used, any text can be added.</p> <p>Update 14/06/23 – SC to take over this action. Screen is now in place and is currently displaying FIDS. SL has sent security slides. Moira has requested boarding cards message be displayed. SC will add assistance lane.</p> <p>Update 13/09/23 – Action closed, now in place.</p>	JT/SL	26/01/23	31/03/23	13/09/23

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AC17:01	<p><u>Update on Disability Awareness Training & Redkite</u> BW to speak to CMc prior to the removal of modules 1 & 2.</p> <p>Update 13/09/23 – Action remains open. Colin McLellan had the trainer in recently and an update is to be sought for the committee.</p> <p>Current initial training completed as below -</p> <p>Ground Handling - 11 out of 13 completed.</p> <p>Steven Lynn – 29 out of 71 completed. Security new starts will not have any training at the moment.</p> <p>The committee discussed that Disability Awareness Training should be added into the Company Induction.</p>	BW	14/06/23	w/c19/06/23	Ongoing
AC 17:02	<p><u>AOB</u> Concessionaires to be invited to the next meeting.</p> <p>Update 13/09/23 – Concessionaires have been invited but no one was available to attend today. Action ongoing.</p>	AB	14/06/23	13/09/23	Ongoing
03.01/23	<p><u>Impact of Non-Prebooked PRM on Ambulift operation</u> Both SC and WW need to complete some analysis on the how many of the non-prebooked require use of the Ambulift to understand the impact.</p>	SC/WW	13/09/23	Next Mtg	
03.02/23	<p><u>CAA – PRM email Adress (Jotform template)</u> Email Addresses will soon be collected by JotForm. RM emailed updated template to Nicola Clark for implementation around 7-8 weeks ago. RM to follow up.</p>	RM	13/09/23	Immediate	
03.03/23	<p><u>Purchase of new Ailse Chair</u> WW advised we need to purchased a new Ailse chair prior to the Ryanair Audit. It was advised by Ryanair that they are keen for us to use only the back door not and require a chair with 4 wheels. SC advised he has contacts who can assist with this. Paul Scott Landside Ops (GLA) & Matt OCS PRM provision at Glasgow. SC speak to Paul/Matt put in touch with WW.</p>	SC/WW	13/09/22	Immediate	