

MINUTES OF ACCESSIBILITY COMMITTEE MEETING

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DATE:	6 th December 2023	START:	PLANNED:	ACTUAL:
		FINISH:	11:00	11:00
VENUE:	Landside Ops Training Room	RELEASED ON:	12:00	11:50
			7 th December 2023	

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

NO	MINUTES FORMAT:	PARTICIPANTS:	IN ATTENDANCE:
1.	Minutes of previous minutes & actions – 13 th September 23(18)	Steven Crichton (SC) - Chair	APOLOGIES:
2.	Update on Performance Indicators (Additional agenda item)	Roddy McLeod (RM)	Alison Blackman (AB)
3.	Change of Chairperson	Rory McMaster (RMcM)	Scott Hendry (Duty Free)
4.	Update on Disability Awareness Training & Redkite	Billy Watson (BW)	Nicola Proven (SSP)
5.	Equal Opportunities for Air Travel – Airport Shopping	Steven Lynn (SL)	Gary Quinn (WHS)
6.	National Autistic Society – engagement update	Kevin McWhirter (KM) (Dispatch)	Moira Kelly (MK)
7.	AOB		Jane Thomson (JT)
			Allan Dobbie (AD)

1. MINUTES OF PREVIOUS MINUTES & 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 Slightly down in numbers, which is to be expected with Winter season.
- 2.2 Email address collection is up, % of people that open the email is down.
- 2.3 High volume of hidden disabilities lanyards issued.
- 2.4 0 failings on Quality Standards.

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3. NEW COMMITTEE CHAIR

3.1 Roddy McLeod will be the new chair as SC will be leaving the company.

3.2 Fiona Wilson will take minutes from next meeting. CT will be there for the first meeting to assist.

4. UPDATE ON DISABILITY AWARENESS TRAINING & REDKITE

4.1 Covered within action 17:01.

5. EQUAL OPPORTUNITIES FOR AIR TRAVEL – AIRPORT SHOPPING

5.1 No representation from Commercial Manager or concessionaires at today's meeting.

5.2 There was discussion around whether we can provide an airport shopping experience for passengers with reduced mobility. Legislation requires that we provide equal opportunities for passengers travelling with reduced mobility. We have not yet received any complaints in regard to this matter.

5.3 RM to query with concessionaires in particular Duty Free if they can provide staff.

5.4 Par & Eagle offer table service if required but include SSP in discussion for awareness.

5.5 Also, to discuss how the promotion of reserving duty free online for pick up works. **New Action RM to discuss airport shopping for passengers with reduced mobility, establish how it happens if agreed and draft up an informal agreement.**

6. National Autistic Society – engagement update

6.1 Visit booked in in the next two weeks. John from the National Autistic Society gave us good contact for potential groups to engage with. This will be the focus for the next couple of meetings.

7. AOB

7.1 SL asked if with Electric Mobility Aids (EMA)s is there a requirement to teach this in the classroom? SC advised we can do whatever works, read & sign etc. because is it not a requirement for a disability awareness or an accessibility issue, it is more an aircraft safety/battery issue and is already in access control module of the training.

7.2 SL asked if we ever update the EMA form that Security is updated as Security needs to see form before access to SRA.

7.3 RM said that an update to the EMA training and form will be made, and all will be made aware of the process from start to finish. SC said that it was found after we outsourced Dangerous Goods training, we would need to include in our EMA training as we normally covered within our in-house Dangerous Goods training.

- 7.4 SC mentioned that Ryanair will be rolling out E-LID system for flight closures. Will require any changes to be looked at from an accessibility perspective.
- 7.5 SC/RM spoke with Sophia (Consumer Enforcement – CAA). She noted that we should hold an Accessibility forum sooner rather than later and minutes should be published online. **New Action RM to hold Accessibility Forum and minutes should be published online.**
- 7.6 The CAA also said that they are looking into increasing the number of Wheelchairs that can be taken on any one flight, possible 50%.
- 7.7 SC expressed concerns about accessibility at railway due to the water ingress. This issue needs fixed, it needs to be watertight and requires serious investment.

Action No.	New Action Items	WHO	Action date given	Target Date	Closure Date
11.02/20	<p>Signage on Bins 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.</p> <p>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	03/2020	Ongoing

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	<p>Update 06/12/23- RM to follow up with AB and new Environmental Officer once in place.</p>				
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> <p>Update 06/12/23 – We need to hit 100% by 31st March 23 (CAA reporting year). Will do a course in January from Pax Handling. Needs to be departmental trainers. Admin not included but longer term should be introduced as good for additional support. It is part of Security's ongoing training over winter. Debbie will go on course with Martine to roll out courses in Security and Pax Handling. Company induction will include Disability training.</p>	BW	14/06/23	w/c19/06/23 3	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> <p>Update 06/12/23 - Closed, invited but not on site.</p>	AB	14/06/23	13/09/23	Closed 06/12/23
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> <p>Update 06/12/23 - SC looked into this, there is not many un-booked PRMs inbound, most of which do not take the lift. Believes it may be those who do see an opportunity as see the lift on the ground. Action closed.</p>	SC/WW	13/09/23	Next Mtg	Closed 06/12/23

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03.02/23	<p><u>CAA – PRM email Address (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> <p>Update 06/12/23 - RMcM followed up. Not actioned yet as awaiting response from Nicola in Comms.</p>	RM	13/09/23	Immediate	Ongoing
03.03/23	<p><u>Purchase of new Aisle Chair</u> WW advised we need to purchase a new Aisle 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> <p>Update 06/12/23 – Closed. New aisle chair purchase and in use.</p>	SC/WW	13/09/22	Immediate	Closed 06/12/23
04.01/23	<p><u>Equal Opportunities for Air Travel – Airport Shopping</u> There was discussion around whether we can provide an airport shopping experience for passengers with reduced mobility. Legislation requires that we provide equal opportunities for passengers travelling with reduced mobility. We have not yet received any complaints in regard to this matter. RM to query with concessionaires in particular Duty Free if they can provide staff. Par & Eagle offer table service if required but include SSP in discussion for awareness. Also, to discuss how the promotion of reserving duty free online for pick up works. RM to discuss airport shopping for passengers with reduced mobility, establish how it happens if agreed and draft up an informal agreement.</p>	RM	06/12/23	Next Meeting	
04.02/23	<p><u>Accessibility Forum</u> SC/RM spoke with Sophia (Consumer Enforcement – CAA). She noted that we should hold an Accessibility forum sooner rather than later and minutes should be published online. RM to hold Accessibility Forum and minutes should be published online.</p>	RM	06/12/23	Next Meeting	