

MINUTES OF ACCESSIBILITY COMMITTEE MEETING

SUBJECT:	Meeting 20 (2024)	Page 1 of 4
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DATE:	27 th March 2024	START:	PLANNED:	ACTUAL:
		FINISH:	11:30	11:30
VENUE:	Microsoft Teams	RELEASED ON:	01 st April 2024	

DATE OF NEXT MEETINGS:	PLANNED VENUE:	PLANNED START:	PLANNED FINISH:
Thursday 27 th Jun 2024	Microsoft Teams	10:00	11:00
Thursday 19 th Sep 2024	Microsoft Teams	10:00	11:00

NO	MINUTES FORMAT:	PARTICIPANTS:	IN ATTENDANCE:
1.	Minutes of previous minutes & actions – 6 th December 23(19)	Roddy McLeod (RM) - Chair	APOLOGIES:
2.	Update on Disability Awareness Training and Redkite for all operational departments.	Vicki Pollock (VP)	Alison Blackman (AB)
3.	NEST – Neurodevelopmental Empowerment & Strategy Team – Training update.	Gillian Goudie (GC)	Steven Lynn (SL)
4.	Sensory Guide for passengers.	Billy Watson (BW)	Allan Dobbie (AD)
5.	AOB	Alun Pollock (AP)	
		Fiona Wilson (FW)	
		Charmaine Taggart (CT) – Minute Taker	

1. MINUTES OF PREVIOUS MINUTES & ACTIONS

- 1.1 CT 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 DISABILITY AWARENESS TRAINING AND REDKITE FOR ALL OPERATIONAL DEPARTMENTS.

- 2.1 Update is mostly covered in action AC17:01.
- 2.2 Martine Brennan has developed Disability Awareness refresher course which is CBT. Awaiting comms issuing the training. Course now live.

3. NEST – NEURODEVELOPMENTAL EMPOWERMENT & STRATEGY TEAM – TRAINING UPDATE.

- 3.1 NEST provided Neurodiversity training to 19 staff within Landside Operations on the 12th and

SUBJECT:	Meeting 20 (2024)	Page 1 of 4
-----------------	-------------------	-------------

19th February. RMcL has taken pictures to be issued online as per CAA request.

3.2 Due to the Summer schedule now starting RMcL will be unable to train anymore staff until around November time. This will be included as topic on September's meeting agenda.

4. SENSORY GUIDE FOR PASSENGERS.

4.1 RMcL advised the he has met with Neurodevelopmental Empowerment & Strategy Team (NEST) and the South Ayrshire Autistic Society (SAAS) who have provided us with a downloadable Sensory Guide.

4.2 FW asked if we plan to provide a sensory space. RMcL advised not at the moment as there is currently nowhere available to do so. VP offered to give FW an overview of all the services GPA offer.

5. AOB

5.1 RML will shortly be issuing the 6 monthly stats for PRM waiting times.

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.</p> <p>Update 14/06/23 – Ian Hailstones to be invited to the next meeting. AB will arrange for signage to be printed.</p>	AB	22/01/20	03/2020	Ongoing

SUBJECT:

Meeting 20 (2024)

Page 1 of 4

	<p>Updated 13/09/23- No update provided. SC will catch up with Ian out with and provide update at the next committee.</p> <p>Update 06/12/23- RM to follow up with AB and new Environmental Officer once in place.</p> <p>Update 27/03/24 – AB was not present at the meeting. An update has been requested.</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> <p>Update 27/03/24 – Landside Operations - 100% trained. Ground Handling – 100% trained. Aviation Services – 100% trained. Security – TBC</p> <p>The training is now included within the induction so all staff will be trained. Each department has their own trainer who delivers the Disability Awareness Training specific to their area.</p>	BW	14/06/23	w/c19/06/23	Ongoing

SUBJECT:	Meeting 20 (2024)	Page 1 of 4
-----------------	-------------------	-------------

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> <p>Update 27/03/24 – RMcL has spoken with Nicola Clark – Comms but there were issues with the password which has now been resolved. Still to meet to implement.</p>	RM	13/09/23	Immediate	Ongoing
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> <p>Update 27/03/24 – Duty Free have confirmed that they are trained to assist passengers as and when required. Passengers simply have to speak to a staff member to request assistance.</p>	RM	06/12/23	Immediate	Closed 27/03/24
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> <p>Update 27/03/24 – Correction to this action. We meet quarterly already, and minutes are issued on the website already. We must also minute and ensure publication of all other related meetings and minutes.</p>	RM	06/12/23	Next Meeting	Closed 29/03/24