

# Minutes

## Edinburgh Airport Accessibility Forum (EAAF)

Date	Wednesday 30 <sup>th</sup> October 2019	
Location	Conference Room, Doubletree Hilton Hotel, Edinburgh Airport	
<b>Attendees</b>		
<b>Name</b>	<b>Company</b>	
Andy Wright	Committee Chair	
Ross Gilpin	PRM Contracts Manager, Edinburgh Airport	
Marc Buckle	General Manager North, Omniserv	
Douglas Morgan (Guest)	Additional Needs Assistance Team	
Pamela Munro	Guide Dogs for the Blind	
Angela McCormack	MS Society	
Libby Herbert	Colostomy UK	
Joanna Martin	Spinal Injuries Scotland	
Maureen Morrison	Spinal Injuries Scotland	
Gordon Hay	Deaf Action	
Kim Martin	Children's Hospices Across Scotland	
Graham McGuire	Stroke Association	
Andrew Ewen	Leonard Cheshire	
Mig Coupe	Salvesen Mindroom Centre	
<b>Apologies</b>		
Anne McWhinnie	Alzheimers Society	
Stewart Campbell	Autism Initiatives	
Mark Hoskins	Scottish Government	

### 1 - Welcome and Introductions

**Andy** started the meeting by welcoming everyone and summarising the topics on the agenda. He then confirmed that following consultation with committee members, the accessibility committee would now be officially known as the **Edinburgh Airport Accessibility Forum (EAAF)** and would adopt the strapline *'Continuously striving for improvements to Accessibility and Inclusion'*. Once finalised, Terms of Reference will be drawn up and circulated to all **EAAF** members.

**Action:** Andy to circulate Terms of Reference once completed.

### 2 - Actions from previous meeting

**Andy** then summarised Actions from the previous meeting, as detailed below, which **Ross** addressed as follows:

- **Help Points** - a full update would be provided later during the Forum presentation
- **Update on Website** - enhancements & development work is still ongoing, further updates to follow
- **Consideration for Thistle Card** - following CAA consultation and in order to avoid duplication or confusion, Edinburgh Airport has decided to focus solely on the Hidden Disability lanyard in support of their passengers with Additional Needs.
- **PRM Open Day** - EasyJet asked to postpone the event until Feb/Mar 2020 for operational reasons
- **Identify gaps within Staff Training modules** - more information would follow later in the presentation

**Action:** Andy to seek update on the website and PRM Day at next meeting

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### 3 - Performance Update and Customer Feedback

**Ross** provided an update on the airport's ECAC performance scores, highlighting a **good** performance in recent months, with only a slight dip during the month of June.

**Ross** then shared feedback results from the airport's Passenger Surveys, which demonstrated high percentages scored in the **'Excellent'** category for Quality of Service, on passengers outbound and inbound flights. As well as for Helpfulness and Courtesy of airport staff.

**Note:** Further details can be found in the accompanying slide pack (PDF).

### 4 - Hidden Disability Update

**Ross** then shared some interesting results from the surveys that had specifically targeted passengers with a hidden disability.

Over 94% of those surveyed said they would be happy to use the Additional Assistance service again. Also, over 80% of the passengers surveyed said that this was the first time they had used Additional Assistance.

Which was great testament to the reputation that had already been earned by the service, as well as confirmation that such a facility is a great benefit to travellers with a hidden disability. This was further supported when **Douglas** revealed that throughout 2018 the airport had received 38 positive feedback responses about the service. Whereas the airport has already received 105 positive responses this year so far.

**Note:** Further details can be found in the accompanying slide pack (PDF).

### 5 - Mystery Shopper Exercises

**Ross** then informed the Committee that Edinburgh Airport plan to conduct at least 10 *Mystery Shopper* exercises per month during 2020. Of which at least 10% of the participants will have some form of disability.

Once the implementation plan has been agreed, Forum members will then be consulted to establish the key stages of the journey and processes they would like the *Mystery Shoppers* to specifically target.

**Action:** Ross to provide further updates at the next meeting.

### 6 - Proposed Airport Infrastructure Enhancements

**Ross** showed a number of concept videos highlighting the proposed infrastructure enhancements due to take place next year, which will improve the Check-in area and the East terminal.

**Maureen** asked if assistance would be provided to an independent wheelchair user who was travelling alone, with getting a heavy suitcase on the new styled luggage belts. **Ross** confirmed that support with luggage both on and off the belts would be provided to those who required it.

In addition, **Ross** confirmed that the airport had also recently installed a new Changing Places facility and had greatly enhanced the look of the Help Points. Which **Pamela** confirmed were now far easier to identify, especially in a crowded terminal, for a visually impaired passenger. The next project is to create a Quiet room within the airport intended for those with a hidden disability.

**Libby** then informed the Committee that she had walked around the terminal with **Ross** the previous day with a view to establishing the suitability of the toilets for a colostomy user. A report will follow highlighting the necessary work required in order to bring them all up to speed.

**Note:** Further details can be found in the accompanying slide pack (PDF).

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### 7 - AccessAble Presentation

**David Livermore** from AccessAble then made a presentation to the Committee about his organisation and how he felt AccessAble may benefit Edinburgh Airport's passengers.

AccessAble, originally called DisabledGo, was set up in 2000 by Dr. Gregory Burke as a result of his own experiences as a wheelchair user and disabled walker. Gregory was frustrated to find that the best-case scenario when he looked for accessibility information was a few unhelpful words that only resulted in more uncertainty.

By 2018 DisabledGo was used by over 1.5 million people each year to plan a visit or trip out.

**David** felt that AccessAble's website would be a perfect medium for potential users of Edinburgh Airport to find out critical accessibility information in advance of their visit.

Following the presentation **Ross** and **Andy** consulted with the Forum to seek their views on whether they felt there would be benefit to Edinburgh Airport's passengers by subscribing to this online directory.

### 8 - Training Update

**Ross** provided an overview of the various staff training that had taken place at the airport recently, as well as proposed future plans as follows...

- Retail teams have received Hidden Disability Awareness Training
- MS Society and Combat Stress have trained the Security Disability Leaders
- **Mig**, Salvesen MindroomCentre held a train the trainer course for the Additional Needs Team
- Stroke Scotland trained a number of Omniserv staff
- Early 2020 - Colostomy Training Scheduled with **Libby**
- Early 2020 - Diabetic Awareness Training Scheduled
- Early 2020 - Deaf Awareness Training Scheduled, which will be supported by **Gordon** and his team

**Action:** Ross to review the Disability Awareness E-learning Training

### 9 - Community Work

**Ross** informed the Forum members that 7 pupils from Pinewood School (an Additional Support Needs school), were recently hosted by a representative of the airport's Additional Needs Team. The group visited Check in, travelled through Security to Airside, looping back through Baggage Reclaim. Whilst Airside they went on a coach to view the Airside Operations, Cargo, as well as the Fire Station.

There are also future visits planned with both Leith Academy and service users from the Salvesen Mindroom Centre in November.

**Ross** then informed the Committee how the airport is pleased to be working with the Developing Young Workforce (DYW), as part of their commitment to Reducing the Disability Gap. Edinburgh Airport recently attended the first open door event at Pilrig Park School, where there was an opportunity to meet some young people and hear more about what they'd like from a work experience placement.

The Forum were told how the airport is looking forward to learning from DYW and other employers, who have had successful pupil placements with ASN.

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### 10 - Any Disability Symbol Trial

**Ross** notified the Forum that Edinburgh Airport was planning to conduct a trial using the *Any Disability Symbol*. The symbol was designed and tested with over 2,000 people with varying disabilities. So, the plan is to trial the symbol at the airport, in order to build on this and gather further positive customer experience feedback.

Edinburgh Airport will be one of the first to adopt this symbol and plan to start the trial utilising the symbol on all the Accessible toilets and current Blue Badge parking spaces in the multi-storey car park.

**Note:** Further details can be found in the accompanying slide pack (PDF).

**Action:** Ross will provide an update with feedback in due course.

### 11 – A.O.B. and Summary of Actions

- Andy to review and circulate the EAAF Terms of Reference
- Ross to provide update on the website and PRM Day at next meeting
- Andy to seek feedback from Forum on key focus points for a Mystery Shopper exercise
- Ross to consult with Autism Initiatives to seek advice on the introduction of a Quiet Room into the airport
- EDI to implement recommendations from the Colostomy UK Accessible toilets appraisal
- Ross to review the Disability Awareness E-learning Training
- Ross to provide an update on Any Disability Symbol Trial
- Andy to invite the CAA and an airline to the next EAAF Meeting

**Next year`s EAAF dates: Wednesday, 29 April 2020 & Wednesday, 28 October 2020**