



AccessABZ Forum

<p>Location: Aberdeen</p> <p>Frequency: Twice yearly – March and September.</p> <p>Duration: 2 hours</p>	<p>Participating Organisations:</p> <p>Aberdeen International Airport (AIA), G4S (Assistance service provider at AIA), Deaf Action, Grampian Opportunities, NHS Grampian, North East Sensory Services, VSA, Public Partnership Forum Orkney, Shetland Health Board & Patient Focus, Aberdeen City Council, Bon Accord Access Panel, Grampian Autistic Society, Shona Owen (Service User).</p> <p>Distribution of Minutes: Attendees, Aberdeen International Airport website.</p>
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<p>Objective:</p> <p>To provide a forum for groups and organisations representing users of Aberdeen International Airport’s Assistance Service. The forum shall promote the continuous improvement and review of the service / associated activities to ensure the needs of users are met.</p> <ul style="list-style-type: none"> • Assurance that services provided are meeting needs and facilities are fit for purpose. • Receive feedback on current facilities and services by users of such services. • To review and monitor quality standards through consultation. • Develop open and honest communication between all parties. • To help deliver an exceptional customer experience. • Consultation in shaping future service delivery. 	<p>Agenda:</p> <p>Agenda Items will be collated in advance and sent to all members prior to the meeting.</p> <p><u>Proposed Agenda</u></p> <ul style="list-style-type: none"> • Minutes/Actions from previous meeting <p>Standard agenda items will include;</p> <ul style="list-style-type: none"> • Airport Operational Update • Customer feedback • Member Discussion (members are able to table agenda items) • G4S Service Update • AOB <ul style="list-style-type: none"> • Ad hoc site walkthroughs will be arranged when required. <p><i>Terms of reference will be reviewed after the first year.</i></p>
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Inputs: <ul style="list-style-type: none">• Terminal Operation• General Airport information• Airport Communications• Customer Feedback / Trends• External Forum members• G4S Operation	Outputs: <ul style="list-style-type: none">• Action Decision Log with actions, owners and dates.• Closure of actions.• Continual review and improvement of PRM services.	Ground Rules: <ul style="list-style-type: none">• Commitment to attend or deputy to be sent.• If not attending, updates to be sent in advance to chair.• Confidentiality respected, where required.• Actions, owners and dates which require inclusion on minutes to be stated clearly.
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