

## Access Aberdeen Forum – 29<sup>th</sup> March 2023, 10am

### Present

Hussein Patwa	Co-Chair, Aberdeen Access Forum
Kevin Douglas	AIAL, Terminal Operations Manager
Gemma Mason	AIAL, Administrator
Fraser Bain	AIAL, Project Manager
Joan Allan	ABM, Manager
Samantha Saunders	ABM, Head of assisted services.
Andrea Barclay-Scarry	Co-Chair, Aberdeen Access Forum & AIACC Representative
Stan Flett	Aberdeen action on disability
Pamela Munro	Airport User
Vic Baxter	Airport User
Sam Reid	Deaf Action

### Apologies

Judith Forbes	NHS Grampian, Orkney & Shetland discharge nurse.
Mags Corbett	AlzScot
Kirstin Torrie-McPherson	Deaf Action
Phionna McInnes	Wee Too
Fiona Heinonen	Kayleigh's Wee Stars
Katrina Michie	Shop Mobility Aberdeen
Carolynne Fishburn	Aberdeenshire Council
Shona Owen	Airport User

### Agenda

1. Welcome and introduction – attendees in person and online to introduce themselves (name and organisation represented)
2. Apologies
3. Minutes of previous meeting 01 Nov 2022 – Members to advise of any changes to minutes previously circulated and agree.
4. Actions from previous meeting – updates from members or AIA staff on actions noted in previous minutes where not covered elsewhere.
5. AIA updates.
6. NHS Forum updates.
7. Customer satisfaction monitoring and evaluation – Members to discuss appropriateness of existing CAA surveys or proposals for AIA-independent monitoring of customer satisfaction. Discussion guided by AIA staff.
8. Future planning – Discussion on possible areas of focus for future meetings including if department-specific staff should be involved.
9. Member updates
10. AOCB – including any suggested members to join the group.
11. Date of next meeting – TBC

## **1. Welcome and introduction – attendees in person and online to introduce themselves (name and organisation represented)**

H Patwa welcomed all present and went around the boardroom table and screens for introductions.

## **2. Apologies**

G Mason noted apologies.

## **3. Minutes of previous meeting 01 Nov 2022 – Members to advise of any changes to minutes previously circulated and agree.**

H Patwa advised of typing errors on November 2022 minutes which will be corrected.

There were no queries raised by the forum relating to the previous forum minutes.

## **4. Actions from previous meeting – updates from members or AIA staff on actions noted in previous minutes where not covered elsewhere.**

An update was requested on the issue raised by A Barclay-Scarry at the previous forum reference the irregularities of traveling through security with a guide dog. K Douglas commented, a further meeting is to be held with ICTS to discuss and training can be provided.

H Patwa asked for action to be kept on minutes. A further discussion to follow between with K Douglas, A Barclay Scarry, and P Munro.

K Douglas will follow up with the CAA reference the booking process for special assistance which varies between airlines. The CAA are to confirm if there is a user friendly or more consistent process in place.

S Saunders referenced document CAP 23/74 – July 2022 where airlines ensure services available are accessible to all. The rating accessibility airports and airlines are still in discussion. H Patwa asked if there would be an opportunity for the CAA to join a future forum meeting.

An update was requested on the point raised at the previous forum meeting reference an automated acknowledgement and response timeline when emailing ABM with special assistance requests. K Douglas will discuss setting up an automated response with J Allan.

On the previous forum meetings, it was queried about the possibility of introducing a communication device to allow passengers to consult with the special assistance coordinators. This is still being reviewed, however a short-term solution has been provided, where a business card with the special assistance coordinator's phone number 07471 99 64 56 is provided to the passenger.

## ABM Special Assistance Coordinator



07471 99 64 56

A Barclay Scarry, noted the coordinator details will be shared with CLAN.

H Patwa, asked if the business card can be printed in braille. A Scarry Barclay to share contact details with K Douglas for NESS who have a transcription service and would be able to produce this information in braille.

Andrea raised action with Hussein to increase the awareness, importance, and benefits of the sunflower lanyard

### **5. AIA update.**

K Douglas confirmed AIAL were rewarded with the highest available rating of “very good” for PRM services between April to October 2022. Noting, only 6 airports out of 16 received this achievement. The full year report for 2022 due to be issued mid-2023. Well done to J Allan and the PRM team.

An overview of PRM services confirmed 72.89% were pre-notified. The Ryanair pre notification was always good which may be due to their booking process.

The final feedback figures for 2022 were, 12 complaints which ranged from boarding to delays etc. There were 11 compliments, 9 for staff and 2 for general PRM service.

H Patwa queried if the pre notification requirements were standard across all UK Airports. K Douglas confirmed, the standard notification is 48hr prior for airlines and 36hrs for airports.

A breakdown was provided on prebooked departures, with all targets met. K Douglas will continue to monitor the performance throughout the summer.

K Douglas provided an overview on the summer 2023 schedule. Noting, TUI will have a full schedule from 1<sup>st</sup> May and increased frequencies on Loganair routes.

AIAL will continue to monitor baggage delivery and taxi availability. The average time for waiting for bags was 15 minutes in March.

The John Muir lounge is open and fully operational. The lounge is available for all passengers for use.

Security, special assistance, and cleaning will all have increased resource for summer.

S Saunders advised of NHS Training which focuses on how passengers feel while travelling. The training has received good feedback and will form a part of a nationwide roll out for all ABM new starts. More information will follow at the next NHS Forum.

## **6. NHS Forum update.**

An update provided on the recent NHS Forum which provided good engagement from Loganair and the NHS booking team.

Loganair have introduced an automated system which will issue vouchers for delays directly to the passenger's phone or boarding card. Which will avoid the requirement for the passenger return or queue at the ticket desk. However, if unable to issue a voucher, Loganair will contact the airport to ask the passenger to return to the ticket desk.

A Barclay Scarry had raised at the NHS Forum, that it is not possible to book a guide dog onto a flight through the Loganair website. Loganair confirmed this procedure is in place because confirmation is required that the dog is officially an assistance dog.

A general discussion was held around the challenges for NHS Patients to find local hotels when flights are disrupted or cancelled. Which is due to the demand by O&G service companies.

K Douglas will be participating in the next Scottish Airports "Aviation Accessibility Group" on 6<sup>th</sup> April. Feedback will from the group will be shared at the next forum meeting.

A Barclay Scarry queried the possibility of assigning resource dedicated to providing additional assistance while at AIAL. K Douglas to advise.

The next NHS Forum meeting scheduled to take place in June.

## **7. Customer satisfaction monitoring and evaluation – Members to discuss appropriateness of existing CAA surveys or proposals for AIA-independent monitoring of customer satisfaction. Discussion guided by AIA staff.**

H Patwa questioned if the CAA customer satisfaction survey discussed at the previous form would be acceptable. K Douglas advised the standard CAA form which is available has a low participation rate but will investigate an independent survey for ABZ. Once created, the form will be distributed to the access Aberdeen Forum members for feedback.

S Saunders, noted the poor response is due to length of survey being 15 pages.

## **8. Future planning – Discussion on possible areas of focus for future meetings including if department-specific staff should be involved (Car Park Question raised by Andrea)**

H Patwa asked how we can get most from Forum. Proposing that there could be a focus on a particular area of the airport which could be beneficial to the forum? The forum members agreed but noted that specific areas will be included as required. Any suggestions for focus areas are to be submitted to Andrea and Hussein.

S Flett requested the possibility to add white painted edging on the steps leading from the forecourt to the multi storey carpark. This would improve visibility in a currently restricted lit area. In addition, could AIAL investigate stud placements in the forecourt and short stay carpark? K Douglas investigate further.

## **9. Member updates**

J Allan will invite a PRM supervisor along to the next forum meeting.

S Reid, will circulate the consultation relating to the future of Deaf Action once available.

A Barclay Scarry, provided clarity on the query raised at the previous forum meeting reference ground marking. M Beveridge had given overview on ground markings within the carpark, but the request was for terminal building markings.

K Douglas confirmed there are floor stud markings within the carpark but there are not changes planned to the terminal building.

K Douglas commented there has been good feedback after the relocation of the blue badge spaces which are now located under cover on the ground floor of the multi storey carpark.

H Patwa advised that the forum can contact the co-chairs at any time with suggestions for future meetings.

H Patwa is a representative at the upcoming Taxi and Private Hire Consultation Group, run by Aberdeen City Council. Feedback will from the meeting shared at the next forum meeting.

### **10.AOCB – including any suggested members to join the group.**

V Baxter extended thanks to J Allan on the comprehensive response regarding travelling with wheelchairs which will also be made available on the AIAL website.

There was a query regarding the parking validation process for blue badge holders. The negotiation of the steps at APCOA customer service can provide a challenge for wheelchair users. K Douglas to discuss with APCOA and will advise.

It was questioned, the possibility of airlines could join future Access Aberdeen Forums, as it would be beneficial for both the forum and airlines.

### **11.Date of next meeting – TBC**

Proposed date for next Access Aberdeen Forum is to be confirmed.

H Patwa brought meeting to a close.