



Aberdeen Airport Accessibility Forum

24 March 2026

Present

Andrea Barclay-Scarry	Co-Chair, Aberdeen Access Forum & AIACC Representative
Kevin Douglas	Aberdeen International Airport Ltd
Gemma Mason	Aberdeen International Airport Ltd
Carolynne Fishburn	Aberdeenshire Council
David Cordiner	ABM
Abigail Joseph	ABM
Carolyn Wilson-Smith	Airport User
Lee Butler	Butlers Travel
Emily Kilby	CAA
Sam Reid	Deaf Action
Ian Baxter	ICTS
Adrienne Roger	ICTS
Sharon Robertson	Loganair
Gwyneth McMinn	NESTRANS
Lisa Glaister	NHS Shetland
Maureen Morrison	Spinal Injuries Scotland
Gary Laing	Young Onset Parkinson's

Apologies

Hussein Patwa	Co-Chair, Aberdeen Access Forum & Disability Equity Partnership
Samantha Saunders	ABM
Michelle Baxter	ABM
Manoj Chellingi	ABM
Jane Russell	ACVO
Vic Baxter	Airport User
Pamela Munro	Airport User
Amanda Foster	Airport User
Mags Corbett	AlzScot
Brydon Robertson	Loganair
Judith Forbes	NHS Grampian, Orkney & Shetland
Rachael Moar	NHS Orkney
Yvonne Graham	NHS Shetland

Caroline Hood	NESTRANS
Katrina Mechie	Shopmobility Aberdeen
Joanna Martin	Spinal Injuries Scotland
Stan Flett	Aberdeen Action on Disability
Carol Kennedy	JDRF
Kirstin Torrie McPherson	Deaf Action
Jacqui Sibbald	IA (Ileostomy and Internal Pouch Association)
Phionna McInnes	Wee Too

AGENDA

- Co-chair – Welcome, introductions – Andrea
- Apologies – Gemma
- Approval of Previous Minutes – Andrea
- Standing Items from previous meetings – Andrea
- Airport Update – Kevin
 - Passenger Growth 2022-2026
 - Assistance Types Requested 2025
 - Assisted Service Performance
 - Survey Feedback & Results
 - Feedback
 - Training & Familiarisation Visits
 - Assisted Travel Service Contract
 - Considerations for the Accessibility Forum
- Break
- Loganair Update – Sharon
- Service Provider Update – David
- ICTS – Security Provider Ian Baxter
- Member Travels / Feedback - All
- Member and Organisation Updates – All
- Questions and Any Other Business – All
- Closing Remarks – Andrea

➤ **Co-chair – Welcome, introductions – Andrea**

Andrea opened the meeting by welcoming everyone to the ABZ Accessibility Forum and inviting attendees to introduce themselves.

➤ **Apologies – Gemma**

Gemma provided an overview of those who had sent their apologies.

➤ **Approval of Previous Minutes – Andrea**

Andrea asked the forum for any comments on the previous meeting which was held on 28 October 2025. There were no queries raised or corrections required.

➤ **Standing Items from previous meetings – Andrea**

Outstanding actions from the previous meeting were discussed and updates were provided by the action holder.

Signage – Disabled parking bays (Improvement)

All car park and wayfinding signage will be updated to reflect the change of the service name to Assisted Travel.

Kevin is liaising with the contractor and awaiting cost estimates. The signage updates are expected to be completed by the end of Summer 2026.

White lines

Kevin confirmed that a contractor has been appointed and the work will be carried out once weather conditions improve. The exact date is still to be confirmed.

Image Description

Kevin is awaiting an update as adding image description will form part of the wider website overhaul, which is currently pending approval.

Verbal compliments

There have been no verbal compliments recorded to date however Kevin will request an update from Manoj.

David asked if a dedicated feedback email address could be created for Assisted Travel. Further discussions will take place regarding the setup of this email address, which could then be added to the Aberdeen Airport website for ABM.

Terminal Tour

This will be covered later in the meeting.

Survey slides

This will be covered later in the meeting.

ICTS Disability Awareness Training.

Kevin attended and the training provided a good overview including hidden disabilities and sunflower lanyards.

The forum had a discussion regarding the concerns of passenger's belongings being left in the central search area during a private search. ICTS had not been made aware of any concerns and advised that the items will go with the passenger into the private search area.

➤ **Airport Update – Kevin**

Passenger Growth 2022-2026

An overview of Assisted Travel numbers showed a 21.27% increase in 2025 in compared with 2024. Assisted travel accounts for 1.23% of the overall passenger numbers which is a +0.19% increase.

Assistance Types Requested 2025

There has been a decline in the assistance travel categories *WCHR and **WCHS, however there has been a huge increase in ^DPNA passengers from 1% to 9.46%.

**WCHR – Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft*

*** WCHS – Passengers who cannot ascend and descend steps, where the wheelchair is required to/from the aircraft and the passenger must be carried up/down the steps but is able to make their own way to/from cabin seat*

*^DNPA - Disabled Passenger with Intellectual or Developmental Disability
Needing Assistance*

Assisted Service Performance

Kevin provided an update on performance standards and a brief explanation of targets for arriving and departing pre-advised PRM passengers. A full breakdown of figures can be found on slides 6 to 8 on the supporting presentation.

Survey Feedback & Results

There have been 1,090 surveys sent in 2025 with a response rate of 1.11% which exceeds the target of 0.50%.

The forum was provided with examples of feedback from survey respondents where their experience exceeded or fell below expectations. Please refer to slides 10 and 11 on the presentation for examples.

A question was raised about if ratings which fall below expectations are investigated. Kevin advised that it is difficult to investigate as the survey is anonymous. However, if details an issue were provided then it would be fully investigated.

Feedback

Overall, there were 7 complaints and 9 compliments received in 2025. Please refer to slides 14 to 16 on the presentation for a breakdown of categories and feedback details.

The forum had a general discussion regarding the aircraft boarding process for assisted travel.

The forum was advised that feedback is received via email or letter and there have been 2 complaints and 1 compliment received year to date in 2026. All complaints are fully investigated and responses are provided to the complainant.

Training & Familiarisation Visits

The forum was advised of the training and familiarisation sessions completed in 2025.

Type of Training/ Familiarisation / Airport Visit	Date Completed	By Whom
Guide Dog/Visual Impairment Awareness	25th May 2025	A Barclay & P Munro
Spinal Injuries Scotland	23 July 2025	Maureen Morrison
Stroke Association	08 October 2025	David Jones +5
Stoma	Nov 2025	Colostomy UK

Kevin advised that he hopes to meet with Caroline at JDRF, who is currently developing an advice package for travelling through the airport with medical devices.

Assisted Travel Service Contract

The Assisted travel contract at has been re-awarded to ABM from 1 April 2026 for a period of three years. There are no changes expected to the service. Additionally, ABM will become the Assisted Travel service provider at Glasgow Airport from 1 April 2026.

Considerations for the Accessibility Forum

Kevin provided an update on the considerations,

Providing advice on the accessibility of planned new terminals or refurbishment of old terminal buildings and advice on the accessibility of facilities, equipment and service.

Retail and Catering layout Q4 / 2026 images from Emma
Wayfinding Review – Assisted Travel

Designating points of arrival and departure.

There are no changes planned at the current time.

Practical inspections of airport services.

Proposal to arrange a visit / tour to the Terminal – Discuss a date/time.

The proposed date for the tour is 20 May 2026. Further details including information on required documentation for processing of visitor passes to be emailed to Forum.

Survey of Accessibility Forum Members

Currently under design – discuss what should be included.

The survey is expected to be sent to forum members within the next couple of weeks. For any requests for questions to be included, email Kevin and Gemma.

➤ **Loganair Update – Sharon**

Sharon provided an overview on the recent airlines Fit to Fly Forum.

Loganair carried 63,000 NHS patients, with PRM services accounting for 27% of NHS-related travel.

➤ **Service Provider Update – David**

The forum was provided with overview of ABM's innovations around the UK business, which includes an autonomous wheelchair is currently being trialled.

ABM support the wider community and have a collaboration with the Deaf and Sensory Network.

Gwyneth queried whether there are any employment issues due to surface access? The forum discussed the public transport links available to Aberdeen Airport which includes a frequent bus service and bus links between Dyce Railway Station and the airport.

It was queried if there was staff discount available on the buses? As it would be good to mention when recruiting staff? Kevin will investigate and advise.

Andrea highlighted that it was worth noting the availability of 'Access to Work' support for equipment and transport, although there is currently a waiting list.

➤ **ICTS – Security Provider Ian Baxter**

Ian advised that ICTS are gearing up for the summer and in preparation for a busy summer, new security officers have been recruited.

ICTS are keen to meet with JDRF regarding familiarisation of medical devices and would be a valuable training session for all officers.

The forum held a general discussion about travelling with children who have additional support needs and were advised of the familiarisation visits available at the airport prior to the day of travel. These visits help introduce children to the airport environment and allow them to know what to expect on the day.

➤ **Member Travels / Feedback – All**

Andrea opened the meeting to all forum members and provide an opportunity to discuss and provide feedback on recent travels.

➤ **Member and Organisation Updates – All**

The Aberdeen Rapid Transport is out to tender, see link below for the consultation details.

www.nestrans.org.uk/projects/aberdeen-rapid-transit/

➤ **Questions and Any Other Business – All**

The next meeting for the Aviation Accessibility Task and Finish Group, led by the DfT will take place on 15 April 2026. An update will be shared at the next Accessibility Forum.

➤ **Closing Remarks – Andrea**

The next NHS Forum is expected to take place late September/early October which will be a joint forum with Glasgow Airport. Invitation to follow.

For any questions or requests for organisations to visit the airport please contact Gemma. All questions and answers will be collated and emailed out to the forum.

Please contact Kevin or Gemma with any recommendations for organisations to join the forum.

Andrea asked Kevin invite PrimeFlight to future Accessibility Forums.

Proposed date for the next Accessibility Forum meeting will be October 2026.
Invites to follow in due course.

With no further comments, the meeting was closed by Andrea.