



## AccessABZ Forum

**Location:** Aberdeen Airport (currently on Microsoft Teams)

**Frequency:** Twice Yearly (moving to every 2 months from April 2021)

**Duration:** 1.5-2 hours

**Attending:**

- Airport representatives
- Passenger Assistance provider representatives
- Local Disability Organisation representatives
- Service Users

**Chaired by:** Fraser Bain – Aberdeen Airport

**Distribution of Minutes:** Attendees

**Objective:**

To provide a Forum for groups and organisations representing a wide range of disability/mobility issues as well as users of the passenger assistance service, in order to aid the continuous improvement and review of PRM (Passengers with Reduced Mobility) activities at the airport.

The Forum provides the means for the airport to engage and consult with the local community on accessibility issues to help it become a fully inclusive and accessible environment.

- To gain assurance that services provided are meeting the needs of those requiring it and facilities are fit for purpose.

**Agenda:**

Invitees are encouraged to contribute agenda items which will be collated and sent out in advance of the meeting.

Agenda

- Introductions
- Review minutes/actions of previous meeting
- Summary of PRM operation/performance
- Customer feedback
- Airport operational update
- Member Discussion
- AOB

<ul style="list-style-type: none"> <li>• To elicit feedback on the accessibility of current facilities and services by users of the service.</li> <li>• To review and monitor quality standards through consultation.</li> <li>• To develop open, honest and constructive communication between all parties.</li> <li>• To understand the needs and expectations of passengers requiring assistance including those with a hidden disability.</li> <li>• To utilise the expertise and experience provided by attendees to prioritise future service delivery to help deliver an exceptional customer experience.</li> <li>• To foster long term working relationships with groups and organisations within the local community in order to continue to develop the service and facilities provided.</li> </ul>	<ul style="list-style-type: none"> <li>• Ad hoc tours and walk-throughs of the Terminal will be arranged when required.</li> </ul>
--	--

<p><b>Inputs:</b></p> <ul style="list-style-type: none"> <li>• Terminal Operation</li> <li>• Collation of customer feedback from Feedback management system.</li> <li>• General Airport Information</li> <li>• Industry/Regulator updates</li> <li>• Assistance Provider updates</li> <li>• Forum members updates</li> </ul>	<p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>• Minutes with actions, owners and dates</li> <li>• Minutes sent out to all forum members and saved on Assistance section of Airport website.</li> <li>• Closure of actions.</li> <li>• Co-ordinated response.</li> <li>• Continual review and improvement of PRM services.</li> </ul>	<p><b>Ground Rules:</b></p> <ul style="list-style-type: none"> <li>• Commitment to attend but understand that members might not be able to join every meeting</li> <li>• Confidentiality is required.</li> <li>• Members encouraged to put forward agenda items for discussion.</li> </ul>
--	--	--