



AccessABZ Forum

Location: Aberdeen Airport

Frequency: Twice Yearly

Duration: 1.5-2 hours

Attending:

- Local Disability Organisation representatives
- Service Users
- Airport Representatives
- Airline Representatives
- Assistance Service Provider

Chaired by: Independent Chairperson

Current Co-chairs – Hussein Patwa
Andrea Scarry-Barclay

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, to aid the continuous improvement and review of the Special Assistance Service (PRM-Passengers with Reduced Mobility) activities at the airport.

The Forum provides the means for the airport to engage and

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 the Special Assistance operation and performance,

<p>consult with the local community on accessibility issues to support a fully inclusive and accessible airport environment.</p> <ul style="list-style-type: none"> • To gain assurance that services provided are meeting the needs of those requiring it and facilities are fit for purpose. • To elicit feedback on the accessibility of current facilities and services by users of the service. • To review and monitor quality standards through consultation. • To develop open, honest, and constructive communication between all parties. • To understand the needs and expectations of passengers requiring assistance including those with a hidden disability. • To utilise the expertise and experience provided by attendees to prioritise future service delivery to help deliver an exceptional customer experience. • To foster long-term working relationships with groups and organisations within the local community to continue to develop the service and facilities provided. 	<p>including Quality Standards</p> <ul style="list-style-type: none"> • NHS User Updates • Customer feedback • Airport operational update • Member Updates and Discussion • Regulatory Updates/ Changes • AOB • Ad hoc tours and walk-throughs of the Terminal will be arranged when required.
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<p>Inputs:</p> <ul style="list-style-type: none"> • Terminal Operation • Collation of customer feedback from Feedback management system. • General Airport Information 	<p>Outputs:</p> <ul style="list-style-type: none"> • Minutes with actions, owners, and dates. • Minutes sent out to all forum members and saved on Assistance 	<p>Ground Rules:</p> <ul style="list-style-type: none"> • Commitment to attend but understand that members might not be able to join every meeting • Confidentiality where required.
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<ul style="list-style-type: none"> • Industry/Regulator updates • Assistance Provider updates • Forum members updates 	<p>section of Airport website.</p> <ul style="list-style-type: none"> • Closure of actions. • Co-ordinated response. • Continual review and improvement of PRM services. 	<ul style="list-style-type: none"> • Members encouraged suggest agenda items for discussion. • Open, honest and respectful interactions and cooperation to promote an effective customer focussed service.
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Reference: CAA CAP1228 - Guidance on quality standards under Regulation EC 1107/2006
Chapter 3: Consultation

As a minimum, accessibility forums should meet twice a year and be involved in discussions about

- setting quality standards
- reviews of performance against the quality standards
- reviews of performance-monitoring systems
- awarding contracts to service providers (although not necessarily issues that are commercially confidential)
- providing advice on the accessibility of planned new terminals or refurbishment of old terminal buildings
- providing advice on the accessibility of facilities, equipment and services
- training programmes
- designating points of arrival and departure
- practical inspections of airport services (generally using 'walk-throughs').