

Access Aberdeen Forum – 10th October 2023, 10am

Present

Kevin Douglas	AIAL, Terminal Operations Manager
Gemma Mason	AIAL, Administrator
Joan Allan	ABM, Manager
Stan Flett	Aberdeen action on disability
Pamela Munro	Airport User
Laura Baxter	Airport User
Sam Reid	Deaf Action
Phionna McInnes	We Too!

Apologies

Andrea Barclay-Scarry	Co-Chair, Aberdeen Access Forum & AIACC Representative
Hussein Patwa	Co-Chair, Aberdeen Access Forum
Fraser Bain	AIAL, Project Manager
Judith Forbes	NHS Grampian, Orkney & Shetland discharge nurse.
Katie McNutt	SensationALL
Mags Corbett	AlzScot
Kirstin Torrie-McPherson	Deaf Action
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 29 March 2023 – Members to advise of any changes to minutes previously circulated and agree.
4. Actions from previous meeting – updates from members or AIA on actions noted in previous minutes where not covered elsewhere.
5. AIA update.
6. Customer satisfaction monitoring and evaluation.
7. Member updates
8. AOCB – including any suggested members to join the group.
9. Date of next meeting – TBC

Meeting chaired by K Douglas due to unforeseen circumstances.

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

K Douglas welcomed all present and went around the boardroom table and screen for introductions.

2. Apologies

G Mason noted apologies.

3. Minutes of previous meeting 29 March 2023 – Members to advise of any changes to minutes previously circulated and agree.

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.

Promotion of sunflower lanyards

At the previous ABZ Access forum it was discussed the importance of raising awareness and benefits of wearing the sunflower lanyard which could be promoted through social media and organisations represented at the ABZ Access forum.

K Douglas confirmed AIAL can support with the supply of lanyards where required.

S Flett is the chairman for Aberdeen Action on disability and will promote the sunflower lanyards at their next board meeting.

Help Card Number in Braille

NESS will support AIAL by printing the help cards in braille as per recommendation at the previous forum.

P Munro requested for the contact number to be saved to the PRM passengers phone if possible. J Allan confirmed this will be implemented.

K Douglas will review signage at the forecourt and carpark assistance points to include a number to text.

ABM Special Assistance Coordinator



07471 99 64 56

Scottish Airports Aviation Accessibility Group

K Douglas provided an overview on the Scottish Airports "Aviation Accessibility Group" which took place on 6th April 23.

The group discusses the accessibility of airports and travel generally. The associated challenges and share best practice.

Maureen Olliffe of Transport Scotland chairs the meeting and has from time to time there are guest speakers, most recently Dougi Bryce, Disability Equality Scotland (DES) who provided information on the Hate Crime Charter.

K Douglas queried if it would be beneficial for members from the ABZ Access forum to join a future meeting? This will be investigated and update to follow.

Car Park Customer Service Office

An update was provided on the query raised reference the parking validation process for blue badge holder and the fact that the negotiation of the steps at APCOA customer service can provide a challenge for wheelchair users. K Douglas confirmed an architect has reviewed the customer service building and is reviewing how to facilitate changes by adding kerbs etc.

L Baxter was happy to hear of the progress.

Walk through with Guide Dog

K Douglas is finalising the date with A Barclay and P Munro reference providing a familiarisation and training session with AIAL staff for passengers that travel through security with a guide dog.

Audio Description on social media posts

An enquiry was raised reference the possibility of adding audio description to AIA social media posts. K Douglas confirmed this is being investigated by the digital team.

P McInnes queried the system that would be used? As there has been issues with the systems understanding local dialects.

Steps- White Line Markings

S Flett had requested the possibility to add white painted edging on the steps leading from the forecourt to the multi storey carpark at the previous forum meeting which would improve visibility.

K Douglas confirmed that white line markings will be introduced at the steps from the short stay carpark. During snowy conditions there is a priority system in place in terms of the order that snow clearing takes place on the airport campus and additional resource in place to ensure steps are cleared.

5. AIA update

K Douglas confirmed AIAL has been awarded with the highest available rating of “Very Good” status for the Passengers with Reduced service in all 4 quarters in the past 12 months. Congratulations to J Allan and the PRM team.

An explanation was provided on Avtech system which tracks the Special Assistance team members through a handset and use of 44 beacons located around the terminal. It calculates when passengers are assisted with reference to their arrival times at the airport and from this the monthly AIAL performance is submitted to the CAA. Once a full year of statistics has been provided the overall percentage is calculated. The performance targets differ depending on whether the passenger has prebooked or not.

An overview of PRM services confirmed 74.13% were pre-notified. BH Air and SAS had a 100% pre-advised ranking. K Douglas will continue to monitor the performance throughout winter.

A breakdown of the customer feedback received January to September 2023, confirmed there were 6 complaints which ranged from boarding to waiting times etc. All 7 compliments related to customer service.

AIAL was awarded the UK “transport hub of the year” at the National Transport awards on 5th October 2023. AIAL’s Communications Manager Lee McCann was highly commended in the Frontline Employee/Community Champion category for the charity partnership with Kayleigh’s Wee Stars and We Too!

An update on the terminal building confirmed, the Costa/WHSmith hybrid unit opened landside in September 2023.

There is new seating available in the Departure Lounge providing passengers with a space to work and sit with takeaway food and / or beverages from Costa, Boots, The Distilling House, and Bocco. There are telephone charging points available also. There are some finishing touches still to be completed but the area is open and functional now.

The Next generation security project will commence at AIAL shortly. The June 2024 deadline imposed by the UK Government is for airports to install new security technology, which includes X-rays and Body Scanners. Passengers will be permitted to travel with larger sized liquids in cabin baggage and large electrical items will no longer require to be removed from luggage during the security screening process.

P McInnes queried the maximum liquids allowed? K Douglas confirmed its 2litres containers and more information will be shared on the limitations as soon as it becomes available.

The changes to the security process will mean there is a requirement for all passengers to be body scanned. These will replace Walk-through Metal Detectors. P McInnes highlighted that there may be possible issues with children standing for the body scanners.

AIAL will be introducing self-service kiosks and baggage drops for several airlines in the upcoming months. Dates to be confirmed.

300 new baggage trolleys have been introduced at AIAL in May 2023.

6. Customer satisfaction monitoring and evaluation

K Douglas provided an overview on customer feedback responses.

As per CAA requirements AIAL will commence collating passenger email addresses so that a link to the customer satisfaction survey can be sent to them for completion once a passenger has travelled.

P McInnes recommended to capture at that point then follow up as required.

Another idea was to a courtesy call to a passenger a few days after travel for feedback. P McInnes commented it's a good idea and provides a personal touch. K Douglas to investigate this option further.

K Douglas is looking into updating the information video which plays behind the assistance desk. A further update to follow but will likely be planned for 2024.

7. Member updates

P McInnes advised that time will be scheduled in 2024 for hidden disability and sensory training at AIAL.

8. AOCB – including any suggested members to join the group.

P McInnes congratulates the excellent ongoing customer service provided by the Special Assistance Team.

K Douglas confirmed the next NHS Forum is planned for early November. Noting, a tour of the terminal would be beneficial for the NHS Forum. It would showcase the terminal changes including the John Muir lounge and will be planned for Spring 2024.

S Reid highlighted it would be worthwhile linking in hearing dog training to the planned walk-through training with a guide dog at central search with A Barclay/P Munro.

P Munro to share with K Douglas the feedback from a passenger who recently travelled through AIAL with a guide dog.

K Douglas noted AIAL is part of the Keep Safe scheme set up by Police Scotland and I Am Me Scotland.

9. Date of next meeting – TBC

Proposed date for next Access Aberdeen Forum is March 2024.

K Douglas brought meeting to a close.