

<p align="center"><b>Committee meeting Edinburgh Airport Accessibility Forum (EAAF)</b></p>		
<p><b>Version 1.0</b></p>	<p><b>Meeting Date</b></p>	<p><b>02/10/2025</b></p>
<p><b>Author: D. Newman</b></p>	<p><b>Meeting Time</b></p>	<p><b>10:00 – 16:00</b></p>
<p><b>Location:</b> Double Tree by Hilton, Edinburgh Airport.</p>	<p><b>Approval</b></p>	<p>EAAF Committee Members</p>
<p><b>Attendees</b></p>		<p><b>Apologies</b></p>
<ul style="list-style-type: none"> <li>• Maureen Morrison (MM) – Spinal injuries Scotland (Chair)</li> <li>• Anne McWhinnie (AW) - Alzheimer’s Scotland</li> <li>• Libby Herbert (LH) – Colostomy UK</li> <li>• Kirsty Henderson (KH) – RNIB</li> <li>• Joanna Martin (JM) – Spinal Injuries Scotland</li> <li>• Sue Bowan (SB) – Dyslexia Scotland</li> <li>• Pat Meach (PM) - Dyslexia Scotland</li> <li>• Emily Kilby – (EK) CAA Accessibility</li> </ul> <p>Edinburgh Airport</p> <ul style="list-style-type: none"> <li>• Myles Grima (MG) – Head of Airport Operations &amp; Service</li> <li>• Pam Wishart (PW) – Airside Training</li> <li>• Irene Dow (ID) – Security Training</li> <li>• Bev Miller (BM) – Head of Development</li> <li>• Greg Dawson (GD) – Senior Operations Manager – Terminal</li> <li>• Dominique Newman (DN) – Terminal Operations &amp; Accessibility Manager</li> <li>• Zoe Day (ZD) – Senior Customer Service Advisor</li> <li>• Ryan Keenan (RK) – Customer Service Advisor</li> </ul>		
<p>Notes: Meeting was recorded for minute taking only.</p>		

**1. Welcome and Introductions (MM)**

Attendees introduced themselves and confirmed representation across accessibility, operations, training, and customer-facing functions.

**2. Agenda**

The agenda was agreed as circulated, covering:

- PRM performance update
- Passenger feedback and complaints
- Survey accessibility and data capture
- Accessibility and disability training

### **3. PRM Performance – Year in Review (Update by DN)**

- PRM demand continues to increase significantly, with around 20% growth recorded across 2025 to date.
- September 2025 was confirmed as the busiest month on record for PRM movements at Edinburgh Airport.
- An overview of ECAC performance for 2025 was provided, highlighting compliance focus areas and improvement themes.
- The self-mobilisation programme was outlined, including:
  - The intent to support passenger independence where appropriate
  - How the programme will operate in practice
  - The importance of clear communication and consistency for both staff and passengers

### **4. Complaints, Feedback and FAQs (Update by ZD)**

- Complaint volumes and key themes were summarised.
- Frequently Asked Questions raised by passengers were reviewed.
- Discussion focused on ensuring feedback mechanisms capture meaningful insights from PRM users and carers.

### **5. Passenger Survey Accessibility and Engagement**

- Questions were raised around the accessibility of current survey formats, particularly for visually impaired passengers.
- Clarification was provided on:
  - Survey length
  - Types of questions asked
  - Future consistency once the EAL survey is fully implemented on AvTech, which will provide a standardised approach going forward.
- The group discussed ways to increase survey participation, including:
  - Installing posters and prompts in key airside waiting areas
  - Targeting locations where passengers requiring assistance are likely to dwell

## **6. Accessibility and Disability Training (Update by ID / PW / BM)**

- An overview was provided of the Task and Finish Group, including progress to date.
- The five-point worksheet approach was discussed as a foundation for training design.
- It was agreed that accessibility refresher training should take place every 1–2 years (KH).
- BM confirmed that Security and other customer-facing roles will receive face-to-face accessibility training delivered by the Training Department.
- Options for rolling out accessibility training to third-party partners were explored, including embedding content within annual recurrent training.
- Actions and commitments:
  - A design-phase meeting will be arranged between the training team and relevant charities to shape training content (BM).
  - A member of the Security team with lived experience of disability will be invited to attend a future forum meeting (BM).
  - Training content will be adapted to different operational teams, proportionate to how frequently they interact with passengers requiring assistance (BM/ID).
  - OCS will share details of their current disability training with the forum.
  - Dominique to engage with other airports (including Stansted and Gatwick) to benchmark accessibility training approaches.
- It was agreed that:
  - A further dedicated training session will be held
  - Accessibility training will be rolled out across the wider airport campus
  - Training delivery should include a mix of videos, role plays, case studies, and full airport walk-throughs to reflect real passenger journeys
  - Clarification is required on who accredits hidden disabilities training, and this will be explored further

## **7. Any Other Business**

No additional items were raised.

## **8. Next Steps / Actions Summary**

- Increase visibility and accessibility of passenger surveys
- Progress design and rollout of accessibility training
- Engage charities and lived-experience colleagues in training development
- Share best practice with other UK airports
- Confirm accreditation arrangements for hidden disabilities training

Next meeting will be in April 2026 date to be confirmed.