

Committee meeting Edinburgh Airport Accessibility Forum (EAAF)		
Version 1.3	Meeting Date	23/04/2026
Author: Adam Payne, Edinburgh Airport. Amendments drafted following member feedback.	Meeting Time	10am - 3pm
Location: Double Tree by Hilton, Edinburgh Airport.	Approval	Maureen Morrison & Sue Bowen

Attendees	Apologies
Committee Members: DM. Dominique Newman, Edinburgh Airport. (IP) GD. Greg Dawson, Edinburgh Airport. (IP) MG. Myles Grima, Edinburgh Airport. (IP) JM. Joanna Martin, Spinal Injuries Scotland, Chair. (IP) NA. Neil Atkinson, RNIB Scotland. (OL) KH. Kirstie Henderson, RNIB Scotland. (OL) AM. Anne McWhinnie, Alzheimer Scotland (IP) SB. Sue Bowen, Dyslexia Scotland. (IP) PM. Patricia Meach, Dyslexia Scotland. (IP) Guests: ZD. Zoe Day, Edinburgh Airport. (IP) RK. Ryan Keenan, Edinburgh Airport (IP) AP. Aryan Puri, Edinburgh Airport (IP) ID. Irene Dow, Edinburgh Airport. (OL) RF. Raffaella Mauro, OCS – Edinburgh Airport. (IP) JD. Jamie Douglas, Edinburgh Airport. (IP) CL. Christine Lang, OCS – Edinburgh Airport (IP) LD. Laura Doherty, OCS – Edinburgh Airport (IP)	Committee Members: Lena Gillies, Dyslexia Scotland. Shaun Ann, Colostomy UK. Sophie Jenkins, The Yard Scotland. Emily Kilby, CAA Accessibility. Maureen Morrison, Spinal Injury Scotland Guests: Bev Miller, Edinburgh Airport.
*Attendees in person or online (IP or OL)	Notes: Meeting was recorded for minute taking only.

1. Introductions

Joanna Martin chaired the meeting in Maureen's absence. Attendees introduced themselves, including their role and organisation. DN ran through the agenda and confirmed that the meeting would be recorded for minute-taking purposes only.

2. Why the EAAF Matters - purpose, influence, and value to the airport - DN

DN outlined the role of the Forum and emphasised that the value of EAAF is the discussion and lived-experience input from members, not only the information contained in the presentation slides. Members were reminded that feedback helps shape future infrastructure, policy, guidance, training, service delivery and the wider passenger experience.

- The Forum's input should continue to influence design decisions, operational delivery and the accessibility of the passenger journey.
- Members noted the importance of capturing discussion points and follow-up actions in the minutes, rather than only repeating slide content.

3. Impact in 2025 - training progress, walk-around findings, actions delivered - DN

DN summarised progress delivered during 2025, including training improvements, accessibility walk-around findings, signage and guidance changes, and improved feedback routes. Discussion focused on ensuring improvements are visible to passengers and that learning from lived experience is incorporated into staff training and future design standards.

- Dignity and Accessibility training has been strengthened through lived-experience input and alignment with CAA expectations.
- Accessible toilet layouts, baggage belt signage and passenger-flow improvements were noted as examples of actions delivered or in progress.
- Members asked that future minutes clearly distinguish between updates given from slides and the discussion/actions arising from them.

4. Independent Insight - MIMA audit findings - MG

MG gave an overview of the MIMA audit and the findings report, which contains over 160 recommendations ranging from smaller operational improvements to larger infrastructure and design opportunities. Members discussed the need to prioritise recommendations and use the audit to support the longer-term accessibility strategy.

- Workshops will be used to test future design, vision and strategy with stakeholders.
- Action: EDI to consider how the MIMA recommendations will be grouped, prioritised and reported back to the Forum. Owner: EDI team. Timing: future forum update.

5. Our Collective, Inclusive Vision - stakeholder workshop output - MG

MG summarised the stakeholder workshop output and the proposed four-pillar vision for accessibility. Discussion supported the move from the term “Special Assistance” to “Assisted Travel”, with members noting the importance of language that supports independence, dignity and choice.

- The vision should support independence through inclusive choice, consistent and coordinated accessibility, continuous improvement, and wider engagement with charities and passenger groups.
- Members supported ongoing trials of equipment and methods where these can improve passenger choice and reduce unnecessary reliance on assistance.

6. Look Ahead 2026 - priorities, challenges, and opportunities ahead - DN

DN provided an overview of future terminal design priorities, including the Southeast Pier Extension, North Terminal expansion and wider improvements to infrastructure, services and facilities. The discussion centred on how future design can remove barriers across the full journey and support passengers to travel more independently.

- Members discussed independent travel and the need to provide more options for passengers, rather than assuming one assisted-travel model fits everyone.
- RM highlighted that SSR codes may need to be updated to cover a wider range of disabilities and accessibility needs.
- Discussion included emerging technology and equipment options, including automated wheelchairs, and whether these could support some passengers to move through the airport with greater independence.
- Action: EDI to explore automated wheelchair options, including suitability for the airport environment, supervision requirements, safety considerations and whether a future trial would be appropriate. Owner: EDI/OCS team. Timing: update at a future meeting.
- The Forum noted that the next meeting should focus on the five-year terminal expansion plan, with opportunities for members to comment on accessibility implications at an early stage.

7. ECAC Outlook 2025/26 - rating context - DN

DN explained the ECAC/CAA rating context. Edinburgh Airport received a “Very Good” rating based on arrival and departure on-time performance and survey collection. EDI has been selected for a full assessment by the CAA, and members discussed the importance of evidence, consistency and ongoing improvement.

- Action: EDI to keep the Forum informed of the CAA assessment process and any areas where member input may be helpful. Owner: DN/EDI team. Timing: as assessment progresses.

8. Feedback and Surveys - key messages and next steps - AP/ZD

AP and ZD summarised survey results and key feedback themes. Members discussed how feedback is currently captured and how the airport can better understand experiences of passengers who may not use the assisted-travel service but still experience accessibility barriers.

- Survey results noted growth in assisted-travel use, a satisfaction gap between general passengers and assisted-travel passengers, and recurring feedback around wayfinding, staff service, stairs and physical access.
- Members discussed FeedbackNow stations and accessibility requirements, including Braille on buttons, positioning for wheelchair reach, suitable colour contrast, and wording that is easier to understand for dyslexic passengers, such as “happy/unhappy” instead of “satisfied/unsatisfied”.
- NaviLens was discussed as a potential wayfinding and information tool for visually impaired passengers. The discussion included whether NaviLens codes could be placed on or near FeedbackNow stations/wall panels and how they could support audio information and navigation.
- Dyslexia Scotland representatives noted that dyslexic passengers may not use assisted travel and may instead respond through the general passenger survey. Members discussed whether the airport can better capture feedback from this group, including the potential for voice-to-text or other accessible feedback methods.
- Survey incentives, such as a prize draw or competition entry, were discussed as a possible way to increase assisted-travel survey response rates.
- Action: EDI to review accessible feedback options, including NaviLens, voice-to-text, wording, height/positioning, colour contrast and survey incentives. Owner: AP/ZD with EDI team. Timing: update at a future meeting.

9. AOB - DN

The Forum discussed several additional items and examples of good practice or useful resources.

- Wayfinding terminology is changing from “Special Assistance” to “Assisted Travel”, and character images in assisted-travel spaces are being removed.
- The assisted-travel brochure is being developed, with photos of EAAF members to be taken where appropriate.
- The assistance dog spending area is getting refurbished and improved.
- New assisted-travel lobbies are being introduced in International Arrivals 2 and Check-in Zone A.
- Improvements to accessible WCs were discussed, alongside the development of standards to guide future provision.
- DN shared learning from a visit to Dublin, including discussion around the Wayfinding Centre/training facility and how similar learning could inform accessibility improvements at Edinburgh Airport.
- Seat 61 was highlighted as an example of excellent and useful fly-through videos showing passenger routes through stations, allowing rail passengers to experience and envisage their route from home before travelling. Members suggested that similar videos showing routes through the airport could be helpful for many airport passengers.
- Recite Me was noted as a website accessibility software/service option.
- Action: DN/EDI to capture learning from the Dublin visit and consider relevance to EDI’s future accessibility and wayfinding plans. Owner: DN/EDI team. Timing: future planning discussions.
- Action: EDI to consider whether similar fly-through videos of passenger routes through the airport could be developed to help passengers understand and envisage their journey before travelling. Owner: EDI team. Timing: TBC.

10. Comments, Questions and Suggestions

The following discussion points were captured for follow-up or future consideration:

- NaviLens/Navi-link: clarify the correct product name and explore its use for accessible wayfinding and feedback points.
- Automated wheelchairs: explore whether automated or semi-automated wheelchair technology could support independent travel within the airport.
- Dublin Wayfinding Centre: consider what learning from DN's Dublin visit could be applied at Edinburgh Airport.
- Passenger route videos: note Seat 61 as the example discussed and consider whether similar fly-through videos of routes through the airport could help passengers experience and envisage their journey from home before travelling.
- Surveys and feedback: consider how dyslexic passengers and other passengers who do not use assisted travel can be better represented in feedback data.

11. Dates for next meeting

August 2026 - date pending.