


<b>Committee meeting Edinburgh Airport Accessibility Forum (EAAF)</b>		
<b>Version 1.0 Drafted by MM</b>	<b>Meeting Date</b>	<b>5<sup>th</sup> Dec 2024</b>
<b>Author: D Newman</b>	<b>Meeting Time</b>	<b>10am</b>
<b>Location:</b> Double Tree by Hilton, Edinburgh Airport.	<b>Approval</b>	Completed

<b>Attendees</b>	<b>Apologies</b>
<p><b>DM.</b> Dominique Newman, Edinburgh Airport. (IP)  <b>GD.</b> Greg Dawson, Edinburgh Airport. (IP)  <b>MM.</b> Maureen Morrison, Spinal Injuries Scotland, Chair. (IP)  <b>KH.</b> Kirstie Henderson, RNIB Scotland. (IP)  <b>LH.</b> Libby Herbert, Colostomy UK, (OL)  <b>AM.</b> Anne McWhinnie, Alzheimer Scotland (OL)</p> <p><b>Guests</b>  Emily Kilby, CAA.  Sophie Redvers, Easy Jet.  Fiona Black, Jet 2.  Vicky Milne, Ground Operations trainer, Jet2  Christine Laing, OCS  Andy Young, OCS</p> <p>*Attendees in person or online (IP or OL)</p>	<p>Committee members  Michael Moore, Guide Dogs UK.  Joanna Martin, Spinal Injuries Scotland. (SIS)  Emma Muldoon, Simply Emma.  Myles Grima, Edinburgh Airport.  Andrew Ewan, Leonard Cheshire</p> <p>Guests  Wendy Harkess, Easy Jet</p>
Notes: Meeting was recorded for minute taking only.	

### 1. Introduction from the Chair,

- MM welcomed everyone to the meeting and gave an overview of the agenda.
- Apologies were noted.
- New committee members, Joanna Martin, SIS and Emma Muldoon, who were recommended to join the committee, will attend the next meeting.
- Quick introductions made from all attendees.

### 2. Airport update:

DM led a presentation covering the following points.

- Current Rating: The airport received a "good" rating in 2023. Next review by the CAA is for the period April 2024 to March 2025.
- Criteria for Rating: High standards of assistance, adequate resources, trained staff, proactive engagement with disabled persons, meaningful feedback, and regular performance monitoring all guidance from the CAA, Cap 1228.
- Importance of Rating: Demonstrates regulatory compliance, enhances passenger satisfaction, and showcases a commitment to excellence.
- Challenges and Solutions: High demand for passengers requiring assistance services and potential misuse. Solutions include increasing resources and improving training.
- Airside Reception: A new airside reception area, managed by the OCS team, has been opened near Gate 15 and Burger King. Includes a separate bathroom and new seating options. Confirmed it staffed 4am to 8pm daily by OCS.
- Quiet Room: A quiet room for passengers with autism or ADHD is bookable online. Located near Gates 6-7, it includes sensory devices, seating, a wheelchair space, and is also suitable for prayer.
- Investments in Equipment: New wheelchairs and ambulifts have been purchased, with three delivered and six more expected next year.

MM asked DM for a copy of the CAP1228 to be shared with the committee as part of the papers.

DM to check if the link for booking the quiet room, as was not on site. Update to be shared by email.

### **3. OCS Training and Operations**

Overview was given from Andy Young, OSC.

- Organisational Structure: OCS includes two operations managers, a control room manager, and a 24/7 duty management team with 150 staff supporting our passengers requiring assistance.
- Training Programs: Comprehensive training including classroom, on-the-job, and online academy modules. An in-house apprentice scheme is being introduced.
- Customer Service Focus: Emphasis on excellent customer service, supported by showcasing positive passenger feedback.

Challenges in passenger assisted travel service:

- Increase in passenger requiring assistance
- A 26% increase in May 2023 compared to the previous year.
- Late Bookings: Challenges due to passengers turning up without prior notice.
- Infrastructure Impact: Collaboration with the airport to enhance facilities.

LM asked for training materials to be shared with the committee members, Andy Young will review the request and come back to us.

Feedback and Complaints Handling

- Feedback Process: Complaints are reviewed, trends identified, and feedback used to improve services.
- Learning from Complaints: Example: Security procedures were reviewed following a complaint about an autistic passenger's comfort item.
- PRM Assist App: Facilitates pre-booking services and communication of specific needs.

LM asked for an overview of the complaints received to see how the committee can help the airport. DN will investigate and get back to the committee for the next meeting.

#### **4. AOB**

Dates for next meeting.

In person. Thursday, 3<sup>rd</sup> April 2025. 10am to 2pm.

Online, Thursday, 7<sup>th</sup> August, 10am on Teams.

In person, Thursday, 2<sup>nd</sup> October 2025. 10am to 2pm.