

Edinburgh Airport Accessibility Forum

Date: 3rd April 2025

Location: DoubleTree Hilton Hotel

Chair: Libby Herbert (Colostomy UK – stand-in chair)

Attendees:

Dominique Newman – Service Delivery Manager, Accessibility, Edinburgh Airport (EAL)

Raffaella Mauro – Director of Aviation, OCS

Libby Herbert – Colostomy UK (Stand-in Chair)

Jamie Thompson – ASU, EAL

Andrew Glasgow – ASU, EAL

Zoe Day – Customer Feedback, EAL

Pam Wishart – Training Team, EAL

Tom Dixon – Training Team, EAL

Greg Dawson – Senior Operations Manager – Terminal & Passenger Services, EAL

Emily Kilby – Civil Aviation Authority (CAA) [Online]

Kirsty Henderson – RNIB [Online]

Maureen Morrison – Spinal Injuries Scotland

Joanna Martin – Spinal Injuries Scotland

1. Welcome and Introductions

Libby Herbert welcomed everyone and invited attendees to introduce themselves.

2. Agenda Overview

Dominique Newman provided the agenda, which included the following key items:

- Update from the Airport (including quality standards and CAA ratings)
- Opportunities for committee support
- OCS Service Delivery Update
- EAL Accessibility Training Review
- Terminal Infrastructure Changes

- Customer Feedback and Complaints
- CAA Workstream Update on Accessibility Chairs

Closed Committee Session (Terms of Reference, Role Descriptions, New Organisation Outreach, Approval of Board Minutes)

3. Airport Update and CAA Ratings

Dominique Newman presented an overview of Edinburgh Airport's operational performance and upcoming CAA ratings (expected June 2025).

CAA (ECAC) Assessment Criteria Includes:

- ECAC Results – See CAP1228 for more information
- Proactive management and oversight
- Staff training and competence
- Engagement with disabled people
- Terminal accessibility and facilities
- Pre-notification and booking processes
- Real-time communication
- Complaint handling
- Continuous improvement

Performance Highlights:

Pre-booked PRM 20-minute target: Average 96.20% (Target: 100%)

5- and 10-minute targets: Slightly below CAA benchmarks.

Non-pre-booked PRM (25, 35, 45 minutes): Consistently above 97%.

Departures in all categories: Over 99%.

Positive trajectory from Oct 2024 to March 2025.

No critical service failures identified.

Independent chair concluded the required EAAF committee meetings.

PRM Growth:

Sept 2024: 16,720 PRM passengers

Oct 2024: 15,319 PRM passengers

High-demand period: May–Oct 2024

Sustained growth Jan–Mar 2025

4. OCS Service Delivery Update – Raffaella Mauro

Increase in assistance demand noted, along with misuse of the booking process.

ECAC performance improved; only two days below 98% in the last two months.

Review of complaints and compliments; responsibility now with EAL to respond to passengers, investigation supported by OCS.

Training and accreditation updates were shared, focused on disability service standards. OCS to provide a more in-depth overview of their training package with the committee at next meeting.

5. EAL Accessibility Training Review – Tom Dixon

Overview of onboarding and accessibility training for EAL/EASL staff.

Walkthrough of online training module.

Feedback gathered from committee members.

Key Discussion:

Use of the term “PRM” discussed; consensus that it should be phased out from public-facing materials.

“Assisted Travel” preferred as a more respectful alternative.

6. Customer Feedback Overview – Zoe Day (EAL)

113 Customer queries received in the year.

Common questions included how to book and how to confirm bookings.

Compliments were consistently staff related.

Main complaint: Assistance not given for full journey.

CAA 1% survey response target not met – OCS working to increase the number of surveys.

Proposed Actions:

Introduce the survey QR codes at reception, minibuses, and assistance areas to boost survey completion.

7. Terminal Infrastructure Update – Dominique

Slide shared of new EasyJet and Ryanair check-in area with self-serve kiosks.

Maureen Morrison and Joanna Martin to conduct on-site walkaround for accessibility review.

Update on proposed SEPEX extension; video shared showing artist impression.

Ongoing terminal expansion work; further updates expected in August 2025.

8. CAA Accessibility Workstream Update – Maureen Morrison

Shared feedback from CAA session focused on charity-provided accessibility chairs.

Group discussed considerations for future implementation and writing yearly report.

9. SSR Code Discussion

Group discussed that current SSR (Special Service Request) codes used to describe passenger disabilities are outdated.

Need for a review of terminology and coding to ensure respectful, modern classification.

Emily Kilby (CAA) confirmed that IATA and DfT are actively reviewing this process.

However, any formal change is likely to be a long-term development.

10. Closed Committee Session (Members Only)

Review and update of Terms of Reference.

Clarification of Committee Member Role Descriptions.

Outreach planning for new organisations to join the forum.

Approval of previous board meeting minutes.