Committee meeting Edinburgh Airport Accessibility Forum (EAAF)		
Version 1.3–Draft	**Meeting Date**	*06/08/2026*
Author: Dominique Newman, Edinburgh Airport. Amendments drafted following member feedback.	**Meeting Time**	*10am – 11:30am*
Location: Online Meeting	**Approval**	*All to review*

Attendees	**Apologies**
Committee Members: **DM.** Dominique Newman, Edinburgh Airport **GD.** Greg Dawson, Edinburgh Airport **JM.** Joanna Martin, Spinal Injuries Scotland **NA.** Neil Atkinson, RNIB Scotland **SB.** Sue Bowen, Dyslexia Scotland **PM.** Patricia Meach, Dyslexia Scotland **LH**. Libby Herbert Colostomy UK **Chair - MM**. Maureen Morrison, Spinal Injury Scotland **Guests:** **ZD.** Zoe Day, Edinburgh Airport **NF.** Natalia French, Edinburgh Airport **AP.** Aryan Puri, Edinburgh Airport **ID.** Irene Dow, Edinburgh Airport **RF.** Raffaella Mauro, OCS **JD.** Jamie Douglas, Edinburgh Airport **CL.** Christine Lang, OCS **MM.** Micheal Munro, OCS	**Committee Members:** Lena Gillies, Dyslexia Scotland. Kirstie Henderson, RNIB Scotland Anne McWhinnie, Alzheimer Scotland
	Notes: Meeting was recorded for minute taking only.

1. Welcome, introductions and previous actions

MM welcomed attendees who some were online and others in person at the Airport.

It was agreed by the committee that the previous committee meeting minutes will be reviewed and approved by email.

MM gave an overview of the action log and DM confirmed that a full update will be completed and shared ahead of the next meeting. The action log was recorded on the previous minutes.

2. CAA rating, performance and customer feedback

DM confirmed Edinburgh Airport has achieved a 'Very Good' CAA rating for 2025/26, a significant improvement from the previous 'Needs Improvement' position. The announcement came out a few days ago. The rating reflects improvements in waiting times, passenger surveys and stakeholder engagement, with the forum recognised as good practice.

Passenger assistance demand has increased 13.6% year-to-date, with 86,879 passengers assisted and operational performance at 98.9%. Zoe shared customer feedback showing 89% overall satisfaction, 88% satisfaction from passengers receiving assistance and a reduction in assisted travel complaints from 12.7 to 9.6 per 10,000 passengers.

The forum discussed the need to keep improving the end-to-end journey, particularly where feedback shows assistance has not always been provided for the full journey. DM suggested a physical walk-around to test recent improvements in practice and also raised whether future April meetings should be moved earlier due to peak operational pressures.

GD confirmed that this is the first time since 2022/2023 that the airport has achieved the CAA rating. GD & MM noted thanks everyone on the committee for their time and commitment in the contribution of the Airports rating.

3. Assisted Travel project and infrastructure updates

DM provided an update on the Assisted Travel project, which is being shaped around four key pillars: independent choice, consistent accessibility, transparency and collaboration.

A new Assisted Travel area in Zone A is being developed near easyJet check-in to reduce walking and wheeling distances and improve support at the front end of the journey. The space will include over 30 seats, be hosted by OCS and is expected to go live by early September at the latest.

The reclaim hall IA2 lobby support point remains in place to help arriving passengers while they wait for baggage. Security access improvements are also planned, including replacing a section of glass with a door to create a more direct route into the assistance lane.

Accessible toilet standardisation remains a major project across the campus, covering fixtures, signage, equipment and consistency of standards. Inclusive design principles are also being developed to guide future airport projects and strengthen the approval process for accessibility changes.

MM confirmed that we had feedback from a passenger regarding many different issues, which will also form as part of the Log for updated. DM confirmed the airport is currently working on these.

4. Assisted Travel branding, signage and PRM Assist app

The airport is moving from the wording ‘PRM’ and ‘Special Assistance’ to ‘Assisted Travel’ across signage, website content, help points and passenger-facing information. The wayfinding and branding work is largely approved and will be aligned across airport assets.

The PRM Assist app is live, with a winter promotional campaign planned to increase passenger use. Potential improvements discussed included clearer Assisted Travel wording, quick-access icons for SignLive, food ordering and GoodMaps, live chat with the service team, agent ETA tracking and possible airline booking integration.

The forum agreed that a co-creation session should be arranged with PRM Assist developers, airport teams and charity partners to shape Edinburgh-specific improvements. Data governance and passenger data access will also need to be clarified.

5. Onsite services and charity partner updates

QR-code food ordering is now live in the airside Assisted Travel area with partners including Icons and Soulbird. Promotional activity and tasting days are planned to increase awareness and passenger uptake.

MM advised that she would like to try out the App on the next visit to the airport. This was opened to all committee members.

LH raised awareness of the Halo stoma device and is seeking clear information from Coloplast that can be shared with airports for security screening awareness. The group also discussed potential accreditation for charity-led training and continued expansion of the forum, including deaf representation expected by the next meeting.

6. Meeting logistics and next steps

MM summarised the follow-ups, including circulation of the CAA rating report, presentation slides and minutes. The group also discussed how the committee's work could be promoted more publicly.

A poll will be issued to agree a suitable November date for the next meeting. Early October was not suitable due to operational pressures and several November dates had attendee conflicts.

7. Action Log – would remove this and pop onto a excel spreadsheet for easy reading. (will check with Sue)

Action	Owner	Timing	Status/Notes
Review previous minutes and provide any comments to Dominique.	All	End of next week	Comments or feedback by 14th August for April minutes.
Update and carry forward previous action log.	DN	Next meeting	Include MIMA, automated wheelchairs, wayfinding, feedback methods and Dublin learning.
Share the published CAA report and share feedback.	All	Ongoing	Focus on themes for signage, seating, independent journeys, non-visible disabilities and passenger information.
Arrange physical walk-around to test accessibility improvements.	DN / Forum members	TBC	Use walk-around to check whether changes work in practice.
Continue accessible toilet standardisation and inclusive design principles.	EDI project team / DN	Ongoing	Use forum feedback to support consistent campus standards.
Confirm Assisted Travel branding rollout date and coordinate changes across assets.	DN	TBC	Cover signage, website, help points and passenger information.
Arrange PRM Assist co-creation session with developers, airport teams and charity partners.	DN / PRM Assist team	TBC	Include live chat, ETA tracking, quick-access icons and airline integration.
Clarify PRM Assist data controller and passenger data access.	DN / PRM Assist team	TBC	Document data access and governance position.
Schedule food ordering promotional days.	Lindsey/ DN	TBC	Promote QR food ordering in Assisted Travel areas.
Obtain Halo stoma device information and review training impact.	Libby / Security training team	After information received	Information to support security awareness.
Explore accreditation options for charity-led training.	EDI / Charity partners	TBC	Consider value, process and suitability.
Continue committee expansion and gather suggestions for new members.	MM / DN / All	Ongoing	Deaf representation expected by next meeting.

Discuss how to promote the committee's work publicly.	MM / DN	TBC	Consider how to show the forum's value and progress.
Issue poll for November meeting date and gather responses.	DN / All	TBC	Avoid peak operational periods where possible.

Next meeting date to be confirmed by poll. Proposed timing: November 2026. Suggested focus: five-year terminal expansion plan and accessibility implications.