

7<sup>th</sup> September 2023; 1400hrs

<b>Present</b>	
<i>Susan Mail (SM)</i>	<i>HIAL Airport Services Manager (Chair &amp; Minutes)</i>
<i>Harry Pitt (HP)</i>	<i>HIAL Terminal Operations Manager</i>
<i>Paul Gover (PG)</i>	<i>Loganair Deputy Station Manager</i>
<i>Chrissie Davies (CD)</i>	<i>NHS Shetland Patient Travel Supervisor</i>
<i>Megan Govier(MG)</i>	<i>Loganair Customer Services Manager</i>
<i>Stephanie Bain(SB)</i>	<i>Ability Shetland</i>
<i>Karen Hannay (KH)</i>	<i>Community Connections</i>
<i>Marie Manson (MM)</i>	<i>SANDS</i>
<i>Anne Brown (AB)</i>	<i>Autism Understanding Scotland</i>
<b>Apologies</b>	
<b>Information withheld - No 2</b>	<i>Airport User</i>
<i>Yvonne Graham</i>	<i>NHS Shetland Patient Travel Manager</i>

## 1. Introduction and Welcome

1.1 *Attendees were welcomed, and introductions made*

## 2. Quality Standards

2.1 *SM talked through the CAA Quality Standards reporting and what the returns were for Sumburgh for the 2022 Jan- Dec year.*

## 3. Feedback Systems

3.1 *The CAA are keen to get as much feedback as possible on airport performance. SM added that the airport was also keen to get feedback as that tends to be “real time” and we can then do something about it. Members of the group were urged to spread the word on accessing the feedback systems, or filling in the hard copies available at check in, in Departures and in the Arrivals hall.*

*CD told the group that Patient Travel now give out a leaflet with the links detailed and ask passengers to complete the survey. She also offered to follow up with Aberdeen to see if link can go out from there also?*

## 4. Loganair Update

4.1 *PG gave an update on Loganair. He reported that every scheduled flight leaving or arriving at Sumburgh has the Aviramp utilised. This is a huge improvement for passengers – not just those with a mobility issue and the group thanked Paul for his focus on this.*

*He has also developed three modules for staff training: People with Health conditions and Impairments; Mobility and Insuring safe carriage of mobility aids. These modules are currently in draft stage and will be shared with HIAL and Loganair before training commences for any feedback.*

## 5 Terminal Projects Update

5.1 *HP gave an update on the recent projects in the Terminal, specifically the anti-back track doors and the exceptions hatch for receiving mobility aids, prams, wheelchairs etc (where not required at the bottom of the steps).*

## **6. Update on Accessibility Training**

6.1 HP informed the meeting that three quarters of the security team are now fully training with regards to Hidden disabilities, Ramble Tags and Mobility issues. New staff now receive this as part of their initial training. HP speaking to AB re Autism Awareness training for both Security and Loganair staff.

SB asked if we had received Dementia Awareness training recently – KH to speak to Dementia Scotland.

## **7 Views on Effectiveness of User Group**

7.1 SM talked through all the initiatives that had progressed or happened because of the User Group. CD fed back that Patient Travel hardly got any negative feedback any more about the facilities and treatment received at Sumburgh.

7.2 AB mentioned she had approached NHS Shetland to get their logo on the Autism Scotland cards that folk could use instead of the lanyards. Awaiting a response from NHS Shetland.

7.3 SB mentioned that they had received funding from Dunrossness Community Council for the make up of Sensory bags. The bags would contain ear defenders, fidget toys, etc. When complete some would be given to the airport and would be located at Desk 8 for anyone wishing to borrow whilst in the airport.

7.4 AB asked if we could look into the possibility of making a video on the passenger journey through the airport from the car park right through to the aircraft. This could then be hosted on the website. It specifically helps passengers with autism as they can replay the video over and over until they understand the whole process and thus reduces anxiety. SM to check out with HIAL Comms in the first instance but there are local video/film students that it would make a good project for.

7.5 SB asked about the plans for developing the “sanctuary” room in Departures. SM explained that we are currently looking at the capacity in the Departure Lounge which, since the arrival of the bigger planes has put a lot of pressure on seating in the lounge. So we need to look at options for expansion and the Sanctuary will definitely be factored into those plans.

*There being no further business the meeting closed at 1452hrs*

5. Action Log (All actions arising from previous meetings, plus any new actions)			
Ref	Action	Update	Status
23/03/23	Easy links for passengers to give feedback	This is an ongoing action as Communications are looking at the addition of a QR code and posters to enable feedback to be easier	Ongoing
07/09/23	KH to check with both Clan and Dementia Scotland if they wish to participate in this group		Open
07/09/23	HP to talk to AB re autism Awareness training		
07/09/23	SM to speak to HIAL comms about the possibility of putting a "Passenger Journey" video done by the college on the website.		

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6. Date of the next meeting: March 2024

No	Reason for Redaction
1	Withheld for reasons of commercial interests
2	Withheld as the information constitutes personal data
3	Withheld as disclosure of the information will endanger the physical or mental health or safety of an individual
4	Withheld as disclosure will prejudice the effective conduct of public affairs