

AIRPORT ACCESSIBILITY FORUM

TUESDAY 30TH JANUARY 2024

NOTES OF MEETING

PRESENT

Cheryl Campbell, Airport Services Manager, HIAL

Davie Geddes, Terminal Operations Manager, HIAL

Lynette Ross, Facilities Supervisor, CBRE

Amanda Rennie, Station Manager, Aviation Ground Support

Stephen Wilton, Aviation Ground Support

Khia Strachan, ARGH

Seamus Mcardle and Kate Mcardle, Nairn Access Panel

Sandra Fraser and Rob Fraser, Nairn Access Panel

Andrew Denovan, Autism Initiatives

Deirdre Aitken, Sight Action

Leona Rodgers (note taker)

1. APOLOGIES

Louise Maclennan, Contract Manager, CBRE

2. WELCOME & INTRODUCTIONS

Cheryl welcomed and thanked everyone for attending. Everyone introduced themselves and the organisation they were from.

3. MATTERS ARISING

a. Special Assistance Service

Amanda talked through the Special Assistance Service, how it works and what support they can offer.

Special assistance can be booked in advance of travel by booking directly with the airline or travel agent or alternatively by contacting the team who can talk through what is possible and even arrange a visit prior to travel for anyone who would benefit from a familiarisation visit.

Assistance buzzers and shelters are available in the car park where the team can collect passengers and assist with luggage into the terminal building.

Andrew said that he gets 100% positive feedback from the people he works with regarding the service.

Khia added they had also received positive feedback at ARGH.

Seamus said the Special Assistance team in Inverness have such a positive attitude, excellent staff.

Cheryl suggested the next meeting could be done as a familiarisation visit to give an insight into the services on offer.

b. Our Equipment and Facilities

A run through was provided of the various equipment in use at Inverness Airport with an opportunity for members to provide feedback and raise questions.

Aviramps – have been a great success since they arrived. For anyone who prefers not to use them we can always offer the ambulift as an alternative.

Aisle Chair – Seamus added that he would find an armrest useful on this equipment.

Ambulift – This is particularly useful when there are more people requiring assistance than staff members available to assist everyone together.

Assistance Area – in a temporary place for now, right across from the accessible toilet and in between the gates.

Staxii Chairs – new addition, currently we have 8, but hoping to have 15 in the summer. They are wider, comfortable and have luggage storage.

Pro Move – A great bit of kit to assist in transferring passengers who prefer less contact.

c. CAA Quality Standards Reports

Cheryl explained the report and advised these reports are available on the airport website and are updated at the end of each reporting period. Reports are available for all airports published on their own websites.

<https://www.hial.co.uk/downloads/download/47/inverness-airport-quality-standards-submission>

| | | Departing | | | | | | |
|----------------|--------------------------------------------------------------------------------------|-----------|------------|------------|------------|------------|------------|------------|
| | Standard (time assistance available at gate or aircraft side from arrival on chocks) | Target | April | May | June | July | August | September |
| Pre-booked | Numbers of PRMs | | 407 | 578 | 530 | 500 | 557 | 568 |
| | 10 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 20 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 30 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Non pre-booked | Numbers of PRMs | | 129 | 159 | 187 | 179 | 151 | 168 |
| | 25 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 35 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 45 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

| | | Arriving | | | | | | |
|----------------|--------------------------------------------------------------------------------------|----------|------------|------------|------------|------------|------------|------------|
| | Standard (time assistance available at gate or aircraft side from arrival on chocks) | Target | April | May | June | July | August | September |
| Pre-booked | Numbers of PRMs | | 463 | 584 | 585 | 561 | 552 | 589 |
| | 5 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 10 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 20 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 30 mins | | 100% | 100% | 100% | 100% | 100% | 100% |
| | 45 mins | | 100% | 100% | 100% | 100% | 100% | 100% |
| | 60 mins | | 100% | 100% | 100% | 100% | 100% | 100% |
| Non pre-booked | Numbers of PRMs | | 88 | 106 | 156 | 109 | 92 | 103 |
| | 25 mins | 80% | 99% | 99% | 100% | 100% | 99% | 100% |
| | 35 mins | 90% | 100% | 100% | 100% | 100% | 99% | 100% |
| | 45 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 60 mins | | 100% | 100% | 100% | 100% | 100% | 100% |
| | 75 mins | | 100% | 100% | 100% | 100% | 100% | 100% |

d. AccessAble

We have partnered with AccessAble over the past 5 years to provide accessibility guides for Inverness Airport.

The guides are refreshed annually after an on-site survey or sooner if there are any significant changes within the airport terminal.

The guides are linked on our website or can be found by searching for Inverness Airport on the AccessAble website:

<http://www.accessable.co.uk/invernessairport>

Andrew added that he thought this was a very useful tool for people to prepare themselves for their journey.

Dierdre was interested in hearing about this as she was not aware of it.

e. Recent Feedback

Cheryl went through recent feedback and advised that Special Assistance is one of the most complemented teams within the airport.

"Steve a member of your team there at Inverness was incredible. We were particularly impressed by his friendly and helpful manner. The assistance he provided me as a disabled person with MS was exemplary and he really helped me whilst waiting in departures, ensuring my safety whilst boarding the plane ✈️ His knowledge and experience is first class, his support really left a lasting impression and indeed we have already booked our next flight from Inverness to Luton as part of our summer journey onto Spain and we are likely to fly to Luton again within the next few weeks. The friendliest airport staff, airport was so clean and the staff were so knowledgeable and professional. I would highly recommend Inverness Airport, particularly for those who require special assistance. I will be mentioning this to my local MS contacts. I hope others take up this amazing service and consider taking their next flight from Inverness. Accessibility really does help me explore further than I ever imagined" 31/12/23

"Just wanted to give a special thank you to Amanda for her reassuring help. I had booked special assistance for my elderly mother who was travelling from Stornoway to Belfast City through Inverness Airport. Thank you for fabulous customer service." 12/01/24

"Hi, As an elderly lady travelling on my own I booked assisted boarding and had a wonderful experience. My helper was a man called Kevin (I think) and was wonderful . He not only helped me from check-in to security but all the way to handing me over to the airline staff. I'm glad to be able to share this feedback and trust you will have some form within your organisation to recognise him for his service which in my eyes was above and beyond the norm." 22/12/23

f. Questions or Suggestions

Seamus asked how many Special Assistance staff there were.

Amanda replied there are currently 12 and they hope to have 2 more for the summer.

Amanda also explained their training and the fact that there will always be Special Assistance staff available from the first flight in the morning until the last flight in the evening, regardless of if it is late or if assistance has been prebooked or not.

Andrew, Deirde and Rob and Sandra all offered to help with training in their various areas of expertise.

Cheryl closed the meeting and thanked everyone for their attendance.

Date of next meeting to be advised.