

SUMBURGH AIRPORT ACCESSIBILITY USER GROUP27th March 2024; 1400hrs

Present	
<i>Susan Mail (SM)</i>	<i>HIAL Airport Services Manager (Chair)</i>
<i>Philip Hilditch (PH)</i>	<i>HIAL Security Manager (Interim)</i>
<i>Yvonne Graham (YG)</i>	<i>NHS Shetland Patient Travel Manager</i>
<i>Lisa Glaister (LG)</i>	<i>NHS Shetland Patient Travel</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>
Apologies	
<i>Loganair</i>	
<i>Ann Brown</i>	<i>Autism Understanding Scotland</i>

1. Introduction and Welcome

1.1 Attendees were welcomed, and introductions made. SM advised Autism Understanding Scotland group has now closed. Will contact the rep for Understanding Autism Scotland directly to see if she would like to attend future meetings.

2. Quality Standards

2.1 SM talked through the CAA Quality Standards reporting and what the returns were for Sumburgh for the 2023 Jan- Dec year. 1,119 passengers out of 144,425 needed assistance last year.

3. Feedback Systems

3.1 CAA Online passenger survey on quality of assistance provided to passengers with reduced mobility at UK airports: <https://www.surveymonkey.com/r/PRMUK>
Paper copies of the Sumburgh Airport passenger survey are located at Desk 8, the departure lounge, and arrivals hall.

QR code for those that wish to complete survey online.

HIAL website; [Contact us at Sumburgh Airport – Highlands and Islands Airports Limited \(hial.co.uk\)](https://www.hial.co.uk)

4. Loganair Update

4.1 Loganair unable to attend meeting. YG advised that the ABZ-KOI-LSI route carrying transit passengers finished end of March. This will be better for hospital patients.

5. Terminal Projects Update

5.1 SM gave an update on recent Terminal projects, specifically the landside café serving hot food, bar open on main concourse and proposed landside shop, scheduled to open end of July. The shop will sell sandwiches, juice, and newspapers.

5.2 The duty-free café store in departures is currently being transformed into a quiet room. Chairs, a cooling fan, water cooler and a TV (on quiet setting) have been ordered.
SANDS advised they will donate up to £1,000.
Ability Shetland suggested sensory toys which they will provide.

6. Update on Accessibility Training

6.1 New security staff receive Hidden disabilities, Ramble tags and mobility issues training as part of the initial induction.

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.

7.2 A poster in the quiet room will advertise that sensory bags will be available at Security or in the Quiet Room..

There being no further business the meeting closed at 1440hrs.

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. Update: Paper copies of the Sumburgh Airport passenger survey are located at Desk 8, departure lounge and arrivals hall. QR code on HIAL website take you to passenger survey.	Ongoing
07/09/23	Community Connections to check with both Clan and Dementia Scotland if they wish to participate in this group		Ongoing
07/09/23	Autism Awareness	Who can help?.	
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.		Ongoing
27/03/24	SM to send a list of items needed for the quiet room to MM.		

8. Date of the next meeting: T.B.A

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