

Disability Community Engagement

Disability Group/Organisation/Event/Supplier	Engagement Dates	Key Points & Actions
Mindroom	31 st August 2016	<ul style="list-style-type: none"> • Discussed initiatives to assist travellers with hidden disabilities. • Improving disability training for agents based on feedback. • Mindroom assisting with training delivery going forward in collaboration with Omniserv trainer. • Mindroom feeding back the Additional Needs service within their community to raise awareness.
Alzheimers Scotland	6 th September 2016	<ul style="list-style-type: none"> • Discussed initiatives to assist travellers with hidden disabilities. • Agreed to work towards 'Dementia Friends' status for assistance service staff members. • Collaborating on training materials improvement.
Tryb4youfly	14 th September 2016	<ul style="list-style-type: none"> • Agreed to investigate options for providing a Tryb4uflly event near or at Edinburgh Airport (all current facilities are in England).
Kidz to Adultz – Independent Disabled Living Event	15 th September 2016	<ul style="list-style-type: none"> • Provided equipment for the event to show how reduced mobility travellers are assisted to/from aircraft. • Presented at the Tryb4uflly seminar for the sections relating to the airport process and assistance service. • Remained available at the event to answer questions that disabled travellers may have.
RNIB	3 rd October 2016	<ul style="list-style-type: none"> • Investigating options to improve airport website accessibility.
SignLive	31 st August 2016 5 th September 2016	<ul style="list-style-type: none"> • Implemented SignLive system to allow communication with hearing impaired/without speech passengers. System works via video call with a BSL interpreter. Currently in use.
Euan's Guide	16 th September 2016	<ul style="list-style-type: none"> • Agreed to implement lanyards and pins to help distinguish passengers with hidden disabilities. • Discussed airport Access Guide development and other ongoing work, agreed to collaborate on the content going forward.
differentStrokes	11 th October 2016	<ul style="list-style-type: none"> • Agreed to collaborate on training material development. • Discussed hidden disabilities initiatives which were supported. • Agreed to participate in a written Q&A process, to be published, for differentStrokes community members regarding the assistance process in air travel.

Disability Community Engagement

<p>Leuchie House</p>	<p>10th November 2016</p>	<ul style="list-style-type: none"> • Met at Leuchie House to understand the challenges faced by their guests arriving from other parts of the UK and beyond in getting to North Berwick. • Agreed to enable Leuchie House staff to assist the PRM team with guests travelling as passengers to/from Edinburgh Airport as part of the assistance journey landside and airside. • First travellers starting from April 2017.
<p>PRM Open Day (Your Guide to Flying with a Disability & Disability Community Consultation Group)</p>	<p>3rd February 2017</p>	<ul style="list-style-type: none"> • Organised PRM Open Day, in conjunction with Tryb4uFly, for over 140 delegates at the Edinburgh Airport Hilton. • Presenters/supporters included airlines Jet2 and Easyjet and disability organisations Scottish Autism, the Edinburgh Access Panel and Mindroom amongst many others. • Day was divided into two sections: <ul style="list-style-type: none"> ○ Help guide those passengers with complex needs through the airport journey and explain the process. ○ Update the community on our progress and collaborate on our ongoing improvement plans with Special Assistance.
<p>Grace's Sign</p>	<p>28th August 2016 27th February 2017</p>	<ul style="list-style-type: none"> • Initial meeting to discuss the initiative of Grace's Sign, raising awareness that those using disabled toilet facilities may have hidden disabilities. • Grace has Crohn's Disease, and noticing the judgemental looks she received on using disabled facilities chose to design a sign she is campaigning to have installed at disabled toilets. • Edinburgh Airport are pleased to support this sign, and have placed it across our terminal building, as part of this initiative towards highlighting hidden disabilities.
<p>Edinburgh Access Panel</p>	<p>2nd March 2017</p>	<ul style="list-style-type: none"> • Attended the monthly meeting of the Edinburgh Access Panel. • As requested, provided an update on the current challenges and improvements planned with the Special Assistance service. • Discussed ongoing collaboration and agreed that the Access Panel would be very helpful in assessing the new PRM help points being planned across the airport, in terms of location and design. This engagement with a cross-disability group will add significant value to the project.

Disability Community Engagement

<p>Stomawise</p>	<p>4th April 2017</p>	<ul style="list-style-type: none"> • Met with Stomawise representatives to discuss holding an Open Day at Edinburgh Airport to help Stoma users understand the security process. This will also raise awareness in a practical session with the security team about how best to assist in screening Stoma users. • Agreed to deliver an open day on the 27th April within a cell in our security hall to deliver as realistic an experience as possible, members of the security and assistance teams will be in attendance. • The Open Day is expected to further improve our staff awareness as well as putting more information/links on our website to help Stoma users planning their journey.
<p>Disability Community Consultation Group</p>	<p>31st August 2017</p>	<ul style="list-style-type: none"> • Initial group meeting following our Open Day in February. • Provided an update on ongoing initiatives and consulted on our proposed new call points across the site in terms of locations and features. • Discussed ongoing ‘pre-notification’ challenges and the expectations gap between what reduced mobility passengers believe happens with this data (in terms of detail and notification timescale) and the actual situation based on the EU regulation. • Participants included: <ul style="list-style-type: none"> ○ Salvesen Mindroom Centre ○ Alzheimers Scotland ○ Action on Hearing Less ○ National Autistic Society ○ Edinburgh Access Panel ○ RNIB ○ CHAS ○ Jet2.com ○ Border Force ○ Whizz-Kidz

If you are a frequent reduced mobility traveller, or represent a disability organisation, and would like to join our disability community consultation group or collaborate to improve our Special Assistance or Additional Needs services please contact us via our feedback page

(<http://www.edinburghairport.com/feedback>)