

## Accessibility Steering Group

Wednesday 28 June 2023

Airport Meeting Room 1415

### In attendance

Gary Cobb, Airport Director, Airport

Kelly Quirk, Head of Passenger Operations, Airport

Dean Watterson, Airport Service Delivery Manager, Airport

Sian Christian, Projects Officer, DOI

Steve Quirk, Station Manager, Menzies Aviation

■■■■■ Disability representative

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Keith Watterson, Public representative

Dawn Kinnish MLC

<b>1.</b>	<b>Introductions</b>  Attendees introduced themselves.
<b>2.</b>	<b>Menzies Aviation presentation</b>  Menzies Aviation presentation shown to attendees outlining background and overview of PRM service (attached to notes).  It was noted that Menzies currently have the following equipment : one ambulift, two Aviramp (AviRamp cannot be used on easyjet aircraft), two aisle chairs, SMAX chair (for back up), eagle hoist and manual handling packs. All Menzies staff are trained in all types of chairs. Noted easychair not suitable for Loganair as aisle is too narrow.  Meeting discussed available information being put into leaflet and distributed through patient transfer service.  Familiarisation visits available during quieter periods. Menzies can arrange visits when undertaking refresher training.  Menzies happy to give presentation to other groups.  Handling of someone's personal wheelchair was questioned about whether Menzies are taught how to take wheels on and off – noted Menzies normally have passenger present as all wheelchairs are different.  It was noted that CCTV footage can be looked into if complaints are received and a timeline transcript can be supplied.
<b>3.</b>	<b>Airport presentation</b>  Airport statistics starting to be recorded.

	<p>HOPO advised that the sunflower scheme in place at Airport, and some passengers have visited the Airport a few days prior to travel to go through the process for familiarity.</p> <p>Quiet room available land side. Private room search also available.</p> <p>PRM definition queried. It was noted that the UK CAA releases publications and have guidance on hidden disabilities. Airport follows UK CAA guidelines and incorporate what IOM law requires.</p> <p>It was noted that walking stick feedback had been received and the Airport have now purchased wooden walking sticks so they can be used to walk through the metal detector.</p> <p>C3 scanners queried – noted is the scanner bags go through.</p> <p>PRM Contract out to tender next year.</p> <p>PRM videos to be done.</p> <p>Blue Badge holder carparking – when parking at the Airport need to display some type of disability badge. To be looked at if there is something that can be put into Ringo. Or Airport could maybe issue permit.</p>
<p><b>4.</b></p>	<p><b>Any other business</b></p> <p>Terms of Reference – noted this is a sub group.</p> <p>Meetings to be held quarterly.</p> <p>Disabled toilets need to be made bit bigger and red cord needs to go down to floor, with toggle at waist height.</p> <p>Videos for autistic people – having social story very helpful. Story board.</p> <p>Broader access statement – getting to airport if you have disability – whole journey – visit IOM can give some good examples.</p> <p>Tools that wheelchair users carry accepted and security have been advsed. Security education piece currently being undertaken.</p> <p>Menzies do hidden disability training.</p> <p>Gender identification discussed.</p> <p>It was asked how much influence at destination does the Airport have – HoPO has close contact with Manager at Liverpool, however does not have influence but can raise issues.</p>

	<b>ACTIONS :</b> Leaflet PRM videos Blue badge holder car parking Disabled toilet red cord to floor
	<b>Attachments :</b> <b>Power point presentation</b> <b>CAP 1411</b>