

Charity/Disability Group	Date of Engagement	Frequency of Engagement	Key Actions
Internal – Changing Places Toilet	October 2018		New Changing Places toilet opened in Departure Lounge with representatives from Euan's Guide and Me Too Magazine in attendance
Access Forum members tour of facilities	20 th November 2018		Tour of new facilities delivered as part of Phase 2 of Terminal Transformation Project including Central Search and Changing Places toilet.
Lesley Crerar – BSL Translator	8 th , 16 th and 29 th January 2019	3 training sessions	'Strategies for Communicating with Deaf People' - Deaf Awareness training provided to various front line team members on three separate dates. Included barriers faced by people with hearing issues and ways in which we can help deaf passengers including some basic sign language
Go Upstream	22 nd February 2019	Project	'Making Connections' project led by Go Upstream (particular focus on travel issues faced by people with dementia) funded by Transport Scotland and in association with other organisations including PAMIS and transport operators to experience connections together and explore what we can do together to improve them. First meeting was held on-board Northlink ferry at Aberdeen Harbour. Focus of project was connection between train station and Ferry Terminal but parallels drawn with other connections such as between bus/train and airport.
Ileostomy & Internal Pouch Support Group (IA)	Saturday 23 rd February 2019	Visit to Airport	Hosted a visit of 15 IA members. Main focus was Security central search and opportunity for members to interact with Security team on duty. The main anxieties were discussed and walk through of screening process took place with question and answer session with security officers and supervisors. Very useful for both representatives and Security officers to alleviate any concerns.
North East Sensory Services (NESS)	6 th March 2019	2 training sessions	Libby Hillhouse from NESS and her colleague provided Visual Impairment and Sighted Guiding training to various members of airport team. Interactive session which included practical awareness training in the terminal.
Internal – Retail Quarterly Meeting	11 th March 2019	Quarterly	Presentation to managers of all the retailers working at Aberdeen Airport on Accessibility/Assistance at Aberdeen Airport with focus on hidden disability lanyard awareness.
Police Scotland and Self Advocates	13 th March 2019	One off (3 sessions)	Keep Safe Initiative – as part of becoming a registered premise for the Keep Safe initiative Police Scotland providing training to airport staff members on Disability Hate crime and how the airport can provide a safe haven for anyone

			who feels vulnerable or is a victim of crime. Training consists of advising staff about the Scheme including the Keep Safe card and staff responsibilities.
Access Forum	21 st March 2019	Twice yearly	Meeting with Access Forum representatives
Therapets	Date TBC	Every 2 weeks	Launch of Therapy Dog programme at ABZ
Airport Safety Week – Hidden Disability Stand	13 th -17 th May 2019	Annual	Focus in 2019 on Hidden Disabilities. Joined Me Too Magazine! (Access Forum members and additional support needs charity) to host a stand in the terminal to promote hidden disability awareness for general public and staff.
Airport Safety Week – Presentation at Dementia Resource Centre, Aberdeen			Presented to carers of people with dementia on the assistance facilities and services available at the airport to promote awareness and increase confidence in travelling by air. First in a series of talks planned.
Transport Scotland Accessibility Steering Group meeting	20 th May		Kevin Douglas, Terminal Operations Manager attended the Steering Group meeting in Glasgow alongside other transport providers to discuss the accessible transport framework.
Positive Dementia Group tour of airport	26 th June		Visit of Positive Dementia Group following successful similar visit in 2017. Tour of airport and explanation of services and facilities.
Panel Discussion at local Chamber of Commerce – ‘The business of CSR’	27 th June		Invited to a business breakfast panel discussion arranged by Aberdeen and Grampian Chamber of Commerce to discuss the role of businesses to promote good corporate citizenship and how charities/third sector are involved in helping to achieve this. Invited to talk about airports hidden disability initiatives.
Communication sent out to various local charities/third sector organisations seeking an opportunity to attend meetings to present on airport assistance service			Groups include Inspire, CHSS, Grampian Regional Equality Council, Mental Health Aberdeen, Disabled Persons Housing Service, Advocacy Service Aberdeen, VSA, Momentum Scotland, Action on Disability.
Chest, Heart & Stroke Scotland	17 th June	First meeting	Meeting held at the airport with Katie Jones from Chest, Heart & Stroke Scotland to understand how we can work together to spread awareness of the assistance service at the airport to this group and for the airport to increase their

			understanding of the needs of people who come into contact with the Chest, Heart and Stroke Scotland organisation.
Disabled Persons Housing Service Aberdeen	17 th June	First Meeting	Meeting held with Shirley Finlayson from DPHS to identify the best way for the airport to reach out to people referred to DPHS and to let them know what facilities and services are available at the airport. Attendance at board meeting in October to be arranged.
Inspire - Managers Meeting	19 th September		Inspire provide a range of services for people with learning disabilities and additional support needs across North East Scotland including residential care, supported accommodation and training for employment initiatives. I joined one of the regional managers meetings (attended by 12 Inspire managers) to present on the assistance service and facilities at the airport so that they could better advise the people they support about travelling through their local airport.
ABZ Access Forum	9 th October	2 nd of 2 meetings in 2019	
Go Upstream	10 th October		'Drawing from Experience' – Attended workshop at Aberdeen Arts Centre to explore the use of the comic format to describe travel experiences from the point of view of someone travelling with dementia.
Advocacy Service, Aberdeen	24 th October		Advocacy Service Aberdeen is an independent advocacy service for people who live in Aberdeen. They work with people using health and social work services. Everyone in Scotland who has a mental disorder (including learning disability) has a legal right to an independent advocate. Attending a staff meeting held at Cornhill Hospital to update them on services and facilities available at the airport.
Aberdeenshire Joint Access Panel	28 th October		Presentation to annual joint access panel meeting to update panel members regarding accessibility at airport and assistance service.
Disabled Persons Housing Service Aberdeen	30 th October		Presenting about assistance service at airport to AGM
Inspire – Managers Meeting	8 th November		Further Regional Managers meeting
MS Society	13 th November 2019		Awareness Sessions for staff

Access Forum	March 2020		Due to the National Lockdown the Access Forum planned for 26 th March was cancelled.
Future Journeys Observatory	June - present	On-going	Joined an online group organised by Upstream Scotland and meeting weekly via Zoom calls looking at the transport service changes that have been made in the wake of Covid 19 and considering the impact they have on inclusion and accessibility, asking the question, do they support people or create a barrier? The group is made up of a variety of individuals including people living with a disability (dementia, sight loss etc.), charity representatives and public policy advisors.
Access Forum update	11 th June 2020		An update about the airport including the impact of Covid 19 and the changes being introduced as a result was provided by email to the Access Forum group.
Equality Impact Assessment	September - present	On-going	With the assistance of forum member Phionna McInnes and the Future Journeys Observatory group, we will be undertaking an Equality Impact Assessment on the current airport environment considering the changes that have been made in response to Covid 19.
Access Forum consultation	Before year end		Plans being made to hold a video call (Zoom etc.) with the Access Forum members