



ExeterAirport

Part of Regional & City Airports

MINUTES OF THE EXETER AIRPORT DISABILITY CONSULTATIVE FORUM COMMITTEE MEETING HELD AT EXETER AIRPORT

Wednesday 24th November 2021

PRESENT

Leah Byrne
Claire Chambers
Jo Brady
Kate Turner
Lisa McCullagh
Paul Baldwin

Exeter & Devon Airport Ltd
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Plymouth University
South West Autism
Exmouth Gateway

		ACTION
Item 1 Apologies	Kim Suarez-Gonzales – West of England School Ian Sherriff – Academic Partnership Lead for Dementia Amanda Crump – Orchard Manor School	
Item 2 Minutes of last meeting	Agreed	
Item 3 Airport business overview and effects of COVID	Discussed the effects of Covid on the business and all aviation. The last CAA audit done over teams still rated the airport as 'Very Good.' LB discussed recent redundancies and staffing levels and how this has impacted how we assist PRMs. We no	

<p>Item 4 CAA Quality & grading</p>	<p>longer have a designated team, although all members of the passenger services team are fully trained.</p> <p>CC advised recently we have seen an increased amount of PRM passengers gaining the confidence to travel, especially since the beginning of September.</p> <p>LB discussed current closures within the airport, such as the Domestic 2 arrival building, the Executive lounge, and all restaurants, all of which we hope to reopen by the Spring.</p> <p>The airport rating from the CAA remains at 'Very Good' which we are very proud of, given the current climate.</p>	
<p>Item 5 Open Forum Discussion</p>	<p>LM talked about the possibility of open days at the airport inviting specialist groups to enable them to share their experiences. This would also enable the airport to advise potential passengers on the restrictions and requirements and how it may affect their travel, hopefully allowing them to gain confidence in the passenger journey.</p> <p>The airport will invite TUI to any potential open days to bring an airline perspective.</p> <p>KT advised during Covid they worked on a display to show the passengers journey in cartoon form currently being shown at LHR, but can bring to us to display at EXT.</p> <p>KT discussed Sunflower pins for Agents to wear to make us more visible to passengers requiring assistance.</p> <p>Terminal walk around All were impressed with improvements since the last meeting. PB advised the location of the toilets in the disabled facilities needed to be more central so that the caregiver could access both sides.</p> <p>Signage was commented on as being very clear and less cluttered since the last meeting.</p> <p>Check-in desks were clear and uncluttered helping passengers who are dealing with increased sensory overload.</p> <p>The new PRM area is clearly designated and was praised by LM as having seating which was not overlooked helping passengers with anxiety.</p>	<p>LB</p> <p>KT</p> <p>LB</p> <p>LB to discuss with the facilities manager</p>

<p>Item 6 Feedback</p> <p>Item 7 AOB</p> <p>Item 8 Next Meeting</p>	<p>PB said Security signage reduction has helped with the flow and the new liquid bins show a clear visual aid as to what can/cannot be taken through security.</p> <p>LB referred to the last meeting where it was discussed that we would like to have members of disability groups to be part of this committee. KT advised she would speak to IS regarding a visually impaired member of his user group to see if they would like to join. PB also has a couple who would be happy to come in and talk as they have experience of Exeter Airport in the past.</p> <p>LB discussed passenger feedback and how we receive it. PB shared the idea of a pre-paid postcard asking, 'How did we do?' with a space for a phone number if the passenger was happy to be contacted by phone. In his experience, some passengers struggle to use smartphones etc to communicate and would much prefer to speak in person. LM advised she would advertise that we welcome feedback on our website.</p> <p>LB advised the car parks are now run in-house, so the passenger flow should be much smoother. We have better contact with the staff and work together as a team. LB also advised the shuttle buses are no longer in operation, but we are hopeful these will return once passenger numbers increase.</p> <p>KT requested our assistance leaflet which she will share with her team at the university and advise if we need to make amendments.</p> <p>KT also advised that IS had commissioned a private company to produce a short film, on behalf of the CAA showing the passenger journey. Due to Covid, there was a 'soft' launch of the film, however, it can be viewed on the Queen Elizabeth website.</p> <p>LB advised the next meeting will be in late Spring 2022, date TBA.</p>	<p>KT PB</p> <p>LB</p> <p>LM</p> <p>KT</p> <p>LB</p>
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