

## Annual report 2024 for the outcomes of the Exeter Airport Accessibility Forum

The Exeter Airport Accessibility Forum has a wide representation consisting of the following organisations. A social group for developing independence for various disabilities, the RNIB, Southwest Autism, Dementia lead for Plymouth University, occupational therapist, Psychotherapist with therapy dog Denzil, Exeter Deaf Academy, Devon in Sight with guide dog Pepsi. As well as an airport service user who is a frequent flyer.

During 2024 the Exeter Airport Accessibility Forum members were kept up to date with the ECAC performance levels held by the airport and the up-to-date figures for the year. The members had input into and supported several initiatives on behalf of Exeter Airport.

In January 2024, the Forum members met with Neil Henderson to look at the new virtual tour, which is to go on the website, Neil demonstrated how this would sit on our website, how it would guide and help plan journeys for passengers that required assistance. Feedback from the members was used to customise the journey depending on disability. Also, the use of meterage instead of a time stamp was changed after discussions with the members of the group.

RNIB conducted training for passenger services and security staff, which was alongside the existing disability awareness staff training programs. This work will continue and discussions with other members of the group to see how they can add to the training program are ongoing.

In the summer we introduced our very own therapy dog to the group. Being the only one in the southwest it was an incredible addition to the group, the members decided that this would benefit passengers and staff. The role is evolving, the support it has received on social media has been amazing.

Discussion on feedback has always been high on the agenda for Exeter as we have always struggled to get passengers to complete the survey. We believe this is due the demographic of passenger we have. The email out option has increased our survey feedback, but the members of the group decided a tablet to hold at the airport so we could support passengers that don't have an email or smart phone would be a good idea. This was purchased and now is being used daily with passengers to encourage the survey feedback.

