

## Annual report 2025 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. This year we have welcomed Colostomy UK, Blind Veterans and Dementia Friends to our diverse group.

During 2025 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 were informed of new equipment that has been purchased. The members had input into and supported several initiatives on behalf of Exeter Airport.

In February 2025, the Forum members were shown by Neil Henderson the final stages of the new virtual tour, which is to go on the website, he thanked members for their valued feedback which had been taken onboard, once BSL has been added it will then be ready to go live.

Guide Dogs for the Blind conducted training for all new starters in 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. Colostomy UK have engaged with Exeter Airport and are in talks to facilitate staff awareness training.

In September, Colostomy UK advised of some additional shelving in the disabled toilets which would aid a stoma user when travelling, this was implemented and we quickly received some great feedback from a passenger. Members were also consulted on a new sling to lift the passengers into the aircraft seat.

Throughout the year we have hosted tours to Ellen Tinkham School and the Mocking Bird charity. Oakwood Specialist College have engaged to work with us also. Denzil our therapy dog has been coming in every month to meet passengers and staff, and this has been having a very positive impact.

Discussion on feedback has always been high on the agenda for Exeter as we have always struggled to get passengers to complete the survey. The email out option has massively helped our feedback and we are delighted to say we have 4.6 out of 5 rating.

