



# Exeter Airport

Part of Regional & City Airports

**MINUTES OF THE EXETER AIRPORT DISABILITY  
CONSULTATIVE FORUM COMMITTEE  
MEETING HELD AT EXETER AIRPORT  
ON  
Wednesday 4<sup>th</sup> October 2017**

PRESENT: James Freemantle CAA  
Lisa McCullagh South West Autism  
Ian Sheriff Plymouth University  
Kay Turner Plymouth University  
Hilary Cryer Plymouth University  
Joanne Connell Exeter University  
Alison Warren Plymouth University  
Alwyn Reeves Blind Association  
Milton Rae Action for Hearing Loss  
Matthew Roach Exeter & Devon Airport Ltd  
Stephen Wiltshire Exeter & Devon Airport Ltd  
Anne Carlton Exeter & Devon Airport Ltd  
Darren Moore Exeter & Devon Airport Ltd  
Stephen Ayres Exeter & Devon Airport Ltd  
Anna Wroth Exeter & Devon Airport Ltd  
Sally Maher Exeter & Devon Airport Ltd  
Emma Eyles Exeter & Devon Airport Ltd  
Paul Sturgess RCA

		<b><u>ACTION</u></b>
<b>Item 1</b>	Welcome and introductions	
<b>Item 2 Apologies</b>	Paul Baldwin – Exmouth Gateway Helen Smith – Living Options Amanda Crump – Dawlish Ratcliffe school	
<b>Item 3 Meeting objectives</b>	Objective was read out to the group.	

<p><b>Item 4 Presentation</b></p>	<p>Presentation on the airport journey delivered to the group</p>	
<p><b>Item 5 Open discussion</b></p>	<p>Open discussion initiated around identifying hidden disabilities when they are not presented or the individual is not necessarily aware of them yet.</p> <p>Car parking was discussed with thought given to hidden disability parking, which could be reserved at the time of booking.</p> <p>Lanyards discussed, an industry standard is hoped for in the future but in the meantime some airports including Exeter have their own system in place.</p> <p>Exeter given the advice to ensure 'declaration of requiring assistance' is the wording used.</p> <p>The discussion showed that although Exeter does provide an excellent service (as experienced by individuals in the forum), it is not promoted enough. The forum attendees agreed to feed this back to their contacts. Exeter to utilise social media</p> <p>Exeter is also very keen to have site visits to enable individuals or groups to experience the airport prior to travel and to enable disability groups to give feedback on how Exeter can better the experience. Forum agreed to feed this back. It was agreed that there would be a collective organisation tour/walk through before 7<sup>th</sup> Feb</p> <p>A Carlton informed the forum that Exeter intended to recruit dedicated PRM assistance staff, and thanked M Roach &amp; S Wiltshire for the resource they had already agreed to dedicate</p> <p>The forum also discussed training. It is hoped to create a generic accredited training program. S Maher informed the committee of the personal development plan and training provided at Exeter. It was agreed Exeter would share this.</p>	<p>All S Ayres / RCA</p> <p>All S Maher / A Wroth</p> <p>S Maher / A Wroth</p>

<p><b>Item 6 Conclusion</b></p> <p><b>Item 7 Next Meeting</b></p>	<p>A bespoke approach to blind people's needs was discussed. Exeter is able to provide this service once the person presents themselves to the assistance desk.</p> <p>Frustrations of passengers was discussed when it is presumed that they must be boarded/off loaded at certain points (i.e. first/last). Exeter understood the frustration but engagement is required from the passenger to enable the individuals needs/wants to be met.</p> <p>Feedback from experiences was discussed. The current feedback cards have been enlarged, a tick box system was discussed as a more preferable method.</p> <p>A Wroth concluded the meeting with the above agreed points/actions.</p> <p><b>Wednesday 7<sup>th</sup> February 2018</b></p>	<p>S Ayres</p>
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