



ExeterAirport

Part of Regional & City Airports

**MINUTES OF THE EXETER AIRPORT DISABILITY
CONSULTATIVE FORUM
COMMITTEE MEETING HELD AT EXETER AIRPORT
ON
Wednesday 23rd January 2019**

PRESENT: Anna Wroth Exeter & Devon Airport Ltd
Sally Maher Exeter & Devon Airport Ltd
Ian Sherriff Academic Partnership Lead for Dementia
Alison Warren Plymouth University
Kate Turner Plymouth University
Lisa McCullagh South West Autism
Amanda Crump Orchard Manor School
Paul Baldwin Exmouth Gateway
Sally Ellis Whizz Kidz

		<u>ACTION</u>
Item 1 Apologies	Kim Suarez-Gonzalez Stephen Ayres	
Item 2 Minutes of last meeting	Agreed	
Item 3 Welcome	Introductions and a warm welcome to Sally Ellis who has joined the Committee.	

<p>Item 4 Review of EXT Operation</p>	<p>Ozion PRM conference in Paris – a variety of speakers including American Airlines discussing emotional pets - AW Group discussed Glasgow airports emotional pet booking service - SM</p> <p>Terminal developments discussed, including better wheelchair access through arrivals – AW</p> <p>Assistance Points – ongoing improvements landside, new airside Assistance Point at the Departure Gate – AW</p> <p>Quieter routes through Security are available on request – AW</p> <p>Update on in house Assistance Training – AW informed that training modules are reviewed and updated continually to include new regulations and to accommodate passenger needs</p>	
<p>Item 5 Ian Sherriff</p>	<p>Ian spoke encouragingly to say that UK airports generally are doing a fabulous job ensuring passengers with ANY disability have a positive journey through our airports. All UK airports are hidden disability aware. Ian stated that he is currently working with organisations worldwide to promote accessible travel for all.</p> <p>AW to make contact with colleagues at other international airports to explore the possibility of twinning airports (similar principle to town twinning).</p> <p>Ian informed the group that BBC Spotlight would be making a fly on the wall documentary and asked if EXT would be interested in taking part? AW – to seek permission from Management.</p> <p>Group discussion regarding passengers using their own wheelchairs as seating on board aircraft, omitting the need for passengers to be manually lifted into an aircraft seat. Paul explained that trials had been done some years ago which was unsuccessful. The group agreed that this would eventually be possible sooner rather than later with technology advancements.</p>	<p>AW</p> <p>AW</p>

<p>Item 6 Sally Ellis Whizz Kidz</p>	<p>SE – Gave an over view of the charity Whizz Kidz.</p> <p>SE explains that the charity has two sections, services and equipment. Children and young adults are taught how to use equipment. They also offer training to young adults to prepare them for the work place, including work placements. With the exception of the NHS, Whizz Kidz are the largest supplier of mobility equipment. Whizz Kidz promote “Child in a Chair in a Day” which aims for a child to leave with a new piece of equipment that is bespoke to each individual. SE to advise Whizz Kidz when Exeter Club meets and extended an invitation for us to promote EXT Assistance service.</p>	<p>AW</p> <p>AW</p>
<p>Item 7 Any Other Business</p>	<p>Request from IS and AW for PRM figures from 2015.</p> <p>LM informs group of Autism day 30th March – EXT encouraged to host a stand.</p> <p>Whizz Kidz to liaise with SM to arrange Airport Familiarisation Tours</p>	<p>SW</p>
<p>Item 8 Next Meeting</p>	<p>Wednesday 6th November 2019</p>	

