

## **EXETER AIRPORT DISABILITY CONSULTATIVE FORUM**

### **MEETING HELD AT EXETER AIRPORT**

**6 November 2019**

Exeter Airport is continually reviewing and improving disability service provision and is working in partnership with organisations representing people with disabilities both hidden and physical to gain a better understanding of the needs of these groups.

This is managed in the form of a Disability Consultative Forum and the following summary is from the points covered at the meeting.

- The CAA current Exeter Airport rating for dealing with passengers who require assistance is very good. However, ongoing improvements to the airport's facilities are being made. Lighting is being upgraded, new brighter colours defining assistance areas have been introduced and there has been a decluttering of signage to ease the sensory overload in some areas.
- One of the recent investments has been a buggy to transport passengers from our new domestic arrivals building to the main terminal. This mobility equipment reduces the time for the transfer and offers protection from inclement weather.
- The quiet room has been improved. Sensory items have been added and it is used for those with anxiety issues. Our familiarisation tours are also proving popular. The fact-finding visits are very reassuring for passengers who might not otherwise travel due to hidden medical conditions.
- Exeter Airport has offered lanyards to those requiring assistance for some time. However, the more widely recognised sunflower version, is now being use and these are proving very popular.
- A Special Assistance advice leaflet has been produced with a map of the terminal. This informs passengers of the facilities and the help points where they can ask for information about the procedures.
- The leaflet was presented for the first time by the members of the assistance team at the recently attended International Dementia Conference in Plymouth. All the customer facing staff at Exeter Airport attend a Dementia Friends session as part of their induction as we aim to make Exeter a dementia friendly airport.

Next meeting is scheduled for April 2020