

**Meeting name:** PRM consultative committee meeting **Date:** 25<sup>th</sup> FEB 26

**Venue:** Airport house meeting room

**Meeting called by:** Leah Byrne

#### Attendees:

Ian Sherriff – Chair  
Leah Byrne  
Claire Chambers  
Lee Whitfield  
Mandy Darling & Pepsi  
Lisa Gould  
Janice Ford  
Shelley Bennett  
Alison Warren

#### Item One: Apologies

Paul Baldwin  
Liz Hitchins  
Nicole Quinn  
Jo Brady

#### Minutes:

IS opened the meeting by introducing all members.

LB informed the group there was no fire alarm testing planned and where the exits and toilets were situated.

#### Item Two: Welcome to new members

#### Minutes:

IS welcomed Lee Whitfield to the group, LB explained the purpose of the group meeting and where it all began.

LW is from Blind Veterans he explained how the charity has helped him in the last 6 years since he went blind suddenly and doesn't know what he would do without them.

IS has been a part of the charity for a long time and explained all the good work that it has done since the First World War.

### Item Three: Minutes from last meeting

#### Minutes:

IS went through the minutes from the last meeting – he advised that his Chinese colleagues are still very keen to collaborate on ideas and when they visit the UK, he would like to bring them to the airport.

IS congratulated the airport on achieving a very good rating and explained how the CAA assesses and scores each individual airport.

As Exeter have a very good rating it is deemed that we provide a high-quality service and closely adhere to CAA guidance. IS said we should be very proud as Exeter always score very highly.

LW asked what a PRM stands for? LB advised the meaning and a conversation began regarding how a new term should now be used as PRM is an old term and does not encompass all the assistance needs. IS to engage with James Freemantle.

### Item Four: Airport update

#### Minutes:

LB informed the group that the PRM figures had increased again and we had, had our highest percentage in one day in December of 9%.

We discussed as a group the reasons for this, demographic of older passengers in the southwest, confidence in travel due to the media, and the misuse of the system. IS advised he would contact James Freemantle to see if this is still an ongoing issue at other airports and to see how they are dealing with the issue.

LB advised TUI are looking more into accessible holidays, from transfers to rooms and we believe once advertised the rate will increase further.

**Item Five: CAA Quality & grading****Minutes:**

LB went through the grading and how the scoring is achieved. LB advised that airports are assessed against the quality standards framework in three areas, waiting time standards, satisfaction survey and access forums.

LB advised the group of the periodic deep dive accessibility assessments which are now carried out by CAA.

IS congratulated Exeter Airport as a lot of work behind the scenes goes into a 'very good' rating. LB discussed the email out method and how the feedback has increased with a high response rate.

**Item Six: Tours****Minutes:**

LB advised that the tours are ongoing with amazing feedback from passengers using the familiarisation tours.

LB informed the group we have been working with a new charity; the mockingbird and the tours they have recently been given have been great for the children involved.

LW was invited by LB to come along on a tour and bring some members of his local group.

**Item Seven: Colostomy UK****Minutes:**

JF informed the group that during her walk around the terminal a shelf was discussed to be put in all disabled toilets to aid the changing of a colostomy bag. LB advised all disabled toilets now had the shelf fitted and we had already received some amazing feedback from a passenger.

JF asked if Libby from Colostomy UK could be involved with the group and come and do some awareness training with security officers. LB to email.

IS asked JF if any members of her charity would like to come up for a tour as there is still much uncertainty when it comes to searching and having a colostomy bag. This we feel would get the word out and more people would feel more comfortable travelling. JF to ask members.

## Item Eight: PRM Internal Meeting

### Minutes:

LB advised that due to the growing challenge of increased demand, we as an airport, felt it would be beneficial for all operational departments to get together, to see how best to manage the PRM process and continue investment in the correct areas, so that all passengers get the best individual experience possible.

Latest minutes were read to the group.

The use of other departments at peak times and the use of buses were discussed.

Ambilift issues were discussed – LB advised as an airport we are looking into hiring a more suitable lift.

LW asked how many PRMs can travel on each aircraft. LB advised depends on airline.

EMA carriage was discussed and the use of trialing new equipment to speed up the process of getting them into the holds and the health and safety issues they bring due to size of equipment and size of hold on aircraft.

## Item Nine: Virtual Tour

### Minutes:

During the last meeting the final stages of the virtual tour were discussed. MD discussed some of the navigational speaking on the tool needed looking at from the perspective of a blind user.

MD met with the virtual tour company at the airport for a very enthusiastic and positive meeting. MD went through the directional audio and advised the addition of floor coverings and the use of the clock. 'The assistance desk is at 11 o'clock' could be used rather than saying 'turn left & the clock is on the right'.

After the meeting a further discussion was had that the virtual tour company would like to take it a step further and use AI.

MD and LG felt this was a great idea but not to over complicate it as easy straight forward directions were the easiest to follow.

LW advised he would go home and use the tool online and give feedback to LB to how he felt it worked.

**Item Ten: BOPALIM – COST ACTION CA23101****Minutes:**

AW spoke to the group regarding building opportunities for participation and accessibility through lifelong community mobility. This began a year ago at a conference in Poland and AW would like to use Exeter Airport as a case study to demonstrate best practice/centre of excellence.

LB advised we would love to be a part of the project and look forward to the progress – AW to keep us posted.

**AOB**

SB spoke to the group regarding Denzil the therapy dog, the social media is going well with new followers each week. SB asked that Exeter Airport collaborate with Denzil on social media to raise awareness together that we have a therapy dog on site.

LB to discuss with social media team to see if this is possible.

SB announced that the QR code feedback has been a success and the meaningful moments of engagement have made a real impact on the passengers for delays, cancellations and any person that just needs a Denzil cuddle.

SB advised the group that number of visits is under review for the summer and a meeting is to be held soon with the airport.

MD wanted to discuss independence when travelling with assistance. MD shared with the group an experience when travelling recently from a larger airport in the UK when she was put in a wheelchair. MD is visually impaired and does not require a wheelchair. She feels a more tailored service that grants independence to use facilities whilst also receiving the assistance service.

MD wanted to congratulate Exeter Airport as whenever she travels from Exeter, she has the independence and the support she needs when travelling.

LB informed the group that this was something the CAA are looking into and are currently reviewing the quality standards framework, this includes a review of the survey methods, guidance on auditing the data collection and guidance on consultation within the airport access forums.

JF handed LB a travel certificate that the stoma user may have and hand to security personnel. LB to make security staff aware of the certificate.

JF asked LB if training from her manager would be beneficial for the security department when searching. LB was very keen to get a conversation started and training organized for the team. JF to send LB contact details.

JF took photos of new shelving in disabled toilets to show Colostomy UK.

We all said a fond goodbye to Pepsi who retires next week. We will miss her at the group meetings and when she flies out from Exeter, we wish her well in her retirement which thankfully is close to Mandy.

Next meeting date: [\\_AUG/SEP 26](#)