

# PRM CONSULTATIVE COMMITTEE MEETING



## MINUTES

**DATE:**

04.02.25

**TIME:**

1100-1400

**IN ATTENDANCE**

Ian Sherrif  
Neil Henderson  
Mandy Darling  
Fiona Hess  
Shelly Bennett  
Claire Chambers  
Jo Brady  
Leah Byrne  
Genette Miller  
Pepsi the dog!

**APOLOGIES**

Paul Baldwin  
Emma Baldwin  
Alison Warren  
Darren Kinsman Moore  
Nick Worgan  
Stephen Nott

**INTRODUCTION**

**IS** welcomed everyone to the group, explaining his background. Everyone else did a brief introduction.

**LAST MEETING MINUTES**

**IS** read through the minutes of the last meeting which were agreed by all.

**'PRM' TERM**

The term PRM was discussed again as it was decided that this is misleading and doesn't encompass all groups and airport users. Here at Exeter we use the term 'assistance passenger'

**IS** suggested that **LB** send a breakdown showing the amount and types of PRMs we get and share this with James Freemantle at the CAA explaining that this term is no longer appropriate.

**AIRPORT TOURS**

**LB** updated the group on the tours and how popular they continue to be.

## SOCIAL MEDIA

The terminal team continue to send off photos and information to the central team in Norwich to post all that we do on social media, such as tours, therapy dog & hosting college groups and other community engagements. It was discussed that this needs to continue to happen, but to be more instant.

**IS** will put **LB** in contact with David Fitzgerald (Sky anchor) to see if a relationship can be built to facilitate this.

## TURKEY

**IS** explained that the one of the Airport leads in Turkey have contacted him with regard to our policies and procedure with assistance passengers. They would like to talk to a smaller airport, so **IS** will be sharing our contact details. They would like to look at the CAA report.

## PRM NUMBERS

**LB** informed us that the PRM numbers are higher for us in Exeter due to the demographic of our passengers. The winter was very busy with PRM numbers and there was a record 24 passengers requiring assistance on the TFS route on one flight alone. We discussed the impact on staffing when we have such high numbers.

## CAA PRM SURVEY

**LB** talked about the most recent report by the CAA and explained the 'Good' rating was given because we have not captured enough data from PRMs completing the survey. Last meeting it was discussed that we should have a tablet which we have now got, but we are still looking at other ways to increase the response rate. It was suggested that we could phone the passengers once home to encourage them to fill out the survey. It's also felt that the survey is too long and wordy. **We have asked IS to put us in touch with Alexis Kirk at Plymouth University, as he may be able to help create a more user-friendly survey for us.**

## VIRTUAL TOUR

**NH** showed the final stages of the virtual tour now that it is nearly complete. He is waiting on a bit more feedback from all users before it launches **NH** thanked MD for all her valued feedback as it was invaluable. **NH to email out link again to encourage one last response from everyone.**

Once all feedback is gathered, the BSL will be on screen and the tour will go live.

**NH** also suggested that we could also host online tours so that people who can't get to the airport can still experience what it's like to fly from Exeter and what our procedures are.

**IS** asked **NH** if the tours are to the correct ISO/BSI standards. **IS to send email address of Paul Lambert to see if there are any standards that need to be met.**

**CC** told **NH** that the desks would be swapping due to the addition of KLM. So she will email a plan for him as it will need to be updated on the tour.

Within the tour there are arrival and departure videos. They are only in English at the minute due to budget restrictions, however in future we could look at different translations.

**LB** advised that she would put **NH** in touch with Aeroparker which is the lounge and car park booking systems.

### THERAPY DOG

**SB** introduced herself and explained the role she has been taking so far. She has come in for several delays when passengers were faced with a very stressful situation. Passengers that required extra support when boarding their flight and a bereavement within the airport team.

This week we have also been given the go-ahead to display her posters on staff notice boards so that staff know how to contact her if needed.

All of the feedback she has been given has been very positive so far from both staff and passengers.

We are so proud to have a therapy dog here at Exeter Airport we are the only one in the southwest and we are hoping it will go from strength to strength. Denzil has gone live on our social media platform and receiving many likes for his good work.

**IS** asked about her safeguarding policy and what the procedure would be in someone disclosed abuse or of a sensitive nature. **CC** explained the airport does have policies for these and we would share these policies with her. **SB** also explained that as she has worked in this area for a long time, she has had all relevant training and is fully insured.

### KLM/NEW ROUTES/TUI

**LB** informed the group about the new route to AMS this a daily route and will mean passengers can now connect to the world from the Southwest. The addition of another based TUI aircraft this summer will bring a 10-day option to passengers instead of just 7 or 14. Its positive news from the airport.

This will mean an increase in PRM numbers, so more staff within the handling team will be employed in spring 25.

### OPEN FORUM DISCUSSION

**LB** asked if anyone had anything else to add. She asked **MD** if she had a positive experience when travelling through **EXT**. She was very complimentary. She advised she had no issues, the assistance staff were amazing from car park to plane and both guide dogs had a very successful flight, one of them for the first time! They are already looking to book their next adventure.

**IS** asked for a recap of the actions from the session.

**SB** mentioned that she has been invited to Plymouth University to speak with the Occupational Therapy students about the benefits of a therapy dog. She is going to

Speak as well about the role she has at the airport and how it feeds into the passenger experience.

**FH** talked about her background and her role as a support worker for **MD**.

**IS** invited **MD** and her husband to speak at the Dementia Conference in Plymouth in April.

**MD** also explained about different way finder software such as Hello Lamppost and Navilens. **LB** explained that we were in talks with Hello Lamppost and that it has gone to the board to discuss. **LB** will have a look at Navilens as another option.

**MD** invited any volunteers for a tandem Skydive to raise money for Devon Insight. **LB** to ask staff if any of them would be interested as it is for an amazing cause.

## CONCLUSION

**IS** wrapped up the meeting expressing his thanks and congratulating to Exeter on how well we are doing.

## TERMINAL TOUR

A walkaround was conducted by **LB** with Josh Whittaker who is a wheelchair user.

- From the walkaround it was found that the water fountain is accessible to a wheelchair user.
- There are 4 accessible toilets within the terminal.
- LED has no lower ledges; however staff help with payment by handing down the PDQ machine and bring drinks to passengers at their tables.
- WHSMITH has lower self-service checkout along with staff to help with payments on till.
- Duty Free very accessible and always staff on shopfloor to help.
- Upstairs lounge/ Bar accessible via the lift. They also have low level service area.
- Lounge access is accessible, but all items on standard height counter tops.
- Signage for the lift needs to be lowered.

## NEXT MEETING

**LB** to arrange next meeting for August in 6 months time with an email invite to be sent in July.

## ACTIONS

**IS** to send **LB** David Fitzgerald contact details.

**IS** to put **LB** in contact with Alexis Kirk to create a new PRM survey.

**IS** to send Paul Lamberts contact details to **NH**.

**LB** to send **NH** contact details of Aeroparker and new allocation of desks.

**CC** to send **SH** airport policies on safeguarding and whistle blowing.

