Exeter Airport Accessibility Forum – Terms of Reference

Purpose

Exeter Airport is committed to ensure a consultation process with representatives of the wider disabled community, to include physical, hidden, and sensory disabilities. This helps to recognise the need to continue developing the accessibility of the airport and keep improving the standards of the assisted travel operation.

The Exeter Airport Accessibility Forum is a committee established to analyse the performance, processes, and procedures in support of disabled and assisted travellers using Exeter Airport. It advises Exeter Airport using the knowledge and experience of its members to improve the assistance travel Exeter Airport provides.

The Chair

The chair is Mr Ian Sherriff BEM and he has been appointed by Exeter Airport. The chair will ensure the independence of the meeting and how it functions. He will ensure full participation and that all relevant issues are discussed, and decisions are followed up.

Membership

Membership of the forum is selected to reflect the needs and requirements of those who require additional assistance when they fly from Exeter Airport. Their purpose is to provide perspectives to Exeter Airport as it seeks to deliver high levels of customer service and support to all passengers. The membership is made up of representatives from local charities, disability organisations, as well as disabled or assisted passengers who fly from Exeter Airport.

The Role

- Review Civil Aviation Quality Standards and Performance metrics by analysing audit results and systems utilised to capture those results.
- Review airport staff training modules, particularly Disability Awareness proposing changes when required.
- Review airport website, public information, aviation technology and apps.
- Review airport assistance equipment and the in-house provider.
- Review all current processes and procedures throughout the airport journey.

- Review survey results from customer satisfaction surveys, compliment and complaint correspondence.
- Review current airport infrastructure and any challenges, along with wayfinding and signage. Any future projects which may affect any accessibility issues.
- Support airport audits and inspections and mystery shopper exercises.

Attendance

Meetings will take place twice a year. They take place on site within an accessible meeting room. An airport tour is conducted to view signage, wayfinding, and the passenger journey to analyse and review changes and challenges that Exeter Airport experience.

Exeter Airport Accessibility Forum Code of Conduct

The Exeter Airport Accessibility forum operates under the principle of mutual respect and all participants agree to,

- Be open, professional and have a non-judgemental attitude, providing apologies ahead of time if unable to attend.
- Be prepared to contribute to discussions during the meetings.
- Respect the chair and maintain focus on matters being discussed.
- Engage in debate and the decision making in the meetings and respect the opinions of others using discretion when required.

Those found to be in breach of the code of conduct will not be asked to participate any further.