BOURNETHMOUTH AIRPORT ASSISTANCE CONSULTATIVE GROUP

27th November 2018

**Attendees** Tracey Hilsden – Bournemouth Airport

Paul Bright – Bournemouth Airport

Geraldine – Bournemouth Blind Society

Philip Henderson

Dr Richard Biddle – Colostomy UK

Amanda Parsons – People First Forum

Amanda Frost – People First Forum

**Apologies** Karen Wilmhurst – Autism Wessex

Philip Tarrant – Bournemouth Blind Society

Subjects discussed

* Update
* Hidden disability lanyards feedback – Sunflower lanyards now group wide in RCA
* Organised familiarisation visits during November – January - 2 visits completed
* Ryanair change in hand baggage
* Hearing loops – 2 additional loops to be ordered
* Importance of booking correct assistance
* Signage on disabled toilets being changed – now also shows
* Check if hooks are available on toilet doors
* Positive feedback relating to hands on staff training and the passenger journey document
* Sight impaired passengers find signage is to high at all airports
* Problems encountered by electronic screen readers and the importance of easy to navigate websites
* Lack of Travel Agents Awareness
* Staff awareness for passengers with STOMA’s

Next meeting 20th November 2019 (TBC)