

Company/ Charity/Disabilty Group	Date of Engagment	Reason for Meeting	Key Actions
Alzheimer's Society via the Strategy and Commissioning Officer for Dementia	18/05/2016	To support Dementia Awareness Week we had an open invite to customers who suffer from Dementia, Carers, Family and Friends to come and vist the airport, walk through the passnegers journey, talk with flight crew and hold an open forum to suggest idea of how we might improve our service to customers with Dementia	Leaflet designed to support and encourage customers to travel with dementia. Leaflet desgined in coordination with commissioning Officer for Dementia.
Transport and Mental Health summit	25/02/2016	Meet with transport providers across the UK, and hear from various hidden disabilty groups on how we can support their needs.	Plans to work with CAA and major Airline to highlight what serivce we offer to customers with hidden disabilities.
Alzheimer's Society	07/12/2015	Dementia Champion Training	In order to offer inhouse Dementia Friends training.
Commissioning Officer for Dementia	10/11/2015-18/10/2015	Dementia Friends Training	117 customer facing terminal, airport hotel and airport train staff members trained to become Dementia friends