

Company/Charity/Disability Group	Date of Engagement	Reason for Meeting	Key Actions
Dementia Awareness Week	21-27/5/18	Southend Dementia Community Support Team will be allocated a desk and space in the departure lounge to raise awareness and to provide advice about the LSA Blue Band Scheme.	To provide information about travelling with dementia and hidden disabilities.
St. Christopher's School Academy Trust	2/12/17	The 2017 Santa Flights provided the perfect opportunity to invite some children from St Christopher's School in Leigh on Sea for some first time flying experience. Four children with Autistic Spectrum Disorders who had never been on an aircraft before were all given free flights, along with their carers.	
Dementia Awareness	Nov/Dec 17	Representatives from Pan Essex Dementia Action Alliance visited the airport to train new staff members from the airport, the train station, the hotel and third-party providers to become Dementia Friends.	
Dementia Awareness	24/10/17	The Customer Service Manager and the Community Affairs Co-ordinator attended a Let's Talk about Dementia event organised by the Pan Essex Dementia Action Alliance in partnership with Essex County Council and Healthwatch Essex.	This allowed the airport to network with dementia patients and carers along with other transport providers to speak about difficulties encountered and look into possible solutions.
Hearing Loss	26/9/17	The Customer Service Manager and the Community Affairs Co-ordinator met again with a representative from Hearing Loss to show them some positive changes that had been made and how we are planning to continue improvements.	
Guide Dogs for the Blind	15/8/17	Four of the initial eight guide dog puppies returned to the airport to experience more of the restrictions of travelling through an airport.	This allowed other staff members to understand the requirements of a passenger travelling with an assistance dog.
Dementia Awareness	12/7/17	The Station Manager and the Community Affairs Co-ordinator attended a Dementia Friendly Transport Conference in London.	The event was all about learning and sharing best practise of how airports can be as supportive as possible

			to passengers with dementia.
Let's Talk About Dementia	6/7/17	On 6 July, Alzheimer's Society held its first ever Dementia Friendly event at BMA House, Tavistock Square, London. The conference was attended by over 100 key transport sector leaders, with all the main airports, airlines, train operators, and bus and taxi companies attending.	The aim was to find out how they can work with each other, and with Alzheimer's Society, to provide the best service for people affected by dementia.
Guide Dogs for the Blind	12/5/17	Eight guide dog puppies based in the Essex area visited the airport to experience the sights, sounds and smells of a busy, noisy environment.	This allowed the staff to understand the requirements of a passenger travelling with an assistance dog.
Hearing Loss	25/1/17	The Customer Service Manager met with a representative from Hearing Loss to discuss the accessibility of the journey through the airport for passengers with hearing difficulties.	The number of hearing loops are adequate for the passenger terminal
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 visit the airport, walk through the passenger's 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 designed 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 disability groups on how we can support their needs.	Plans to work with CAA and major Airline to highlight what service 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 customers facing terminal, airport hotel and airport train staff members trained to become Dementia friends.