

Company/Charity/Disability Group	Date of Engagement	Description	Key Actions
Dementia Awareness Week	20/05/19	The airport welcomed the Southend Dementia Action Alliance Team to the terminal where they set up a display to raise awareness of Dementia and other hidden disabilities to departing passengers. This was to support Dementia Awareness Week 2019.	
Wayfinding	01/05/19	The airport increased signage for passengers requiring assistance in the carpark/bus shelter area.	
Familiarisation tour	05/04/19	London Southend Airport staff provided a guided tour to a family of a young boy with ASD, severe learning difficulties and sensory problems. The group travelled through security where the noises and environment of security could be experienced by the young passenger prior to the commencement of his holiday. The family were very thankful for this experience.	The airport now plans to host regular familiarisation tours for differing disabilities.
Wayfinding	01/04/19	The airport enhanced wayfinding signage to assist all passengers with their journey whilst considering valuable feedback from our local Dementia Action Alliance Group.	
Aviramp Lite	1/03/19	London Southend Airport added an Aviramp Lite to the existing equipment. This allows an easy access option for passengers with reduced mobility to the smaller aircraft operating from the airport.	
Santa flight charity donation event	26/02/19	London Southend Airport donated £14,000 to local charities including Little Hero's ASD Support Group, Anxiety Society, Mental Health Support Group, Peaceful Place (Dementia) and Brighter Opportunities Through Supported Play (Making Autistic Sense). The airport will continue to work with these groups to enhance our knowledge and improve our hidden disability assistance.
Rated the most accessible airport in London & South East	13/07/18	Awarded by the Civil Aviation Authority.	
Guide Dog Familiarisation training	05/06/18	Guide Dog Familiarisation training took place. Six guide dog puppies and their handlers travelled through security, departures and baggage	This allowed other staff members to understand the requirements of a

		reclaim areas, to assist the puppies with the sights, sounds and smells of a busy and noisy environment.	passenger travelling with an assistance dog.
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.
Social media campaign	18/04/18	Airport staff took part in a social media campaign to raise awareness for the 'Positive Choice, Positive Commitment' 2018 campaign for increased use for sign language. Six members of LSA staff took part in a viral video, including Lewis Bowers who has a Diploma in British Sign Language.	
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	This allowed other staff members to understand

		experience more of the restrictions of travelling through an airport.	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.
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