

Company/Charity/Disability Group	Date of Engagement	Description	Key Actions
Familiarisation tour	14/08/19	<p>London Southend Airport staff provided a guided tour to a family of a young boy with severe anxiety. The young boy and his parents were given a guided tour of the airport prior to their booked flights to ensure he was familiar with the setting and made to feel at ease. The family were very thankful for this experience.</p>	
Dementia Friendly Transport of the Year	12/06/19	<p>The airport has been voted by the Southend Castlepoint and Rochford Dementia Action Alliance as the most dementia's friendly transport provider.</p> <p>Cassie Searle – Dementia Action Alliance Co-ordinator for Southend, Castle Point and Rochford Dementia Community Support Team: "It's a pleasure to give this award to London Southend Airport, the dedication and passion from the staff is amazing and the difference the assistance scheme has made to those travelling with dementia is phenomenal".</p>	
Therapy dogs	July	<p>The airport met with Canine Concern to discuss having a regular diary of therapy dogs in the terminal to assist passengers with anxiety. Plans are progressing to get a formal agreement signed and security passes for the dog handlers. Once ready, the airport will advertise when the therapy dogs are available on its website</p>	
Forget-me-not Garden	23/05/19	<p>The Southend Dementia Action Alliance (SDAA) team and members from Peaceful Place in Basildon were invited to Southend Airport to plant forget-me-not seeds in a special 5-petal shaped garden dug out within the designated wild flower meadow located in front of the passenger terminal. As the seeds grow it's hoped they will form the shape of the forget-me-not flower and be</p>	

		<p>lovely way to show of support for the fight against dementia.</p> <p>The event also provided an opportunity to engage with Peaceful Place members who had travelled through the airport and could provide feedback of their personal experiences.</p>	
Dementia Awareness Week	20/05/19	<p>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.</p> <p>This was to support Dementia Awareness Week 2019.</p>	
Wayfinding	01/05/19	<p>The airport increased signage for passengers requiring assistance in the carpark/bus shelter area.</p>	
Guide Dog Familiarisation training	29/04/19	<p>9 Guide Dogs puppies came to the airport for familiarisation training – experiencing the different floor surfaces, stairs, security screening (being searched) interacting with passengers in a busy environment, walking through the restaurants, World Duty Free, WHSmith, check-in area, immigration and baggage reclaim. Also taking them into the disabled toilets.</p> <p>Spirit is one of the Guide Dogs for the Blind featured sponsor dogs so had his own cameraman follow him round to take photos for the Guide Dogs website and to provide ‘pup dates’ for his many sponsors.</p> <p>Joanne Thorn from the Guide Dogs team said, <i>“Thank you to everyone involved at Southend Airport for helping us to socialise our future life-changers”</i>.</p>	
Familiarisation tour	05/04/19	<p>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</p>	<p>The airport now plans to host regular familiarisation tours for differing disabilities.</p>

		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.	
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 reclaim areas, to assist the puppies with the sights, sounds and smells of a busy and noisy environment.	This allowed other staff members to understand the requirements of a 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 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 ideas 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.