

Southend Airport PRM Action Log

Number	Date	Action
1	Oct-24	Walk through video – Zec offered to assist.
4	Oct-24	LD Action: Little Heroes requested a familiarisation visit for their families with autistic children. LD offered to visit Little Heros to talk to them.
6	Oct-24	JM Action: Coordinate training event for BSL/Visual impairment/dementia in Spring 25.
2	06.10.25	Nancy Spencer Anthony: Suggestion for the Tour to be 2 or 4 weeks before the October meeting, to allow for feedback to be collated and given to airport staff, prior to the next meeting

3	06.10.25	Nancy & Spencer: suggestion to have 1 online meeting during the course of the year. So we would have 2 face to face meetings at Jet Centre, 1 x Tour and 1 x online meeting to attend as needed
8	06.10.25	Gatwick Airport Guides and LSA are adapting
12	06.10.25	Sarah Wilson: Does the airport hold meetings/ visits for local travel agents so that if they get customers with additional needs, they are better able to advise them and help with any questions that might arise.
14	16.03.25	Penny suggested that someone with sight loss travels and records the journey from station to airport.

Mar-26	
Update	Actions and Status: NEW / OPEN / CLOSED
Video has had challenges regarding security camera positioning. This is still being worked through	update next meeting
Mikaela will follow up with and email to Leanne .	MC to email Leanne Dubovie
Dementia Trainign complete and well received. 8 attended and feedback was good. BSL and Visual Impairment training is part of the LSA wellbeing event 24th March. Daniel has been invited to give support in BSL. Offer of support from Penny, Beatrice and Lisa for event. Victoria mentioned students at Swayne PArk School wth lived experience who are willing to support.	Beatrice to email Jo & Victoria to email Jo
Penny asked for the meeting not to be in October as it clashes with Party Conference Season. It was agreed the Airport Tour would be moved to November	NS & JM to discuss date and NS to send to PRM group

<p>An additional Teams meeting will be arranged before Airport Tour. Penny mentioned Ground Rules for Teams Meetings to include: No writing in chat, No talking over, Raised Hands only, say who you are when you speak</p>	<p>NS & JM to discuss date and NS to send to PRM group</p>
<p>Nancy suggested partners who are supporting residents directly could signpost those known to be travelling through LSA to the Airport website . It was agreed that each PRM partner could be named on teh LSA website and a partner website link could be shown. (Helpful Local Partners)</p>	<p>All partners to share links to their organisations with Nancy</p>
<p>LSA has a Travel Trade and Events Manager that engages directly with Travel Agents. LSA facilitates airport tours with Travel Agents so they understand what LSA has to offer. Assistance should be booked directly with the airline.</p>	<p>Invite Sarah Martin to next meeting</p>
<p>Jo mentioned that this was part of LSA's medium to long term objectives and was on Andrew's list. It was also disucssed that the train station employee could call LSA control room for assistance and someone from the airport would go and assist.</p>	<p>Jo to check LSA website for clarity on this. Penny to email Jo direct with journey update</p>

Attachments
