Southend Airport PRM Action Log			Oct-26	
Number	**Date**	**Action**	**Update**	**Actions and Status: NEW / OPEN / CLOSED**
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	Mikaela will follow up with and email to Leanne .	**Visit arranged for Spring 2027**
8	06.10.25	Gatwick Airport Guides and LSA are adapting	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 the LSA website and a partner website link could be shown. (Helpful Local Partners)	**Update for next meeting from Jo, Chloe & Wallis offered help with this**
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.	Sarah Martin declined the invitiaiton to the meeting. Wallis Harvey mentioned thatthe airport hosted a travel event each year. JM offered PRM the opportunity to engage with agents at the event.	**JM to let the PRM Committtee know date of next travel event.**
15	19.10.26	Sarah / Nancy / Spencer, Lucy and Sam all mentioned how the lift can impact on people with a number of disabilities	Discuss possible changes based on PRM feedback	**send any examples of good practice or suggestions to Nancy by 31.01.27**

22	19.10.26	Pre-security area. There is another large tactile sign although I think it may be a little high to feel. The signage on the walls relating to prohibited items is smaller and not large enough for some BPS people to see. Can this be created in an audio format and played or maybe scanned using an accessible QR code? The silver box tables are gtey and blend into the grey tiles. Could you add a contrasting colour strip around the top edges of this and on the sides so it is more identifiable.		**Audible signage is difficult, due to the number of language tyranslations needed. Possiblility of a QR code. JM to update**
23	19.10.26	Security - trays underneath, I know this is standard but they are really hard to locate. Lighting or staff to support would be helpful. The member of staff that supported me was very understanding and friendly. They introduced themselves and did not try to take any of my equipment away. She also told me what she was doing before she did it which was great. Guiding techniques maybe need to be included in their training. Happy to discuss this further in future. Can you include a chair near the tray area for those who need to take off their boots as I struggled to do this standing up.		**Chair at security to remove boots was requetsed. PM responded that passengers should not be asked to remove footwear, as this is scanned seperately. PM to advise**

32	02.11.26	Hidden Disabilities Training	Nancy asked Lyndsey if PRM would be able to undergo the training. Lyndsey was happy to do this and to receive insight from members	**Members to submit interest to Nancy by 01.12.26**
Airport Observations	19.10.26	See tab - Airport Observations		**Chairs have sent to JM for comment and action**